Innovator™

Smart Communications Solutions

User's Guide

INNOVATOR™

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Introduction

Welcome to the Innovator™ Voice Messaging System. The Innovator provides you with feature rich business communications solutions that are easy to use. This User's Guide will help you work with and benefit from the Innovator's powerful tools.

Using this guide

The Innovator User's Guide explains how to manage your voice messages, how to set up your mailbox, and how to work with the cool features in the system.

The User's Guide is formatted to start you through the basic mailbox setup and option functions. The latter sections provide guidance with the systems more advanced functions that you may find useful, depending on your individual requirements.

Getting Started

It is recommended that you use the phone associated with your extension to perform your "first time " mailbox setup. Subsequent changes to your mailbox can be made from any phone.

Accessing Your Voice Mail

Call the voice messaging system. Consult your System Administrator for assistance.

Voice Mail Access Number:_____

- Press the ⬛✱ key when the system answers
- Enter your mailbox number at the prompt.
- Follow with your password

User Tutorial

The first time you access your voice mailbox you will hear the User Tutorial. Listen and respond appropriately to the prompts from the tutorial and you will have your basic mailbox functions setup. This includes setting up your password, greeting and mailbox name.

Subsequent changes are made through accessing the Voice Mail Main Menu. Should you need to reset the tutorial, ask your System Administrator for assistance.

Voice Mail Main Menu

The main menu is the first menu you hear each time you access you voice mail. By pressing the corresponding digit on your telephone key pad you activate the associated function.

To Access Main Menu:
- **Call the Voice Mail System and log on**

1 Listen to **New Messages**. Activates *Listen Options* Menu

2 Listen to **Old Messages**. Activates *Listen Options* Menu

3 Send a **Regular Message**. Enter mailbox to receive message. Activates *Send Options* Menu.

4 Send a **Scheduled Message**. Enter dd/mm/yy and mailbox. Activates *Send Options* Menu.

5 Calls directed to **Telephone**. Record Phone Greetings.
Activates *Phone Greetings* Menu.

6 Calls directed to **Voice Mailbox**. Record Mailbox Greetings. Activates *Mailbox Greetings* Menu.

7 Set Up and Activate **Call Forwarding**. Forwards calls to you while in another office. Activates *Call Forwarding* Menu.

8 Set Up and Activate **Message Forwarding**. Forwards messages to another extension when you may be absent for some time.

9 Set Up and Activate **Message Notification**. Notifies you when a message is left-all messages or urgent ones. -

* **Set Up your Voice Mail**-See *Voice Mail Setup of this guide*

**#** EXIT

Voice Mail Setup

The Set Up Menu is used to establish your mailbox operations

Note: You should setup your voicemail from your own extension.

To Access Voice Mail Setup Menu:
- **Call the Voice Mail System and log on**
- **From Main Menu, Press** *****

1 Enter and change your **PASSWORD** here. The password may be 4-9 digits in length, depending on your System defaults.

2 Record the **NAME** associated with the mailbox.
Re-Record name by pressing 2 again.

3 **SCREEN** — Toggle Call Screening on and off. Just press 3 again Announces incoming callers when activated.

4 **CONFIRM** — Provides a confirmation receipt on a message you send. Toggle on and off by pressing 4 again.

5 **DIST LIST** — Setup and maintain distribution lists. See page 15.

6 **BRANCHING** — Allows caller to one-touch dial another extension. See page 16.

7 **QUEUE** — Toggle on and off. Places callers in a queue while extension is busy.

8 **TOTALS** — Toggle on and off. Tells you the total quantity of new and old messages.

9 **RECYCLE** — Access deleted messages here. Messages are kept for up to two days in Recycle Bin.

* **FIFO/LIFO** — Message retrieval (First In, First Out or Last in, First Out). Toggle on and off.

**Return to Voice Mail Main Menu.**

Setting Up Your Greetings

Two types of greetings are associated with your voice mailbox:

1. **Telephone Greetings**– Calls first ring your extension. If unanswered, the caller is transferred to your voice mailbox.

2. **Mailbox Greetings** - Calls ring <u>directly</u> to your voice mailbox.

There are a total of five Telephone Greetings and five Mailbox greetings. You can record a single part or two-part greeting in each.

One Part Greetings
If you are using a single part greeting, record the greeting in the First Part and leave the Second Part blank.

Sample One Part Greeting:

 "Hello, you have reached John with Acme. I am either away from my desk or on the other line. Please leave a message and I will return your call."

