Panasonic

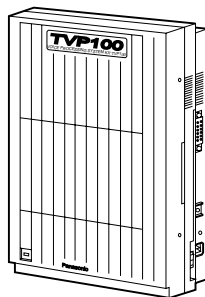# **S**UBSCRIBER'S **G**UIDE

Please read before using.

MODEL

KX-TVS100E

Introduction

The Panasonic Voice Processing System (VPS) provides you with powerful, convenient ways to manage your voice communications and increase your productivity through your voice mailbox. As the owner of a VPS mailbox, or Subscriber, you can:

- send a message to one or many people inside or outside of your office
- transfer messages (with your annotation) to another VPS Subscriber
- take messages when you are on the phone or unavailable
- receive your messages from any touch-tone telephone
- be notified by extension message waiting lamp, telephone or beeper (radio pager) of messages waiting
- screen your calls
- automate the handling of callers
- and more...

This guide is your reference to using and optimizing your VPS mailbox.

NOTE:
• This Subscriber's Guide does not show complete model numbers that indicate the country where your models should be used. The model number of your unit is found on the label affixed to the unit.

MODEL NO. - - - - - - - -

(label)

$\mathsf{C}\mathsf{E}$

73/23/EEC
89/336/EEC
92/31/EEC
93/68/EEC

APPROVED for connection to telecommunication systems specified in the instructions for use subject to the conditions set out in them.

606168

■ How to Use this Manual

This Subscriber's Guide explains the Voice Processing System's (VPS) operations by touch tone telephone for Subscribers.

Each operation consists of a description, a diagram, tips and some notes. During operations, the VPS plays voice prompts telling you what to do at each step though they do not appear in this guide except for Voice Mail Service Entry.

Description

Describes the operation with the telephone keys to be pressed step by step.

```
        Subscriber's
      Main Command Menu
   ┌───┬───┬───┬───┬───┬───┐
   ①   ②   ③   ④   ⑤   ⑥   ✳
Receive
Message
   ┌───┬───┬───┬───┬───┐
   ①   ②   ③   ④   ⑦   ⓪
Repeat Next Erase Reply Transfer Help
```

Diagram

A diagram is provided for each function on the lefthand of the text. It will help you understand how the operation goes on in the tree-structured VPS menu. You will know other options you can choose in a certain step. It will also help you to perform your desired operation faster if you press the outlined keys in a row along the bold line.
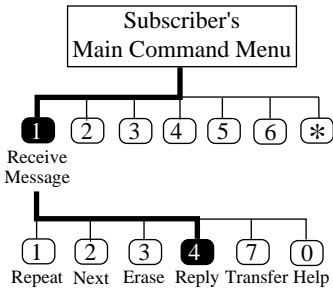
Tip

Step 3 —
You can call the message sender by pressing [1].

Tip

Tips framed in a square are used to make you aware of alternate options available at a particular step.

► **Note**

This symbol describes additional information or useful advice about each feature.

Once you become familiar with operating the VPS, use the Quick Reference Section, which appears at the end of this guide.

■ Terms to Know

The following words are used in this guide.

Subscriber   The owner of a VPS mailbox. The System Manager can create a mailbox for you.

System Manager   The System Manager is the person who manages and maintains the VPS to make it work efficiently. He controls mailbox creating and authorizes some of the features.

Caller   A caller is any person who is connected to a VPS service besides the Subscriber or the System Manager.

■ **Getting Started**

— Required Numbers

Get the following information before you begin the operation.

(1) Telephone Number Directly Connected to Voice Mail Service
   If your VPS does not have one, call any extension number connected to the VPS and press [#] [6] (Service Access Command).

(2) Your Mailbox Number
   Usually, the same number as your extension number. Check with your System Manager to be sure.

(3) The System Manager's Phone Number
   In case you need their help or need to change certain mailbox settings.

— Basic Steps

You need to know your mailbox number to use this guide.
If you are going into your mailbox for the first time, read Chapter 5 "Mailbox Setup" first. You need to customize it before sending or receiving messages. Especially, it is important to identify yourself as the owner of the mailbox by setting the following.

• Recording Personal Greetings (See page 5-7)

• Recording Your Name (See page 5-9)

• Changing Your Password (See page 5-8)

Then customize it as it suits you by setting the additional features as appropriate.

• Setting the Call Transfer Status (See page 5-2)

• Setting the Incomplete Call Handling Status (See page 5-4)

• Message Waiting Lamp Notification Setting (See page 5-13)

• Setting Notification by Calling (See page 5-14)
   ...

Once you complete your setting, find your desired operation from the titles, then call the VPS.

Table of Contents

Chapter 1   Using Your Mailbox and the VPS

Chapter 2   Receiving Messages

Chapter 3   Sending Messages

Chapter 4   Caller Handling

Chapter 5   Mailbox Setup

Chapter 1

Using Your Mailbox and the VPS

This chapter tells you how to enter Subscriber Service and other services provided by the VPS.

Contents

Opening Your Mailbox (Mailbox Log in)

```
┌─────────────────────┐
│      Call VPS       │
└─────────────────────┘
          │
    ✳ + Mailbox No.
          │
    Password + #
          │
          ▼
┌─────────────────────┐
│    Subscriber's     │
│  Main Command Menu  │
└─────────────────────┘
```
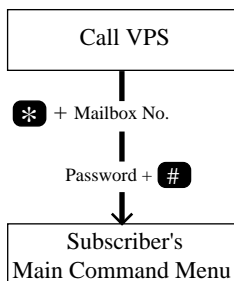
▶ If you just want to record a message in someone else's mailbox, you do not have to use this procedure.
See the following topic in Chapter 4.
  • Recording Messages (for any caller)
  • Recording Messages (from a rotary phone)

▶ If your company is using a Panasonic KX-TD series telephone system, you can directly access your mailbox just by dialing the number of the V.M. Service, depending upon System Programming. Check with your System Manager.

┌─────────────────────────┐
│   **Tip**   │
│ **Step 1 —**   │
│ If no ports are assigned to │
│ Voice Mail Service, press │
│ # 6 after calling the   │
│ VPS.   │
└─────────────────────────┘

To access Subscriber Services, you must open your mailbox first. Follow the operation below.

1 Dial **an extension number** which is connected to the Voice Mail Service.

> *Good morning/Good afternoon/Good evening Welcome to the Voice Processing System.*

If the system is equipped with multiple languages (up to three languages), you will hear a selection prompt as follows.

(ex.)

> *For English, press [7].*
> *For French, press [8].*
> *For Chinese, press [9].*

2 If you hear the above prompt, press the number of the appropriate language.

> *Please enter your party's mailbox number.*
> *To enter by name, press [#] and [1].*
> *If you are using a rotary telephone, stay on the line.*
> *To call the operator, press [0].*

3 Press ✳, then enter **your mailbox number**.

> *Enter your password, followed by [#].*

4 Enter **the password** if you have one.
You are now in **the main command menu**.

Accessing VPS Services

Call VPS

#	#	#	#	#
1	3	6	8	9

Voice Mail Service

✳ +Mailbox No → ✳ Retry

Password+ # → ✳ Retry

Subscriber's Service

#	#
5	7
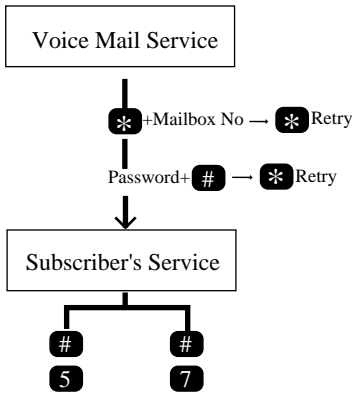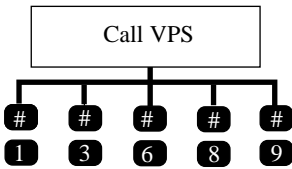
Tip

5 and # 7 are valid only for Subscriber Service.

