Panasonic

PanaVOICE™

COURIER™

Integrated Feature Module

Small Display User's Guide

PanaVOICE™
COURIER™

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Accessing the Voice Mail System From your Desk

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

Simply follow these instructions to personalize your mailbox.
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..

Accessing the Voice Mail System 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: _____

Helpful Hints

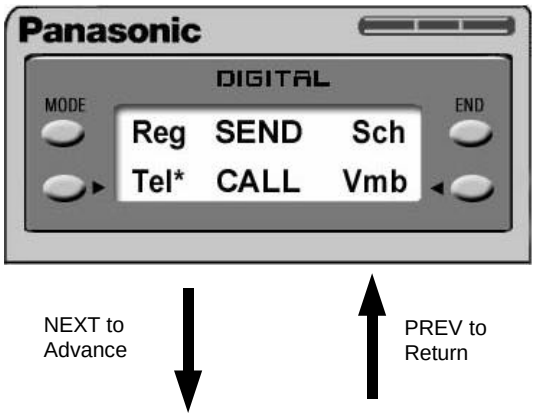
Quick Entry into Mailbox

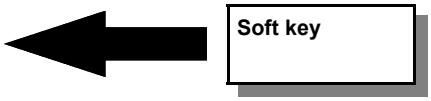
- When dialing into the Courier from an outside line, upon hearing the main greeting, you can dial # followed by the extension number to get you to the party's personal greeting without ringing the users telephone.

- 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.

HOW TO USE THIS GUIDE

This Operator's Guide will provide the necessary steps and procedures for you to utilize the Courier Voice Mail system with the Panasonic Small Screen Display phone. Each step is clearly detailed and the corresponding display message is illustrated appropriately.

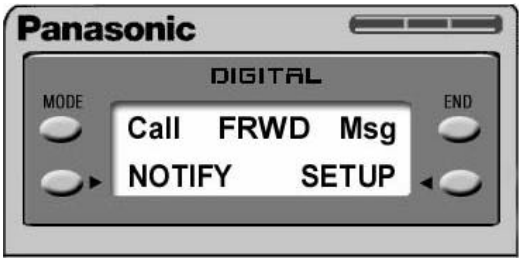




The manual will refer to **Soft Keys** which are the buttons to the left and right of the small display screen that correspond to the various features of the Courier application. Some features are noted as toggle on/off, and are activated and deactivated by pressing the corresponding Soft Key.

NEXT to Advance

PREV to Return

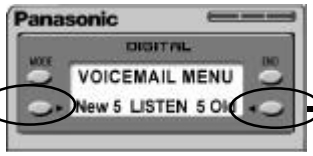


To advance to the next telephone display screen, press the NEXT key on your phone.
To return to the previous telephone display screen, press the PREV key on your phone.
Through the course of this user guide, you will see the word NEXT between screens, which is instructing you to press the NEXT key on your telephone to advance.

In addition to using the Soft Keys to navigate through the Courier features, you may also use the telephone keypad. Please refer to the small user card furnished by your dealer for the corresponding keypad functions.

Below the screen heading (Example: Voice Mail Setup) you will find various prompts that guide you around or out of the current function screen. In most cases, unless you are being prompted to act upon a certain feature, # will bring you back at least one step, if not to the Main Menu screen.

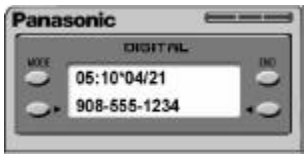
LISTEN

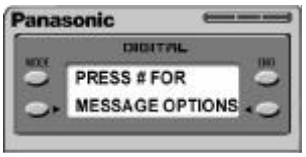


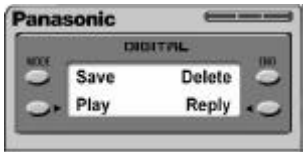
LISTENING TO MESSAGES...NEW & OLD

- **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.







