

# Voice Mail Instructions

## User Kits

All voice mail users will be receiving a new voice mail user kit from their agency telecommunications coordinator. The user kits will include:

- Baypoint User Guide
- Baypoint Quick Reference Card
- Instructions on accessing your voice mail system and initializing your mailbox.

## Mnemonic commands and soft prompts

The Baypoint system menus are based on mnemonics. This means that the command name starts with a letter that corresponds to a letter a number on your telephone keypad.

- P = Play a message
- D = Discard a message
- U = User options
- M = Make a message

Most system prompts are called "soft" prompts. They allow you to press the next key without waiting for the current menu or message to finish playing.

This means that if you are in the middle of playing a message, you can press D to discard it or K to keep it without waiting for the end of the message.

## Tutorial/initializing your mailbox

The first time you log into your mailbox, the system will play a tutorial. This will prompt you through changing your passcode, recording your name and your primary personal greeting.

You will need to go through the entire tutorial. If you should hang up before the tutorial is complete, none of your changes are saved. The next time you log in you will need to use your initial passcode again and go through the entire tutorial again.

Your mailbox will need to be initialized before it will start taking messages.

## Logging into your mailbox

From primary office line.

- Dial your voice mail system access number.  
The system will recognize you and prompt you to enter your passcode.  
See your user kit for detail on your access number and initial passcode.

From another office phone with voicemail

- Dial your voice mail system access number.  
The system will recognize the number you are calling from and prompt that user to enter his/her passcode.
- Press \*
- You will hear, "Welcome to the message center."
- Enter your mailbox number.
- Press \*
- You will be prompted to enter your passcode.  
See your user kit for detail on your system access number and initial passcode.

From a phone without voicemail or from an outside phone.

- Dial your voice mail system access number.  
The system will not recognize your number and you will hear, "Welcome to the message center."
- Enter your mailbox number.
- Press \***  
You will be prompted to enter your passcode.  
See your user kit for more detail on your access number and initial passcode.

## Message Count

Whenever you log into your mailbox, the first prompt you will hear is your message count. The message count consists of 4 separate message queues. They are:

- Urgent unplayed messages
- Unplayed messages
- Kept messages
- Receipts

This is a soft prompt and allows you to interrupt it with your first command. It is recommended that you always listen to this prompt when you log in to make sure you know how many messages you have.

A common mistake of users is when they hear the first number then pressing P to play messages. They don't wait to hear whether that was the number of urgent messages or of unplayed messages. They listen to the number of messages they think they have and hang up. What they heard was the number of urgent messages and did not listen to the non-urgent unplayed messages before hanging up. The voice mail system considers that they know they have unplayed messages and turns off their message waiting indication until the next new unplayed message arrives. When they log in again, they hear messages from before their last login. They then assume they have delayed messages when they really just didn't listen to the message count.

To properly log out of your mailbox, you press X, or 9, from the mailbox main menu. The message count is also played at this time to confirm the number of messages in the mailbox.

### Conditional Greetings

All user mailboxes are configured to allow **conditional greetings**.

These are separate greetings that play depending on how the call forwards to voice mail.

When enabled, the conditional greetings consist of:

- Busy greeting - plays when calls go to voice mail when you are on your line
- No answer greeting - plays when calls go to voice mail when you don't answer your line
- Call forward greeting - plays when you manually forward all calls to voice mail.

If you do not wish to use conditional greetings, there is an alternate choice for a **primary personal greeting**. When enabled, your primary personal greeting plays for all calls that forward to voicemail.

When you go through the tutorial to initialize your mailbox, the greeting that is recorded is your primary personal greeting. That is also the greeting that is enabled by default when your mailbox was created.

**To record your conditional greetings**, from your mailbox main menu:

- **Press U (or 8)**, for User Options
- **Press G (or 4)**, for Greetings
- You will have the following greetings menu:
  - Press C (or 2) for conditional greetings
  - Press P (or 7) for primary personal greeting
  - Press E (or 3) to enable conditional greetings
- **Press C (or 2)**, to change your conditional greetings
- You will have the following conditional greeting menu:
  - Press B (or 2) for your **busy** greeting
  - Press N (or 6) for your **no answer** greeting
  - Press F (or 3) for your **call forward** greeting
  - Press X (or 9) to **exit** to the previous menu
- Select the greeting you wish to record.
  - **Press R** to record your greeting.
  - Record your greeting after the beep.

