

CADENCE

Voice / Fax Mail System USER GUIDE

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ABOUT THIS BOOK

The Cadence Voice Mail provides:

- ⇒ Storage of voice messages and faxes.
- ⇒ Several options for sending or redirecting messages and faxes.
- ⇒ Several options of message notification.
- ⇒ Automatic Attendant
- ⇒ Several options of personal greeting mode

This is a reference guide for the mailbox users of the CADENCE voice mail. It describes how to setup your mailbox for use, and how to use the various mailbox features.

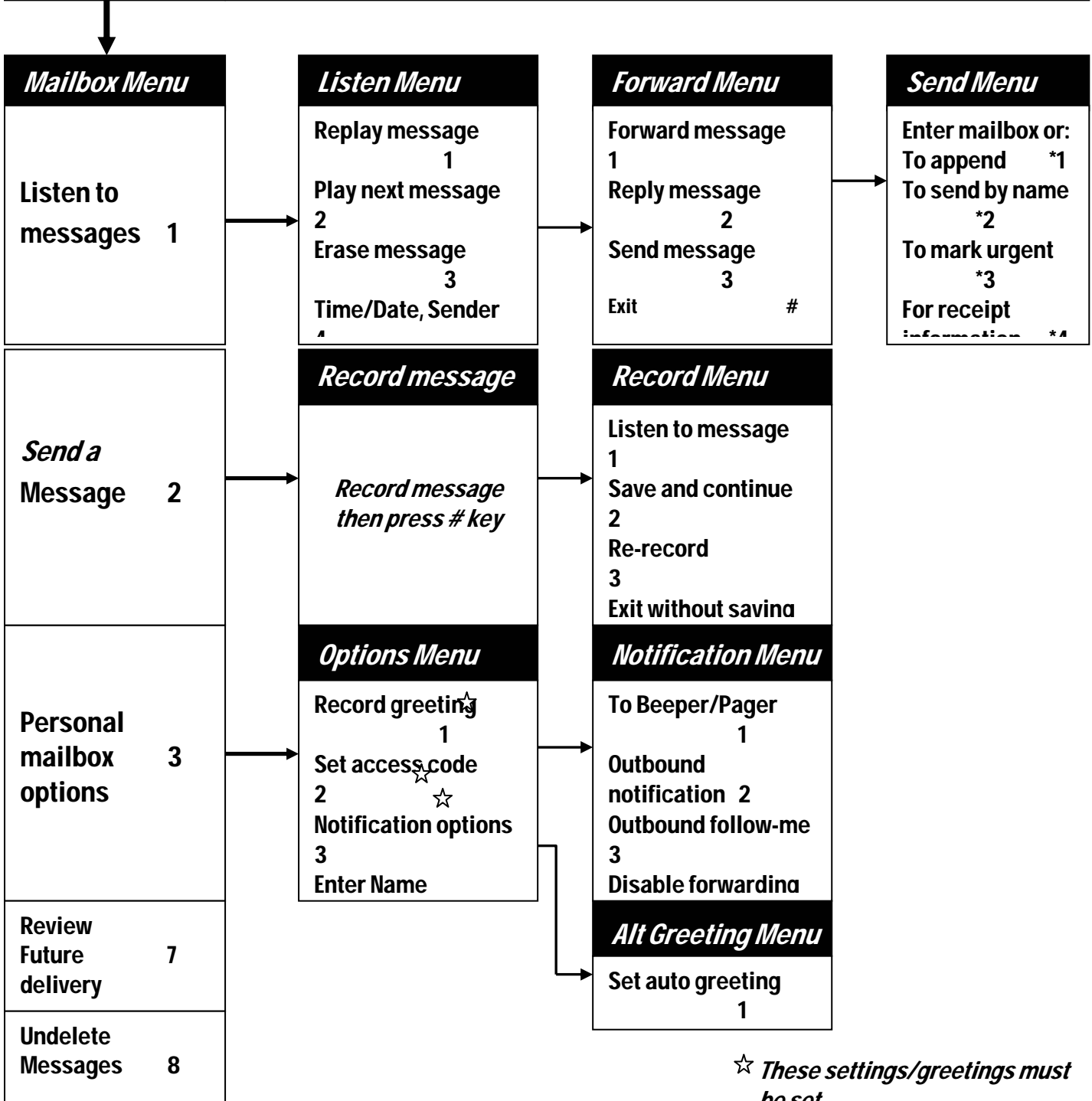
This guide can be used by mailbox users from within the office (from exts) or from any touch tone telephone outside the office. The basic operation is the same, but the access method will be different.