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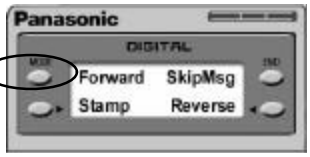

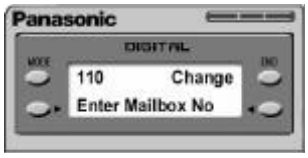

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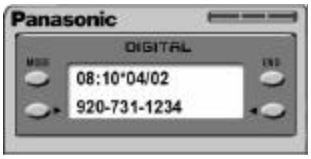


PLAYING A NEW OR OLD MESSAGE

- **Press the 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 an alphabet directory to select the name of the extension in the system.

NEXT

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

The Courier provides two unique features that are used while listening to messages, they are **Bookmarking Messages and Caller ID Capture.** Both features are functional from any telephone (Cell Phone, Internal Phone, etc.), and are utilized when listening to New or Old messages.

BOOKMARKING MESSAGES & CAPTURING CALLER ID FROM SMALL SCREEN TELEPHONE:

BOOKMARKING

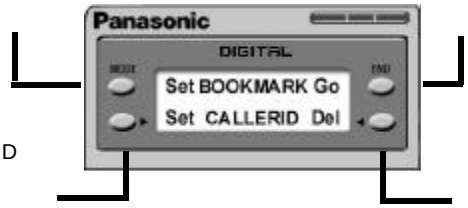
- While listening to a message, you have the ability to place a bookmark in that message. This bookmark will allow you to advance to that location upon playback, the next time you listen to the message.

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

The following display will appear:

Set: to place a bookmark within the message

Go: to advance to the previously set bookmark upon message playback



Set: to capture Caller ID

Del: to delete previously captured Caller ID digits

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.

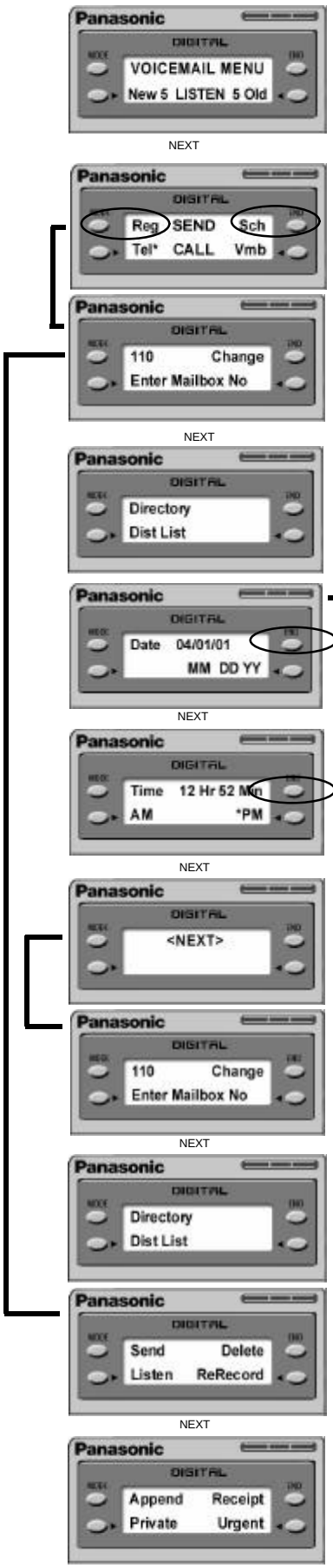
- While listening to a message, press **##** to capture caller ID

BOOKMARKING & CAPTURING CALLER ID FROM ANY NON DISPLAY TELEPHONE:

- While listening to a message, press **##** at the desired location to place a bookmark and to capture Caller ID for that message. Listen and follow voice prompts.

1	To **Set** a bookmark at the current position
2 ABC	To **Jump To** an existing bookmark
3 DEF	To **Assign** this caller ID to your mailbox
4 GHI	To **Remove** this caller ID from your mailbox
#	To **Exit** feature and return to voicemail main menu

SEND



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 an alphabet directory to select the name of the extension in the system.
- **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.

Select Date & Time and enter data

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.