In VPS operation, the following functions are available whenever the system is providing voice prompts.

Press the appropriate key to receive your desired option (Service Access Commands).

Dialing by Name
If you press # 1, you can call the desired extension or mailbox by entering first 3 or 4 letters of the person's last name.

Department Dialing
If you press # 3, you can call the intended extension and mailbox by pressing one digit (1 – 9) according to the Department Dialing Menu.

Voice Mail Service
If you press # 6, you can access the Voice Mail Service.

Call Transfer
If you press # 8, you can access the Automated Attendant Service and call your desired extension.

Exit the Menu
If you press # 9, you can exit the VPS.

Back up
If you press ✳, you can retry to enter a mailbox number, a password and also an extension number while you are in the call transfer status. In addition, you can move back to a previous menu in the main command menu.

Accessing VPS Services

Log in

If you press # 5 , you can reselect a mailbox while you are in the main command menu.

Restart

If you press # 7 , you can be back in the initial main command menu.

Chapter 2
Receiving Messages

This chapter tells you how to access and manage received messages: Replying immediately, transferring messages with or without an additional comment, and replaying messages.

Contents

Receiving Messages

Subscriber's
Main Command Menu

1 2 3 4 5 6 *

Receive
Message

Go to
Step 3

The VPS plays new messages and saved messages in your mailbox with the information of the message sender and the recorded date respectively.

1 Log in **the main command menu**.

• The VPS tells you the number of messages.

2 Press **1** to use the Receive Message menu.

• The VPS tells you the number of messages. Then it plays the messages.

3 Press **0** to listen to the whole menu (for Help).

• You can end your call by pressing **#** **9** .

Tip

Step 3 —
You do not have to listen to the whole menu if you do not wish to.

1	Repeat this message
1 **1**	Play the previous message
2	Play the next message
3	Erase this message
4	Reply
5	Rewind
6	Fast forward
7	Transfer
8	Message scan

Message Playback Options

Subscriber's
Main Command Menu

1 2 3 4 5 6 ＊

Receive
Message

1 1 2 3 4 5 6 7 8

Repeat Next Erase Reply Rewind Fast Transfer Scan
              forward

1

Previous
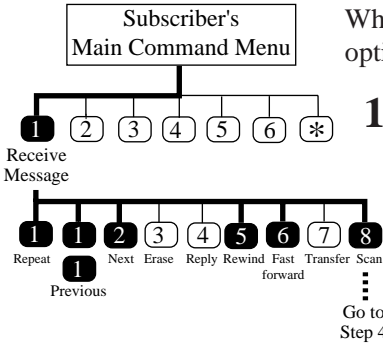
Go to
Step 4

While receiving messages, several message playback options are available for efficient receiving.

1-2 Same as **Receiving Messages.**

3 Press the appropriate key to receive your desired option. If you choose 8 , go to the next step.

Repeating Messages
If you press 1 , you can listen to the current message again.

Replaying the Previous Message
If you press 1 1 while receiving a message, you can listen to the previous message.

Playing the Next Message
If you press 2 while receiving a message, you can listen to the next message.

Rewinding Messages
If you press 5 while receiving a message, you can listen to it again.

Fast Forwarding Messages
If you press 6 while receiving a message, you can fast forward it to the end.

Scanning Messages
If you press 8 , you can listen to the first four seconds of each message.

Receiving Messages

Message Playback Options

4 Messages are scanned one at a time.

If you press **1**, you will hear the previous message.

If you press **2**, you will hear the next message.

If you press **3**, you will hear the entire message.

Note :

Option **3** is available only once.
Second time will erase the message.

Tip

Step 3 —
You can receive the whole menu by pressing [0] for Help.

Replying to Messages

```
        Subscriber's
     Main Command Menu

   ①  ②  ③  ④  ⑤  ⑥  ✳
   Receive
   Message

   ①  ②  ③  ④  ⑦  ⓪
 Repeat Next Erase Reply Transfer Help
                  ⋮
                Go to
                Step 4
```
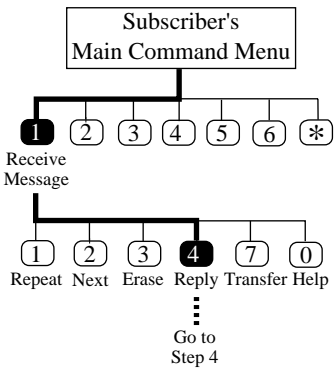
▶ This feature is available only
when the message has been
delivered from a Subscriber
using his mailbox i.e. Message
Transfer and Message Delivery.
Otherwise, you will hear this
prompt: *"Sorry, you cannot re-
ply. The message sender is un-
known."*

1-2 Same as **Receiving Messages**.

3 Press **4** to reply to the message.

4 Press **2** to record a message.

5 Record **your message** at the tone.

6 Press **1** to end recording.

7 Press **2** to accept.

8 Press **1** to set delivery time.

9 Press **1** to specify the delivery time or the private status.

10 Press **1** to specify the delivery time.

11 Enter **the time** and **#**.

12 Press **1** for AM or **2** for PM.

13 Enter **the date** (the day of the month) and **#**.

14 Press **2** to accept.

15 Press **1** to set this message to a private message. Otherwise, press **2**.

Tip

Step 4 —
You can call the message sender by pressing [1].

Step 6 —
You can pause/restart recording by pressing [2].

Step 9 —
You can make your reply immediate by pressing [2].
You will skip to step 15.

Step 11 —
If you press [0] for help here, *"For example, to enter 5
o'clock press [5] and [#] or 5 : 15 press [5], [1], [5] and
[#]"*.

Receiving Messages

Message Transfer

```
        ┌──────────────────────┐
        │     Subscriber's     │
        │  Main Command Menu   │
        └──────────────────────┘
   ┌────┬────┬────┬────┬────┬────┐
  (1) (2) (3) (4) (5) (6) (*)
Receive
Message

  (1) (2) (3) (4) (7) (0)
Repeat Next Erase Replay Transfer Help

                Mailbox No.
                   XXXX
  (1)  (2)    (3)      (*)
Change Accept Repeat   Cancel
              M.B. Info. Transfer

  (1)  (2)   (3)  (4)   (*)
Transfer Transfer Add Review Cancel
      W. Comment M.B. Mailing Tansfer
                      List
         ⋮
       Go to
       Step 7
```

This function allows you to transfer messages to other mailboxes.

1-2 Same as **Receiving Messages**.

3 Press **7** to use the Message Transfer menu.

4 Enter **the mailbox number** of the intended recipient.

5 Press **2** to accept.

6 Press **2** to record a comment.

7 State **your comment** and press **1** to end recording.

8 Press **2** if the comment is acceptable.

▶ If the message has been assigned as private, you cannot transfer it to other mailboxes.

