

## Intelligent Hybrid System



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## Voice Mail and Voice Response System User Guide

**Programming a Voice Mail Key**

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Enter the 2-digit function number, followed by any additional information required. (See table below.)
5. Press **HOLD**.

**To Check the Function of a Programmable Function Key**

1. Press **CHECK**.
2. Press the programmed key.  
*The programmed function is displayed.*

**Voice Mail Function Numbers**

- 67 + Mail Box** - Mail Box Key - for direct access to mailbox  
**68 + 0** - Voice Mail Service - skip message forward and replaying  
**68 + 1** - Voice Mail Service - skip message backward and replaying  
**69 + 0** - Conversation Record - Start/stop manual conversation record  
**69 + 1** - Conversation Record - Delete conversation and re-record  
**69 + 2** - Conversation Record - Cancel call record and delete  
**70 + Mailbox** - Automated Attendant - set call forward to Voice Mail.  
**71 + Mailbox** - Greeting Message - select one of three greetings.

**Setting Your Password****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial new four digit password.
4. Dial **#**.
5. Your password will be spoken to you.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **65#**.
5. Dial new four digit password.
6. Dial **#**.
7. Your password will be spoken to you.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

**Deleting Your Password****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **65#**.
3. Dial **9999**.
4. Dial **#**.
5. Dial **0#** to confirm (or **1#** to cancel).

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **65#**.
5. Dial **9999**.
6. Dial **#**.
7. Dial **0#** to confirm (or **1#** to cancel).
8. Hang up.

**To Answer a Call with a Preamble Message**

1. Answer the ringing call and wait for the preamble message to finish.  
*The line key turns solid red as the system automatically plays the preamble message to the caller.*
2. When you hear two beeps and the line key turns green, converse with the caller.

**To listen to the Station Number**

1. While telephone is idle (handset on hook), dial **6**.

**To listen to the Time/Date**

1. While telephone is idle (handset on hook), dial **8**.

Each feature is marked with a VMS or VRS indication.

**VRS** = Features available when either the DSPDB-A1 (Voice Response System) or DSPDB-A2 (Voice Mail) cards are installed.

**VMS** = Features available only when the DSPDB-A2 (Voice Mail) card is installed.

**To Record a VRS Message**

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **7** (Record).
4. Dial the message number (**01-48**).  
*Ensure that the message number selected is not used for other VRS functions.*
5. Record your message, after the beep.  
*Normally, your message cannot exceed 2 minutes. If you hear, "Recording finished," you have exceeded the allowed message length.*
6. Press **#** to end the recording.
7. Hang up.

**To Listen to a Recorded Message**

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **5** (Listen).
4. Dial the message number (**01-48**).  
*You'll hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.*
5. Press **#** to listen to the message again.
6. Repeat from step 3 to listen to another message.
7. Hang up.

**To Erase a Recorded Message**

1. Press **SPK** key or lift handset.
2. Dial **716**.
3. Dial **3** (Erase).
4. Dial the message number (**01-48**).
5. Press **HOLD** (system phone only) to Cancel the procedure without erasing (and return to step 3).
6. Hang up to erase the message.

**To Record, Listen to or Erase a VRS Message via DISA**

1. Place a call into the system.
2. After the system answers, dial the DISA password (default=000000).
3. Dial **716** and the VRS password.

4. Dial the function you want.  
**7** = Record  
**5** = Listen  
**3** = Erase
5. Dial the message number (**01-48**).
6. Record the message and press **#** to end recording.
  - *If you dialled **7** to record, you can dial **#** to listen to the message you just recorded.*
  - *If you dialled **5** to listen, you can dial **5** and message number to hear it again or if you want to record, listen to or erase another message, go to step 4.*
  - *If you dialled **3** to erase, you must go to step 7 (hang up).*
7. Hang up.

**VRS Message Numbers**

By default, VRS message numbers are not assigned. In your system, the following message numbers have been assigned to common VRS messages.

Message Name	Message No. (01~48)
Automated Attendant	
Guidance Message	
General Message	
Preamble Message	

