WinSeries
User Guide

TABLE OF CONTENTS

Introduction

Congratulations! Your company has taken a major step toward effective communications by purchasing the state-of-the-art WinSeries Voice Processing System from **Digital Speech Systems, Inc.** Your new WinSeries System will greatly improve telephone and interoffice communications and dramatically increase employee productivity - in ways you never thought possible!

Feature Summary

The **WinSeries System** integrates advanced Voice Mail capabilities with an Automated Attendant. In Addition, the system can perform excellent Call Routing, Audiotext, Voice Response Mailboxes, Station Specific Call Processing and many other functions.

The WinSeries System's **Automated Attendant** will answer your company's telephone on the first ring, or it can act as an overflow for the receptionist. Callers will hear a clear, friendly voice guiding them through the system and to the appropriate extension or department.

The WinSeries System's **Voice Mail** feature is ideal for inter-office communications, which, by nature, are usually one way. Voice Mail stores messages in digital form to be delivered with superb sound clarity, at a later, more convenient time. Callers and users are instructed by the system with easy to understand voice prompts and one digit commands. Each User (also called Subscriber) has a voice mailbox that stores his/her voice messages. Users can access their mailboxes from any Touch-Tone phone, anytime - day or night, from anywhere in the world!

Call Routing allows each caller to control his/her phone call by pressing the appropriate Touch-Tone keys on their phone.

Directory Assistance or Dialing by Name will allow callers to reach their parties in a case when callers do not know their parties extensions by dialing the person's last name.

Call Screening allows you to screen calls at your extension by hearing the caller's name. You can accept or reject the calls.

Call Blocking prevents callers from reaching your extension. The caller can still reach the company's operator or leave a message in your mailbox.

The WinSeries System's **Audio Text** feature acts as an Information Center providing callers with information about product or service availability, pricing, events schedules ... almost any kind of information that is requested often and updated frequently. Messages can be updated from any Touch-Tone telephone.

The **Fax Mail** option allows callers to send faxes to your personal mailbox just like voice messages. You can then re-route the faxes to any fax machine for retrieval.

The combination of the WinSeries System's features ensures that important calls are handled efficiently, broadcast calls to a group of people are expedited, and "telephone tag" (the inability to reach a called party) is eliminated. Now, you and your callers simply deliver messages into the phone instead of writing them down.

The WinSeries Voice Processing System is your answer to effective business communications!

The System Administrator

The System Administrator is the person in your organization who manages and maintains the WinSeries System.

When the WinSeries System is installed, the System Administrator assigns mailbox numbers, initializes passwords, and distributes the phone numbers used to access the system.

Questions regarding operation of the WinSeries System should be addressed to the System Administrator.

The System Administrator can also:
- Provide you with a directory of mailbox numbers.
- Provide the means for you to have: Distribution Lists, Mailbox Message Notification, Mailbox Forwarding, Mini-Audiotext, and Extension Options.
- Establish an outdial number for digital pagers.
- Set the number of days that new and played voice messages are retained by the WinSeries System.
- Minimum password length.

Your System Administrator is:

_____

Extension Number: _____

Mailbox Number: _____

Getting Started

All of the WinSeries System's functions are controlled with the 12 keys on a Touch-Tone telephone (0 through 9, * and #). The WinSeries System guides you through its use with voice instructions known as Prompts.

During **Voice Messaging and Mailbox Administrative Operations,** two keys on your telephone perform the special function: a [**9**] key cancels current operation and exits to the previous menu and a [**0**] key accesses on-line help.

On-line Help

If you have more than two choices by pressing [**0**], you will hear list of all choices available to you. The choices differ accordingly to your current operation. **Exception**: When you are prompted to use a [**0**] key for operator assistance.

Exit or Cancel

By pressing a [**9**] key you will stop the current WinSeries operation and return to the previous menu. You will hear a list of choices. To exit completely from the WinSeries operations you may have to press the [**9**] key several times.

> **Note**:
> Once you become familiar with the WinSeries System's functions, you do not have to listen to each entire menu. You can move through the system quickly by pressing the appropriate keys on your Touch-Tone telephone.

To get started, you must:
- Know how to access the WinSeries System, and
- Know your Mailbox number and initial Password.

Once you have accessed the WinSeries System, the first things you should do are:

Record a Personal Greeting

Your Personal Greeting is what a caller will hear if he or she wishes to leave you a message. A personalized greeting typically informs the caller of your status and availability, and encourages that person to leave a confidential message.

