

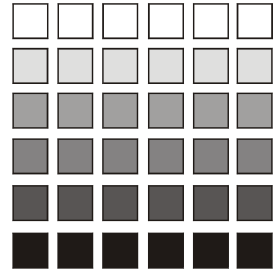
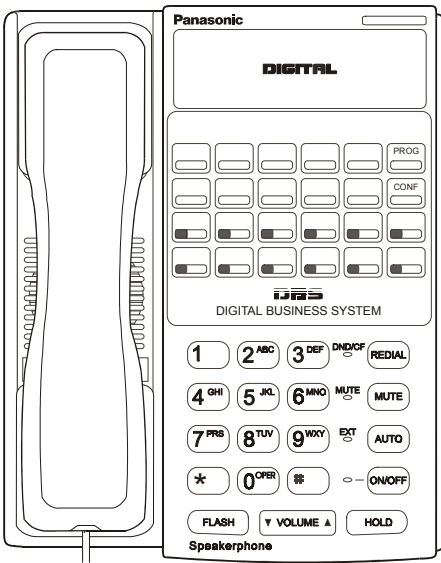
Panasonic[®]

DBS 576
Digital Business System

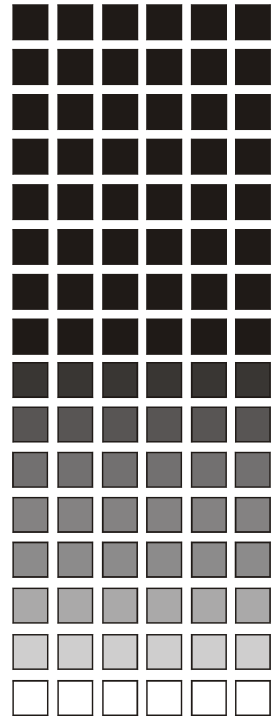
User Guide

Supports DBS 576 and DBS 576HD Version 5.1

for Non-Display Phones



Section 720
IFM Courier
User Guide



DBS 576 and DBS 576HD
Version 5.1
Issued April 2002
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SETTING UP VOICE MAIL FOR THE FIRST TIME

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

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.

QUICK TIPS FOR USING COURIER VOICE MAIL

Accessing Voice Mail 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: _____

Understanding Feature Availability

The following features must be set up for you by your System Administrator before you can use them:












Distribution List, Branching, Message Forwarding, Call Screening, Off Hook Voice Announce, Call Record, Call Record Notify, Notify on Urgent Messages Only, Call Forwarding, Reply, Auto Receipt, Call Queuing, and CID Routing.

Accessing Voice Mail Quickly

- 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.

USING THE COURIER MAIN MENU

The Courier Voice Mail System provides audible prompts to guide you through its features. At the Main Menu, you will hear prompts corresponding to the following options:

-  Listen to New Messages
-  Listen to Old Messages
-  Send a Regular Message
-  Send a Scheduled Message
-  Record your Standard Mailbox Greetings and direct incoming calls to your telephone
-  Record your Optional Mailbox Greeting and direct incoming calls to your mailbox
-  Set Up and Activate Call Forwarding
-  Set Up and Activate Message Forwarding
-  Set Up and Activate Message Notification
-  Set Up Voice Mail
-  Exit Voice Mail

LISTENING TO MESSAGES

- **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.

After you hear each message (or while the message is playing), you have the following options:



Save the message as Old



Delete the message



Play the message from beginning (replay)



Reply to sender's message or caller



Forward a message to a mailbox



Skip Message to advance to next message and keep message as new



Hear **the** Time and Date the message was received



Reverse message during playback



Advance message during playback



Pause message during playback

BOOKMARKING MESSAGES AND CAPTURING CALLER ID

You can bookmark messages and capture Caller ID information (if available) while listening to your messages. Both features are functional from any telephone (Cell Phone, Internal Phone, etc.), and can be used with New or Old messages.

1. While listening to a message, **press #** at the desired location to place a bookmark and capture caller ID for that message.
2. When Courier reads your Listen options, press # to access the Bookmarking/ Caller ID options listed below.