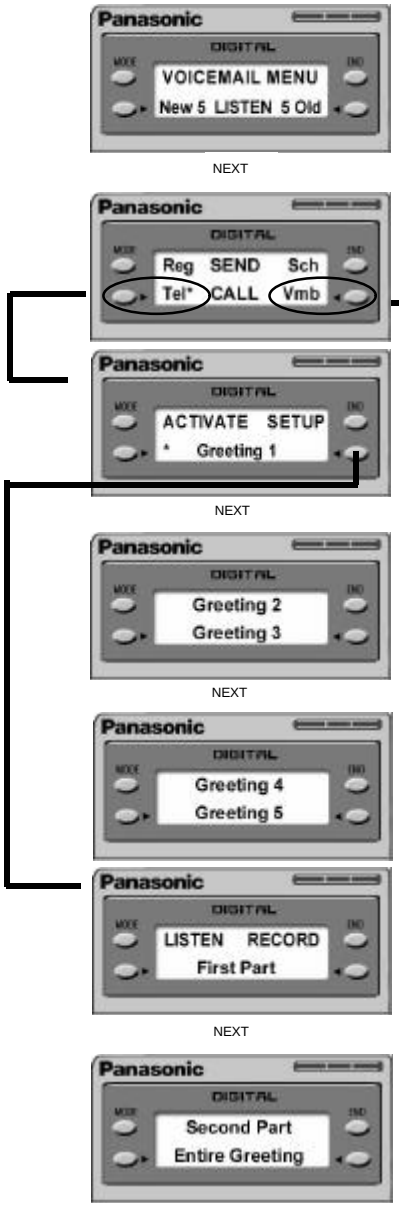
SENDING A SCHEDULED MESSAGE

- **Change** favorite mailbox
- **Mailbox Number**
- **Enter Mailbox No** to send message to a specific mailbox.
- **Directory** provides an alphabet directory to select the name of the extension in the system.
- **Distribution Lists** provides a list of groups.

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

- **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

- **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** combines first and second parts for you to hear.

Notes: Both Greeting options can be set up in 2 parts:

Static: Record message during first time set up. You will not have to change this message again.
Dynamic: Record the message as you need to.

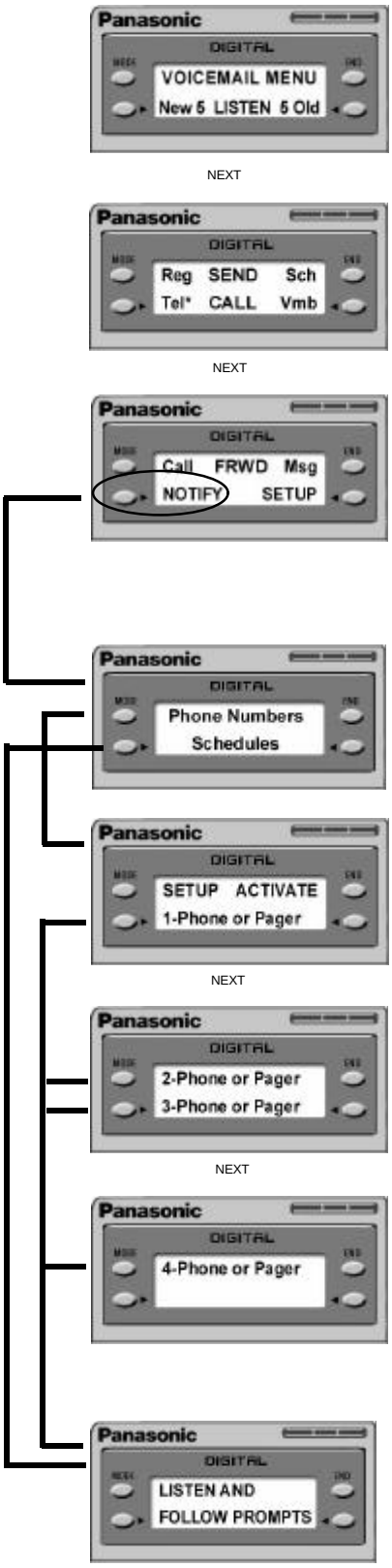
Example: Send Calls to Vmb "Out Of Office"

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."*

The System automatically combines these messages when a caller enters your Voice Mailbox greeting.