Tip

Step 4 —
You can enter by name by pressing [#] [1] first. Also, you can specify a Personal Group Distribution List or a System Group Distribution List by entering the number followed by [#].

Step 6 —
You can transfer the message without comment by pressing [1].
You can add the mailbox number by pressing [3].
You can review the mailing list by pressing [4].
You can cancel message transfer by pressing [∗].

Step 7 —
You can press [2] to pause/restart recording.

Step 8 —
You can press [3] to change your comment.
You can press [1] to review your comment.

Erasing Messages

```
        ┌─────────────────────┐
        │     Subscriber's    │
        │  Main Command Menu  │
        └─────────────────────┘
  ┌────┬─────┬─────┬─────┬─────┬─────┐
  ■   (2)   (3)   (4)   (5)   (6)   (✳)
  Receive
  Message
  ┌────┬─────┬─────┬─────┬─────┐
 (1)  (2)   ■    (4)   (7)   (0)
            Erase
```

▶ The VPS will automatically erase messages after a certain number of days. Check with your System Manager to find out how many days you can keep messages in your mailbox.
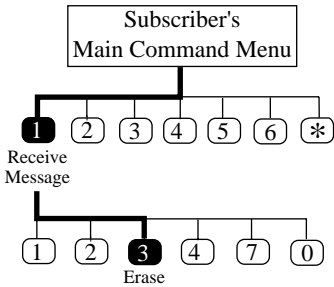
You can erase messages during playback. Erased messages cannot be recovered.

1 Log in **the main command menu**.

 • The VPS tells you the number of messages.

2 Press **1** to use the Receiving Messages menu.

 • The VPS tells you the number of messages, and the message information. Then it plays the message.

3 Press **3** to erase the messages.

Tip

Step 3 —
Messages are erased one at a time. After a message is erased, you will hear the following prompt and repeat step 3 for the next message.
"The message is erased."
If all messages have been erased, you will hear *"All messages are erased"*.

Receiving Message Waiting Notification

VPS Calls you

① Receive Message

② Hold

Password + **#**

Subscriber's Main Command Menu

① Receive Message **②** **③** **④** **⑤** **⑥** **∗**
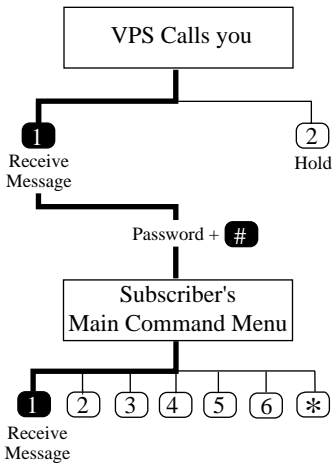
The Message Waiting Notification is a feature to notify you that unplayed messages are waiting in your mailbox. Notification Calls are sent to you via specified device after the message is recorded.

1 Pick up a call from the VPS.

   If the system is equipped with multiple languages (up to three languages), you will hear a selection menu.

2 Press **1** to receive the message.

3 Enter **the password** and **#**.

   Now, you are in **the main command menu**.

4 Follow steps 2 – 3 of **Receiving Messages**.

Tip

Step 3 —
If a password is not assigned, skip this step.

Live Call Screening

By assigning one of your telephone keys to this feature, you can monitor incoming calls that have been forwarded to the Voice Mail Service.

In Hands-Free Mode, you can monitor the incoming call through built-in speaker of the telephone. Also, you can speak with the caller by picking up the handset.

In Private Mode, you can monitor the incoming call by going off-hook after you hear the notification tone. You can speak with the caller by pressing the feature key. Or you can stop listening to the message by going on-hook.

▶ This feature is available only if your company is using a Panasonic KX-TD series telephone system.

Note :
For detailed information, please refer to the Installation Manual of Panasonic KX-TD series telephone systems' PBXs (KXTD816, KXTD1232).

Recording a Two-Way Conversation

▶ This feature is available only if your company is using a Panasonic KX-TD series telephone system.

▶ A beep sounds every sixteen seconds during recording .

By assigning one of the function keys on your telephone to this feature, you can record the conversation that you are having.
You should give your party a notice before recording that your conversation will be recorded.

Chapter 3
Sending Messages

This chapter tells you how to send messages, including recording and delivery.

Contents

Sending Messages

Delivering Messages to Other Subscribers

Subscriber's
Main Command Menu

① ② ③ ④ ⑤ ⑥ ＊

Deliver
Message

Mailbox No. ...... Go to
XXXX   Step 5
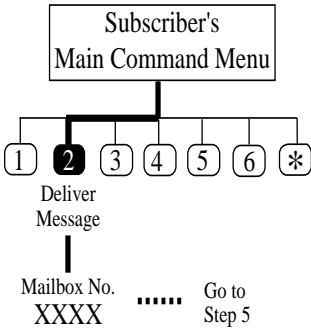
▶ To use Personal Group Distribution Lists, they must have been created beforehand. To use the System Group Distribution Lists, check with your System Manager to see if there is any list in your VPS.

Tip

Step 3 —
You can enter by name if you press [#] [1] first. Also, you can specify a Personal Group Distribution List or a System Group Distribution List by entering the number followed by [#].

Step 4 —
You can review the mailing list by pressing [3].

Step 6 —
You can press [2] to pause recording while you are in the message recording process. Restart the recording within 20 seconds, or the VPS will stop it automatically.

Step 9 —
You can deliver the message immediately and return to the main command menu by pressing [2].

Step 10 —
You can deliver your message immediately after recording by pressing [2]. Then you will skip to step 14.

Step 11 —
You can press [0] for Help menu. It will guide you how to enter the time.

If you are sending an identical message to several Subscribers, follow the steps below.
You can send it with a single operation.

1 Log in **the main command menu**.

• The VPS tells you the number of messages.

2 Press **2** for Message Delivery.

3 Enter **the mailbox number** of the intended recipient.

4 Press **2** to accept the mailbox number if it is correct.

5 Press **1** to record a message.

You can add mailbox numbers by pressing **2**. Then repeat step 3 and step 4. You can specify a maximum of 20 mailboxes as the destination.

6 State **your message** at the tone.

7 Press **1** to end recording.

8 Press **2** to accept.

9 Press **1** to set delivery time or private status.

10 Press **1** to specify the delivery time.

11 Enter **the time** and **#**.

12 Press **1** for AM or **2** for PM.

13 Enter **the date** (the day of the month) and **#**.

14 Press **2** to accept.

15 Press **1** to set this message to a private message. Otherwise, press **2**.

Checking Mailbox Distribution

Subscriber's
Main Command Menu

(1) (2) **3** (4) (5) (6) (*)

Check
M.B.
Distribution

Go to
Step 3
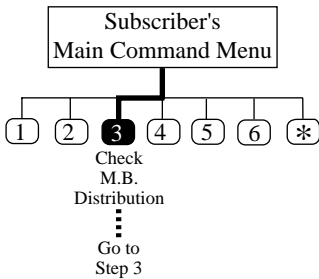
This function lets you check the status of messages which you have recorded in your mailbox to deliver to other mailboxes.

You can check the history (delivery status) of up to 84 message transmissions.

1 Log in **the main command menu**.

2 Press **3** to check distribution status.

3 Press **3** to cancel the message or delete verification.

4 Select **1** to delete verification of this message or **2** to cancel message delivery.

Tip

Step 3 —
You can listen to the message by pressing [1].
You can check the previous message by pressing [1] twice.
You can check the next message by pressing [2].

