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## USING COURIER 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 COURIER WITH A LARGE-DISPLAY PHONE

### Soft keys

**Soft Keys** are the buttons to the left and right of the large screen that correspond to the various features of the Courier application. Some features are noted as toggle on/off, and are activated and deactivated by pressing the corresponding Soft Key.



### Telephone Keypad Activation

In addition to using the Soft Keys to navigate through the Courier features, you may also use the telephone keypad. Numbers 1-9, and (\*) correspond to the screen's display as noted above.

### Additional Information

Below the screen heading (Example: Voice Mail Setup) you will find various prompts that guide you around or out of the current function screen.

Most of the screens display **# to VM Menu** which always brings you back to the main Voice Mail Menu.

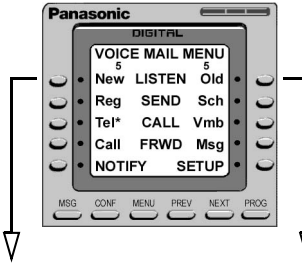


## LISTENING TO MESSAGES

### Listening to Messages...New & Old

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

The number above "New" and "Old" signifies the number of messages.



### Playing a New or Old Message

- » Press the appropriate Soft key to listen to the new or old message



### Listen 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.
- » **Stamp** message with Time and Date received
- » **Reverse** message during playback
- » **Advance** message during playback
- » **Pause** message during playback



### Forwarding Messages

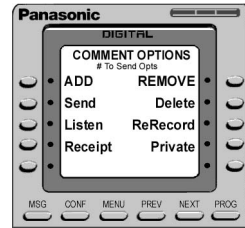
- » **Change** favorite mailbox  
*this screen gives you the option to display 2 favorite (commonly used) mailboxes for quick access*
- » **Enter Mailbox No** to send message to a specific mailbox
- » **Directory** provides a list of Voice Mailboxes
- » **Distribution Lists** provides a list of groups



to **Comment Options** screen

## Comment Options

- » **ADD** comment to forwarded message
- » **REMOVE** comment
- » **Send** original message and comment
- » **Delete** recorded comment
- » **Listen** to recorded comment
- » **ReRecord** comment
- » **Receipt** for message confirmation
- » **Private** to prevent transfer of message



**Note:** Make sure to press Send to Forward the message

## BOOKMARKING MESSAGES & CALLER ID CAPTURE

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.

### Bookmarking Messages

While listening to a message, you have the ability to place a bookmark in that message. This bookmark will allow you to advance to that location upon playback, the next time you listen to the message.

- While listening to a message, press **##** at the desired location to place a bookmark on that message

*The following screen will appear:*



### Capturing Caller ID

- While listening to a message, you have the ability to capture the Caller ID and store it in the system. From that point forward, calls will bypass the Auto Attendant and transfer directly to your extension.
- While listening to a message, press **##** to capture caller ID

## SENDING MESSAGES

### 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.
- » **Reg:** Sends regular messages to mailboxes.
- » **Sch:** Schedules messages to mailboxes.

### Sending a Regular Message

- » **Change** favorite mailbox
- » **Enter Mailbox No** to send message to a specific mailbox.
- » **Directory** provides a list of Voice Mailboxes.
- » **Distribution Lists** provides a list of groups.

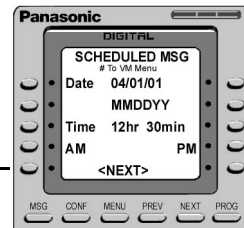
*Note: to send a message to a System Distribution List, press # and the 2 digit system list number, which has been set up by the System Administrator.*

### Sending a Scheduled Message

- » **Date** for message delivery.
- » **Time** for message delivery.
- » **AM or PM** for morning or afternoon delivery.
- » **Next** to advance to next display screen.

### Sending a Scheduled Message

- » **Change** favorite mailbox
- » Mailbox Number
- » **Enter Mailbox No** to send message to a specific mailbox.
- » **Directory** provides a list of voice mailboxes.
- » **Distribution Lists** provides a list of groups.



to **Send Options** screen

## Send Options

- » **Send** to deliver message.
- » **Delete** to erase message.
- » **Listen** to message.
- » **ReRecord** message.
- » **Append** to add to recorded message.
- » **Receipt** of message confirmation.
- » **Private** to prevent transfer of message.
- » **Urgent** for expedited delivery.



