

# **Quintet** <sup>TM</sup>

*Voice Processing System*

User's Guide  
Version 4.0



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# Contents

<b>Introduction .....</b>	<b>1</b>
Welcome to Quintet Voice Processing System! .....	1
How to Use This Guide .....	2
Conventions .....	3
Helpful Tips .....	3
Finding More Information .....	4
<b>Chapter 1</b>	
Basics of Using Voice Mail .....	7
Accessing Your Personal Mailbox .....	8
Conversation Menu Diagram .....	10
Menu Selection Keys .....	11
<b>Chapter 2</b>	
First Time Mail Users .....	15
Choosing Your Preferred Language .....	17
Recording Your Voice Name in the System Directory .....	17
Setting Up Your Password .....	18
Prerecording Your Personal Standard Greeting .....	18
<b>Chapter 3</b>	
Listening to Messages .....	21
Types of Messages .....	23
While You Are Listening to a Message .....	24
After Message Playback - Options .....	25

## **Chapter 4**

Recording and Sending Messages .....	29
Adding Recipients .....	31
Recording and Editing a New Message .....	32
Canceling a Message Previously Sent .....	32
Special Message Delivery.....	33

## **Chapter 5**

Setting Up Personal Options .....	37
Changing a Language while Using Voice Mail .....	37
Personalizing Greetings .....	38
Re-recording Voice Name.....	40
Changing Your Password .....	40
Setting Up Message Delivery.....	41
Setting Up Call Transfer .....	44
Editing Distribution Lists .....	46





# I n t r o d u c t i o n

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## Welcome to the *Quintet* Voice Processing System!

This is the voice mail system that provides you with advanced voice messaging at your fingertips.

*Quintet* Voice Processing System works with your telephone system to provide you with an effective and efficient business communications tool. You can send and receive recorded messages at any hour of the day, from any touch tone telephone in the world. *Quintet* Voice Processing System provides voice prompting, which enables you to access your “voice mailbox” to perform many functions quickly and easily.

The *Quintet Voice Processing System User’s Guide* presents step-by-step procedures for accessing your mailbox, listening to and sending messages, and setting up your personal mailbox options.

This introduction provides the following information:

- ? How to use this Guide.
- ? A list of conventions used in the *Quintet Voice Processing System User’s Guide*.
- ? Helpful tips for using the voice mail system.
- ? Additional Resources to learn more about the *Quintet* Voice Processing System.

## How to Use this Guide

In this guide, you will find the following chapters:

### **Basics of Using Voice Mail**

*...describes basic features of the voice mail system.* It briefly discusses how to access the voice mail system and use the various features available.

### **For First Time Mail Users**

*...describes the enrollment conversation for first time voice mail users.* It walks you through all the steps necessary to set up your personal mailbox before using the voice mail system.

### **Listening to Messages**

*...describes how to retrieve your voice mail messages.* It illustrates the various types of voice messages and the message options that the system offers.

### **Recording and Sending Messages**

*...describes how to generate and deliver your messages.* It details the options available to you for message delivery.

### **Setting Up Personal Options**

*...describes how to set up your personal options.* It walks you through, in depth, how to set up the various personal options, and will detail the way to set those options through the telephone conversation.

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## Conventions

The following conventional terms, text formats, and symbols are used throughout this document:

Convention	Meaning
<b>Bold</b>	Indicates the actual commands that you type in at the command prompt
<i>Italic</i>	Indicates the system prompt
☞	Indicates a procedure

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## Helpful Tips

Following are some helpful tips for using the voice mail system:

### Key Press Options

The following are key press options available at all times while using the voice mail system.

Key Press	Description
*	To backup to previous menu, or abort an action
#	To move forward to next menu, or confirm an action
9	To change languages

## Confirmation

You can confirm an action by pressing 1. To cancel the action, press any other key.

## Speed Up Key Press

It is not necessary to listen to the system voice prompts in their entirety. If you know which option you want, you can interrupt a prompt at any time by pressing the key you need. This will speed up the conversation, especially if you are familiar with the voice mail system.

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## Finding More Information

This *Users Guide* describes only the Voice Mail features of *the Quintet Voice Processing System*. For information on many other system features, please refer to the *Administrator's Guide*.





