Panasonic®

PanaVOICE™

COURIER™

Integrated Feature Module

Non Display
User's Guide

PanaVOICE
COURIER

Table of Contents

Accessing the Voice Mail System From your Desk

Dial into the Voice Mail System by entering the Access Number provided by your System Administrator.

Internal Voice Mail Extension Number: _____

As a first time user, the system will prompt you through the setup of your personal Voice Mail Box. The Tutorial will guide you through entering the following personal Mailbox information:

‣   Entering your personal Mailbox Password
‣   Recording your Name
‣   Recording your personal Mailbox Greeting

Simply follow these instructions to personalize your mailbox.
When finished, the system will automatically take you into your personal Mailbox. From here, you can access the various Mailbox features of the Courier system..

Accessing the Voice Mail System from an Outside Line

Dial the phone number assigned to the Courier System from an outside line. When the Courier answers, press the asterisk (*) key on your phone to access the Voice Mail Center. Following the commands, enter your mailbox number and password to access your personal Mailbox.

External Voice Mail Telephone Number: _____

Helpful Hints

Quick Entry into Mailbox

‣   When dialing into the Courier from an outside line, upon hearing the main greeting, you can dial # followed by the extension number to get you to the party's personal greeting without ringing the users telephone.

‣   You can always bypass a personal greeting by dialing # at any time during the greeting. After dialing pound, you will hear a short tone indicating that you can begin recording your message.

HOW TO USE THIS GUIDE

The Courier Voice Mail System provides audible prompts to guide you through its features.
At the main menu, you will hear the following prompts:

1   **Listen** to New Messages

2 ABC   **Listen** to Old Messages

3 DEF   **Send** a Regular Message

4 GHI   **Send** a Scheduled Message

5 JKL   **Record** your Standard Mailbox Greetings and direct incoming calls to your telephone

6 MNO   **Record** your Optional Mailbox Greeting and direct incoming calls to your mailbox

7 PRS   **Set Up** and Activate Call Forwarding

8 TUV   **Set Up** and Activate Message Forwarding

9 WXY   **Set Up** and Activate Message Notification

∗   **Set Up** Voice Mail
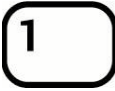
**Exit** Voice Mail

LISTENING TO MESSAGES...NEW & OLD

- **New:** To listen to new messages.
- **Old:** To listen to old or saved messages.

▸ From the Main Menu, press **1** for **New Messages**
▸ From the Main Menu, press **2** for **Old Messages**

User has the following options after playing the message.

LISTEN OPTIONS

| 1 | **Save** the message as Old |
2ABC	**Delete** the message
3DEF	**Play** the message from beginning (replay)
4GHI	**Reply** to sender's message or caller
5JKL	**Forward** a message to a mailbox
6MNO	**Skip Message** to advance to next message and keep message as New
7PRS	**Stamp** message with Time and Date received
8TUV	**Reverse** message during playback
9WXY	**Advance** message during playback
＊	**Pause** message during playback

BOOKMARKING MESSAGES & CALLER ID CAPTURE

The Courier provides two unique features that are used while listening to messages, they are **Book-marking Messages and Caller ID Capture.** Both features are functional from any telephone (Cell Phone, Internal Phone, etc.), and are utilized when listening to New or Old messages.

BOOKMARKING & CAPTURING CALLER ID FROM A NON DISPLAY TELEPHONE:

‣ While listening to a message, press **##** at the desired location to place a bookmark and capture Caller ID for that message. Listen and follow voice prompts.
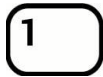
| 1 | To **Set** a bookmark at the current position |

| 2ABC | To **Jump To** an existing bookmark |

| 3DEF | To **Assign** this caller ID to your mailbox |

| 4GHI | To **Remove** this caller ID from your mailbox |

| # | To **Exit** feature and return to voicemail main menu |

SEND REGULAR & SCHEDULED MESSAGES

- Send **Regular** voice messages to other mailboxes on the system.
- Ability to **Schedule** a message to send to other mailboxes on the system.

▸ From the Main Menu, press **3** to **Send a Regular Message**. Enter the mailbox number, record the message and press # when finished.
▸ From the Main Menu, press **4** to **Send a Scheduled Message**. Enter the MM/DD/YY to deliver the message. Enter delivery time, enter the mailbox number, then record your message. Press # when finished.

Note: to send a message to a System Distribution List, press # and the 2 digit system list number, which has been set up by the System Administrator.

User has the following options available after recording the message:

SEND OPTIONS

1	**Send** the message
2 ABC	**Delete** the message
3 DEF	**Listen** to the message
4 GHI	**ReRecord** the message
5 JKL	**Append** or add to recorded message
6 MNO	**Receipt** of message confirmation
7 PRS	**Mark Message as Private** to prevent transfer of message
8 TUV	**Mark Message as Urgent** for expedited delivery

DIRECTING CALLS TO TELEPHONE OR VOICE MAILBOX

When callers enter extension numbers from the auto attendant:
- Calls to Telephone will ring extension first, then forward to voice mail, if no answer.
- Calls to Voice Mailbox will go directly to the mailbox greeting, without ringing the phone.
- Each option has up to 5 greetings to record

▶ From the Main Menu, **press 5** to **Direct Calls to Telephone** and record Telephone Greetings.
▶ From the Main Menu, **press 6** to **Direct Calls to Voice Mailbox** and record Voice Mailbox Greetings.