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

Please review this guide carefully before using your mailbox.

Cadence Voicemail Reference Guide

Accessing your Mailbox	
From An Extension:	Dial ___ __ _ → Wait for Cadence to answer → Enter your access code _____
From an External location:	Dial _____ → Wait for Cadence to answer → Dial * then your mailbox number ___ __ _ → Enter your access code _____



☆ *These settings/greetings must be set*

Convenience Features

Self Memo	To leave a message directly to your own mailbox ##
Internal Memo	To leave a message directly to another mailbox # and the mailbox number

Call Forwarding your Extension to voicemail

Call Forward All Calls direct to voicemail	Dial 601 then enter the voicemail group number __ __ __
Call Forward On Busy or No answer	Dial 604 NB. Voicemail group must be set for call forward Busy & Call forward No answer First for Busy / No answer setting to function

Short Cuts – After accessing your mailbox main menu

Press 1	To retrieve voice messages
Press 2	To send a message
Press 31	To record Personal greeting
Press 32	+ NEW ACCESS CODE – To change your access code
Press 33	For Message Notification / Call Forwarding options
Press 331	+ BEEPER / PAGER number – For beeper / pager notification
Press 332	+ TELEPHONE number – For Outbound message notification
Press 333	+ TELEPHONE number – To forward calls from your mailbox to an external location
Press 334	+ EXT number – to forward calls from your voicemail to another ext
Press 335	To disable forward

GETTING STARTED

Using your new CADENCE mailbox is as simple as following spoken directions.

The first thing to do is access your new mailbox, record a personal greeting, record your name and change your password.

ACCESSING YOUR MAILBOX

REMOTE ACCESS (access from any touch tone telephone outside the office)

1. Dial the phone number that will be answered by CADENCE auto attendant greeting.
2. During the Greeting, enter [*]. Enter your mailbox number (mailbox numbers will usually match your extension number).
3. Enter your access code (the default access code is 9876). You will hear a message stating the number of messages left in your mailbox.

ACCESS FROM YOUR EXTENSION

1. Dial 529 or press the key assigned to ring CADENCE [VM Message Waiting Key].
2. Enter your passcode (default code is 9876). You will hear a message stating the number of messages left in your mailbox.

this point the inside and outside callers follow the same instruct .

You will then hear the Mailbox Owner **Main Menu** with the following options:

- ⇒ **[1]** Listen to messages
- ⇒ **[2]** Send a message
- ⇒ **[3]** Set personal mailbox options
- ⇒ **[7]** Review future message delivery (if set)
- ⇒ **[8]** Undelete message
- ⇒ **[*]** Disconnect
- ⇒ **[#]** Exit and return to the main menu

Main menu Selection **[1]** – LISTEN TO MESSAGES

Select **[1]** option to listen to messages that are left in your mailbox.

During playback of the message you can:

- ⇒ **[Press 7]** To rewind the message
- ⇒ **[Press 8]** To pause during message playback for 15 seconds. During this paused state you can dial 7 to reduce the playback volume or 9 to increase it
- ⇒ **[Press 9]** To fast forward the message

At the end of each message played you will hear the **Listen Menu** with the following functions

- ⇒ **[Press 1]** To replay the message you just heard
- ⇒ **[Press 2]** To save the message you just heard and listen to the next message

- ⇒ **[Press 3]** To erase the message you just heard and listen to the next message
- ⇒ **[Press 4]** To hear the time, date, and sender's information of the message you just heard. Nb. Sender information is not available on outside calls.
- ⇒ **[Press 5]** For forwarding options (see message forwarding options on next page)
- ⇒ **[Press #]** Exit and return to the Mailbox Owner Main Menu

Once you are familiar with these options they can be dialed any time a message is playing

Listen menu [5] MESSAGE FORWARDING OPTIONS

If option [5] is selected you will hear the **forwarding options menu**

- ⇒ **[Press 1] FORWARD** This will forward the message (and keep a copy in your mailbox).
- ⇒ **[Press 2] REPLY** This will leave a reply directly in the sending extensions mailbox.
- ⇒ **[Press 3] SEND** This will send the message (without leaving a copy in your mailbox).