When finished, **press #** to indicate you have finished speaking.

If you like your greeting, **press X** to save it and return to the conditional greeting menu.

If you want to discard and re-record your greeting, press D and record your new greeting after the beep.

Record all of your conditional greetings then **press X** to return to the greetings menu.

**To enable your conditional greeting**, from the mailbox main menu:

- **Press U (or 8)** for User Options
- **Press G (or 4)** for Greetings
- You should hear "Your primary personal greeting is enabled."
- **Press E** to Enable conditional greetings - you should hear, "Conditional greetings are enabled."

To re-enable your primary personal greeting, repeat the above instructions. The E option changes depending on which greetings are enabled.

To record your primary personal greeting, from the mailbox main menu:

- **Press U (or 8)**, for User Options
- **Press G (or 4)**, for Greetings
- You will have the following greetings menu:
  - **Press C** for conditional greetings
  - **Press P** for primary personal greeting
  - **Press E** to enable conditional greetings
- **Press P (or 7)**, to change your primary personal greeting
- **Press R** to record your greeting.
- Record your greeting after the beep.

When finished, **press #** to indicate you have finished speaking. If you like your greeting, **press X** to save it and return to the greeting menu. If you want to discard and re-record your greeting, press D and record your new greeting after the beep.

If you use your conditional greetings on a daily basis, you can use the primary personal greeting as a alternate message when you are out of the office for an extended period of time.

**Note - your mailbox will still accept messages with the primary personal greeting enabled.**

### **Making Messages**

To make a message from your mailbox:

**Log into your mailbox**

**Press M** to Make a message

**Enter your recipient mailbox number** (or distribution list number)

You will hear the recipients recorded name played back.

Continue to enter recipient mailbox numbers

**Press #** to indicate you have finished your recipient list

**Record your message** after the beep

**Press #** to indicate you have finished your recording

At this point you have the following options:

**R** to Review your message

**A** to Append to your message

**D** to Discard your message and record over

**M** for Message addressing options

These include:

**U** to mark the message Urgent

This places the message in the Urgent Unplayed queue

**C** to mark the message Confidential

This allows the recipient to Play, Keep or Discard the message but they cannot Give the message to anyone else.

**F** for Future delivery

The system will prompt you for the date and time you wish your message to be sent.

You can send a message up to 60 into the future.

You can go into Call Scheduling Options anytime before the message is sent to delete it.

**R** to request a Receipt

This will place a receipt in your mailbox after the message is sent. When you play the receipt it states whether the recipient has listened to the message and at what date and time.

The recipient has no indication that the receipt was requested by the sender.

**X** to eXit to the previous menu

**X** to send the message and eXit to the main menu

When selecting message addressing options, you can use one or all options on the same message. You will need to press X twice from the message addressing options menu to send the message.

**Note - If you hang up while leaving your message, whatever was recorded is sent. If you get frustrated, remember to press D to discard the message before you hang up on voice mail.**

To go directly to a recipients mailbox without ringing their phone:

- **Dial the voice mail system access number.**  
You will be prompted to enter your passcode. Do not enter your passcode at this time.
- Press \*
- You will hear, "Welcome to the message center."
- **Enter your recipients mailbox number.**  
You will hear their greeting, leave your message after the tone.

### **Playing Messages**

To retrieve messages callers have left in your mailbox:

- **Log into your mailbox**
- **Press P (or 7)** to Play your messages
- At any time while playing your messages you can use the following commands:
  - **P (or 7)** to Play the entire message from the beginning
  - **K (or 5)** to Keep the message
  - **D (or 3)** to discard the current message

Note: If you accidentally discard a message, you can immediately press \* to undelete the message. If you press any other key, the deleted message is permanently deleted.)