Setting up an External Message Delivery List

```
        Subscriber's
    Main Command Menu
 ┌───┬───┬───┬───┬───┬───┬───┐
 1   2   3   4   5   6   *
                     Other
                    Features
         ┌───────────┼───────────┐
         1           2           3
     Interview    Message     External
      M.B.        Waiting     Message
    Management  Notification  Delivery
                  Setting
         ┌───────────┼───────────┐
         1           2           3
      Record      Check      Mailing
     Message     Delivery     List
                  Status     Setting
                              ┊
                            Go to
                            Step 5
```
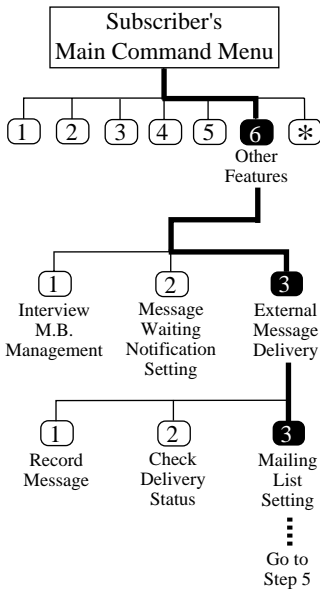
▶ To use this feature, you must have your System Manager authorize it beforehand.

Tip

Step 8 —
1 Change the telephone number
2 Accept
3 Review
4 Add more digits
5 Insert a pause
6 Set dial mode
7 Insert a wait for dial tone

Setting up an External Message Delivery List lets you send the same message to several people outside of the system with a single operation. Up to two lists can be maintained at the same time, and each list can contain up to eight members.

1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **3** for External Message Delivery.

4 Press **3** to set up the mailing list.

5 Press **1** or **2** to choose the delivery list.

   (Up to two delivery lists can be established.)

To add members:

6 Press **1** to add members to the list.

   You can have up to 8 members on the list.

7 Enter **the telephone number**.

8 Press **2** to accept the number.

9 Record **the name** and press **1**.

10 Press **2** to accept.

11 Press **1** to continue adding members or **2** to end.

   If you press **1**, you will repeat steps 7 – 11.

Setting up an External Message Delivery List

To delete members:

Go to the Delivery List Menu.
(See steps 1 – 5 in "Setting up an External Message Delivery List".)

6 Press **2** to delete members from the list.

7 Press **1** to delete all members from the list. Otherwise, press **2**.

8 Press **1** to delete the number, or **2** to keep the number and play the next telephone number.

Sending External Delivery Messages

Subscriber's Main Command Menu diagram:

```
         ┌─────────────────────┐
         │     Subscriber's    │
         │ Main Command Menu   │
         └─────────────────────┘
    (1) (2) (3) (4) (5) (6) (✻)
                          Other
                          Features

         (1)        (2)          (3)
      Interview   Message      External
      M.B.        Waiting      Message
      Management  Notification Delivery
                  Setting

         (1)        (2)          (3)
      Record     Check        Mailing
      Message    Delivery     List
        ⋮        Status       Setting
      Go to
      Step 5
```
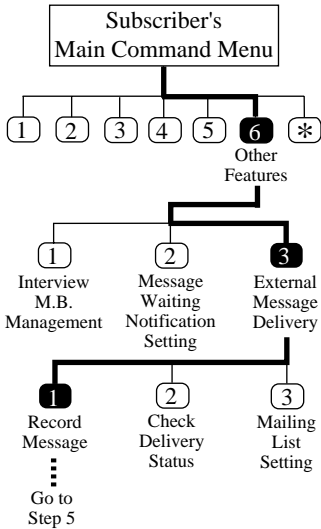
▶ To use this feature, you must have your System Manager authorize it beforehand.

Tip

Step 5 —
You can press [2] to send your message by mailing list 1 or 2.

Step 7 —
1 Change the telephone number
2 Accept
3 Review
4 Add more digits
5 Insert a pause
6 Set dial mode
7 Insert a wait for dial tone

Step 10 —
You can press [0] for Help menu. It will guide you how to enter the time.

1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **3** for External Message Delivery.

4 Press **1** to record an external delivery message.

5 Press **1** to send to a recipient.

6 Enter **the telephone number**.

7 Press **2** to accept the number.

8 Enter **the password**.

9 Record **the recipient's name** and press **1**.

10 Enter **the time** and press **#**.

11 Press **1** for AM or **2** for PM.

12 Enter **the date** and press **#**.

13 Review your setting and press **2** to accept the setting.

14 Record **your message**.
(See **Recording Messages**.)

Checking and Setting External Message Delivery Status

```
         ┌──────────────────┐
         │   Subscriber's   │
         │ Main Command Menu│
         └──────────────────┘
  ┌────┬────┬────┬────┬────┬────┬────┐
 (1)  (2)  (3)  (4)  (5)  ●6   (*)
                                Other
                              Features
              ┌──────────────┼──────────────┐
             (1)            (2)            ●3
          Interview      Message        External
           M.B.          Waiting        Message
         Management    Notification    Delivery
                         Setting
              ┌──────────────┼──────────────┐
             (1)            ●2            (3)
           Record         Check         Mailing
          Message        Delivery        List
                          Status        Setting
                            ⋮
                          Go to
                          Step 5
```
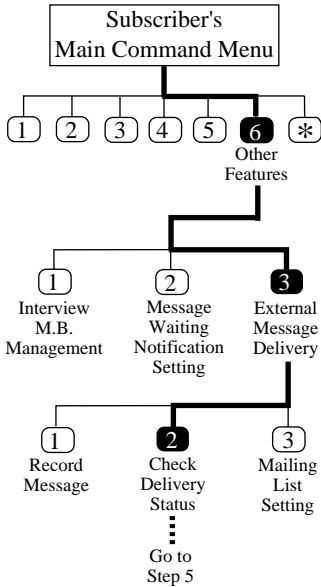
▶ To use this feature, you must have your System Manager authorize it beforehand.

After recording your external delivery messages, you may want to check the delivery schedules or the recipients. You can listen to the report from the VPS unless the messages have been delivered yet. After listening, you have the option of deleting unnecessary ones or changing the schedules.

1 Log in **the main command menu**.

2 Press `6` for Other Features.

3 Press `3` for External Message Delivery.

4 Press `2` to check External Message Delivery status.

• The VPS tells you when the message is being sent.

5 Press `1` to reschedule the setting.

6 Press `1` to cancel the external message delivery.

(To change the time and date, press `2`. See **Sending External Delivery Messages** steps 10 to 13.)

Tip

Step 3 —
You can skip the Help menu.

Step 5 —
You can play the next schedule by pressing [2], repeat this schedule by pressing [3] or play the previous schedule by pressing [4].

Step 6 —
If you press [*] twice, you will return to the External Message Delivery menu.

Chapter 4
Caller Handling

This chapter describes how callers can be handled by the Subscriber's mailbox.

