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# Introduction

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This guide describes the voice messaging capabilities and procedures for making your voice mail system work for you.

## Organization

This guide is divided as follows:

- **Chapter 1 – The Grand Tour** is an overview of the voice mail system. Topics covered are: features to personalize your mailbox; an explanation of message queues, types and destinations; special delivery options; playback/recording controls; and available user options.
- **Chapter 2 – Getting Started** provides instructions on those features you need when accessing your voice mail for the first time, including changing your security code and recording your name.
- **Chapter 3 – Play Messages** contains step-by-step instructions on playing messages.
- **Chapter 4 – Send Messages** details how to send, forward, and reply to a message.
- **Chapter 5 – Manage Mailbox** provides step-by-step instructions on recording greetings, using destination (distribution) lists, and activating options such as Do Not Disturb (DND) and Call Screening.
- **Chapter 6 – Integration Features** outlines Call Forward, Message Waiting, Soft Key Control, Call Record, Direct Transfer to Voice Mail, Voice Mail Conferencing and Call Monitor features.
- **Glossary** defines frequently-used voice processing system features and functions.
- **Index**

# Conventions

Conventions	Description
<b>Note</b>	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
<b>Important!</b>	<i>Calls attention to important instructions or information.</i>
Extension Number	<p>Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used.</p> <p><b>Note</b> The naming convention for DKT assignments within Toshiba is Directory Numbers. For clarity and ease of understanding, the terms Extension Number and Phantom Extension Number will be used in this document in lieu of PDN and PhDN.</p>
Arial bold	Represents telephone buttons.
<b>Courier</b>	Shows a computer keyboard entry or screen display.
“Type”	Indicates entry of a string of text.
“Press”	Indicates entry of a single key. For example: Type <b>prog</b> then press <b>Enter</b> .
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: <b>Esc+Enter</b> . Entries with spaces between them show a sequential entry. Example: # + 5.
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
➤	Denotes the step in a one-step procedure.
➤	Denotes a procedure.































































































































































