## Chapter

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# 1

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## Basics of Using Voice Mail

The easiest way to become familiar with the voice mail system is to understand all the features the voice mail system supports and memorize the Conversation Menu diagram. The following sections describe the basics of using the voice mail system.

- ✍ Accessing your Personal Mailbox
- ✍ Description of General Features
- ✍ Conversation Menu Diagram
- ✍ Menu Selection Keys

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## Accessing your Personal Mailbox

To access your personal mailbox, use the personal ID assigned to you by your System Administrator.



### Follow these steps to access your personal mailbox:

1. Dial into the voice mail system and while listening to the system greeting, enter your personal ID.
2. Enter your password followed by the # key, or wait until the system verifies it.

## General Feature Descriptions

Once you have signed into your mailbox, you can do any or all of the following:

### Listen to Messages

You can listen to your messages, including both urgent and normal messages, as well as message receipts. After listening to the messages, you can choose to Save, Delete, Archive, Reply, Forward the message, or you may connect to the sender's extension.

### Record and Send Messages

You can record a message and send it to one, or multiple mail users, or to Distribution Lists.

### Personalize Your Greetings

You can re-record and personalize any of your greetings, which include Standard, Busy, Internal, and Scheduled greetings.

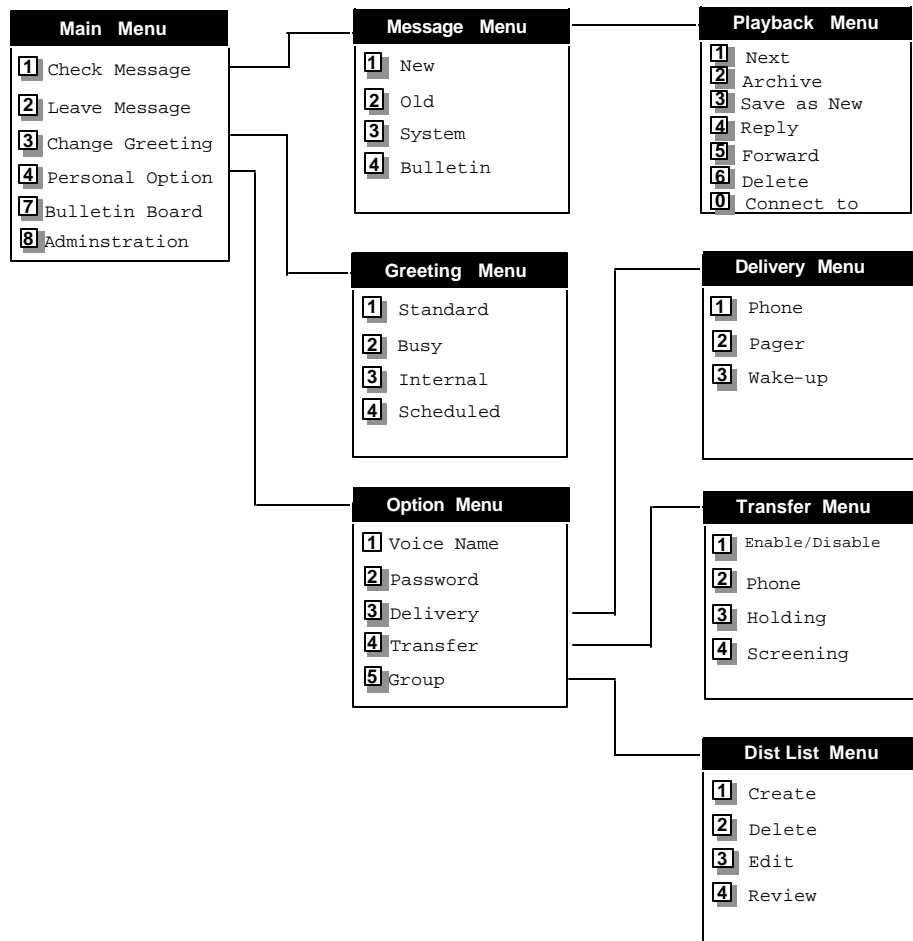
### Set Up Personal Options

You can re-record your Directory Voice Name, change your Password, change your Transfer Options, change your Message Delivery Options, change your Distribution Lists, or set up more personal options.



## Conversation Menu Diagram

The following is the menu diagram for the mail user conversation. You should become very familiar to you the more you use it. Until then you may want to keep a copy of this, and/or the following menu options list, near your phone and carry a copy with you for remote access to your mailbox.