Contents

Recording Messages (for any caller)

```
        ┌──────────────────┐
        │     Call VPS     │
        └──────────────────┘
                 │
             Selection
              Prompt
      ┌──────────┴──────────┐
  ┌─────────┐  ┌─────────┐  ┌───────┐   ┌───┐
  Mailbox    │ # │ 1 │   Rotary      │ 0 │
   No.        Name       Phone       Operator
  XXXX        XXXX
      │
   Go to
   Step 4
```
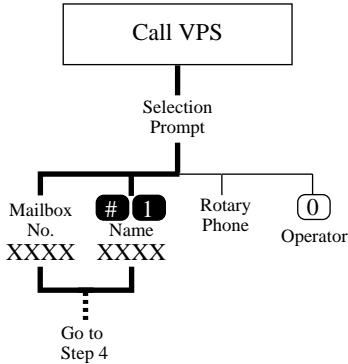
Anyone who reaches the Voice Mail Service can record messages in the mailboxes.

1 Call the VPS and access the Voice Mail Service.

If the system supports multiple service (up to three languages), you will hear a selection menu.

2 If you hear the above prompt, press **the number of the appropriate language**.

3 Enter **the mailbox number** of the intended recipient.
To enter by name, press **#** **1** and first 3 or 4 letters of the recipient last name.

4 State **your message** at the tone.

5 Press **1** to end recording.

6 Press **2** to accept.

7 Press **1** to set this message to a private message. Otherwise, press **2**.

Tip

Step 3, 6 —
When the beeper callback no. entry mode is not disabled, the VPS will ask you a callback number according to the intended mailbox setting; before recording a message, after recording a message or after selecting an urgent message.
"Please enter your callback number.
You can enter up to ... digits."
1 Enter the number.
2 Press **2** to accept.

Step 6 —
1 Review
2 Accept
3 Record a new one
4 Add
5 Erase and exit

Recording Messages (from a rotary phone)

```
        ┌─────────────────┐
        │    Call VPS     │
        └────────┬────────┘
                 │
             Selection
              Prompt
    ┌─────┬──────┼──────────┐
Mailbox  (#)(1) Rotary    (0)
  No.     Name  Phone    Operator
 XXXX    XXXX     ⋮
              Go to
              Step 2
```
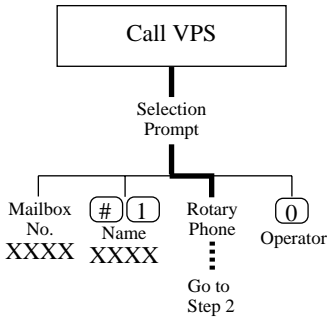
▶ From a rotary phone, once your message has been recorded, you cannot re-record nor erase it.

If you are using a rotary phone, you cannot specify a mailbox because every key entry is invalid. Wait a moment until the VPS guides you to the General Delivery Mailbox where you can leave your message. The recorded messages will be delivered to your intended party later. Callers who do not enter anything because they are unfamiliar with the VPS can also leave messages in the same way.

1 Call the VPS and access the Voice Mail Service.

2 Wait a moment.

3 State **your message**.

4 Hang up the phone.

Receiving External Delivery Messages

```
┌──────────────────────┐
│    VPS Calls you     │
└──────────────────────┘
        Selection
         Prompt
  ┌────────┬──────────┐
 (1)      (2)        (3)
Receive   Hold       Call
Message              Back

      Password + [#]
┌──────────────────────┐
│   Receive Message    │
└──────────────────────┘
 (1)    (2)    (*)    (0)
Repeat Reply  End    Help
```
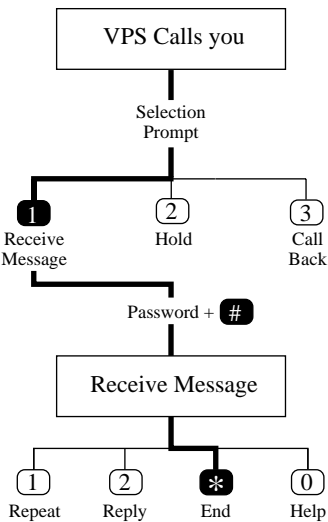
External Delivery Messages are delivered by the VPS to telephone numbers instead of mailboxes.

1 Pick up a call from the VPS.

If the system is equipped with multiple languages (up to three languages), you will hear a selection prompt.

2 Press **the number of the appropriate language**.

3 Press **1** to receive the message.

4 Enter **the password** and **#**.

• Then the VPS plays the external message.

5 Press ***** to end the call.

Tip

Step 4 —
If a password is not assigned, you can listen directly to the message.

If you enter the incorrect password three times, the VPS will play the following prompt and you cannot receive the external message any more.

"This message is from 'SENDER' of 'Company Name.'
Please call 'TELEPHONE NUMBER.'
Extension number ... .
To repeat, press [1].
To end this call, press [*]."

When you press [1], the VPS will repeat this prompt.

Replying to External Delivery Messages

```
┌─────────────────────────┐
│     VPS Calls you       │
└─────────────────────────┘
        Selection
         Prompt

   ①        ②        ③
Receive    Hold     Call
Message             Back

     Password + #

┌─────────────────────────┐
│    Receive Message      │
└─────────────────────────┘

  ①     ②     *     ⓪
       Reply
      ⋮
      Go to
      Step 6
```
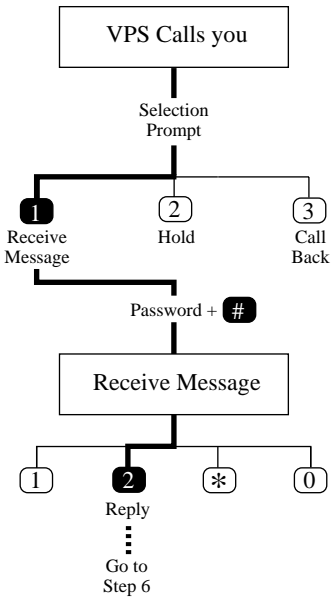
1-4 Same as **Receiving External Delivery Messages**.

5 Press **2** to reply to the message.

6 Record **the message** and press **1** to continue.

7 Press **2** to accept.

8 Press **1** to set this message to a private message. Otherwise, press **2**.

Chapter 5
Mailbox Setup

This chapter describes the setup procedures using a touch-tone subscribers.

Contents

Setting the Call Transfer Status
(Call Block/Call Screening/Intercom Paging/Beeper Access)
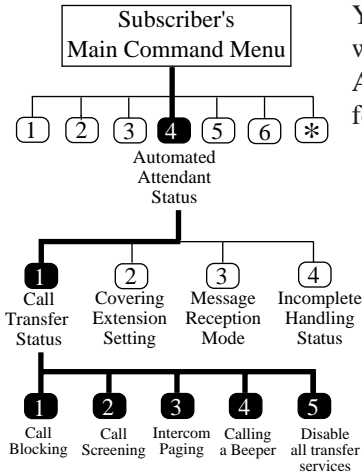
```
        Subscriber's
      Main Command Menu
  ┌───┬───┬───┬───┬───┬───┐
 (1) (2) (3) [4] (5) (6) (*)
              Automated
              Attendant
               Status
      ┌────────┬────────┬────────┐
     [1]      (2)      (3)      (4)
     Call   Covering  Message  Incomplete
   Transfer Extension Reception Handling
    Status   Setting    Mode    Status
   ┌─────┬─────┬─────┬─────┐
  [1]   [2]   [3]   [4]   [5]
  Call  Call Intercom Calling Disable
Blocking Screening Paging a Beeper all transfer
                               services
```

▶ The Intercom Paging feature is available only if your company is using a Panasonic KX-TD series telephone system.

You can specify how the VPS should handle a call when a caller specifies your extension number in the Automated Attendant Service. You can set one of the four functions or you can set none of them.