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

NOTIFY



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

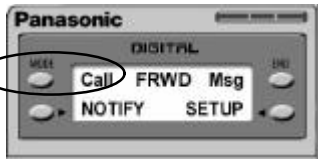
▸ **SETUP** to program external phone/pager numbers.
▸ **ACTIVATE** engages notification feature. An Asterisk next to number (*) indicates forwarding number has been selected.

Note: Voice prompts provide setup assistance.

FORWARDING

NEXT

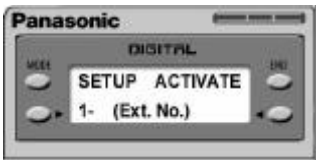
NEXT



CALL FORWARDING

- 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.



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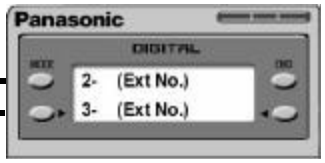

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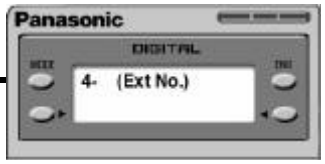
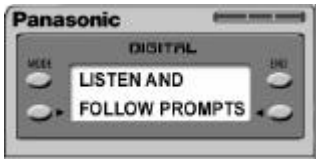


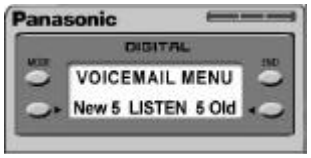


SETUP AND ACTIVATION OF NOTIFICATION NUMBERS

▸ **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.

FORWARDING



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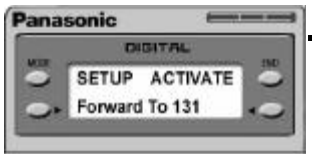

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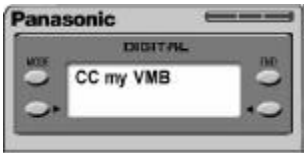

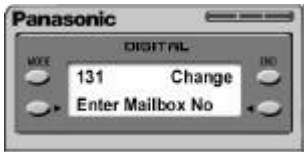

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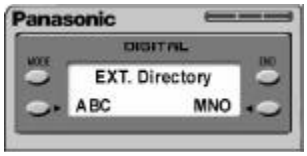

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MESSAGE FORWARDING

- Forward all messages to another extension.
- Carbon copy messages for reference.

- **Msg:** begins Message Forwarding setup and activation process.

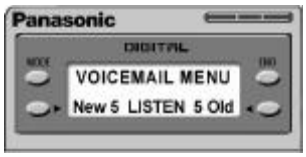
SETTING UP MESSAGE FORWARDING

- **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 an alphabet directory to select the name of the extension in the system.

SETUP



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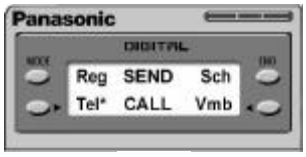

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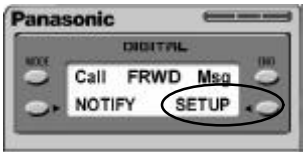

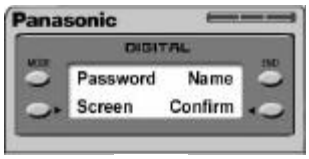

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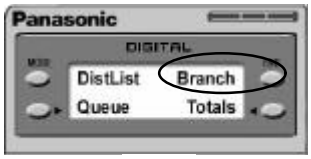

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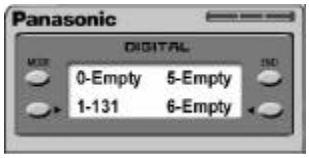

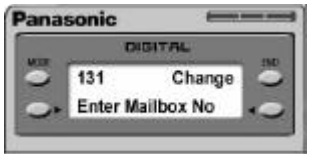

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SETUP

- 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

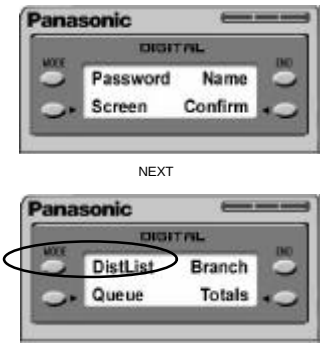
BRANCHING & BRANCHING MAINTENANCE

- 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.