Function	Service Code	Optional Function	Option Code
Help	<b>0#</b>		
Play Message	<b>1#</b>	Replay Message	<b>1#</b>
		Pause/Restart the Playback	<b>4#</b>
		Erase Message and Play Next Message (during message playback)	<b>7#</b>
		Save Message and Play Next Message	<b>9#</b>
		Copy the Message	<b>2#</b>
		Skip Playback Forward 8 seconds	<b>3#</b>
		Skip Playback Backward 8 seconds	<b>6#</b>
		Broadcast the Message	<b>28#</b>
Exit	<b>*#</b>		
Erase All Messages	<b>7#</b>	Confirm Erase	<b>0#</b>
End Recording of Message	<b>9#</b>		
Broadcast Message to a Multiple Address Group	<b>2#</b>		
Greeting Message 1	Play	<b>31#</b>	
	Record	<b>32#</b>	
	Erase	<b>37#</b>	
Greeting Message 2	Play	<b>35#</b>	
	Record	<b>33#</b>	
	Erase	<b>38#</b>	
Greeting Message 3	Play	<b>36#</b>	
	Record	<b>34#</b>	
	Erase	<b>39#</b>	
Message Notification	<b>61#</b>	Notify to an Extension	<b>1#</b>
		Notify to an External Number	<b>2#</b>
		Cancel Notification	<b>0#</b>
		Exit	<b>*#</b>
Set Automated Attendant	<b>62#</b>		
Play Messages "First In First Out"	<b>63#</b>		
Play Messages "Last In First Out"	<b>64#</b>		
Password Setting	<b>65#</b>		
Message Registration Control Setting	<b>66#</b>		
Exit	<b>*#</b>		

**Listening to Messages****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **1#**.
5. Listen to messages.

**Recording a Message to Send to a Mailbox**

1. Press **SPK** key or lift handset.
2. Dial **884** (default).
3. Dial **\***.
4. Dial the mailbox number you wish to send a message to.
5. Dial **#**.
6. Record message.
7. Hang up.

**Voice Mail Access from Outside**

1. Dial in to listen to your personal greeting.
2. After your greeting has ended, two short beeps will be heard.
3. Enter your password (if set).
4. Dial **#**.
5. You now have access to the service code options for your mailbox (e.g. dial **1#** to listen to your messages).

**Recording a Message to Send to a Broadcast List****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **2#**.
3. Dial abbreviated broadcast list number.
4. Record Message.
5. Hang up.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **2#**.
5. Dial abbreviated broadcast list number (**0-9**).
6. Record Message.
7. Hang up.

**Transferring a Message to a Broadcast List**

1. After the message playback has ended,
2. Dial **28#**.
3. Dial abbreviated broadcast list number (**0-9**).
4. Dial **#**.
5. Dial **0#** to accept.
6. Hang up.

6. Dial Personal Greeting type:
  - 2** = All calls
  - 3** = Outside calls only
  - 4** = Intercom calls only
7. Hang up.

*Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.*

**To cancel your Personal Greeting**

1. Press the **SPK** key or lift handset.
2. Dial **713 + 73**.
3. Hang up.

**To have the System Page you when you have a Call**

1. Press the **SPK** key or lift handset, and Dial **713**.  
-OR-  
Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Park and Page or Personal Greeting set up, you can dial:
  - 7** to re-record
  - 5** to listen (then **#** to listen again)
  - 3** to erase (press **HOLD** to cancel erase)
4. Dial **#7**.
5. Record your Page Message.
6. Dial **# + Paging Zone Access Code**.  
E.g. *Internal Zone 1 = 801 + 1.*  
*External Zone 1 = 803 + 1.*  
*Combined Zone 1 = 751 + 1.*

7. Dial Park and Page type.
  - 2** = All calls
  - 3** = Outside calls only
8. Hang up.

*Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.*

**To Pick Up your Park and Page**

1. Press the **SPK** key or lift handset.
2. Dial **715 + your extension number**.

**To Cancel your Park and Page**

1. Press the **SPK** key or lift handset.
2. Dial **713 + 73**.
3. Hang up.

**To listen to the General Message****System Phone**

Your MW lamp flashes when there is a new General Message. A voice message periodically reminds you.

1. While telephone is idle, dial **4**.  
-OR-
2. Press the **SPK** key or lift handset.
3. Dial **711**.

Normally your MW lamp will now go off. If it continues to flash, you have unanswered Message Waiting requests or new messages in your Voice Mail mailbox.

**Single Line Telephone**

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **5** (Listen).
4. Listen to message.
5. Dial **5** again to repeat.
6. Hang up.

**To Record the General Message**

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **7** (Record).
4. Record message, then dial **#** when finished.
5. Hang up.

**To Erase the General Message**

1. Press the **SPK** key or lift the handset.
2. Dial **712**.
3. Dial **3** (Erase).
4. Press **Hold** to cancel without erasing (System Phone only).
5. Hang up.

**To enable a Personal Greeting**

1. Press the **SPK** key or lift handset, and Dial **713**.  
-OR-  
Press the Call Forwarding (Device) key (SC 851:17).
2. Dial **7**.
3. Record your Personal Greeting, or if you already have Personal Greeting or Park and Page set up, you can dial:  
**7** to re-record  
**5** to listen (then **#** to listen again)  
**3** to erase (press **HOLD** to cancel erase)

4. Dial **#** + Personal Greeting condition:  
**2** = Busy/No Answer  
**4** = Immediate All Calls  
**6** = No Answer
5. Dial the destination to receive your calls. *The destination can be:*
  - A co-worker's extension.
  - Your Voice Mailbox (by dialling the Voice Mail master number).
  - Off-premise via Common Abbreviated Dialling (by entering 813 + bin number).
  - Greeting without forwarding so caller hears busy (by entering your extension number).
  - You cannot forward to a Department Group pilot number.