- **A (or 2)** to answer the message  
This option only works for messages received from other voice mail users.  
The system will prompt you to record your answer.  
When you have finished, press X to send the answer and a copy of the original message.
- **G (or 4)** to give the message to another voice mail user.  
The system will prompt you to enter the recipients mailbox number then record your comments.  
After recording your comments, press X to send your comments and a copy of your message. You will still need to Keep or Discard your copy of the message.
- **T # (or 8 #)** to go to the Top of the next message.  
The skipped message is left in the current queue. If it was an unplayed message, it will remain in the unplayed message queue. Voice mail considers that you know the message is there and turns off your message waiting indication when you log out of your mailbox.
- **T \* (or 8 \*)** to skip to the Top of the previous message.
- **1** to pause message playback for up to 30 seconds.  
After 30 seconds, playback with continue where it left off. If you are ready to return to playing the message before the 30 seconds is expired, press any key to continue playback.
- **\*** to jump back 5 seconds
- **#** to jump forward 5 seconds

### Exiting VoiceMail

To exit your mailbox, from the mailbox main menu

- **Press X (or 9)**  
You will hear the message count to confirm the number of messages left in your mailbox before voice mail disconnects.

### Tips and Shortcuts

When you call another voice mail user and roll to their mailbox, you have the following options:

**Press 1** to skip their greeting and go straight to the beep

**Press U** after leaving a message to mark the message Urgent

To forward a caller to another users mailbox without ringing their phone:

**Press transfer**

**Dial you voicemail access number**

**Press \*** when you are prompted to enter your passcode

**Enter the destination mailbox number**

**Hang up** to complete the transfer. The caller hears the destination mailboxes greeting.

### User Options

This menu is used by the user to change user controllable features.

To go to this menu, **press U** (or 8) from the mailbox main menu.

Options include:

**Press P** to change your mailbox passcode

**Press N** to change your mailbox recorded name

**Press G** to change your mailbox greetings

**Press C** to review your call schedule options

Call schedule options include future delivery audit and pager schedule setup.

**Press F** for Future delivery audit.

The future delivery audit menu allows you to review any future delivery messages you have waiting to deliver.

Any time before the message is sent you have the option to:

**Press A** to audit (or play) the message

**Press P** to play the recipient list

**Press T** to play the delivery time and date

**Press K** to keep the message

**Press D** to discard the message

If your mailbox has the capability to page you when you have messages (*this is an added cost option*), you can

**Press P** for pager schedule

The pager schedule menu includes:

**Press R** to review your pager schedule

**Press D** to disable paging

**Press T** to change times (this is the start and stop times that define the time of day the voicemail pages you when you get a message; for example, between 8am and 5pm)

**Press X** to exit to the Call Schedule Options menu.

**Press T** to go through the tutorial again.

Once the tutorial is reactivated, you will need to go through the entire tutorial to have any changes take affect. If you hang up before completing the tutorial, it will be there the next time you log into your mailbox.

**Press L** for distribution List maintenance

Distribution lists allow you to create lists of recipient mailboxes to which you frequently send message.

When you make a message from your mailbox, simply enter 0 then the distribution list number. The system will recognize this as a distribution list and play back the lists recorded name.

When you press L from the User Options menu, you will be prompted for a distribution list number.

Valid list numbers are 15 through 99.

On the list menu, you have the option to:

**Press N** to record a list Name

**Press A** to Add a list member

**Press D** to Delete a list member

**Press R** to Review the list

**Press X** to save the list and eXit to the main menu

**Enhanced Mailboxes** (users allowed 135 messages in their mailbox)

The Baypoint voice mail system handles high volume mailboxes a little differently than the Octel. The maximum number of messages allowed in a mailbox is 72. This means we need to use an overflow mailbox to receive any additional messages.

All high volume mailboxes have a secondary box. The secondary box number is your area code followed by 100 followed by the last 4 digits of your primary mailbox.

For example, if your primary mailbox is 6-1234 (Madison – Spring Street), then your secondary mailbox will be 608-100-1234.

If your primary mailbox is 227-1234 (Milwaukee), then your secondary mailbox will be 414-100-1234.

When there are messages in your secondary mailbox, you will be prompted while in your primary mailbox to check the other. You will then need to log into your secondary mailbox separately.

**To log into your secondary mailbox**

**Dial your voice mail access number**

**Press \*** when prompted for your passcode

**Enter your secondary mailbox number**

**Press \***

**Enter your passcode**

Refer to your user kit for additional information on your access number and initial passcode.

## Fax Feature

(users allowed fax messages in their mailbox)

The fax mail feature is an *added cost feature*. Please contact your agency telecommunications coordinator if you want more information on this feature.

