



## ***Integrated Voice Mail Quick Reference Guide***

*Software Version 2.02*



**Abrivo**  
communications

Depending on the X-EO Integrated Voice Mail software version, the X-EO system software version and how your telephone is programmed, available features and feature operations may differ from those listed in this guide. For more information contact your authorized distributor.

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## **Introduction**

### **Mailbox Tutorial**

The first time you access your mailbox, the Mailbox Setup Tutorial plays to help you setup your mailbox. You must record a mailbox name, greeting and select a password. Pressing [9] deactivates the tutorial. To access the Mailbox Tutorial later, press [6] from the *User Options Menu*.

### **Mailbox Access**

To access your mailbox from your extension using the VoiceMail (MBOX) key:

Press the VoiceMail key.

Enter your password.

To access your mailbox from your extension using the MSG key:

Press the MSG key.

Press the [#] key.

Enter your password when prompted.

To access your mailbox from your extension using the VHUNT key:

Press the VHUNT key or dial your voice mail access code.

When the VMI answers press the [#] key.

Enter your mailbox when prompted.

## **Main User Menu**

When you enter your mailbox you will hear the *Main User Menu*.

- [\*] Play first new message
- [1] Access *Message Folder Menu*
- [2] Make a message 1
- [3] Access *User Options Menu*
- [4] Access *System Management Menu*
- [5] *Change Outcall Menu*
- [8] Exit voice mail
- [9] Return to System Greeting

### **[1] Message Folder Menu**

Use the *Message Folder Menu* to access the following provided message folders.

- [1] New message folder
- [2] Saved message folder
- [3] Archive message folder
- [4] Message Receipt folder
- [5] Deleted message folder
- [9] Return to *Main User Menu*

## **2 Make a Message for Another User**

You can quickly record and send messages to other users. To send a message to another user or a list:

Access your mailbox.

Press **2** to record a message for another user.

Record your message when prompted.

Press **#** to stop recording.

Press **4** to send it to another user ,or

Press **5** to send it to a Distribution List.

Enter the mailbox or list number and press **#**.

Press **1** to send the message.

## **Mailbox Setup**

### **3 - User Options Menu - Mailbox Setup**

The *User Options Menu* provides access to different features based on the mailbox's defined Class of Service and User Privileges. Use this menu to setup your mailbox.

- 1** Record mailbox name
- 2** Access *Mailbox Greeting Management Menu*
- 3** Change mailbox pass code
- 4** Access *Distribution List Menu*
- 5** Access *Blocking and Forwarding Menu*
- 6** Access Mailbox Setup Tutorial
- 7** Set time / date stamp format
- 8** Set message replay order
- 9** Return to *Main User Menu*

### **Mailbox Name**

Your recorded mailbox name identifies your mailbox throughout the system. After you record the mailbox name, you will be prompted to enter the first few letters of both your first and last name. You may enter up to 6 digits for each name.

#### **To record your mailbox name:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **1** to record a new name.

Record your name when prompted.

Press **#** to stop recording.

Press **4** to save it.

Enter the first few digits of your first name when prompted.

Enter the first few digits of your last name when prompted.

## **Mailbox Greeting Management**

Your mailbox greeting identifies your mailbox to outside callers. Outside callers hear your *Active Greeting*, initially greeting one, when they first reach your mailbox.

### **To record a mailbox greeting:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **2** to access the *Mailbox Management Menu*.

Select **2** to record a new greeting.

Enter the greeting to record, the *Active Greeting*.

Record your greeting when prompted.

Press **#** to stop recording.

Press **4** to save it.

## **Mailbox Pass Code**

### **To select a pass code:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **3** to select a pass code.

Enter the pass code when prompted.

Enter the pass code again for verification.

## **Subscriber Features**

### **Distribution List Menu**

Each user has nine available Distribution Lists with forty available mailbox slots on each list.

**1** Create a Distribution List

**2** Add or Delete a mailbox

**3** Play a Distribution List

**9** Return to *User Options Menu*

### **To create a distribution list:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **4** to access the *Distribution List Menu*.