SPECIAL SENDING OPTIONS

After making a selection from the **Forwarding Options Menu** simply follow the prompts. Options may include any of the following:

- ⇒ **[Press *1]** Append to the message (add your own voice message) to the forwarded or sent message.
- ⇒ **[Press *2]** Dial by name to forward or send the message by the destination's mailbox owner's name instead of their extension number.
- ⇒ **[Press *3]** Mark the message as urgent.
- ⇒ **[Press *4]** Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.
- ⇒ **[Press *5]** Mark the message as Private.
- ⇒ **[Press *6]** Mark the message as Future delivery. Follow the prompts to set delivery time.

Dial the mailbox number to receive the forwarded message.

Main menu selection [2] SENDING MESSAGES

Select this option to record a message and send it to another mailbox. Record your message at the tone. After recording the message, you will hear the following options

- ⇒ **[Press 1]** Listen to the message you recorded
- ⇒ **[Press 2]** Save the message you recorded
- ⇒ **[Press 3]** Record the message again
- ⇒ **[Press 4]** Exit without saving the message, and return to the Mailbox Owner Main Menu

When you are finished recording, select **Save [2]** and enter either the number of the mailbox to receive the message, or select a special sending option detailed below.

- ⇒ **[Press *2]** Dial by name to forward or send the message by the destination's mailbox owner's name instead of their extension number.
- ⇒ **[Press *3]** Mark the message as urgent.
- ⇒ **[Press *4]** Message delivery confirmation. Once the message is received, the system will automatically insert a confirmation message in the originating mailbox.
- ⇒ **[Press *5]** Mark the message as Private.
- ⇒ **[Press *6]** Mark the message as Future delivery. Follow the prompts to program delivery time.

Dial the mailbox number to receive the forwarded message.

Main Menu Selection [3] PERSONAL OPTIONS

At the mailbox Main Menu press [3] CADENCE will play the **Personal Options Menu**:

- ⇒ **[Press 1]** Record your personal greeting
- ⇒ **[Press 2]** Set your personal access code
- ⇒ **[Press 3]** Set forwarding options
- ⇒ **[Press 4]** Enter your name (using the keypad)
- ⇒ **[Press 5]** Record your name
- ⇒ **[Press 6]** Record or set new greeting message for call forwarding type. NB. Technician must set this option.
- ⇒ **[Press 7]** Set current personal greeting message
- ⇒ **[Press #]** Exit and return to the Mailbox Owner Main Menu

Personal options menu [1] RECORD A PERSONAL GREETING

Your personal greeting will be played every time someone reaches your mailbox. A typical text for a personal greeting message is:

"Hi, this is sorry I can't take your call right now. Please leave your name and number and I will get back to you as soon as I can, thank you."

Record your greeting message and press [#] when finished

After recording your message, you will have the following options:

- ⇒ **[Press 1]** Listen to the message you recorded
- ⇒ **[Press 2]** Save the message you recorded, and return to the previous menu
- ⇒ **[Press 3]** Record the message again
- ⇒ **[Press 4]** Exit without saving the message, and return to the Personal Options Menu

Personal options menu [2] CHANGE YOUR ACCESS CODE

Choose any 4 digits for your access code. Make sure you write down your access code for future reference. The factory default access code for every mailbox is 9876.

Personal options menu [3] FORWARDING OPTIONS

The **forwarding options menu** allows you to redirect phone calls and messages from your extension or mailbox to another extension, an outside telephone number, or a beeper. The following forwarding options are available.

- ⇒ **[Press 1]** Activate message notification to your beeper (pager)
- ⇒ **[Press 2]** Activate outbound message notification
- ⇒ **[Press 3]** Activate outbound call forwarding (follow me)
- ⇒ **[Press 5]** Cancel call forwarding
- ⇒ **[Press 6]** Set notification interval
- ⇒ **[Press 7]** Set number of notifications
- ⇒ **[Press 8]** DND (VM / AA switch) *see option 8 on next page*
- ⇒ **[Press #]** Exit and return to the Personal Options Menu

NB. All outbound forwarding options are controlled by the system administrator and must be allowed by the administrator before forwarding can be activated by the mailbox user.