Two-Part Greetings
You may also record your greetings in two parts; part one consisting of a dynamic message and part two having a fixed message. For more examples see the Sample Greetings section of this book.

Sample Two-Part Greeting:

First Part

"Hello, this is *John Doe* . Thank you for calling. Today is *Monday March first*, and I will be in the office all day."

Second Part

"Sorry that I am not able to take your call. Please, either immediately press zero for personal assistance, dial another extension or at the tone or with the press of the # key, leave a detailed message including your phone number and I will get back to you as soon as I possibly can. Thank you."

Once you have set up the Second Part for each of your greetings using two parts you should not have to redo it again.

<u>Setting Up Your Greetings</u>

To Access Setting up your Greetings:
- **Call the Voice Mail System and log on**
- **From Main Menu Press:**

5 **For Telephone Greetings**

6 **For Mailbox Greetings**

Telephone Greetings -
You have five greetings for Telephone Greetings. If you are using two part greetings, you can use greeting #1 for Mondays, #2 for Tuesday, #3 for Wednesday, #4 for Thursday and #5 for Friday.

Mailbox Greetings -
You have five greetings for Mailbox Greetings they are as follows:
1 = In a Meeting
2 = Out to Lunch
3 = Out of the Office
4 = Extended Leave
5 = Other

1 **5**	Press 1 for greeting 1, 2 for greeting 2, ...5 for greeting 5
1	Press 1 to **Activate this greeting**
2	Press 2 to **Hear the 1st part**
3	Press 3 to **Record the 1st part**
4	Press 4 to **Hear the 2nd part**
5	Press 5 to **Record the 2nd part**
6	Press 6 to **Hear Both Parts**
#	**Return to Voice Mail Main Menu.**

Checking Your Messages

You can check your messages from anywhere in the world that you can access your system. Upon accessing your mailbox, the prompt will announce the number of your new and old messages if you have Message **Total** toggled <u>ON</u> in Mailbox Setup.
Select your desired operation from the Listen Options Menu. You must act on a currently listened to message prior to opening up the next message.

Deleted messages can be retrieved for up to two days. See the Voice Mail Setup Menu.

To Access Listen and Play Options Menu:
- **Call the Voice Mail System and log on**

- **From Main Menu, Press**   **1**   To listen to **New Messages**

2 To Listen to **Old Messages**

1   **Save** the message as old message.

2   **Delete** the message. Sends message to recycle bin where it is kept for up to two days.

3   **Play** Message.

4   **Reply** to sender's mailbox or to caller*
*Reply to outside caller available if phone switch allows.

5   **Forward** a voice message to an *internal* mailbox. Excludes messages marked "private".

6   **Keep Message as New**

7   Check the **Time and Date** of the voice message.

8   **Reverse** message during playback. Message reversed 6 seconds

9   **Advance** message during playback. Message advanced 6 seconds

*   **Pause** message during playback. To resume, press * key again.

**Enter # key once to return to Listen & Play Option Menu**

**#**   **Move to Advanced Listen Options Menu**

Advanced Listen Options Menu

While listening to your message, you may choose to activate the **Bookmark** and **Caller ID Routing*** features.
Bookmark sets a "go to" spot in the message. You may find this particularly useful for bookmarking phone numbers, dates ...etc within the same message.
The Caller ID routing feature routes all future calls from the message senders phone to your extension. The caller does not have to press any key after dialing your company's phone number. Caller ID Routing may be useful for VIP clients, family... etc.

To Access Advanced Listen Options Menu:

- During message play, Press **#**   **#**

1	**Set Bookmark to Current File Position**
2	**Go to Existing Bookmark**
3	**Add Caller ID From This Message To Your Caller ID Routing List**
4	**Remove This Caller ID From Your List**
#	**Return to The Previous Menu**

*Caller ID Routing requires Caller ID Service form your service provider

Note: The first time you press the **#** key pauses the message. It is at that point in the message that your bookmarking takes effect

Sending Voice Mail

You can send voice mail messages to other mailboxes and distribution lists on the system. Your message can be set for immediate delivery or scheduled for delivery by a specified time and date.

To Access Voice Mail send Menu:
- **Call the Voice Mail System and log on**
- **From Main Menu**

  Press `3` **to send a Regular Message**

  Press `4` **to send a Scheduled Message**

`3` **Sending a Regular Message**

- Enter the Mailbox Number or Distribution List* you are sending a message.