Each mailbox user can pre-record up to 4 personal greetings and simply select the active greeting as needed. Greeting '4' will play when the extension is busy.

> **Note**:
> If you do not record your Personal Greeting, the caller will
> hear the prompt, "Please Record after the tone."

Record Your Name in Your Mailbox

This provides audio confirmation for callers sending you messages.

> **Note**:
> If you do not record your name, the caller will hear the prompt,
> "This message will be sent to ...[your mailbox number]."

Change Your Password

Your Password protects the privacy and security of your messages. Typically you will be changing your Password from a pre-established number to a personal number of your choice.

> **Note**:
> You may change your Password as often as you would like from
> any Touch-Tone telephone. It is recommended that you do not
> use an obvious code such as 100 or your initials and that it
> should be at least 5 digits long (minimum length is set by the
> Administrator).

Warning: Setting your password or the first digit of your password to 0 disables password checking!

Accessing Your Mailbox

1. Dial the WinSeries System number provided by your System Administrator. This will generally be an extension for internal access and a seven-digit number for access from outside your organization.

The internal extension for WinSeries System: _____

To access WinSeries from outside, dial: _____

2. To tell that you are a system subscriber, at the Main Greeting, Press [**#**].

> **Note**:
> Once you become familiar with WinSeries System's
> functions, you do not have to listen to each entire menu. You
> can move through the system quickly by pressing the
> appropriate keys on your Touch-Tone telephone.

3. Next you will be asked to enter your Mailbox number. Your System Administrator will assign this number to you. The mailbox number typically matches your extension number.

> **Your Mailbox Number: _____**

4. Next you will be asked to enter your password. Your initial password will typically be set the same as your mailbox number.

> **Note**:
> Be sure to keep your Password confidential. Setting the
> password to 0 or having the first digit as 0, will disable
> password checking.

5. The first thing you will hear is the status of your mailbox.
A voice prompt will tell you:
- How many new messages you have, and
- The total number of messages you have.

Note:
New messages refer to messages that have not yet been played.
Once a message has been listened to and saved, it becomes a

part of total number of messages.

6. The WinSeries System will then begin playing your first (oldest) new message or prompt you with a **User Main Menu**:

FUNCTION	PRESS
To Send a message	**1**
For Mailbox Options	**6**
To Listen to your new messages	**7**
To Listen to your saved messages	**8**
To Remove the Message you have sent to a Mailbox or Distribution List	**#**
To Exit	**9**

IMPORTANT TIP

The [9] Key

When checking your mailbox, you can press the [**9**] key at any time to interrupt and escape from the current menu. Doing so will put you into the previous menu. At that point, the WinSeries System will play the current list of prompts associated with that menu.

Depending on what level of the system you are in, you may have to press the [**9**] key several times to exit completely from the WinSeries System.

Listening to Voice Messages

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

2. If your mailbox has new (unplayed) messages the first unplayed message will commence immediately, otherwise the WinSeries will prompt you with the **User Main Menu**.

3. Messages are played back in the order they were received automatically. (However, messages marked Urgent will be played first). Pressing a Touch-Tone key while listening to the message or after the message has played will interrupt the message and the corresponding function will then be carried out (see Table below).

FUNCTION	PRESS
Reply to this message (User messages only)	**1**
Copy/redirect this message	**2**
Erase/delete this message	**3**
Skip to the next message	**4**
Save this message	**5**
*Skip forward in this message	**6**
*Repeat/rewind this message	**7**
Message Date/Time Stamp	**8**
Exit	**9**

*Pause message play (2 min Max)	**#**

* The functions **Skip Forward, Repeat/Rewind** and **Pause** are available during listening to the message only.

> **Note**:
> Pressing the [**6**] key will skip forward the messages that you are listening to for a preprogrammed length of time, i.e., 5 seconds.
>
> Pressing the [**7**] key while listening to messages will rewind the messages to a preprogrammed length of time, i.e., 5 seconds, or will repeat the entire message if the key is pressed after the message was played. You can repeat/rewind the message as many times as you like.
>
> Pressing the **[#]** key may be used to interrupt message review to take another call, or to talk to someone. To resume the message listening press any key.