Forwarding options menu [1] NOTIFICATION TO BEEPER

When this function is activated, CADENCE will call your beeper service and notify you after each message are left in your voice mailbox.

Forwarding options menu [2] OUTBOUND NOTIFICATION

After each message is left in your voice mailbox, CADENCE will call the outside telephone number you have set. When receiving this call, pick up the telephone and enter your access code to receive the message.

Forwarding options menu [3] OUTBOUND CALL FORWARDING (FOLLOW ME)

When this function is activated, CADENCE will forward calls received at your extension to any outside telephone you specify (see your system administrator before activating this feature).

NB. This feature is available with auto attendant transfers only.

Forwarding options menu [5] CANCEL CALL FORWARDING

Use this function to cancel any of the forwarding options (notification) mentioned above.

Forwarding options menu [6] SET NOTIFICATION INTERVAL

Use this option to set the time interval between notification attempts. The interval time can be between 1 and 60 minutes.

Forwarding options menu [7] NUMBER OF NOTIFICATIONS

Use this option to specify the number of times the system will notify when there is a new message. This number can be any number between 1 and 15.

Forwarding options menu [8] DND (VM / AA SWITCH)

Activating this feature will prevent the automated attendant from transferring calls to your extension. The calls will go immediately to your mailbox.

Personal options menu [4] ENTER YOUR NAME

If you enter your name, callers who do not know your extension number may reach you by dialing the letters of your first or last name on their telephone keypad. CADENCE will automatically match the entered letters with your extension and transfer the call.

At the prompt, dial the keys that correspond with the first 3 letters of your last name. If you make a mistake and wish to restart, enter [*].

Example: If your name is Joe E. Stevens, enter the following digits from your telephone keypad:

For **Stevens** enter: [7], [8], [3]

For **Joe** enter: [5], [6], [3]

NB. In order to allow CADENCE to properly handle the name search function it is absolutely necessary for all names to be entered correctly into the system as specified.

Personal options menu [5] RECORD YOUR NAME

Use this option to record your name. Your recorded name is played in various situations. It is very important that mailbox users record their names for proper functioning of the CADENCE system.

Personal options menu [6] ADDITIONAL PERSONAL GREETINGS

This option provides mailbox owners with a library of up to 9 personal greeting messages. Once this option is selected, the following message is played:

⇒ To record a new greeting message, press 1 To select the greeting message you wish to use, press 2".

Select option [1] to record any new message from 1 to 9.

Select option [2] to activate a new greeting. If you select 2 to activate new greetings you will first have the option of setting an Automatic Greeting Change. The default personal greeting message number is number 1.

AUTOMATIC GREETING CHANGE

If your mailbox is so configured, CADENCE will play personal greeting message based on the day or night mode of operation, personal greeting number 1 will play during the day, and personal greeting message number 2 will play during the night.

Main menu Selection [7] REVIEW FUTURE DELIVERY

This option will play any future delivery messages you have that are waiting to be sent, these may then be kept or deleted.

Main menu Selection [8] UNDELETE MESSAGES

Deleted voice mail messages are temporarily stored in memory until midnight of the day of message deletion. Select this option to recover ("undelete") previously deleted messages during this period of time.

Samsung DCS additional features

DIRECT MESSAGING

1. To make it easy to leave messages for others in your office without having to dial their extension number first, extension users may simply dial # (VM Memo code) plus a mailbox (extension) number and leave a message directly.
2. If you dial a busy extension and receive busy tone press # to connect directly with the mailbox

SELF MEMO

Pressing ## will leave a message in your own mailbox.

The following features are available to users that have a Samsung DCS digital keyset

CALL RECORD

If you have a call record key programmed on your keyset you can press this key to record conversations in progress. Press the key again to end conversation recording. NB. If you have a display keyset you also have an option to pause the recording.

WARNING: Before using this feature make sure that you are not violating any laws. Some areas require that the recorded party be notified. Samsung Telecommunications/Gulf Traders Ltd is not responsible for any illegal use of this

ANSWER MACHINE EMULATION

If you have an Answer Machine Emulation (AME) key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call using a home answering machine.

NB. Your keyset must be set to **forward on no answer** to voice mail.

Function:

After ringing your station the caller will be connected to voice mail and hear your personal greeting before leaving a message, during this time you will be monitoring the connection between the caller and your voice mail box. You can pick up the call at any time or ignore it and the message will be recorded as normal.