1 Log in **the main command menu.**

2 Press **4** for Automated Attendant status.

3 Press **1** to set the call transfer status.

   • The VPS tells you the current status.

4 Press the appropriate key to receive your desired option.

❶ Call Blocking
Blocks all incoming calls to your extension.

❷ Call Screening
Tells you the caller's name before you answer the call. Then you can decide whether or not to answer it.

❸ Intercom Paging
Pages you over the Intercom Paging System.

❹ Calling a Beeper
Calls your beeper and displays the caller's callback number on the LCD.

❺ Disable all transfer services
Rings your extension directly.

Mailbox Setup

Setting up a Covering Extension

```
        Subscriber's
    Main Command Menu

 (1) (2) (3) (4) (5) (6) (*)
             Automated
             Attendant
              Status

 (1)    (2)      (3)       (4)
Call   Covering  Message  Incomplete
Transfer Extension Reception Handling
Status  Setting   Mode     Status

          Go to
          Step 4
```

▶ The owner of this extension should be someone whom you can rely on, as he will be handling your calls when you are not available.

▶ This feature does not work unless Covering Extension Transfer is enabled (see page 5-4).

Setting up a Covering Extension lets you have incoming calls and messages transferred to a designated extension.

This extension also performs as a personal operator. When the caller presses '0' while receiving the personal greeting, the call is transferred to this extension.

1 Log in **the main command menu.**

2 Press **4** for Automated Attendant status.

3 Press **2** to set up a covering extension.

4 Press **1** to set the extension.

5 Enter **the extension number**.

 • The VPS tells you the number you have just entered.

6 Press **2** to accept.

Tip

Step 4 —
You can accept the current status by pressing [2].
You can delete the current extension by pressing [3] if you don't need it.

Setting the Incomplete Call Handling Status

```
        ┌─────────────────────┐
        │    Subscriber's     │
        │ Main Command Menu   │
        └─────────────────────┘
    ┌────┬────┬────┬────┬────┬────┐
   (1)  (2)  (3) [4]  (5)  (6)  (✳)
                   Automated
                   Attendant
                    Status
        ┌─────┬──────┬──────┐
       (1)   (2)    (3)   [4]
       Call  Covering Message Incomplete
     Transfer Extension Reception Handling
      Status  Setting   Mode    Status
   ┌────┬────┬────┬────┬────┐
  (1)  (2)  (3)  (4)  (5)  [6]
 Leave Covering Intercom Beeper Operator Return to
Message  Ext.   Paging         Transfer A.A. Service
        Transfer                         Top Menu
```

► The Intercom Paging feature is available only if your company is using a Panasonic KX-TD series telephone system.

Incomplete calls are calls which are unanswered or for which the line is busy. The Incomplete Call Handling status can be set to record a message from the caller, transfer the caller to a covering extension, page the mailbox's owner by intercom, notify the mailbox's owner via beeper, transfer the caller to the operator, or let the caller try another extension. You may enable as many features as you may need among the six.

1 Log in **the main command menu**.

2 Press **4** for Automated Attendant status.

3 Press **4** to set the Incomplete Call Handling status.

Enabling Leaving a Message Status

1 Press **1**.

• The VPS tells you the current status.

2 Press **1** to change or **2** to accept (enable/disable).

Enabling Covering Extension Transfer Status

1 Press **2**.

• The VPS tells you the current status.

2 Press **1** to change or **2** to accept (enable/disable).

Enabling Intercom Paging Status

1 Press **3**.

• The VPS tells you the current status.

2 Press **1** to change or **2** to accept (enable/disable).

Mailbox Setup

Setting the Incomplete Call Handling Status

Enabling Beeper Access Status

1 Press ` 4 `.

 • The VPS tells you the current status.

2 Press ` 1 ` to change or ` 2 ` to accept (enable/disable).

Enabling Operator Transfer Status

1 Press ` 5 `.

 • The VPS tells you the current status.

2 Press ` 1 ` to change or ` 2 ` to accept (enable/disable).

Returning to Top Menu Automated Attendant Service Status

1 Press ` 6 `.

 • The VPS tells you the current status.

2 Press ` 1 ` to change or ` 2 ` to accept (enable/disable).

Mailbox Setup

Setting the Message Reception Mode

```
        Subscriber's
      Main Command Menu
```

```
  1    2    3   [4]   5    6    *
                Automated
                Attendant
                 Status
```

```
  [1]    [2]   [3]    [4]
  Call  Covering Message Incomplete
Transfer Extension Reception Handling
 Status  Setting   Mode    Status
                     :
                   Go to
                   Step 4
```

▶ To use an interview mailbox, you must have the System Manager assign an interview mailbox number beforehand.
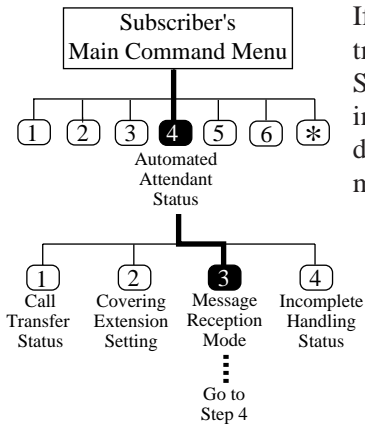
If you are not available to answer calls, those calls are treated according to the Incomplete Call Handling Status setting. When callers decide to leave messages in your mailbox, you can specify whether callers are directed to your regular mailbox or your interview mailbox.

1 Log in **the main command menu**.

2 Press **4** for Automated Attendant status.

3 Press **3** to set the message reception mode.

4 Press **1** to change the current setting to the other (interview mode/message recording mode).

Mailbox Setup

Tip

Step 4 —
You can press [2] to accept the current setting.

Recording Personal Greetings

Subscriber's Main Command Menu

```
┌──────────────────┐
│   Subscriber's   │
│ Main Command Menu│
└──────────────────┘
 (1) (2) (3) (4) [5] (6) (*)
              Mailbox
            Management

 [1]    (2)    (3)    (4)
Change  Change Change  Group
Personal Password Owner's Distribution
Greeting        Name     List
  ⋮                     Setting
Go to
Step 4
```
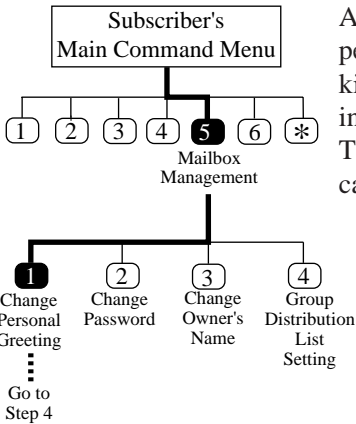
After reaching your mailbox, callers will hear your personal greeting messages first. You will record three kinds of the personal greetings; (1) No Answer Greeting, (2) Busy Greeting and (3) After Hours Greeting. The VPS plays one of them as appropriate by each call.

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **1** to record a personal greeting.

4 Press **1** – **3** to change the greeting.

• The VPS tells you the current personal greeting (if it exists).

5 Press **1** to record a greeting.

6 Record **your greeting** and press **1**.

7 Press **2** to accept.

8 Confirm your setting and press **2** to accept.

Note:
It is helpful to include a statement of your answering telephone number with the exchange name or normal code in the greeting message. A greeting message begins within 3 seconds of answering, of paytone ceasing, or of answering ceasing, as appropriate.