## Menu Selection Keys

The following is a list of quick menu access keys from within the Conversation Main Menu.

Key Press	Description
<b>1</b>	Check messages
<b>1 1</b>	Check new messages
<b>1 2</b>	Check old messages
<b>1 3</b>	Check system public messages
<b>1 4</b> or <b>7</b>	Check bulletin board messages
<b>2</b>	Leave a message
<b>3 1</b>	Rerecord standard greeting
<b>3 2</b>	Rerecord busy greeting
<b>3 3</b>	Rerecord internal greeting
<b>3 4</b>	Rerecord and set scheduled greeting
<b>4 1</b>	Rerecord voice name
<b>4 2</b>	Change password
<b>4 3 1</b>	Change delivery to telephone
<b>4 3 2</b>	Change delivery to pager
<b>4 3 3</b>	Set wake-up call
<b>4 4 1</b>	Enable/Disable call transfer
<b>4 4 2</b>	Set call transfer telephone number
<b>4 4 3</b>	Enable/Disable call holding
<b>4 4 4</b>	Enable/Disable call screening
<b>4 5 1</b>	Create a distribution list
<b>4 5 2</b>	Delete a distribution list
<b>4 5 3</b>	Edit a distribution list
<b>4 5 4</b>	Review all distribution lists
<b>5</b>	Check E-mail ( <i>Quintet Enterprise</i> only)
<b>8</b>	Administration (Administrator only)
<b>9</b>	Change languages







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# Chapter

# 2

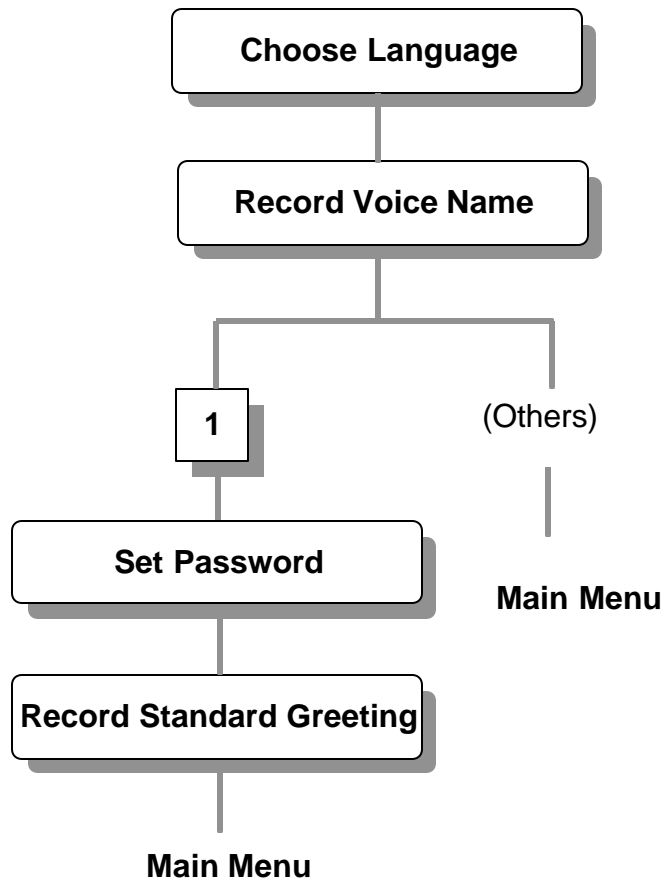
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## First Time Mail Users

If you are a first time voice mail user, you are automatically signed into the enrollment conversation when you enter your personal ID for the first time. This chapter describes the steps in the enrollment conversation. A diagram is also provided to help you visually see the flow of the Enrollment Conversation.

- ✍ Choosing Your Preferred language
- ✍ Recording Your Voice Name in the System Directory
- ✍ Setting Up Your Password
- ✍ Pre-recording Your Personal Standard Greeting

## Mail User Enrollment Conversation



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## Choosing Your Preferred Language

The first thing you need to do in the enrollment conversation is choose a language to use with the voice mail system. The voice mail will prompt you with various language selections. Press the key number corresponding to the language you want. Once you have chosen a language, the voice mail system will switch to the language you have just selected and ask for your confirmation. Once you give your confirmation, the conversation will continue.