This feature allows voice mail users to receive faxes directly to their mailbox. Those faxes can be retrieved directly to a fax machine or send to a default fax number or to a fax number you input. The fax can then be saved in you mailbox or discarded.

**Sending a fax**

To send a fax to a fax user:

From a fax machine to a specific fax mail user's mailbox (one destination):

From a fax machine, **call the fax mail user's number**

**Press the Start button** on your fax machine.

When the call rolls to voice mail, the fax tones will be recognized and the fax delivered to the mailbox.

From a fax mail user's mailbox to other fax mail users (one or more destinations):

From a fax machine, **log into your mailbox.**

**Press M** to make a message

**Enter all your recipient mailbox numbers or distribution lists.**

**Press #**

**Press L** to leave a fax (do this before the beep).

**Press the Start button** on your fax machine. The fax will feed through the machine. When complete, voicemail automatically sends the message then logs you out of your mailbox.

You can also include a spoken message with your fax. To do this:

From a fax machine to a specific fax user's mailbox:

From a fax machine, **call the fax mail user's number**.

When the call rolls to voice mail, **leave a message as usual** by speaking after the tone.

When finished speaking, **press L** to leave a fax.

Then **Press the Start button** on your fax machine.

From a fax mail user's mailbox to other fax mail users (one or more destinations):

From a fax machine, **log into your mailbox**.

**Press M** to make a message

**Enter all your recipient mailbox numbers or distribution lists. Press #**

**Leave a message as usual** by speaking after the tone.

When finished speaking, **Press L** to leave a fax.

**Press the Start button** on your fax machine. The fax will feed through the machine. When complete, voicemail automatically sends the message then logs you out of your mailbox.

### Retrieving a fax

When you receive a fax message in your mailbox, as you log into your mailbox and listen to the message count, it will state that you have \_\_\_ unplayed messages, \_\_\_ with fax.

To retrieve the fax from your mailbox, you have the option to:

1. Send the fax to your default fax number, or
2. Send the fax to a number you input.

To send the fax to your default fax number:

**Log into your mailbox**

**Press P** to play the message

**Press T** for fax transmittal options

**Press D** to deliver the fax to your default fax number

To send the fax to a number that you input:

**Log into your mailbox**

**Press P** to play the message

**Press T** for fax transmittal options

**Press I** to input a number

Voice mail will prompt you to **enter your fax number**. If this is a long distance number, remember to enter 1 plus the area code.

**Press #** after the phone number.

You will hear the number played back to you.

**Press A** (or 2) to accept the number, **or press I**(or 4) to discard the number and input a new number.

**Note – you will need to consult with your agency telecommunications coordinator to confirm the dialing pattern necessary from your voice mail system.**

*If the fax number is in your office in Madison with a 261, 264, 266, 267 prefix most of the time you will only need to dial the last 5 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Milwaukee with a 212, 220, 225, 227, 277, 390 prefix most of the time you will only need to dial the last 4 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Green Bay with a 391, 448 prefix most of the time you will only need to dial the last 4 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Eau Claire with a 552, 830, 831, 833, 836, 838, 839, 855, 858 prefix most of the time you will only need to dial the last 6 digits of the fax number you want your fax to print at.*

### **Setting up your default fax number**

The default fax number is should be a fax machine that is close to you and that you use on a regular basis. To set up your default fax number:

**Log into your mailbox**

**Press U** for User options

**Press F** for Fax delivery options

**Press N** to define a fax Number

Voice mail will prompt you to **input your default fax number.**

**Press #** after the number

You will hear the number played back to you.

**Press A** (or 2) to accept the number or **press I**(or 4) to discard the number and enter a new number.

**Note – you will need to consult with your agency telecommunications coordinator to confirm the dialing pattern necessary from your voice mail system. Note some locations:**

*If the fax number is in your office in Madison with a 261, 264, 266, 267 prefix most of the time you will only need to dial the last 5 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Milwaukee with a 212, 220, 225, 227, 277, 390 prefix most of the time you will only need to dial the last 4 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Green Bay with a 391, 448 prefix most of the time you will only need to dial the last 4 digits of the fax number you want your fax to print at.*

*If the fax number is in your office in Eau Claire with a 552, 830, 831, 833, 836, 838, 839, 855, 858 prefix most of the time you will only need to dial the last 6 digits of the fax number you want your fax to print at.*