Tip

Step 4 —
1 No answer greeting
2 Busy greeting
3 After hours greeting

Step 7 —
1 Review
2 Accept
3 Record a new one
4 Add
5 Erase and exit

Step 8 —
You can erase the greeting by pressing [3].

Mailbox Setup

Changing Your Password

Subscriber's
Main Command Menu

1 · 2 · 3 · 4 · **5** · 6 · ✱

Mailbox
Management

1 — Change Personal Greeting
2 — Change Password ⋮ Go to Step 4
3 — Change Owner's Name
4 — Group Distribution List Setting

► For your password, avoid setting it to obvious combinations of numbers.

► If you forget your password, have your System Manager delete it, then you can assign a new one.
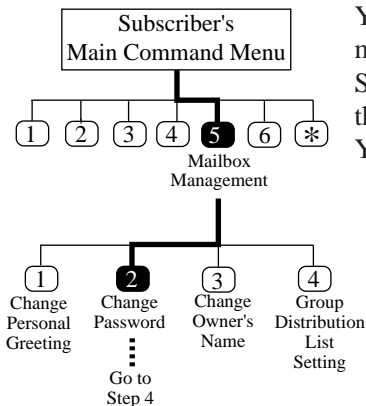
You have the option of assigning a password to your mailbox to prevent someone else accessing it to receive Subscriber's Service. A password should be no longer than eight digits and the valid keys are from '0' to '9'. You can change it at any time.

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **2** to change the password.

4 Press **1** to set the mailbox password.

5 Enter **the password** and **#**.

• The VPS tells you the password.

6 Press **2** to accept.

Mailbox Setup

Recording Your Name

```
        Subscriber's
      Main Command Menu

   ┌──┬──┬──┬──┼──┬──┐
   1  2  3  4  5  6  *
               Mailbox
             Management

   ┌─────┬─────┼─────┐
   1     2     3     4
 Change Change Change Group
Personal Password Owner's Distribution
Greeting        Name    List
                      Setting
                ⋮
               Go to
               Step 4
```

▶ Record the name by which most people know you.

▶ If a name has been already recorded, the VPS plays the recording for you. You can then make a new recording.

This recording is played for callers who have reached your mailbox. This assures them that they are in the right mailbox. In addition, when a caller is specifying the mailbox by entering first three or four letters of the owner's last name, the VPS will announce a series of the recorded names among which they can select.

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **3** to record the owner's name.

4 Press **1** to record a new one.

5 Record **your name** and press **1**.

 • The VPS tells you the owner's name.

6 Press **2** to accept.

Tip

Step 4 —
You can accept the current owner's name by pressing [2].
You can erase the name by pressing [3].

Entry of Personal Group Distribution Lists

```
        Subscriber's
    Main Command Menu

  (1) (2) (3) (4) [5] (6) (*)
                     Mailbox
                    Management

  (1)     (2)     (3)      [4]
 Change  Change  Change   Group
Personal Password Owner's Distribution
Greeting          Name     List
                         Setting

                    Group No.

  (1)     [2]     (3)      (4)
 Change   Add    Delete   Review
 Group  Members Members    List
 Name      ⋮
         Go to
         Step 6
```
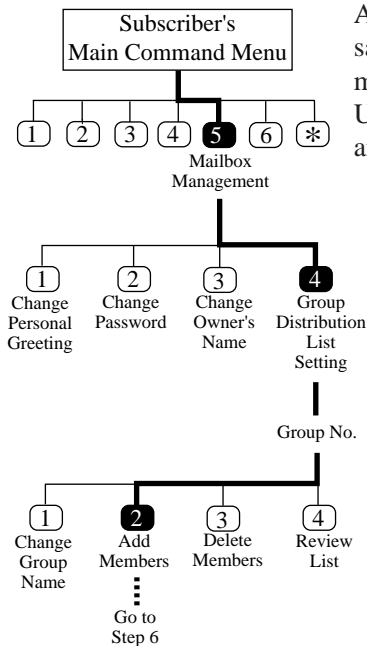
A Personal Group Distribution List is used in Message Delivery and Message Transfer to send the same message to several mailboxes with a single operation. Up to four lists can be maintained at the same time, and each list can contain up to twenty members.

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **4** to set the group distribution list.

4 Enter **the group number (1 – 4)**.

5 Press **2** to add members to the list.

6 Enter **the mailbox number** to be added.

7 Press **2** to add the number.

8 Press **2** to end adding members.

Tip

Step 7 —
You can change the number by pressing [1].
You can end adding members by pressing [✱].

Step 8 —
You can continue adding members by pressing [1].

Recording the Names of Personal Group Distribution Lists

```
        Subscriber's
     Main Command Menu

  ①  ②  ③  ④  ⑤  ⑥  ✽
                  Mailbox
                Management

  ①        ②        ③        ④
Change   Change   Change    Group
Personal Password Owner's   Distribution
Greeting          Name      List
                            Setting

                          Group No.

  ①        ②        ③        ④
Change   Add      Delete   Review
Group    Members  Members  List
Name

Go to
Step 6
```

Mailbox Setup
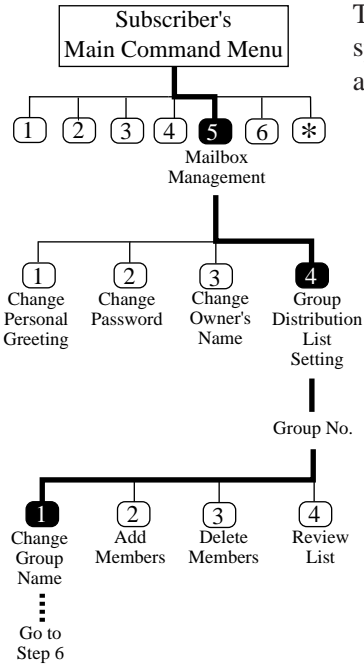
The VPS will play the recording for you when you specify a personal group distribution list. Then you assure that it is the right one.

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **4** to set the group distribution list.

4 Enter **the group number (1 – 4)**.

5 Press **1** to record the group name.

6 Record **the name** and press **1**.

7 Press **2** to accept.

Tip

Step 5, 6 —
If a group name is already recorded, press [1] to change this name, then record the new one.

Step 7 —
You can erase the name by pressing [3].

5-11

Deleting from Personal Group Distribution Lists
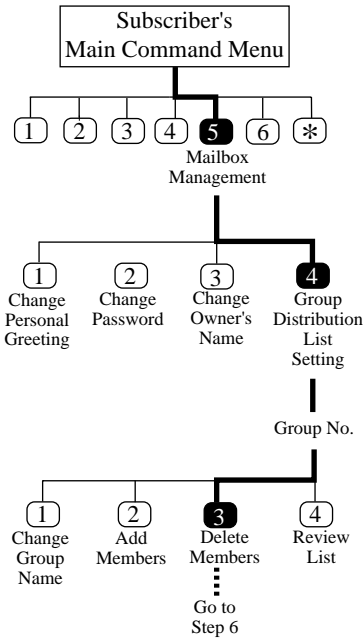
```
            Subscriber's
         Main Command Menu

   ①   ②   ③   ④   ⑤   ⑥   ✳
                     Mailbox
                    Management

   ①         ②        ③         ④
 Change    Change    Change    Group
 Personal  Password  Owner's   Distribution
 Greeting            Name      List
                               Setting

                     Group No.

   ①         ②        ③         ④
 Change    Add      Delete    Review
 Group     Members  Members   List
 Name
                     Go to
                     Step 6
```

1 Log in **the main command menu**.

2 Press **5** for Mailbox Management.

3 Press **4** to set the group distribution list.

4 Enter **the group number (1 – 4)**.

5 Press **3** to delete members from the list.

6 Press **2** to delete a member.

7 Press **1** to delete the mailbox.

Mailbox Setup

Tip

Step 6 —
You can delete all members by pressing [1].