Remember, you can change the language at any time by pressing the **9** key while using the voice mail system.

The language selection is only offered when there is more than one language installed in the system.

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## Recording Your Voice Name in the System Directory

In order for outside callers or other mail users to access your name from the directory, you must record a voice name to identify yourself.



### To record your voice name:

1. You will be prompted to record your voice name. At the beep, speak your voice name clearly. When you're finished, press the # key.
2. You will then be prompted to review the voice name you've just recorded. You may continue to re-record until you are satisfied.
3. Press the 1 key to accept the recorded voice name.

You can also choose not to list your name in the system directory. To do this, you need to have your System Administrator change your Class of Services. Contact your System Administrator for more information.

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## Setting Up Your Password

Setting up your Password during the enrollment conversation is optional. You can change your Password at a later time during your personal option setup.



### To enter your password:

1. Enter up to ten digits. You can only use the numeric digits 0 - 9 in your password. When you have entered all the digits you have selected, press the # key to enter.
2. Re-enter your Password for confirmation at the voice prompt.

Once your Password is set up, you will be asked to enter it every time you access your personal mailbox.

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## Pre-recording Your Personal Standard Greeting

Pre-recording your Standard greeting during the enrollment conversation is optional. You can re-record your personal Standard greeting at a later time during your personal option setup.

Standard greetings are played when you are not available to answer your telephone. If you don't have a personal Standard greeting pre-recorded, the system will use the default Standard greeting for your incoming calls, which is:

*"The person you are trying to reach is not available. After the beep, please record your message."*



### To pre-record your personal Standard greeting:

1. You may wish to write out the message you want to record. Record your greeting clearly after the beep. When you're finished, press the # key.

2. You will then be prompted to review or re-record your Standard greeting. You may continue this process until you are satisfied with your greeting.
3. Press the 1 key to accept the recorded message.



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# Chapter

# 3

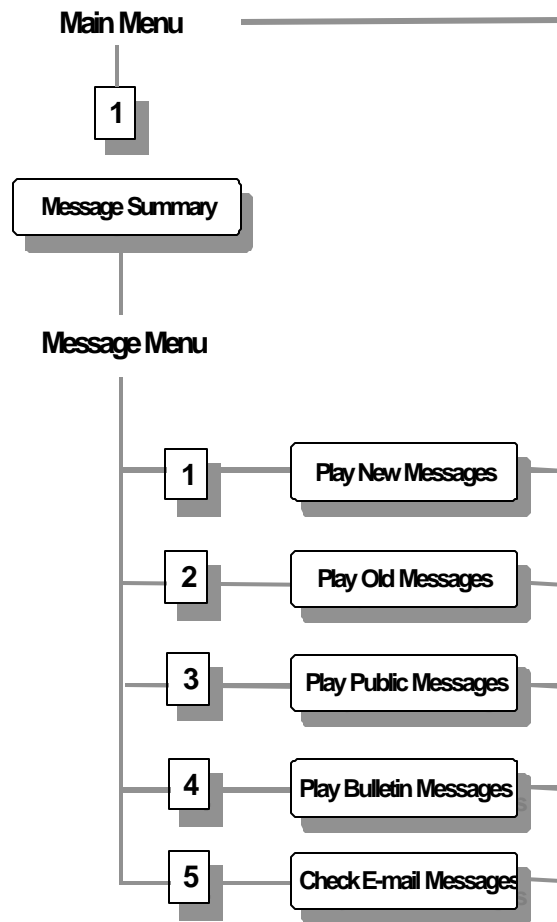
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## Listening to Messages

You can listen to your messages by pressing 1 while in the conversation main menu. This chapter describes the steps for that process. Also included is the Message Retrieval Conversation flow diagram. Again, this may be helpful to keep near your phone.

- ✍ Types of Messages
- ✍ While You Are Listening to a Message
- ✍ After Message Playback – Options

## Message Retrieval Conversation



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## Types of Messages

There are several types of messages, which are listed down below.

### **Urgent Message**

An Urgent message is marked by the sender to indicate the message is important and should be listened to immediately. An Urgent message is always played at beginning of the message retrieval, regardless of whether other messages have been sent more recently or not.

### **Normal Message**

Any message that hasn't been marked with Special Delivery options is treated as a normal message.

### **Private Message**

If a message has been marked as Private, it cannot be forwarded to anyone else by the recipient.