- Record Message, press `#` when finished

- Hang up to send or select desired option from Send Voice Mail Menu

`4` **Sending a Scheduled Message**

- Select the delivery date MM/DD/YY

Enter date using key pad.   `0` `7`   `0` `4`   `0` `1`

For July 4, 2001

- Select the delivery Time HH/MM .

Enter time using key pad.   `0` `9`   `1` `5`

   `1` = AM

   `2` = PM

- Enter the Mailbox Number or Distribution List you are sending a message to.

- Record message, press `#` when finished

Sending Voice Mail

Send Voice Mail Menu

1   **Send** the message as recorded.

2   **Delete** the unsent message.

3   **Listen** to the message before sending.

4   **Re-Record** the message.

5   **Add a comment** to the message.

6   **Receipt** of message. Notifies you when message is received.

7   Mark **Private**. Message cannot be forwarded by recipient.

8   Mark **Urgent**. Marks message for priority.

*Distribution Lists - Distribution Lists are used to simplify message transmission to a group of mailbox holders on the system.

System lists are set up by your system administrator .

User Lists are for your personal use that you create. See working with Distribution Lists for help.

To access **User Distribution Lists** press ***** followed by the two digit Distribution List number.

To access **System Distributions Lists** press **#** followed by the two digit System Distribution List number.

Call Forwarding

Call Forwarding allows you to forward your calls to another extension on the system or to an outside phone number(s). You have up to four forwarding numbers you can set up.

Park and Page
Call Forwarding is also used to set up the "Park and Page" system feature. Park and Page announces your call over the systems phone speakers after first trying your extension without an answer. If there is no answer after paging, then the caller is sent into your voice mail.

To Access Call Forwarding Menu

- **Call the Voice Mail System and log on**
- **From Main Menu, Press [7]**

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[1]   **Activate** Call Forwarding.

[2]   **Deactivate** Call Forwarding. Returns calls to your extension.

[3]   **Maintain Forwarding Numbers.**

[#]   **Return To Voice Mail Main Menu**

Choose to Add, Remove, Change, Activate, and/or Deactivate your Call Forwarding Numbers.
•**Enter the Forwarding Number followed by the [#] key.**

[*] [1] = 1 Second Pause	**[*] [7]** =P
[*] [2] = 2 Second Pause	**[*] [9]** = #
[*] [3] = 3 Second Pause	**[*] [*]** = *
[*] [5] = 5 Second Pause	**[#]** = Deactivate this number

Note: Forwarding Calls and Park and Page generally requires coding specifications from the phone switch manufacturer. Consult your System Administrator or Phone System Dealer.

Message Forwarding

Message Forwarding makes sure your messages are handled even when you are away from the office. It lets you forward your voice messages to another mailbox. You can also carbon copy your forwarded messages for your reference into your mailbox.

To Activate Message Forwarding Menu

- **Call the Voice Mail System and log on**
- **From Main Menu, Press** **8**

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1 **Activate** Message Forwarding.
- Enter the mailbox number to forward your messages to
  Following prompt to verify forwarding number

Press **1** for YES

2 for NO

- To keep Carbon Copy of Message

Press **1** for YES

Press **2** for NO

2 **Deactivate** Messages Forwarding. Returns messages to your mailbox.

3 **Forwarding Numbers, Maintenance.**

**Exit** Message Forwarding and Return to Voice Mail Main Menu.

Message Notification

Message Notification alerts you when a new message is in your mail-box. Notification can be made to cell phones and pagers.

To Set Up Message Notification:

- **Call the Voice Mail System and log on**
- **From the Main Menu, Press 9**

Press 2 to Activate Message Notification.

Press 3 to Deactivate Message Notification.

Press 4 to Modify your Notification setup.

Press # to Exit Notification and return to the Main Menu.

Follow the voice prompts to setup your Message Notification Number(s).

Notes about Message Notification

You can have up to four Message Notification numbers.
You can setup Notification to cascade between these numbers.
The time between Notification represents the time interval between Notification attempts.
You will continue receiving Notification attempts until the new message is retrieved and either Deleted or Saved.
"Record Forwarding Notice"- This is the notice you hear when the system calls your Message Notification number(s).

Distribution Lists

With Distribution Lists you may create and route messages to a list of personnel. Create lists by department, association, job function...etc. Once a list is created, you may edit it as desired.