## CALL

### Directing Calls to Telephone (Tel) or Voice Mailbox (VMB)

When callers enter extension numbers from the auto attendant:

- Calls to Tel will ring extension first, then forward to voice mail, if no answer.
- Calls to Vmb will go directly to the mailbox greeting, without ringing the phone.
- Each option has up to 5 greetings to record
- Select Tel or Vmb to record personal greetings
  - » **Tel:** directs incoming calls to telephone
  - » **Vmb:** directs incoming calls directly to mailbox



### Selecting or Setting up a Greeting

- » **ACTIVATE** selects the desired greeting to play and marks it with an asterisk (\*)
- » **SETUP** records the greeting.



## 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.

- » **LISTEN** to hear previously recorded greeting
- » **RECORD** to record new greeting
- » **First Part** records first part of message
- » **Second Part** records second part of message (see Notes below)
- » **Entire Greeting** records 1 greeting
- » **PREV** to return to previous screen upon completion



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."*

**Note:** If nothing has been recorded in the Second Part greeting, only the First Part greeting will play.

## SETTING UP MESSAGE NOTIFICATION

### 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 retrieved
- Notification may be scheduled with time and day parameters.
- » **NOTIFY:** to begin notification setup and activation process.

### Notify Menu

- **Phone Numbers** to enter phone or pager numbers for notification.
- **Schedule** to set up time and day parameters for message notification.

### Setup and Activation of Notification Numbers (External)

- **SETUP** to program external phone/pager numbers.
- **ACTIVATE** engages notification feature. An Asterisk next to number (\*) indicates forwarding number has been selected.

**Note:** Voice prompts provide setup assistance.

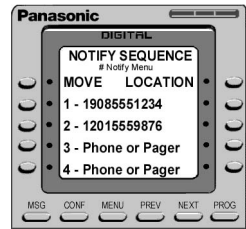


to **Changing Notify Sequence** screen

## Changing Notify Sequence

Once Telephone numbers have been input, you can change their sequence. In the Notify screen, press the "Next" key on the telephone, and the system will take you to this display:

1. Select Phone number you wish to move on the left side of the screen.
2. Select new location for the selected number on the right side of the screen.



## FORWARDING CALLS AND MESSAGES

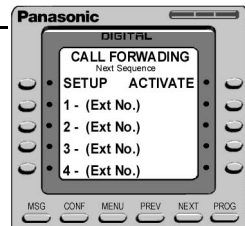
### Forwarding Calls

- 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.
- **Call:** begins Call Forwarding setup and activation process.

### Setup and Activation of Notification Numbers (Extensions)

- **SETUP** to program extension numbers.
- **ACTIVATE** to forward calls. An Asterisk next to number (\*) indicates forwarding number has been selected.

Note: Voice prompts provide setup assistance.

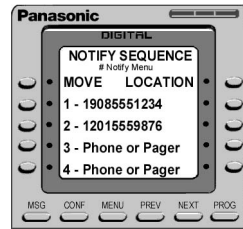


to Changing Call Forwarding Sequence screen

## Changing Call Forwarding Sequence

Once Extensions have been input, you can change their sequence. In the Call Forwarding Screen, press the "Next" key on the telephone, and the system will take you to this display:

1. Select Phone number you wish to move on the left side of the screen.
2. Select new location for the selected number on the right side of the screen.



## Forwarding Messages

- Forward all messages to another extension.
- Carbon copy messages for reference.
- **Msg:** begins Message Forwarding setup and activation process.



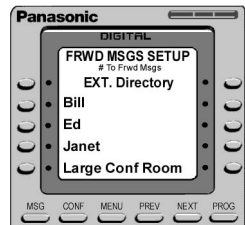
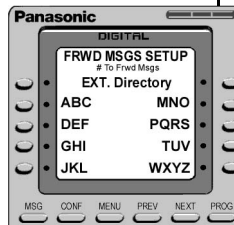
## Setting Up Message Forwarding

- **Forward To** selects extension number
- **CC My VMB** to retain a copy of forwarded message in your own mailbox
- An asterisk (\*) is displayed when the option is toggled on.