### **Receipt**

If a message has been marked with a Return Receipt Request, a receipt is generated and sent to the original message sender the first time you open the message for listening.

### **Old Message**

Any message that has been listened to (and not saved as new), or any archived message, is considered to be an Old Message.

### **System Public Message**

System Public messages are those left in system-owned voice boxes such as the System Public Interview boxes, etc. In order to listen to system public messages, you must have access rights specified in the Class of Service. Please contact your System Administrator for more information.

### **Bulletin Board Message**

Bulletin Board messages are those posted in the system bulletin board.

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## While You Are Listening to a Message

While you are listening to a message, you can press any of following keys for various options.

### **1** Message Time Stamp

By pressing 1, you skip to the end of the message to play the message time stamp.

### **7** Back

By pressing 7, you rewind the message playback a few seconds.

### **8** Pause / Continue

By pressing 8, you pause the message until you press 8 again to continue.

### **9** Forward

By pressing 9, you forward the message playback a few seconds.

### **7 7** Fast Back (To Beginning)

By pressing 77, you rewind the message all the way to the beginning.

### **9 9** Fast Forward (To End - Next)

By pressing 99, you forward the message all the way to the end and start to play next message (the message you forward through will be marked as old).

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## After Message Playback - Options

There are various options available to you after you've listened to a message.

### **1** Next

You can continue on and listen to the next message by pressing 1. The message you just listened to will be marked as Old from this point on.

Old voice messages are kept in the system database until midnight of the day you listened to the message. If you want to keep your voice messages for a longer period of time, you should choose to Archive your message.

### **2** Archive

By pressing 2, your message is archived. By default, an archived message is kept in the system message database for 3 days. If you want to extend that period of time, contact your System Administrator.

### **3** Save As New

If you choose to Save a Message as New, press 3. Your message will remain in an unread state, and you will retrieve this message as a New message the next time you listen to your messages.

### **4** Reply

By pressing 4, you choose to record a Reply message to the message sender. You can record your reply message after the beep. When you finish recording, you will be asked to review or re-record.

There are no Special Delivery options for the reply message. A Reply message will only be delivered as a normal message.

This option is only available for a message whose sender is also a system mail user.

### **5** Forward

By pressing 5, you can forward the message you've just listened to another Mail User or to a Distribution List. You will be prompted to enter the person's extension number or last name in order to address the forwarded message. See the chapter *Recording and Sending Messages* for details.

There are no Special Delivery options for a forwarded message. A Forward message will only be delivered as a normal message.

**6 Delete**

By pressing 6, you can Delete the message immediately after confirmation.

**0 Direct Connect**

By pressing 0, you connect directly to a message sender's extension.

This option is only available for a message whose sender is also a system Mail User, or whose sender is an outside caller with a caller ID previously recorded. Contact your System Administrator for more information.





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# Chapter

# 4

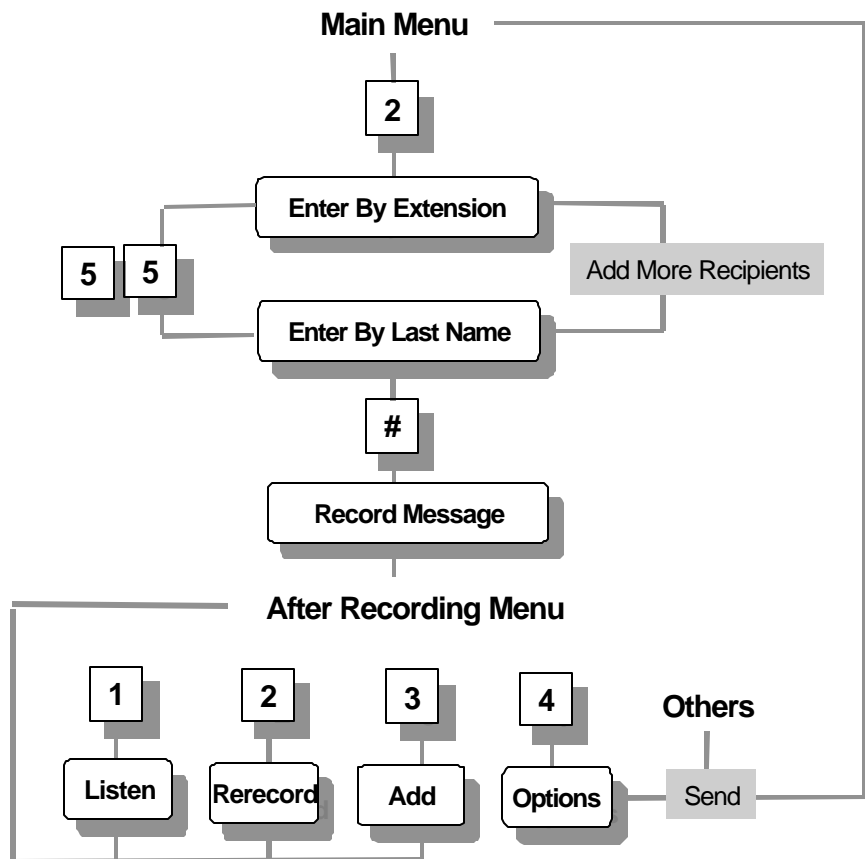
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## Recording and Sending Messages