**Setting Message Notification****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
4. If either 1# or 2# is dialled, enter telephone number followed by **#** (it is not necessary to enter a trunk access code).
5. The dialled number will be read out.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **61#**.
5. Dial **1#** for an extension call, **2#** for an outside call, or **0#** to cancel.
6. If either 1# or 2# is dialled, enter telephone number followed by **#** (it is not necessary to enter a trunk access code).
7. The dialled number will be read out.
8. Dial **0#** to confirm (or **1#** to cancel).
9. Hang up.

**Cancelling Message Notification****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code **61#**.
3. Dial **0#** to cancel.
4. Dial **0#** to confirm (or **1#** to cancel).
5. Hang up.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **61#**.
5. Dial **0#** to cancel.
6. Dial **0#** to confirm (or **1#** to cancel).
7. Hang up.

**System Phone**

1. Press the Personal Answering Machine Emulation key (SC 851:16).
2. Dial **1** to Set, or **0** to Cancel.
3. Dial Call Forwarding type:  
**2** = All calls  
**3** = Outside calls only  
**4** = Intercom calls only
4. Press SPK to hang up.

**Single Line Telephone**

1. Press **SPK** key or lift handset.
2. Dial **888**.
3. Dial **1** to Set, or **0** to Cancel.
4. Dial Call Forwarding type:  
**2** = All calls  
**3** = Outside calls only  
**4** = Intercom calls only
5. Hang up.

**Forwarding Your Calls to Voice Mail****System Phone**

1. Press Automated Attendant key (SC 851:70) repeatedly until the desired call forward setting is made – *All, No Answer, Busy, Busy/No Answer, Cancel.*  
-OR-
2. Press **SPK** key or lift handset.
3. Dial **884** (default).
4. Enter mailbox number (& password).
5. Dial service code **62#**, to toggle on and off.  
*A System Phone that does not have an Auto Attendant key can set Call Forward All to Voice Mail only.*

**Single Line Telephone**

1. Lift Handset.
2. Dial **884** (default).
3. Dial **62#**, to toggle Forward All on and off.  
*Single Line Telephones can set Call Forward All to Voice Mail only.*

**To Record a Greeting Message****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Record your message, after the beep.
4. Dial **9#** to end the recording.
5. Hang up.

**Single Line Telephone**

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (& password).
4. Dial service code (see table below).
5. Record your message, after the beep.
6. Dial **9#** to end the recording.
7. Hang up.

**32#** Record Message 1  
**33#** Record Message 2  
**34#** Record Message 3

**To Listen to a Greeting Message****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Listen to the message and hang up.

**Single Line Telephone**

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code (see table below).
5. Listen to the message and hang up.

**31#** Play Message 1  
**35#** Play Message 2  
**36#** Play Message 3

**To Erase a Greeting Message****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Dial service code (see table below).
3. Dial **0#** to erase message.

**Single Line Telephone**

1. Lift Handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code (see table below).
5. Dial **0#** to erase message.

**37#** Erase Message 1  
**38#** Erase Message 2  
**39#** Erase Message 3

**Selecting a Greeting Message to Play****System Phone**

1. Press Change Attendant Message key (SC 851:71) repeatedly to toggle:

Message 1 = Lamp extinguished  
Message 2 = lamp steady  
Message 3 = lamp flashing.

*A Single Line Telephone or a System Phone without a 'Change Attendant Message' key, cannot change the Greeting Message.*

**Conversation Recording****AUTOMATIC RECORDING**

Automatic Recording starts automatically when the call is answered.

**MANUAL RECORDING****To Start Manual Recording**

1. Press the Manual Conversation Recording Key at any time during the conversation.

**Storing a Manual Recording Message**

1. If prompted at end of call, enter the mailbox number where to store message.  
-OR-  
If Callback Mode is set, wait for the Voice Mail system to ring back after call has ended, then enter the mailbox number where to store the message, and dial #.

*If you do not answer the callback or you do not specify a mailbox number, the recorded conversation will be deleted.*

**Programming a Manual Conversation Recording Key**

1. Press **SPK** key.
2. Dial **851**.
3. Press the key you want to program.
4. Dial service code **69**.
5. Dial **0**.
6. Press **HOLD**.

**Listening to a Recorded Conversation****System Phone**

1. Press Voice Mail Access key (SC 851:67).
2. Messages are automatically played back.

**Single Line Telephone**

1. Lift handset.
2. Dial **884** (default).
3. Enter mailbox number (and password).
4. Dial service code **1#**.
5. Listen to messages.