Press **1** to create a new list.

Enter the number of the list you wish to create (**1-9**).

Record the list name when prompted.

Press **#** to stop recording.

Press **4** to save it.

Press **1** to add mailbox numbers to the list.

**To modify a list:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **4** to access the *Distribution List Menu*.

Press **2** to add or delete a mailbox.

Enter the number of the list you wish to modify (**1-9**).

Press **1** to add mailboxes, or

Press **2** to remove mailboxes.

Enter mailbox numbers when prompted.

Press **#** when you are finished.

**To review a list's members:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **4** to access the *Distribution List Menu*.

Press **3** play a list's members.

Enter the number of the list you wish to review (**1-9**).

The VMI will play all of the mailboxes on that list.

**Blocking and Forwarding Menu**

You may block or forward your extension using the X-EO Integrated Voice Mail Call Blocking and Forwarding features. Call Blocking routes outside callers directly to your mailbox, never ringing your extension. Call Forwarding automatically forwards all incoming calls to another designated extension.

**1** Play the Current Settings

**2** Set Call Blocking

**3** Set Call Forwarding

**4** Set Override Option

**9** Return to *User Options Menu*

**Call Blocking**

You may program your station to automatically forward all calls to voice mail using the Call Blocking feature. You may select to block your extension during the Day Mode, Night Mode or both.

**To Call Block your extension:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **5** to access the *Call Blocking and Forwarding Menu*.

Press **2** access the *Call Blocking Menu*.

Press **2** to activate blocking during the Day Mode,

Press **3** to activate blocking during the Night Mode, or

Press **4** to activate blocking for both.

**To disable the Call Blocking feature:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **5** to access the *Call Blocking and Forwarding Menu*.

Press **2** access the *Call Blocking Menu*.

Press **1** to disable the Call Blocking feature.

**Call Forwarding**

You may program your extension to automatically forward your calls to another extension. You may forward your extension during the Day Mode, Night Mode or both.

**To Call Forward your extension:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **5** to access the *Call Blocking and Forwarding Menu*.

Press **3** access the *Call Forwarding Menu*.

Press **2** to activate forwarding during the Day Mode,

Press **3** to activate forwarding during the Night Mode, or

Press **4** to activate forwarding for both.

Enter the extension to receive your calls.

**To disable the Call Forwarding feature:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **5** to access the *Call Blocking and Forwarding Menu*.

Press **3** access the *Call Forwarding Menu*.

Press **1** to disable the Call Forwarding feature.

**Call Blocking and Forwarding Settings Review**

You may need to review your selected Call Blocking and Call Forwarding selections.

**To review the current settings:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **5** to access the *Call Blocking and Forwarding Menu*.

Press **1** to play the current settings.

### **Time/Date Feature**

You can turn the message Time/Date Stamp off or on. If you turn off the Time/Date Stamp, the X-EO Integrated Voice Mail plays the message without first announcing the time and date. To obtain the time and date for a message you can press **8**. When the Time/Date Stamp is turned on, the VMI plays it before playing the message. The X-EO Integrated Voice Mail is initially programmed to play the time and date stamp for all messages in all mailboxes.

#### **To change the time and date stamp format for messages:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **7** to select the time/date stamp.

Press **1** to turn on the Time/Date stamp.

Press **2** to turn off the Time/Date stamp.

The VMI confirms that your selection has been saved.

Your selection applies to all messages.

### **Message Replay Order**

You may select the replay order of your messages, either first-in, first-out (FIFO) or last-in, first-out (LIFO). When FIFO is selected the oldest message is played first. When LIFO is selected the newest message is played first.

#### **To select the message replay order for message folders:**

Access your mailbox.

Press **3** to access the *User Options Menu*.

Press **8** to select message play back order.

Press **1** to play oldest message first.

Press **2** to play newest message first.

The VMI confirms that your selection has been saved.

Your selection will immediately apply to all messages in all folders except the receipt folder. The oldest message in the receipt folder will always play first.