Retrieving FAX MAIL MESSAGES
(Optional on WinSeries)
(See FAX MAIL OPERATIONS)

Sending Messages

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

2. To send a message press [**1**].

3. The WinSeries System prompts you to record your message. When you are finished recording, press **[#].**

4. Enter the mailbox number or distribution list you wish to send your message to.

5. The WinSeries System allows you to choose one of three functions before completing the Send procedure. See the following table:

FUNCTION	PRESS
Edit this message	**1**
Message Delivery Options (if future/urgent option is enabled in Mailbox Options)	**2**
Cancel Message Destination	**3**
Continue with Send procedure	**9**

> **Note:**
> Always complete the SEND procedure by pressing the **[9]** key.

If you press [**1**] to edit, the following choices are available:

FUNCTION	PRESS
Delete and Re-record message	**1**
Add to the message	**2**
Listen to message	**7**
Continue with Send procedure	**9**

If you press **[2]** for Message delivery Options, the following choices are available:

> **Note:**
> These options are only available if the Future/Urgent option is enabled in Mailbox Options control.

FUNCTION	PRESS
Urgent	**1**
Private	**2**
Return Receipt	**3**
Future Delivery	**4**
Complete Send procedure	**9**

If you press [**9**] to Continue, the WinSeries System will ask you if you want to send this message to another mailbox or Distribution List. If so, enter it now. To complete the Send procedure, press [**9**].

> **Note:**
> After choosing a Message Delivery Option, the WinSeries says, "Message Marked." The System then replays the Message Delivery Menu, allowing you to choose an additional option. As always pressing, **[9]** completes the Send procedure.

Removing a Sent Message from Recipient's Mailbox or Distribution List

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

2. From **User Main Menu** select **[#]** to remove a message you have sent from recipient's mailbox or distribution list. You will be prompted to enter the mailbox or distribution list number of the recipient. The WinSeries System will then play messages sent by you to that mailbox or Distribution List one at a time, and will prompt you (see Table on next page):

FUNCTION	PRESS
To remove the message	**1**
To continue	**9**

> **Note:**
> A Sent Message can be removed from a mailbox or distribution list as long as it remains new, i.e., the recipient has not listened to this message yet.

Mailbox Options

The WinSeries System allows each system subscriber to customize his/her mailbox through the use of the Mailbox Options. Available features are described below.

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

2. For Mailbox Options, press [**6**].

3. The WinSeries System will then prompt you to:

FUNCTION	PRESS
Record/choose your Personal Greeting	1
Record your Mailbox Name	2
Change your Password	3
Set Message Forwarding Options (If enabled by System Administrator)	4
Set Mailbox Message Notification (If assigned by System Administrator)	5
Edit Distribution Lists (If assigned by System Administrator)	6
Extension Options (If enabled by System Administrator)	7
Exit this Menu	9

Recording/Choosing your Personal Greeting/Special Mini-Audiotext Announcements

Your Personal Greeting is heard by anyone leaving a message in your Mailbox via the WinSeries System.

You may record four personal greetings, however only one active Personal greeting is played to a caller.

> **Note**:
> Only one greeting is the current active greeting. Greeting four is designated for busy calls. Also see Record Your Mailbox Name, which explains how to record your name in the system in order to identify your mailbox.

The Personal Greeting is typically a general informational message. For example, if you plan to be out of town, you might record: "Hello, this is (name). I am out of town this week. Please leave me a message, and I will get back to you as soon as I return." When the greeting has finished playing, a tone is heard to indicate that the caller should begin recording a message.

> **Note:**
> You may choose another Personal Greeting (from one through three) as often as you wish. It is recommended that you do so as appropriate to your schedule.

The Special Announcements that may be recorded are a function controlled through the mini-audiotext feature. The mailbox mini-audiotext feature allows the user to record up to 9 announcements to be listen to by a caller or to create an audio-response table selected by DTMF digits from 1 through 9. The DTMF digit can be programmed to play a corresponding special announcement, exit the call, or transfer to another mailbox or extension. The function to play the special announcement is automatically activated by the fact that the announcement has been recorded in the user's mailbox. If an announcement had been recorded but no action was selected, then the recorded special announcement will play and then the user's mailbox greeting will be repeated. If an action was selected then the special announcement will play and the appropriate action will follow. If the caller does not enter a selection, then they will be prompted to leave a message for the user. The user's mailbox greeting should be recorded to prompt the caller for the desired selection.