You can leave a message by pressing 2 while in the conversation main menu. This chapter contains instructions on recording and sending messages. It also includes the Message Leaving Conversation flow diagram.

- ✍ Adding Recipients
- ✍ Recording and Editing a New Message
- ✍ Canceling a Message Previously Sent
- ✍ Special Message Delivery

## Message Leaving Conversation



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## Adding Recipients

### Entry Modes

There are two ways you can enter recipients: by extension (for sending messages to another mail user only) or by name. To switch between the two different modes, you need to select the mode switching ID (55 by default).

### Enter Recipients by Extension

Enter the extension number of the Mail User, and press the # key to enter.

### Enter Recipients by Name

Choose the digits from the telephone key pad which correspond to the letters of the mail user's or distribution list's name, and press the # key to enter.

There may be several matches to the name you've entered. Simply listen to every match the voice mail system finds, and press the # key to confirm the one you would like to address your message to.

For a Mail User recipient, you need to enter the last name first, then the first name. You can enter as many letters as you want. Remember, the more letters you enter, the more precise your match will be, and the less time you will spend scrolling through matched names.

### Adding Multiple Recipients

Each time you add a recipient to the recipient list, you are prompted:

*“Press the # key to start to record your message. For more recipients, please enter the recipient's...”*

From that point on, you can continue to enter the new recipient's extension or name, or press the # key to start recording a message.

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## Recording and Editing a New Message

### Record / Re-record

Speak clearly after the beep. You may continue until you are satisfied with your message. When you're finished, press the # key.

### Listen

You will be offered the option to listen to the message you've just recorded. After you've recorded a message, the voice mail system will say:

*"To listen to the message, press 1; to record again, press 2; to add to your message, press 3; for special delivery, press 4; to send the message now, press the # key."*

By pressing 1, you will be able to listen to the message you just recorded.

### Add

To add to the message you've just recorded, press 3 when you listen to the menu played after the message is recorded.

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## Canceling a Message Previously Sent

It is possible to cancel a message you have previously sent.



### To cancel a message previously sent:

1. Address a message to the same recipient you previously sent a message to. The voice mail system will check to see whether there is a message sent from you still pending and give you the option either to edit or to cancel your last message.

If the voice mail system finds your last message, it says:

*"This person has not heard your last message. To leave this person an additional message, press 1; to review your last message, press 2; to re-record your last message, press 3; to delete your last message, press 4."*

2. Press 4 to cancel the message you previously sent.

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## Special Message Delivery

There are three types of special message deliveries.

### **Urgent**

Urgent messages are always played first to the recipient.

### **Private**

Private messages cannot be forwarded to anyone else by the recipient.

### **Receipt Request**

Receipt request messages cause a return receipt to be generated when the recipient listens to the message.







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## Chapter

# 5

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### Setting up Personal Options

The following is a list of options you can use to personalize your personal mailbox.

- ✍ Change Language
- ✍ Personalize Greetings
- ✍ Rerecord Voice Name
- ✍ Change Password
- ✍ Set Up Message Delivery
- ✍ Set Up Call Transfer
- ✍ Edit Distribution Lists

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### Changing a Language While Using Voice Mail

You can change the language at any time by pressing the 9 key while using the voice mail system.

This language selection option is only offered when there is more than one language installed in the system.

