SIEMENS

Quick Reference Guide for PhoneMail Users

PhoneMail Systems
Release 6.4

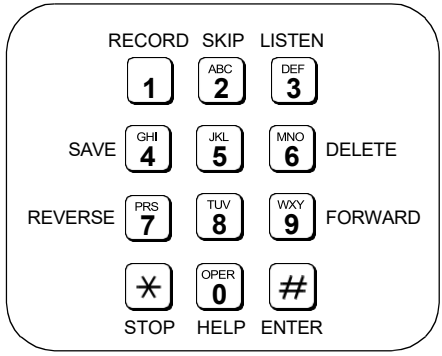
G341-1729-01

How PhoneMail Helps You

The PhoneMail system helps you because it:

- Answers your telephone automatically and plays your personal greeting.
- Lets you call one number to access your messages if you are a mobile telephone user.
- Lets you listen to your most recently received message first.
- Lets you listen to all headers and messages played back in a continuous manner without prompts to save or delete each message.
- Accepts and stores voice messages in your PhoneMail mailbox.
- Lets you play back your messages at your convenience.
- Lets you send and receive messages anytime, from anywhere.
- Notifies you of new messages through pagers and telephones.

Your Telephone Keypad



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Contents

This quick reference guide tells you:

- How to access PhoneMail, get help, and leave PhoneMail messages.
- How to use PhoneMail's most popular features.
- How to use PhoneMail's telecommunications device for the deaf (TDD) features.
- How to use the PhoneMail decision tree.
- Where to write your access numbers and personal distribution lists.

Accessing Your Mailbox

Direct Access

1. Dial the PhoneMail ***direct access number***.
2. Press (#) if calling from your own extension, or

   if calling from another extension, dial your ***extension number*** (or your ***name*** if permitted), then press (#).
3. Dial your ***password***, then press (#).

Greeting Access

1. Dial your ***telephone number*** or ***extension***.
2. During the greeting, press (5) to access your mailbox.
3. Dial your password, then press (#).
4. Press (5) to listen to your messages in continuous playback order.
5. Press (*) (7) (#) (3) to listen to your messages in the standard one at a time playback order.

Callback Access *(Available in PhoneMail Release 6.0 or later)*

1. From your extension, press the ***callback button*** on your ROLMphone telephone (or your telephone's equivalent ***repeat dial*** or ***speed dial*** button).
2. Dial your ***password,*** then press (#).

The first time you access the PhoneMail system, change your password. (Refer to "Changing PhoneMail Messages" on page 10.)

Your PhoneMail Access Numbers

Your system administrator provides access numbers. Write yours here:

Direct access number _____

Greeting access number _____

Guest access number _____

TDD access number _____

Forwarded or transfer access number _____

Getting Help

Press [0] to get help in using the PhoneMail system.

Leaving PhoneMail

When you finish using the PhoneMail system, you can:

Hang up, or press [*] [7] [6] to ***disconnect from*** the PhoneMail system.

Listening to Your Messages

1. ***Access*** your PhoneMail mailbox.
2. Press [3] to ***listen***.

While you are listening to messages, use the following control features. Key words are in **bold**.