To **Set** a bookmark at the current position



To **Jump To** an existing bookmark



To **Assign** this caller ID to your mailbox
(Not available if message does not contain Caller ID information)



To **Remove** this caller ID from your mailbox
(Not available if message does not contain Caller ID information)



To **Exit** feature and return to voice mail Main Menu

SENDING MESSAGES

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

You have the following options after recording the message:



Send the message



Delete the message



Listen to the message



ReRecord the message



Append or add to recorded message



Receipt of message confirmation



Mark Message as Private to prevent transfer of message



Mark Message as Urgent for expedited delivery

DIRECTING INCOMING CALLS

From the Main Menu:

- **press 5 to Direct Calls to Telephone** and record Telephone Greetings.
- **press 6 to Direct Calls to Voice Mailbox** and record Voice Mailbox Greetings.








Directing Calls to Telephone or Voice MailBox

When callers enter extension numbers from the auto attendant:

- Calls to Telephone ring extension first, then forward to voice mail, if no answer.
- Calls to Voice Mailbox go directly to the mailbox greeting, without ringing the phone.

Setting Up Your Personal Greeting

Telephone and Voice Mailbox greetings can be set up in two parts. You can provide a general First Part greeting and follow it with a more specific Second Part greeting appropriate to a specific situation. The caller hears one combined greeting.

-  Activate one of your recorded greetings
-  **Listen to First Part** of greeting
-  **Record First Part** of greeting
-  **Listen to Second Part** of greeting
-  **Record Second Part** of greeting
Note: If you do not record a Second Part greeting, only the First Part plays.
-  **Listen to both parts** of greeting
-  **Apply Changes and Exit** to Main Menu

You can record up to five greetings for each part, and then activate a greeting when it becomes appropriate. For example, if you will be away from your office, you can direct calls to your Voice Mailbox and play the following greeting:

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."*

SETTING UP MESSAGE NOTIFICATION

- Notifies external telecommunication devices when you receive Voice Mail messages.
- Selectable notification of All Messages or Urgent messages only.
- Up to 4 devices may be selected.
- System notifies each device, in cascading sequence, until the message is retrieved.
- Notification may be scheduled with time and day parameters.

From the Main Menu, **press 9** to enter **Message Notification**.



Maintain notification schedules



Activate Message Notification



Deactivate Message Notification



Hear and Modify Message Notification Status

Follow the voice prompts to set up notification numbers and cascading times.



Exit Message Notification and return to Main Menu

FORWARDING CALLS AND MESSAGES

Forwarding Calls

- Forward incoming calls to another extension.
- Forward calls to up to 4 different extensions.
- System notifies each extension, in cascading order.
- Extension sequence may be changed.

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



Activate Call Forwarding



De-Activate Call Forwarding



Maintain Forwarding Numbers

Follow the voice prompts to set up forwarding numbers



Exit Call Forwarding and return to Main Menu

Forwarding Messages

- 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**.



Activate Message Forwarding



De-Activate Message Forwarding



Exit Message Forwarding and return to Main Menu

SETTING UP YOUR VOICE MAILBOX

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.



Enter your password



Record your name



Turn **Call Screening** On/Off
(Call Screening identifies incoming callers)



Turn **Sender Confirmation** On/Off
(Sender Confirmation provides confirmation receipt of sent voice mail)



Create and Maintain Distribution List
Set up and maintain personal Distribution Lists



Create Single Digit Branching Options
Set up and maintain branching to route incoming messages to other extensions.



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



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



Access **Recycled Messages** On/Off
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

ROUTING CALLS WITH CALL BRANCHING

- Routes incoming calls from mailbox greeting 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 set up or change one-touch dial locations and corresponding extension numbers.

Follow system voice prompts for setup.



Change the option



Delete the option



Use it as is without making changes



Exit and return to Setup Menu

Note: After you have set up your mailbox's branching, record your greeting to coordinate with your branching structure.

SETTING UP DISTRIBUTION LISTS

- Convenient method to route message 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.

1. From the Setup Menu, **press 5** to Create and Maintain Distribution Lists.
2. Follow the voice prompts to access the following call handling capabilities:
 - » **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** to remove a Distribution List

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