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## Personalizing Greetings

### Standard Greeting

A Standard greeting is played when you are not available to answer your telephone. If you don't have a personal Standard greeting pre-recorded, the system uses the default Standard greeting to greet callers, which is:

*“The person you are trying to reach is not available. After the beep, please record your message.”*

### Busy Greeting

A busy greeting is played when someone calls while you are on the phone. If you don't have a personal Busy greeting pre-recorded, the system will use the default Busy greeting to greet callers, which is:

*“The person you are trying to reach is on the phone now. After the beep, please record your message.”*

### Internal Greeting

An Internal greeting is played when another Mail User tries to reach you and you are not available to answer your telephone. If you don't have a personal Internal greeting pre-recorded, the system will use the default Standard greeting to greet callers, which is:

*“The person you are trying to reach is not available. After the beep, please record your message.”*

### Scheduled Greeting

A Scheduled greeting is played when you are not available to answer your telephone during a specific set of dates, which you have specified in the system. If you don't have a personal Scheduled greeting pre-recorded, the system will use the default Standard greeting to greet callers, which is:

*“The person you are trying to reach is not available. After the beep, please record your message.”*



### **Setting Up Scheduled Greeting**

To set up a Scheduled greeting, follow these steps:

1. Select 4 from the Greeting Menu.
2. Record your Scheduled greeting.
3. Enter the day and month within a year for the Scheduled greeting to start.
4. Enter the day and month within a year for the Scheduled greeting to stop.



### **Pre-record Greeting**

To pre-record your personal greeting, record clearly after the beep. When you're finished, press the # key. You will then be prompted to review or re-record your personal greeting until you are satisfied.

## Re-recording Voice Name

You will be prompted to record your Voice Name. At the beep, speak your Voice Name clearly. When you're finished, press the # key.

You will then be prompted to review the Voice Name you've just recorded. Re-record until you are satisfied.

You can also choose not to list your name in the system directory. To do this, you need to have your System Administrator change your Class of Services for you. Contact your System Administrator for more information.

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## Changing Your Password

Your Password can be up to ten digits long. You can only use the numeric digits 0 - 9 in your password. When you have entered all the digits you have selected, press the # key to enter. You will then be asked to re-enter your Password for confirmation.

Once your Password is set up, you will be asked to enter it every time you access your personal mailbox.

If you want to clear your Password, simply press the # key without entering any numeric digits. Your Password will then be cleared. From that point on, you will not be asked to enter your Password when you access your personal mailbox.

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## Setting Up Message Delivery

The system can initiate a call to a telephone or a pager, within a specified date and time, to notify you of new messages in your personal mailbox, or to notify you for a scheduled wake-up message.



### To specify Telephone Delivery:

1. Select 1 from the Delivery Menu.
2. Enable telephone delivery by pressing 1. Press 2 to disable.
3. Enter a telephone number. You can enter dialing pauses by pressing the \* key. Press the # key to enter.
4. Specify the day of the week you want to be notified of new messages in your mailbox. Press 0 for Sunday, 1 for Monday, and so on. When you're done, press the # key to enter.
5. Specify the time of day you want the delivery notification to occur. You will be asked to enter both the start time and end time of the day. Enter the time in a 24-hour format, for example 1, 7, 3, 0 for 5:30 PM, and then press the # key to enter.

Once your telephone delivery has been enabled, when there are new messages in your mailbox, the voice mail system will call the telephone number you specified and say:

*“This is the voice mail system calling for (your voice name).  
Please enter your personal ID to retrieve your messages.”*

You can enter your personal ID into the voice mail system to retrieve your messages.



### **To specify Pager Delivery:**

1. Select 2 from the Delivery Menu.
2. Enable the pager delivery by pressing 1. Press 2 to disable.
3. Enter a pager number. You can enter dialing pauses by press the \* key. Press the # key to enter. To successfully deliver a pager notification, the pager number you enter should consist of two parts: the first part is the pager number you want the voice mail to dial, followed by several pauses to ensure some delay before dialing the second part, which is the callback number.
4. Specify the day of the week you want to be notified of new messages in your mailbox. Press 0 for Sunday, 1 for Monday, and so on. When you're done, press the # key to enter.
5. Specify the time of day you want the delivery notification to occur. You will be asked to enter both the start time and end time of the day. Enter the time in a 24-hour format, for example 1, 7, 3, 0 for 5:30 PM, and then press the # key to enter.