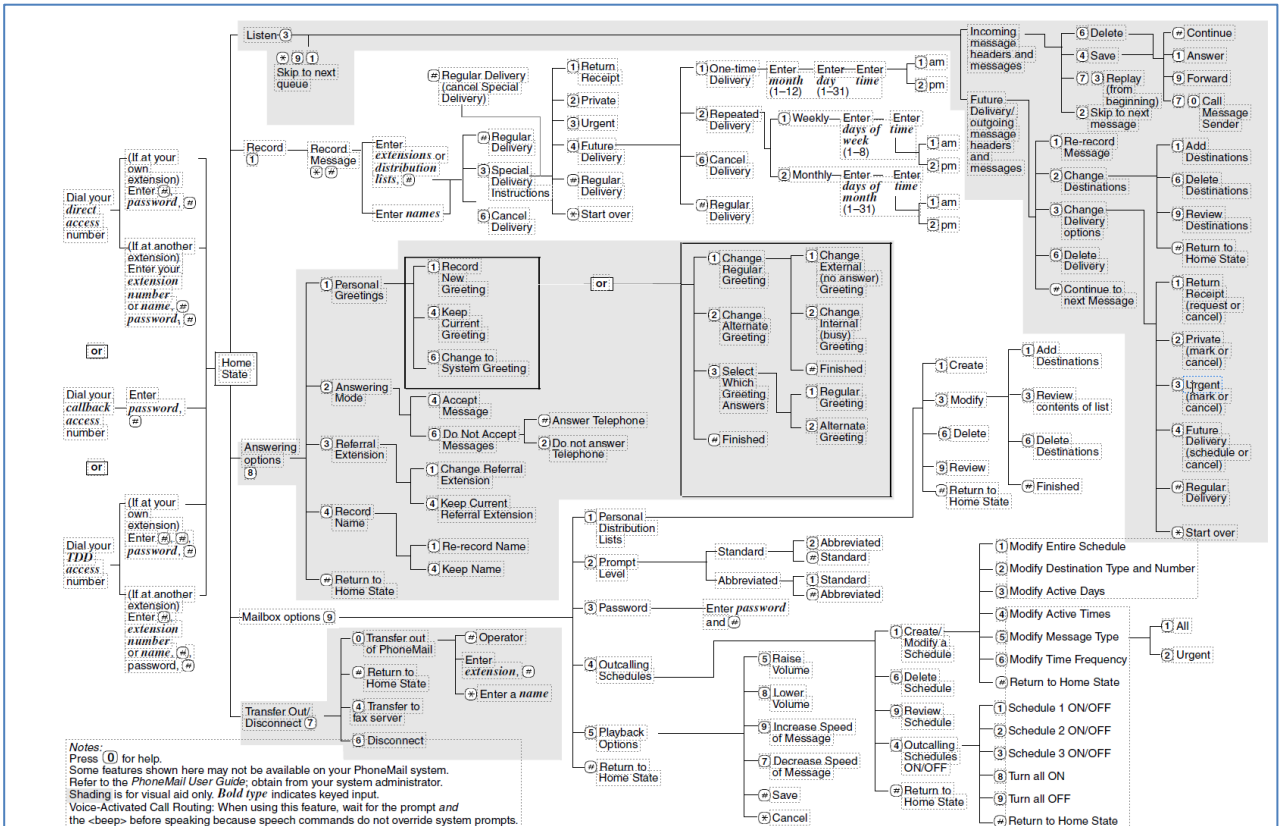
While you listen to your messages...		**Press**
Speed	***Decrease speed*** of message.	[7]
	Increase speed of message.	[9]
Volume	***Decrease volume*** of messages and prompts.	[8]
	Increase volume of messages and prompts.	[5]
Headers	***Skip current header, play message***.	[3]

While you listen to your messages...		Press
	Skip to ***previous header***.	7 2
	Skip to ***next header***.	2
Messages	***Stop*** message: *, ***continue*** playback**:** 3.	* 3
	Replay message from beginning.	* 7 3
	Replay ***last few words***.	* 7 8
	Skip ***next few words***.	* 9 8
	Skip to ***end of message***.	* 9 3
	Skip to ***next queue***.	* 9 1
	Save message.	* 4
	Delete message.	* 6
	Stop message, skip to ***next header***.	* 2
	Stop message, skip to ***previous header***.	* 7 2
	Stop message, ***replay header***.	* 7 7
	End PhoneMail session.	* 7 6
	Stop message, ***return home***.	* 7 #

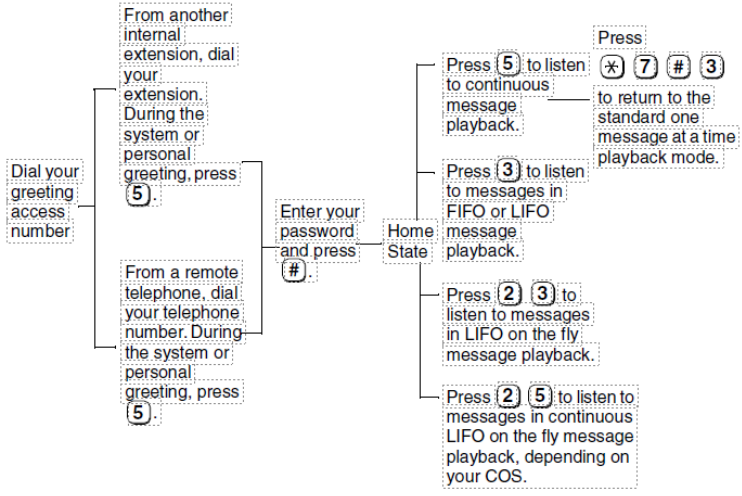
Listening to Your Messages, Release 6.4

To listen to your messages from home state...	Press
Continuous message playback To return to the standard one at a time message playback	5 * 7 # 3
FIFO or LIFO message playback	3
LIFO on the fly message playback	2 3
Continuous LIFO on the fly message playback	2 5