Operation:

To activate this feature:

- ⇒ Press the answer phone emulation [**AME**] key. It will light and the feature is set. Press again to turn off.

NB. If this key is pressed while a station is ringing (and forward no answer to VM is set), the feature will be activated for the current call only.

While the call is ringing at your extension you may:

- ⇒ Press [**#**] to immediately put the caller in your voice mailbox and monitor it.

While you are monitoring the call you may:

- ⇒ Press [*****] to immediately disconnect your station. The caller continues to leave a message normally.
- ⇒ Pick up the handset and monitor caller privately.
- ⇒ Press **ANS / RLS** to answer the call (using the handset or speaker).

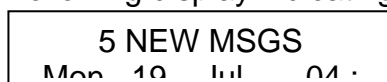
NB: If you do not want to hear your personal greeting during this process you can select **AME BGM - 'on'** in your keyset MMC 110 (see system administrator). This will play background music at your keyset instead of your personal greeting.

INTERACTIVE DISPLAY

Display keyset users have a more convenient method to view mailbox contents, retrieve messages, and perform mailbox administration.

VIEWING MAILBOX CONTENTS

If you have new messages, in addition to the message waiting light you will see the following display indicating how many messages you have

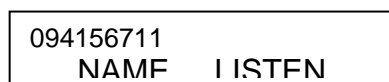
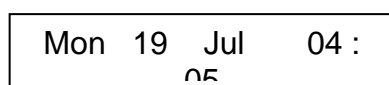
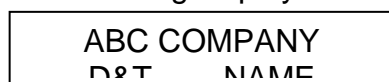


You can call CADENCE and retrieve messages using the keypad on your phone or you can press the **[SCROLL]** key twice and select the Voice Mail **[VM]** option. After entering your password. The date and time the message was left will be displayed. This can be useful if you are waiting for a specific message but do not have time to hear all new messages.

Use the displays and soft keys to view the Caller ID*, the callers number*.

*Caller ID is needed for this feature.

The following displays indicate the available soft key options.



Options for this display include:

- ⇒ **[D&T]** Display the Date and Time the message was received.
- ⇒ **[NAME]** Display the Name of the person calling (CID data is needed for this feature).
- ⇒ **[NUM]** Display the Number of the personal calling (CID data is needed for this feature).
- ⇒ **[LISTEN]** Play the current displayed message
NB. Pressing **[*]** will take you to old messages immediately.

RETRIEVING MESSAGES

If you select the **listen** option, the message will begin to play. In addition to the spoken prompts, you will have the option of using the display and soft keys on your keyset to control the messages.

Each screen shows three different options. Press the scroll button to view the next selection screen.

7/19	04 : 05
.701	

Press Scroll again:

7/19	04 : 05
.701	

Press Scroll again:

7/19	04 : 05
.701	

Display options include:

- ⇒ **[AGAIN]** Play the current message again.
- ⇒ **[NXT]** Play the next message & the current message will be saved.
- ⇒ **[DEL]** Delete the current message and play the next.
- ⇒ **[REW]** Rewinds the current message by 10 seconds.
- ⇒ **[FF]** Fast-forwards the current message by 10 seconds.
- ⇒ **[PAUSE]** Pause playback of the current message. Press [PAUSE] again to resume.
- ⇒ **[FWD]** Forward the message to another mailbox. A copy will be kept in your mailbox.
- ⇒ **[REPLY]** Reply directly to the senders extension mailbox.
- ⇒ **[SEND]** Send the message to another mailbox. A copy will not be kept in your mailbox.
- ⇒ **[RETURN]** Calls the sender (this must be allowed by your system administrator).

ADMINISTRATION

To perform mailbox administration via the keyset display and soft keys, press the scroll key twice and select the VOICE MAIL **[VM]** option. Enter password and select ADMIN. Use the flow chart to familiarize yourself with the mailbox administration displays.

These are the same options that you would receive if you had called CADENCE and were responding to 'voice prompts', but they are presented in a visual format that you may find easier to use.

NB. When setting CADENCE Administrator Options use your keyset display and soft keys. Use soft key # 3 (right hand side) to set each option.

Example:

CHANGE PASSCODE
NEW : 1234



This soft key will set the new passcode

See the Mailbox Administration Using Soft Keys chart on the next page.

Mailbox Admin Using Keypad Display