Once your pager delivery has been enabled, when there are new messages in your mailbox, the voice mail system will call your pager and say:

*“This is the voice mail system. Please call pager (pager number) to call back to the voice mail system. Thank you and good bye”*

After that, the voice mail will wait for a few seconds and then punch in the call back number you specified.

## Wake-up Call

A Wake-up call is a notification call from the voice mail system at a time within a day you specify, regardless of whether you have any voice messages or not.



### To specify a Wake-up call:

1. Select 3 from the Delivery Menu.
2. Enable the Wake-up by pressing 1. Press 2 for disable.
3. Enter a telephone number. You can enter dialing pauses by press the \* key. Press the # key to enter.
4. Specify the time of day you want the Wake-up call to occur. You will be asked to enter both the start time and end time of the day. Enter the time in a 24-hour format, for example 1, 7, 3, 0 for 5:30 PM, and then press the # key to enter.

Once you specify a Wake-up call, the voice mail system will call you at that time and say:

*“This is the voice mail system calling for your scheduled wake-up. Thank you and good bye”*

If the voice mail fails to reach you for your specified Wake-up, a message will be sent to you by the system to notify you of the failure.

---

## Setting Up Call Transfer

You can specify how a call should be handled when an outside caller tries to reach you at your extension. You can specify Call Transfer to a certain telephone, or you can specify Call Holding or Call Screening while you are on the phone.



### To enable or disable Call Transfer:

Select 1 from the Transfer Menu. The voice mail system will ask you:

*“Your call transfer is currently (enabled / disabled). To enable press 1; to disable press 2.”*

You can press the appropriate key to enable or disable Call Transfer.

When you enable Call Transfer, an outside call for your extension is transferred to the telephone number you specified.

When you disable Call Transfer, any incoming calls are played with your personal greeting without any Call Transfer attempt.



### To set a Transfer phone number:

1. Select 2 from the Transfer Menu.
2. Enter the digits for the telephone number you wish the call to be transferred to. When you're finished, press the # key.

By default, your extension number is pre-set as your transfer phone number.

**To enable or disabled Call Holding:**

If you have Call Holding enabled, an outside call will be asked to hold when you are on the phone.

Select 3 from the Transfer Menu. The voice mail system will ask you:

*“Your call holding is currently (enabled / disabled). To enable press 1; to disable press 2.”*

You can press the appropriate key to enable or disable Call Holding.

**Call Screening**

If you have Call Screening enabled, an outside caller will be asked to record his or her name before the voice mail system performs the Call Transfer. The voice mail system will ask the caller:

*“Who may I say is calling?”*

The voice mail system will then transfer the call to your telephone number. After you answer the call, the system will inform you:

*“You have a call from (recorded voice name) To take this call, press 1; to ask the caller to leave you a message, press 2.”*

By enabling Call Screening, you are able to monitor incoming calls and can choose either to take or reject the calls.

**To enable or disable Call Screening:**

Select 4 from the Transfer Menu. The voice mail system will ask you:

*“Your call screening is currently (enabled / disabled). To enable press 1; to disable press 2.”*

You can press the appropriate key to enable or disable Call Screening.

## Editing Distribution Lists

The voice mail system is designed to enable you to set up personal Distribution Lists. This allows you to distribute messages to a number of mail users at once, without having to send the message to each person individually.



### To create a Distribution List:

1. Press 1 from the Distribution List Menu.
2. Enter the letters corresponding to the Distribution List name, then press the # key to enter.
3. Record the name of the Distribution List.
4. Edit the Distribution List.



### To delete a Distribution List:

1. Press 2 from the Distribution List Menu.
2. Enter the letters corresponding to the Distribution List name, then press the # key to enter.
3. The system will play the distribution list's name. Press the # key to confirm deletion.



### To edit a Distribution List:

1. Press 3 from the Distribution List Menu.
2. Enter the letters corresponding to the Distribution List name, then press the # key to enter.
3. The system will play the distribution list's name. Press the # key to confirm.
4. The system will play the Distribution List edit menu:

*“To add a member to the distribution list, press 1; to review the distribution list, press 2; to re-record the distribution list’s voice name, press 3; to delete a member, press 6.”*

Select an item from the menu, then press the # key.



**To review all your Distribution Lists:**

Press 4 from the Distribution List menu, and the system will play all distribution list names.