Decision Tree, Release 6.3 and Earlier



Decision Tree, PhoneMail Release 6.4



Recording Messages

1. ***Access*** your mailbox.
2. Press 1 to ***record.***

As you record messages, use the following control features; key words are in **bold**:

While you record your messages...		**Press**
Skip Instruction	***Skip instructions*** on how to record, so you can begin recording your message.	1
Recording	***Record*** message.	1
	Stop recording (ready for addressing).	* #
Addressing	Enter address ***extensions***, each followed by:	#
	Enter address ***names***; dial last name, then first name until recognized, followed by:	#
Delivery	***Regular*** delivery.	#
	Special delivery.	3
	Cancel delivery.	6
Special Delivery	Mark ***return receipt*** requested.	1
	Mark ***private***.	2
	Mark ***urgent***.	3
Stopping and Pausing	***Stop*** *, ***continue*** 1 recording.	* 1
	Stop recording, ***start over*** (re-record message).	* 6 1
	Stop recording, ***cancel delivery*** of message.	* 6 #
Replay	Stop recording, ***replay*** what you just recorded.	* 7 3
	Stop recording, ***replay last few words***.	* 7 8
Quit	***End session / disconnect*** from system.	* 7 6

Recording Messages (continued)

Use these control features when you call someone and PhoneMail answers.

Recording messages when PhoneMail answers *your* call...		**Press**
Recording Messages	***Wait for the record tone*** after the greeting, then, ***record your message***, or,	
	skip the greeting, and ***record your message*** now.	1

Changing PhoneMail Messages

1. ***Access*** your mailbox, then use the applicable keys below.

To change your name, greetings, prompt level or password...		**Press**
Personal Greetings	***Record*** or ***change*** your personal greeting.	8 1 1
	While recording the greeting, stop and ***replay*** it.	* 7 3
	While recording the greeting, delete and ***rerecord*** it.	* 6 1
	When you are ***finished*** recording the greeting.	* #
Name	***Record*** your name.	8 4 1
	When you are ***finished*** recording your name.	* #
Prompts	Change to ***abbreviated*** prompts.	9 2 2
	Change to ***regular*** prompts.	9 2 1
Password	***Change*** your password.	9 3
	Enter the ***new password*** followed by:	*

Using Distribution Lists

To set up a personal distribution list:

1. ***Access*** your mailbox, then:

To change your personal distribution lists...		**Press**
Personal Distribution lists	***Create*** a personal distribution list. The PhoneMail system assigns a distribution list number *(write this number in List # space below)*.	9 1 1
	Enter address ***extensions***, each followed by:	#
	Enter address ***names***; dial last name, then first name until recognized.	
	When you are ***finished***:	#

(*Write the names and extensions of your distribution list below.*)

List # _____		List # _____		List # _____	
Name	Extension	Name	Extension	Name	Extension

Other Options and Features

Transferring Out

To transfer out from home state...		Press
Transferring Out	***Transfer out*** of the PhoneMail system.	7 0
	Transfer to the ***fax server***.	7 4
	Transfer (if you have called someone and the PhoneMail system answers).	0

Using a TDD

To use a TDD:		
Setting up the TDD	Dial the ***TDD access*** number.	
	Place the handset in the TDD cradle.	
	Upon ***connection*** to the PhoneMail system, press:	#
	If calling from your ***own extension***, press:	#
	If calling from another extension, dial your ***extension number*** (or ***name***) followed by:	#
	Dial your ***password***, followed by:	#
Sending a message through TDD	***Access*** your mailbox (as above) , followed by:	1
	After *GA* appears, use your TDD to ***compose your message***, followed by**:**	* #
	Address the message. (Refer to "Addressing" under "Decision Tree, PhoneMail Release 6.4" on page 8.)	

Other Options and Features (continued)

Using the Enhanced Multilingual Feature

The optional enhanced multilingual system permits callers to select one of two languages and TDD.

1. Press * or 0 at any time to invoke the prompt:

   "For instruction in <language>, press <number>."

Using the Voice-Activated Call Routing Feature

The voice-activated call routing feature is an optional speech recognition feature. There are no changes to prompts or the decision tree.

Using the Decision Tree

Examine the decision trees on page 6 and page 8 to become familiar with the PhoneMail system's option paths. When in doubt, follow the PhoneMail prompts.

Documentation Feedback

To report a problem with this document, call your next level of support:

- Siemens employees should call the National Support Center.
- Customers should call the Siemens Customer Support Center.

When you call, be sure to include the following information. This will help identify which document you are having problems with.

- **Title:** Quick Reference Guide for PhoneMail Users, PhoneMail Systems, Release 6.4
- **Order Number:** G341-1729-01