User has the following options after Dialing Greeting Number 1-5

SETTING UP YOUR PERSONAL GREETING

1   **Activates** desired greeting.

2ABC   **Listen to First Part** of greeting

3DEF   **Record First Part** of greeting

4GHI   **Listen to Second Part** of greeting

5JKL   **Record Second Part** of greeting

6MNO   **Listen to Both Parts** of greeting

**Apply Changes and Exit** to main menu

Notes: Both Greeting options can be set up in 2 parts:
Static: Record message during first time set up. You will not have to change this message again.
Dynamic: Record the message as you need to.

Example: Send Calls to Voice Mailbox "Out Of Office"
First Part: *"Hello, this is Emma Smith. I am currently out of the office …"*
Second Part: *"I will return on Thursday at 2:00 pm. Please leave a message and I will return your call when I return. Thank you."*

The System automatically combines these messages when a caller enters your Voice Mail ox greeting.
Note: If nothing has been recorded in the Second Part greeting, only the First Part greeting will play.

EXTERNAL MESSAGE NOTIFICATION

- Notifies external telecommunication devices of Voice Mail messages.
- Selectable notification of All Messages or Urgent messages only
- Up to 4 devices may be selected.
- System continues to notify all devices, in cascading sequence, until the message is re-trieved
- Notification may be scheduled with time and day parameters.

▸ From the Main Menu, **press 9** to enter **Message Notification**
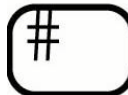
Maintain Notifications Schedules

Activate Message Notification

Deactivate Message Notification

Hear and Modify Message Notification Status

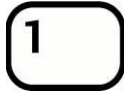Follow the voice prompts to setup notification numbers and cascading times.

Exit Message Notification and return to main menu

FORWARDING

CALL FORWARDING

- Forward incoming calls to another extension.
- Up to 4 extensions may be activated.
- System continues to notify all extensions, in cascading order.
- Extension sequence may be changed.

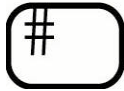▶ From the Main Menu, **press 7** to enter **Call Forwarding.**

1   **Activate** Call Forwarding

2 ABC   **De-Activate** Call Forwarding

3 DEF   **Maintain Forwarding Numbers**
Follow the voice prompts to setup forwarding numbers.

**Exit** Call Forwarding and return to main menu

MESSAGE FORWARDING

- Forward all messages to another extension.
- Carbon copy messages (retain in your mailbox) for reference.

▶ From the Main Menu, **press 8** to enter **Message Forwarding.**

1   **Activate** Message Forwarding

2 ABC   **De-Activate** Messages Forwarding.
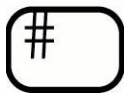
**Exit** Message Forwarding and return main menu

SETUP

This operation provides many options to personalize your mailbox. Some of the options will automatically be set during first time user tutorial, but can be changed at a later time.

From the main menu, **press Asterisk (*)** to enter the setup options.

VOICE MAIL SETUP SCREEN—FUNCTIONS

1

Enter Your Password / Change password

2ABC

Record Your Name

3DEF

Turn **Call Screening** On/Off
Turns on call screening to identify incoming callers

4GHI

Turn **Sender Confirmation** On/Off
Provides Confirmation receipt of sent voice mail

5JKL

Create and Maintain Distribution List
Setup and maintain personal Distribution Lists

6MNO

Create Single Digit Branching Options
Setup and maintain personal Distribution Lists

7PRS

Turn **Call Queue** On/Off
While on a call, other incoming calls remain in "queue" or are spooled

8TUV

Turn **Message Totals** On/Off
When dialing into your Voice Mailbox, Totals will announce the number of New & Old messages

9WXY

Access **Recycled Messages**
Deleted messages are retained up to 2 days

*

Toggle FIFO/LIFO
Hear messages First In First Out, or Last In First Out

#

EXIT and return to Main Menu

BRANCHING & BRANCHING MAINTENANCE

- Routes incoming calls from mailbox to other extensions
- Up to 10 one-touch branching selections

▸ From the Main Menu, **press the Asterisk (*)** to enter Voice Mail Setup
▸ **From the Setup Menu, Press 6** to enter Single-Digit Branching options.
▸ **Select 0-9** to setup or change one-touch dial locations and corresponding extension numbers.
▸ Follow system voice prompts for setup.

NOTE: After you have set up your mailbox's branching, record your greeting to coordinate with your branching structure.
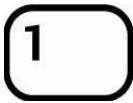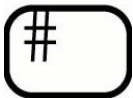
Change the option

Delete the option

Use it as is without making changes

Exit and return to Setup Menu

DISTRIBUTION LISTS

DISTRIBUTION LISTS

- Convenient method to route messages to entire list of extensions
- Create lists by department, association, job function...etc.
- Lists may be edited as needed.

▶ From the Main Menu, **press the Asterisk (*)** to enter Voice Mail Setup
▶ **From the Setup Menu, Press 5** key to Create and Maintain Distribution Lists.
▶ Listen and follow the voice prompts to access the following call handling capabilities:

DISTRIBUTION LIST FUNCTIONS

▶ **Create List**
   There are 64 pre-programmed Distribution names to select from. Select a two digit list (01),
   and listen to voice prompts to add users.
▶ **Browse Lists** to view current lists
▶ **ReRecord Name** to change name of Distribution List
▶ **Delete List:** Removes Distribution List

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