To Edit your Personal Greeting/Special Mini-Audiotext Announcements:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

FUNCTION	PRESS
For Mailbox Options	6
For your Personal Greeting	1
For your Special Announcements	2

2. If **1** was selected the WinSeries System will play your current active Personal Greeting, if you have recorded one. If **2** was selected the WinSeries System will prompt you to enter the special announcement number you wish to record from 1 through 9. Proceed to Step 4 for further instructions.

3. After listening to your Personal Greeting, the WinSeries System will prompt you to:

FUNCTION	PRESS
Choose another greeting	1
Record this Greeting	2
Save Personal Greeting	9

After "Choose another greeting" **[1]** is selected, enter a greeting number 1 through 4 to select a new active mailbox greeting or **[5]** to exit.

After "Record this Personal Greeting"**[2]** is selected, the record tone will be heard. Record your greeting and press the **[#]** sign when finished.

4. After entering the special announcement number the WinSeries System will prompt you to:

FUNCTION	PRESS
Enter the announcement number	1 – 9
Exit	#

5. After entering the announcement number the WinSeries System will play the current announcement (if any) and then prompt you to:

FUNCTION	PRESS
Record this Announcement	1
Record another Announcement	2
Exit	#

Note:
To enable the Special Mini-Audiotext Announcements, the WinSeries System Administrator must enable this option.
This option is not available on the WinLite.

Record Your Mailbox Name

To identify your voice mailbox to callers leaving a message, you must record your name in the system. When a message is sent to your mailbox, the WinSeries System plays your name rather than your mailbox number. This assures callers that the mailbox number they have entered is correct. Your recorded name is also used in the voice mail and automated attendant directories.

To Record your name:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

FUNCTION	PRESS
For Mailbox Options	**6**
To Record your Mailbox Name	**2**

2. The WinSeries System will play your mailbox name, if you have recorded one.

3. After listening to your mailbox name, WinSeries System will prompt you to:

FUNCTION	PRESS
Record a new Mailbox Name	**1**
Save this Mailbox Name	**9**

Change Your Password

Your Password is a five to nine digit code, which allows you to access the messages in your voice mailbox. (We recommend your Password be at least five digits long.) You may change your Password at any time. If you forget your Password, contact your System Administrator.

> **Note:**
> By default, the Password will be your mailbox number.
> Once the Password has been changed, the minimum digits for a Password are 5. The WinSeries System Administrator may change this parameter if desired.

To Change Your Password:

1. Access the WinSeries System, enter your mailbox number, and password. The WinSeries System will play the status of your mailbox.

FUNCTION	PRESS
For Mailbox Options	**6**
To Change your Password	**3**

2. The WinSeries System will play your current Password.

3. After listening to your Password, the WinSeries System will prompt you to:

FUNCTION	PRESS
Record a new Password	**1**
Save this Password	**9**

Forwarding Messages to Another Mailbox

Message Forwarding, if enabled, programs the WinSeries System to direct all your messages to another subscriber's mailbox. (In doing this, you will not have access to any of your messages.) Message Forwarding sends all messages to the mailbox you specify, by-passing your mailbox completely.

This feature is extremely useful when you plan to be out of the office and a co-worker is covering your calls.

> **Note**:
> Don't forget to cancel this feature once you are back in your office.

To Edit Message Forwarding:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

FUNCTION	PRESS
For Mailbox Options	6
For Message Forwarding Option	4

2. After listening to the status of your Message Forwarding Options, the WinSeries System will ask you if you want to:

FUNCTION	PRESS
Change Message Forwarding	1
Cancel Message Forwarding	3
Exit	9

3. If Message Forwarding is chosen, the WinSeries System will ask you to enter the mailbox you want your messages forwarded to.

Mailbox Message Notification

If enabled, Message Notification will let you know as soon as your mailbox receives a message. When a message is sent, the WinSeries System will dial a number that you specify, wait for someone to answer and play the following message: "To receive new messages, please enter your password." (Entering your password will eliminate unauthorized people from accessing your private messages.) You will only be notified of new messages; saved messages do not activate Message Notification.

The WinSeries System can also dial a pager to notify subscribers of their messages. Digital pagers (Pagers with LCD's) can display mailbox number. This notifies the pager owner that the WinSeries System is calling them.

To Edit Mailbox Message Notification:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

FUNCTION	PRESS
For Mailbox Options	6
For Mailbox Message Notification	5

2. Listen to the number of Message Notification Sequences assigned to your mailbox and select the Sequence you wish to change. Your WinSeries System administrator assigns sequences. Each Sequence defines the type of message notification, time windows, retry intervals, initial delays and number of retries.

