

## ICP EMBEDDED VOICE MAIL

VM ports: 4 to 24 dependent on DSP resources. System Option 132, DSP Configuration Option, is set to Business 1 by default, which provides just 4 VM ports. Changing this to Hospitality or business 2 will provide 8 VM ports with a dual DSP.

- Dual DSP enables 4 VM ports
- 2 Dual DSP enables up to 12 VM ports
- 1 Dual + 1 Quad DSP enables up to 24 VM ports.

Hours of voice storage: 4 hours minimum (expandable by adding hard drive or larger compact flash memory card.) Installation of a hard drive is strongly advised for systems with more than eight voice mail ports. The drive must be purchased from Mitel Networks.

Mailboxes Max: 748  
Controlled by Sys Opt 125.

MOSS options:

- Record-a-Call
- RAD ports
- Personal Contact Numbers
- PMS

Supports bilingual prompts, either Spanish or French as second language. Must be enabled when software is loaded.

"Welcome Greeting" required for bilingual auto attendant. The welcome greeting will play prior to the primary open or closed greeting. Welcome Greeting should include instructions to press 8 for second language.

Single digit mailboxes: 8 max available (7 if bilingual)

- 0=Operator
- 9=Directory
- 8=Language (if enabled)

Saved message default is 15 days.

Message rewind (\*), FF (#), or pause (Hold key)

Notification (calling a phone or pager):

If it encounters a busy on first try will try 2 more times @ 15 min. intervals.

Distribution Lists (Form 51) 001-049

List 00 is a broadcast message. (Login to mailbox and make message for list 00).

Mailbox is automatically created when an extension is added if COS option 277 is enabled in the extension's COS. . Will be guest mailbox if Hosp or PMS is enabled.

Guest functionality requires:

Sys Options 11-14

COS options 202, 232

Access Code for Feature 32.

Guests have the option of recording a greeting.

Passwords:

	Def	3	5	6
Admin (999)	8642	864	86420	864200
Mgr (999)	6483	648	64830	648300
Operator	1234	123	12340	123400
Mailbox	1111	111	11110	111100

Manager mailbox can add mailboxes, change greetings, but cannot "Begin a New Installation." If chosen, manager is told it is invalid.

RADS:

System Option 134 required

Recorded through Admin mailbox, up to 200.

Form 49, Option 7, RAD setup

Choose a set, choose greetings (1-200), and enter times to play.

Form 17, delete ports to become RADS from VM Hunt Group, assign to a new hunt group with access code, set to recording HG, select options and designate RAD greeting set from Form 49.

Form 14, direct incoming trunks to RAD hunt group.

Multi Level Auto Attendant (MLLA)

Main greeting can have up to 8 choices of single digits (7 if bilingual)

Greeting Sets:

Primary (1) and 8 alternates (2-9). Each has open, closed and temporary greeting. Form 49 controls whether open or closed greeting plays. It can synchronize with Day/Night service, or business hours. Form 17, options subform, specifies which greeting plays following a reboot.

Can be changed from admin or manager mailbox, but will revert to that programmed in Form 17 upon reset.

Form 50:

Make a single digit mailbox for each choice, set to "Menu tree" with no extension assigned.

Option "Menu" or "Contact" will access subform to specify what happens when they press a single digit while in that mailbox. It can be a single digit mailbox or multi-digit mailbox.

Access the single digit mailbox and activate it by recording the name of the mailbox, entering a passcode, and recording the greeting (which is what callers hear if they dial the single digit during main menu).

## MAILBOX TYPES

**Extension:** This is the normal mailbox for administrative extensions. The mailbox takes a message and turns on the MW Lamp for the phone.

**Information-Only:** Not associated with a specific extension, and does not take messages. Plays a greeting after which the caller can dial 0, or another extension number, or hand up.

**Transfer Only:** This is associated with an extension but does not take messages. When a caller dials this extension he hears "You are being transferred to <mailbox name>". If the extension is busy, caller is returned to the company greeting.

**Message Only:** Takes messages and turns on the message light of the associated extension. The phone does not ring after the caller enters the extension number; rather, the system asks the caller to leave a message. Good for people who do not have an extension or are not in the office very often.

Guest: Takes messages and turns on the message light of a guest room. No password is needed or allowed, however, guest can record a greeting. No name is associated with the mailbox, and cannot be accessed through the phonebook.

## **Mailbox Key**

### Description

A Mailbox Key is the line key on a telephone or programmable key module (PKM) that has been programmed with the extension number of a device with an associated mailbox. Subscribers can use Mailbox Keys to receive notification of new messages, and to access their voice mailboxes to listen to messages.

Typically, the administrator will program a number of Mailbox Keys on a single telephone or PKM. This enables multiple subscribers to manage their voice mail from one location. For example, although a number of teachers may share a single telephone in a school staff room, each teacher can have a personal Mailbox Key on the telephone. When a teacher receives a message, their Mailbox Key LED will flash.

A Mailbox Key provides the following functions:

- If the mailbox contains any new messages, the Mailbox Key lamp will flash.
- If the mailbox is empty or contains saved messages, the Mailbox Key lamp will be off.
- A caller can be transferred to a mailbox by pressing the Trans/Conf key followed by the Mailbox Key.
- The Mailbox Key can be used to call voice mail even if the mailbox does not contain any new messages. (If the system has Embedded Voice Mail, the MESSAGE key can be used for the same purpose.)

### Embedded Voice Mail Programming Scenario

Welcome Greeting: Thank you for calling. If you wish to switch to Spanish, press 8.

Primary Greeting (English): This is the primary greeting in English. Press 1 to speak to the Front Desk. Press 2 for Sales. Press 3 for Directions to the Hotel. Press 4 to leave a message for Reservations.

- 1 Transfer to Ext for Front Desk.
- 2 Menu tree for Sales. "Press 1 for Mick, press 2 for Amy."
  - 1 Ext 100
  - 2 Ext 101

- 3 Menu tree for directions. "If you are coming from the north, press 1, if you are coming from the south, press 2."
  - 1 Ext 150 (information mailbox)
  - 2 Ext 151 (information mailbox)
- 4 Message only mailbox.

RAD Port with wake-up message

Record Greeting 1: Thank you for staying at the Graceland Hotel. This is your wakeup call.

Record Greeting 2: Please enjoy our complimentary breakfast served from 6 to 9.

RAD Set 10: Greetings 1 and 2, play one time.