To Set Up User Distribution Lists:

- **Access the Voice Mail System**
- Press ***** key to **Enter Voice Mail Setup**
- Press **5** key to **Create and Maintain Distributions Lists.**

Respond to the Distribution List Options Menu Prompts

1) Press the Distribution List Number now. (Must be 2 digits)
2) If the distribution List does not exist—

   Would you like to create this Distribution List?

Press **1** for Yes

Press **2** for No

3) Record the Dist List Name at the tone, and press the # sign when finished.
4) Enter the Mailbox number to add to this Dist List, or press # to exit.
5) Mailbox added (if a Mailbox number is entered)

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1 Browse and Modify

2 Receive registered mail receipts *****

* Press **1** to check on the status of all mailboxes, all Mailbox numbers, and receipt status of each played.

Press **2** to check the status of a specific Mailbox. Press a Mailbox Number; receipt status is played.

3 Add Mailboxes

Exit

Branching

Branching allows the caller to transfer to another extension or department with the input of a single digit. For example, "You have reached John Jones. You may leave a message at the tone or press 1 for sales, 2 for service, ...etc."

To Set Up Branching:

- **Access the Voice Mail System**

- Press **✳** key to **Enter Voice Mail Setup**

- Press **6** key to **Create Single-Digit Branching Options.**

NOTE: Be sure to record your greeting after you have set up your mailbox Branching, to coordinate with your Branching structure.

From phone, you are guided through the process of setting up the Branching structure. At the prompt you will hear, "Option zero is empty".

Press:

1	**Change the option**—Input the extension number associated with single-digit Branching.
2	**Delete the option**—Remove the extension number associated with single-digit Branching.
3	**Use as is**—Keeps the present extension number associated with single-digit Branching.
#	**EXIT**—Return to Voice Mail Setup Menu.

Sample Greetings—Calls to Voice Mail

1 **In A Meeting Greeting**

First Part
"Hello, this is _(John Doe)._ Thank you for calling. I am in a meeting in the office"

Second Part
"If your call is urgent, immediately press Zero for personal assistance, dial another extension or at the tone or with the press of the # key, leave a detailed message and I will get back to you as soon as I possibly can. Thank you."

2 **Out To Lunch Greeting**

First PartF
"Hello, this is _(John Doe)._ Thank you for calling. I have left the office for lunch and will be returning at approximately 1:15"

Second Part
"Please, either immediately press zero for personal assistance, dial another extension or at the tone or with the press of the # key leave a detailed message and I will get back to you as soon as I possibly can. Thank you."

3 **Out Of The Office Greeting**

First Part
"Hello, this is _(John Doe)_ Thank you for calling. I am out of the office today _(Monday, January 1st)._"

Second Part
Please, either immediately press zero for personal assistance, dial another extension or at the tone or with the press of the # key, leave a detailed message and I will get back to you as soon as I possibly can. Thank you.

4 **Extended Leave Greeting**

First Part
Hello, this is _(John Doe)._ Thank you for calling. I will be out of the office until _(Monday, January 1st)._

Second Part
If this call is during normal business hours, please, either immediately press zero for personal assistance, dial another extension or at the tone or with the press of the # key, leave a detailed message and I will get back to you as soon as I possibly can. Thank you.

5 **Other Greeting**

First Part
Hello, this is _(John Doe)._ Thank you for calling. It is now after our normal business hours and I have left the office for the evening I will be retuning to the office at 8:00 a.m. tomorrow morning.

Second Part
Please, leave a detailed message, including your phone number and I will get back to you as soon as I possibly can. Thank you.

Cool Features

Caller ID Routing—This feature allows you to capture a callers phone number so that future calls from that caller id number will be directed to your extension bypassing the system greeting. See page 7

Park and Page—When a call goes to your extension and goes unanswered, the Innovator System will page you over the phone system or loud speaker. You pick the call up from any extension.   See page 10

Branching—Can redirect incoming callers with the input of a single digit from your greeting. See page 14

Message Notification—With Message Notification you never have to miss another message because it will notify you by pager, cell phone or any other number you input. See page 12

BookMarking—Mark specific part of a message for easy retrieval of pertinent information like phone numbers or contact names. See page 7

Distribution Lists—Create and maintain multiple distribution lists for the ease of sending messages to several people or departments at one time. See page 13

Recycle Bin—No more worries about deleting the wrong message because the Recycle Bin will hold deleted messages for up to two days. See page 3

Call Forwarding- Depending on your phone system and your phone service, you can set up your incoming calls to forward to external phone numbers. See page 10

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