3. After listening to the status of the Message Notification Group, the WinSeries System will ask you if you want to:

FUNCTION	PRESS
Change Notification Mode (1,2,3,etc.)	1
Change Notification Phone Number	2
Exit	9

4. If item 1, Notification Mode, is selected, the WinSeries System will prompt with the following menu:

FUNCTION	PRESS
For all New Messages	1
For Urgent Messages Only	2
For Cut-through Paging	3
To Cancel Notification	4
To Exit	5

5. If item **[2]**, Notification Phone Number, is selected, the system will play back the current phone number, if any, and the following menu will be given:

FUNCTION	PRESS
Enter Telephone Number	1
Exit	2

Upon selecting **[1]**, you must enter the telephone number. The WinSeries System will call to deliver your messages or page your pager. This can even include your home telephone number.

> **Note**:
> When entering the telephone number you may or may not need to enter a "Trunk Access" code. Please contact your System Administrator for details. A maximum of 10 outdial notifications per mailbox may be entered for a WinSeries system and a maximum of 2 outdial notifications may be entered for a WinLite.

Distribution Lists

Distribution Lists, if enabled by your System Administrator, allow users to send a message to multiple WinSeries System mailboxes simultaneously. The sender defines, through the Distribution List option, who will receive the message.

> **Note:**
> The Administrator controls the number of Distribution Lists.
> The WinLite has maximum of 2 per mailbox.

To Edit Distribution Lists:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox.

Select **[6]** to change User Options. Then Select **[6]** to edit your Distribution List.

2. The WinSeries System will ask you to enter the number of the distribution list you wish to change.

3. After the WinSeries System confirms the name or number of the Distribution List, you can (see Table on next page):

FUNCTION	PRESS
Add mailbox to Distribution List	1
Delete mailbox from Distribution	3
To review your Distribution List	7
Exit	9

If this feature is enabled, subscribers can have up to 99 custom lists on a

WinSeries System, and 2 lists on a WinLite System with an unlimited number of mailboxes in each list. Lists are accessed by pressing the numbers [**1**], [**2**], [**3**], etc.

When Editing a Distribution List, the WinSeries System will ask you to "Enter your Mailbox number." This prompt is referring to the mailbox you are either adding or deleting from the List.

Mailbox Extension Options

If the Mailbox Extension Options have been enabled by your system Administrator, you can change the programmable call transfer options of your individual mailbox/extension. Those options are listed in the Table below.

To Edit the Mailbox Extension Options:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox followed by a mailbox main menu. Select key **[6]** followed by **[7]**.

2. The WinSeries System will then prompt you to Edit the following features:

FUNCTION	PRESS
Enable/Disable Call Blocking	1
Enable/Disable Call Screening	2
Change the PA/Paging Options	3
Exit	4

Call Blocking

When activated, the Call Blocking feature does not allow the WinSeries System to transfer external calls to your extension. The callers are given the same options as if your extension does not answer the call.

To enable Call Blocking control:

1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox. Press **[6], [7], [3].**

2. The WinSeries System will tell you the current status of your Call Blocking option (Enabled/Disabled).

3. Press [**1**] to change Call Blocking or Press [**9**] to exit.

> **Note**:
> Call Blocking will remain on until canceled by the User.

Call Screening

You will be able to screen each of your incoming calls. The WinSeries System allows you to hear the name of the caller, then decide to either accept or reject the call. See Automated Attendant Call Screening section for more details.

To enable Call Screening:
1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox. Press **[6], [7], [2].**

2. The WinSeries System will tell you the current status of your

call screening option (Enabled/disabled).

3. Press [**1**] to change Call Screening or Press [**9**] to exit.

PA Paging Options

When available and activated, the PA (Public Announcement) paging feature can give the WinSeries System caller an option to request your name be announced through the PA or Intercom paging system if your extension does not answer (by caller mode) or the WinSeries System will announce the call automatically when the caller dials your extension number (automatic mode). Simultaneously, the call will ring at your extension until you pick the call up or the number of no answer rings expires. The callers are then given the same options as if your extension does not answer the call.