## Inputting Extensions

- **Change** favorite mailbox
- **Mailbox Number** messages will be forwarded to
- **Enter Mailbox No** to forward messages to a specific mailbox
- **Directory** provides a list of Voice Mailboxes



## SETTING UP YOUR VOICE MAILBOX

- This screen 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.
- » **SETUP:** brings you to the set up screen



### Voice Mail Setup Screen—Functions

- » **Password:** Enter and/or change password.
- » **Name:** Record mailbox user's name
- » **Screen:** Turns on call screening to identify incoming callers
- » **Confirm:** Provides Confirmation receipt of sent voice mail.
- » **Distribution List:** Setup and maintain personal Distribution Lists
- » **Branch:** Allows incoming caller to “one-touch dial” to another extension.
- » **Queue:** While on a call, other incoming calls remain in “queue” or are spooled.
- » **Totals:** When dialing into your Voice Mailbox, Totals will announce the number of New & Old messages.
- » **Recycle:** Deleted messages are retained up to 2 days
- » **FIFO/LIFO:** Hear messages First In First Out, or Last In First Out.
- » Note: Asterisk (\*) toggles feature on/off

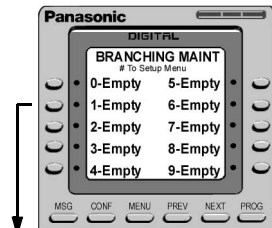


to Setting Up  
Distribution  
Lists screens

to Routing Calls  
with Call  
Branching  
screens

### Routing Calls with Call Branching

- Routes incoming calls from mailbox greeting to other extensions
- Up to 10 one-touch branching selections
- » **0-9** to setup or change one-touch dial locations and corresponding extension numbers.
- » Follow system voice prompts for setup.



to Adding/Changing  
Branching Options  
screens

## Adding/Changing Branching Options

- » **Change** favorite mailbox
- » **Mailbox Number** messages will be forwarded to
- » **Enter Mailbox No** to forward messages to a specific mailbox
- » **Directory** provides a list of Voice Mailboxes



## Setting Up 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.
- » **DistList:** takes you to Distribution List setup
- » **Create List:** There are 64 pre-programmed Distribution names to select from. Select a name for the list, and continue to the next screen to add users.
- » **Browse Lists:** to add and delete members to existing lists
- » **ReRecord Name** to hange name of Distribution List
- » **Delete List:** Removes Distribution List



to Browsing  
Through a  
Distribution List  
screens

## Creating a Distribution List

### Select List Name

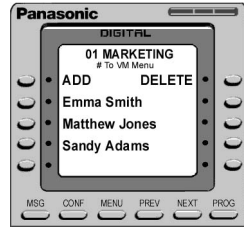
- » **Change** favorite mailbox
- » **Mailbox Number** adds favorite mailbox to list
- » **Enter Mailbox No** to add to list
- » **Directory** provides a list of Voice Mailboxes to add to list



## Browsing Through a Distribution List

### Select Existing List

- » **ADD** enables a Mailbox to be added to Distribution List
- » **DELETE** removes mailbox from distribution list.



## OFF HOOK VOICE ANNOUNCE

Off hook voice announce is a feature than can be applied to any extension on the system. First, it must be part of the Mailbox's Class of Service, and the Monitor Transfer feature must be activated in order for this function to operate properly.

1. When a person is engaged in a conversation and a call comes through the Automated Attendant (AA) for that person, the Courier will attempt to transfer the call to the user.
2. Upon indication that the extension is busy, the AA will pull the call back, and announce to the outside caller that the desired extension is currently on the telephone, but will announce the call to the party.
3. The AA will then ask the outside caller to state their name.
4. The AA will then announce, through the earpiece, to the desired party that there is a call waiting, and replay the recorded name of the outside caller.

**Note:** When this announcement is made, it is only heard by the desired extension, and does not interrupt that existing conversation.

Upon receiving the announcement, the Large Screen Display provides the following call handling options:

- » **Accept:** New call is transferred to your extension.
- » **Queue:** Puts incoming caller on hold and periodically plays a queue message asking the caller if they would like to continue holding or leave a message.
- » **Message:** Incoming caller is directed to leave a message
- » **Redirect:** Allows you to transfer Incoming call to another extension.



## Redirecting Calls

- » **Change** favorite mailbox  
This screen gives you the option to display 2 favorite (commonly used) mailboxes for quick access
- » **Directory** provides a list of Voice Mailboxes

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