ADDING/CHANGING BRANCHING MAINTENANCE

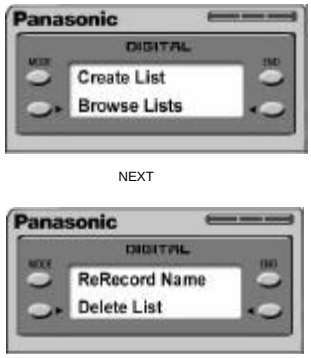
- **Change** favorite mailbox
- **Mailbox Number** messages will be forwarded to
- **Enter Mailbox No** to forward messages to a specific mailbox
- **Directory** provides an alphabet directory to select the name of the extension in the system.



DISTRIBUTION LISTS

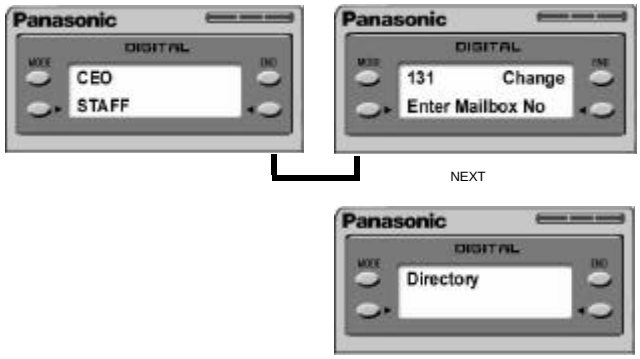
- Convenient method to route messages to entire list of extensions
- Create lists by department, association, job function... etc.
- Lists may be edited as needed.

- **DistList:** takes you to Distribution List setup



DISTRIBUTION LIST FUNCTIONS

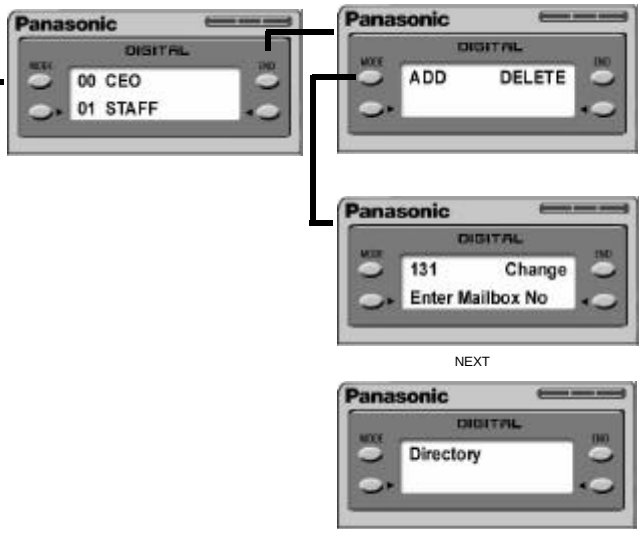
- **Create List**
  There are 64 pre-programmed Distribution names to select from. Select a name for the list, and continue to the next screen to add users.
- **Browse Lists** to add and delete members to existing lists
- **ReRecord Name** to change name of Distribution List
- **Delete List:** Removes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



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 an alphabet directory to select the name of the extension in the system.



BROWSING THROUGH A DISTRIBUTION LIST

Select Existing List

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

OFF-HOOK VOICE ANNOUNCE

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.

❶ 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.

❷ 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.

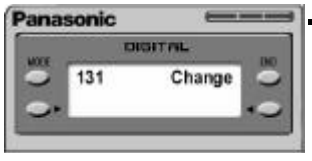
❸ The AA will then ask the outside caller to state their name.

❹ 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. The other outside party does not hear a thing.

Upon hearing the announcement, the Small Screen Display changes and 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 on the system.



NEXT

REDIRECT CALLS

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

* System configuration dependent. Check with your Authorized Panasonic Dealer for details.

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