To change the PA paging control:
1. Access the WinSeries System, enter your mailbox number and password. The WinSeries System will play the status of your mailbox. Press **[6], [7], [3].**

2. The WinSeries will tell you the current status of your PA/Intercom paging option (Automatic, By/Caller, Canceled)

3. Press [**1**] to change the PA paging mode.

4. After pressing [**1**] , your will receive the following options:

FUNCTION	PRESS
PA Announcement by caller	**1**
Automatic Announcement	**2**
Cancel PA Announcement	**3**

Automated Attendant

When activated the WinSeries System's Automated Attendant function is the first greeting a caller hears when phoning your company. This initial greeting provides the caller with the necessary information to properly route his or her call.

This greeting should inform outside callers of the WinSeries System's spell-by-name directory; this is a list of your company's employee extension numbers. By simply entering the first few digits of the person's last name, the caller is given the appropriate extension number.

When the caller selects the extension number, the WinSeries System will put the call on hold and transfer it to that extension. The WinSeries System will ring your extension and when you pick up, it will say, "Just a moment please..." and transfer the call. If you do not answer or your line is busy, the WinSeries System will inform the caller of your status. The caller has a choice of leaving a message, dialing another extension, holding (if your line is busy), or ending the call. The WinSeries System informs the caller of the corresponding Touch-Tone number for each of these actions.

Call Screening

If Call Screening is available on your system and has been enabled by your System Administrator, you will be able to screen each of your incoming calls. The WinSeries System allows you to hear the name of the caller, and then you decide to either accept or reject the call. Here is how Call Screening works:

1. After entering your extension number, your caller hears:

"may I ask who is calling?"

2. After the caller states his or her name, the WinSeries System says: "One moment please.."

3. The caller is put on hold and the WinSeries System transfers the call to

your extension.

4. When you pick up the phone, the WinSeries System says, "You are receiving a call from (the caller's name)." You have a choice to:

FUNCTION	PRESS
Transfer the call to operator	**0**
Accept the call	**1**
Repeat the caller's name	**2**
Reject the call	**3**

5. If you reject the call, the WinSeries System notifies the caller that "The extension you have dialed is not available", and routes the call according to your extension's No Answer options.

> **Note**:
> If you reject the call, you must hang up the phone immediately, otherwise your telephone system will put you into a three-way conference with the outside caller anyway.

Fax Mail Operations

 (If this option is available on your voice mail system.)

The Fax Mail option allows callers to send faxes to your personal mailbox just like voice messages. You can then call into your mailbox and re-route the faxes to any fax machine for retrieval. There are two ways that a caller can be routed to the Fax Mail operation.

Send Fax Mail By Caller Mode

In the "by caller" mode, the caller will be allowed to press a digit (default is [**7**]) during your mailbox greeting to send a fax to you **INSTEAD** of leaving a message.   The caller will then have the option of recording a comment for the fax. After recording a comment, he/she will be automatically connected to the fax port and can begin to send the fax.

Send Fax Mail Gateway Mode

In the fax Gateway Mode, the caller will be automatically routed to the fax port immediately. He/She will not have an option to record a comment.

Retrieving Fax Mail

Once your mailbox has received a "fax" message, you will be notified through normal message notification procedures, i.e. message waiting lights, pager out dials, etc. as defined for your specific mailbox. You can then access your mailbox and retrieve the fax. Upon entering your password, you will be prompted with how many "new" fax messages you have.
If you are calling from a fax machine, you may press [**7**]

IMMEDIATELY to be transferred to the fax port and begin receiving **ALL** of your new faxes.

Note:
You **MUST** press **[7]** before the system begins playing any new messages. Also, if you select the immediate retrieval mode, you will not get the option to hear the "comment" that was recorded by the caller.

If you are not calling from a fax machine, or if you wish to hear any recorded comments or new voice messages, you should wait and the "new " voice messages or comments will begin to play automatically.

Note:
New voice and Fax messages will be played back in the order received. After hearing a recorded comment you will then have the option of pressing star **[*]** to retrieve the fax, **[2]** to copy the fax to another user, **[5]** to save the fax, or **[4]** to skip to the next message. Upon pressing star **[*]**, you will be prompted to enter the telephone number of the fax machine where you want the fax to be delivered. Once the fax is scheduled for retrieval it will be automatically saved. You may then move on to the next message/fax, or exit.

Once scheduled for retrieval, either immediately or queued, all new "fax" messages will be automatically SAVED. In case the fax is not delivered properly, you can then call back into your mailbox and either attempt to retrieve the fax again or delete the fax.