

# CADENCE LITE

## USER GUIDE

### ABOUT THIS GUIDE

This user guide describes how to set up your mailbox and how to use the various features. Please review this guide carefully before you use your mailbox.

Your voice mailbox has the capability of storing private messages, offers a number of options for sending or redirecting messages and provides several ways to notify you of new messages or calls.

This guide can be used by mailbox owners within the office or from a telephone outside the office. The basic operation is the same, but the access method will be different.

Note that some features and prompts described in here may not be available to all mailbox owners. See your system administrator if you have any questions about feature availability.

### ACCESSING YOUR MAILBOX

#### Outside Callers

- Dial the phone number that will be answered by the Cadence Lite. The main greeting will answer.
- At the main greeting dial (#) plus your mailbox number (mailbox numbers will normally match your extension number)
- Enter your personal mailbox password when prompted (the default password is 0000).

#### Inside Callers

- Dial the Cadence Lite access number (519) or press the key assigned as a voicemail message (VMMSG) key.
- Enter your personal mailbox password when prompted (the default password is 0000).
- You will be greeted with a prompt stating the number of messages in your mailbox. **See Listening to your Messages.**

## GETTING STARTED

Using your Mailbox is as simple as following a few simple spoken instructions. First time users should read this user guide as a tutorial. The first things you should do are:

- Access your mailbox
- Record a personal greeting
- Change your access code
- Record your name

After you have completed the steps above your mailbox is set up and ready to use.

## LISTENING TO YOUR MESSAGES

If there are new messages in your mailbox your VMMSG key will be lit. In the case of a display phone, the number of the new messages that are in your mailbox will be displayed on the screen.

Call the Cadence Lite by pressing your msg key or by dialing the access code (519). When prompted enter your password. Press 1 to listen to new messages or 3 to listen to saved messages.

1	To play/replay the message
11	To play the previous message
2	To save the message you just heard and listen to the next message
3	To delete the message you just heard and listen to the next message
4	To reply to the message. This will allow you to leave a message in the sender's mailbox (if the sender has a mailbox assigned on the system)
5	To return the call directly to the telephone number that left the message
6	To forward the message to another mailbox
7	To rewind the message 5 seconds
77	To change playback volume of the recording
8	To pause/resume during the message playback
9	To fast forward the message 5 seconds
99	To change playback speed of the recording
0	To play the help options
00	To hear the date and time, and sender's information of the message you just heard.
#	To move to the next message (previous message still remains in mailbox).
##	To scan. Plays the first 7 seconds of message and skips to the next message. To stop scanning press 1.
*	To cancel and return to the previous menu

## MESSAGE FORWARDING OPTIONS

If option (6) is selected during the playback of messages, you will be given the option to forward this message to another subscriber.

The subscriber can be selected by dialing the mailbox number (xxx), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).

Once you have entered the recipient's mailbox number you have 3 options:

- Forward the Message (by pressing #). The original message will be sent to the mailbox that you have entered.
- Record an Introduction (by pressing 2). This allows you to add your own comments to the beginning of the original message before you forward it to another mailbox.
- Send a Copy to someone else (by pressing 6). This allows you to send a copy of the original message again to another mailbox.
- Pause (by pressing 8). This allows you to pause and restart the above options (used if you need time to decide which mailbox number you wish to forward the message to).

## SENDING MESSAGES

Press (2) from the main menu. Note that if your mailbox is set up to playback new messages automatically you will have to press \* to exit back to your main mailbox menu before you can access any mailbox options.

Enter the recipient's mailbox number then press (2). Alternatively you may press (#) to send the message immediately if you do not wish to access any further options.

If you do decide to press (2) you will be presented with the following options:

- Review the Message (by pressing 1). Allows you to listen to the message you just recorded and change if necessary.
- Continue Recording (by pressing 2). Allows you to add some more information on to the end of the message you just recorded.
- Discard and Re-record (by pressing 3). Discards the message and allows you to record a new one in its place.

When you are satisfied with the message you have recorded press (#) to send it to the recipient.

## **RECORDING A PERSONAL GREETING**

Your personal greeting will be played every time someone reaches your mailbox. A typical example of a personal greeting is:

“Hi you’ve reached..... Sorry I can’t take your call right now. Please leave a message together with your contact details and I will get back to you as soon as I can.”

To record a personal greeting press (5) from the main menu. Note that if your mailbox is set up to playback new messages automatically you have to press \* to exit back to your main mailbox menu before you can access any mailbox options.

You will be prompted to begin recording, and will hear a beep. Start recording your greeting message after you hear the beep.

When you have finished recording your greeting press (2). Alternatively you may press (#) to save the message automatically if you do not wish to access any further options.

If you do decide to press (2) you will be presented with the following options:

- Review the Message (by pressing 1). Allows you to listen to the message you just recorded and change if necessary.
- Continue Recording (by pressing 2). Allows you to add some more information on to the end of the message you just recorded.
- Discard and Re-record (by pressing 3). Discards the message and allows you to record a new one in its place.

When you are satisfied with the message you have recorded press (#) to save.

## **MAILBOX ADMINISTRATION**

The mailbox administration menu is used to turn on and off your pager notification, message alert options and other message control features.

To access Administration press (6) from the main menu. Note that if your mailbox is set up to play back new messages automatically you will have to press \* to exit back to your main mailbox menu before you can access any mailbox options.

You will then be presented with the following options:

- Press (1) for Message Alert. Two options are then available:
  - Press (1) to toggle message alert on and off
  - Press (4) to set the destination phone number

When this feature is enabled, Cadence Lite will alert (ring) the number specified in (4) above to indicate there are new messages in your mailbox.

- Press (2) for Pager Notification. Two options are available:
  - Press (1) to toggle pager notification on and off.
  - Press (4) to set the destination number.

Note that the installing technician must first program the pager facility. When activated Cadence Lite will call your pager service and notify your pager when there are new messages in your mailbox.

- Press (3) to Retrieve Deleted Messages. Select this option to recover previously deleted messages. Deleted voicemail messages are temporarily stored in the Cadence Lite memory until 3am the following day. After this time it is NOT possible to retrieve deleted messages.
- Press (4) to Retrieve Delivered Messages. Allows you to retrieve the messages sent to a recipient and that have not been retrieved by that recipient.
  - Enter the mailbox number of the recipient from whom you wish to retrieve a message. Any undelivered messages will automatically be played back with the following options:
    - Press 1 to replay the message
    - Press 2 to retrieve the message
    - Press 3 to discard the message

## **PERSONAL SERVICES**

The personal administration menu is used to set your password and record your name. Note that if your mailbox is set up to play back new messages automatically you will have to press \* to exit back to your main mailbox menu before you can access any mailbox options.

Press (#) to access Personal Administration. You will be presented with the following options:

- Press (1) to change your Password. The current password will be played back. To change the password press (2), enter a new 4 digit number and then press (#). To confirm the new password press (1). The new password will now be set.
- Press (2) to record your Name. Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the Cadence Lite system. At the tone record your name. When you have finished recording press (2). Alternatively press (#) and your name will be saved automatically.

If you do decide to press (2) you will be presented with the following options:

- Review the Message (by pressing 1). Allows you to listen to the message you just recorded and change if necessary.
- Continue Recording (by pressing 2). Allows you to add some more information on to the end of the message you just recorded.
- Discard and Re-record (by pressing 3). Discards the message and allows you to record a new one in its place.

When you are satisfied with the name you have recorded press (#) to save.

# FLOW CHART