Step 7 —
You can keep the mailbox and play the next mailbox by pressing [2].

Message Waiting Lamp Notification Setting

```
            Subscriber's
        Main Command Menu

    1    2    3    4    5    6    ✳
                             Other
                             Features

        1            2            3
    Interview     Message      External
    M.B.          Waiting      Message
    Management    Notification Delivery
                  Setting

        1            2            3
    Message      Change       Assign
    Waiting      Device       Tel. No.
    Lamp         Status
    Status
     ⋮
    Go to
    Step 5
```
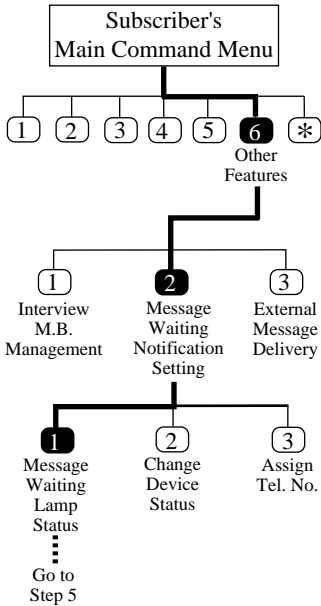
The VPS illuminates the message waiting lamp of your extension when a new message is recorded in your mailbox.

1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **2** to set Message Waiting Notification.

4 Press **1** to change the Message Waiting Lamp Notification Status.

5 Press **1** to change the Message Waiting Lamp Notification Status, or **2** to accept it.

Mailbox Setup

Setting Notification by Calling

```
          Subscriber's
     Main Command Menu

  (1) (2) (3) (4) (5) [6] (✱)
                      Other
                      Features

       (1)     [2]      (3)
    Interview Message External
    M.B.      Waiting  Message
    Management Notification Delivery
              Setting

       (1)     [2]      (3)
    Change   Change   Assign
    M.W.     Device   Tel. No.
    Lamp     Status
    Status
              Device No.

       [1]     (2)      (3)
    Schedule Continuously Do not use
```
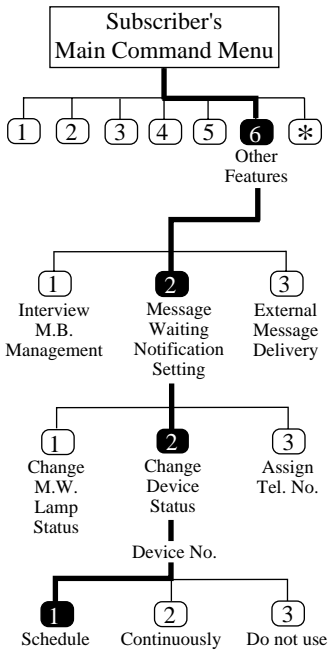
The VPS calls the preset telephone or beeper when a new message is recorded in your mailbox. Set the following three parameters as appropriate.

The VPS can notify your beeper with the callback number of the party who left the message. For this feature to work, the telephone number stored on the VPS for your beeper must include the beeper display command.

Setting Device Status

For each device, the notification is enabled, disabled or enabled on the preset schedule.
If you want to enable it on the schedule, contact your System Administrator as you are not allowed to set the schedule by yourself.

1-3 Same as **the Message Waiting Lamp Status**.

4 Press **2** to set the device status.

5 Enter **the device number**.

6 Press **1** – **3** to select the status.

*Mailbox Setup*

Tip

Step 6 —
1 Schedule (enabled on the schedule)
2 Continuously (enabled whole day)
3 Do not use (disabled whole day)

Setting Notification by Calling

▶ You must have your System Manager authorize the use of the Callback Number Entry Mode beforehand.

```
        Subscriber's
      Main Command Menu

  ①   ②   ③   ④   ⑤   ❻   ✳
                          Other
                          Features

     ①           ❷           ③
  Interview    Message     External
   M.B.        Waiting     Message
 Management  Notification  Delivery
               Setting

     ①           ②           ❸
  Change      Change       Assign
  M.W.        Device       Tel. No.
  Lamp        Status       ⋮
  Status                   Go to
                           Step 5
```

Mailbox Setup

Notification Number Assignment

You can set the telephone or beeper numbers where you wish to receive notification calls up to three. You can use the keys '0' to '9', a tone/pulse switch.
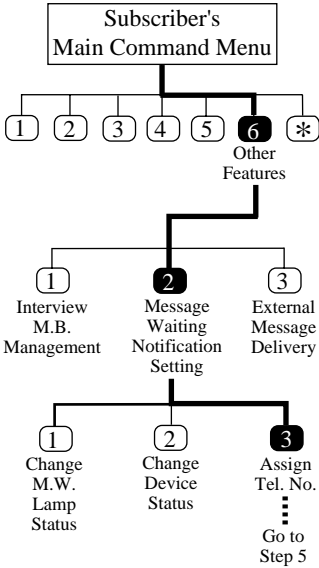
1-3 Same as the **Message Waiting Lamp Status**.

4 Press ❸ to assign the telephone number.

5 Press ❶ to change the first telephone number, ❷ to change the second telephone number, ❸ to change the third telephone number.

6 Press ❶ to set the telephone number.

7 Enter **the telephone number**.

8 Press ❷ to accept.

9 Select ❶ to be notified by telephone or ❷ by a beeper.

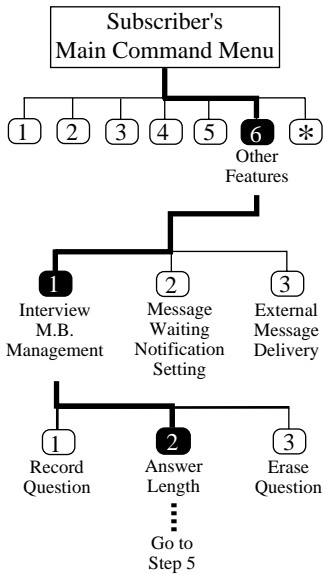
Tip

Step 8 —
❶ Change the telephone number
❷ Accept
❸ Review
❹ Add more digits
❺ Insert a pause
❻ Set dial mode
❼ Insert a wait for dial tone
❽ Insert a beeper display command

5-15

Setting Answer Lengths for the Interview Mailbox

Subscriber's
Main Command Menu

(1) (2) (3) (4) (5) **(6)** (✱)
Other
Features

(1) (2) (3)
Interview
M.B.
Management
Message
Waiting
Notification
Setting
External
Message
Delivery

(1) **(2)** (3)
Record
Question
Answer
Length
Erase
Question

⋮
Go to
Step 5

▶ Every Subscriber can maintain an interview mailbox. Be sure to have your System Manager assign an interview mailbox number.

An Interview Mailbox plays prerecorded questions to callers and records their answers. You can record up to ten questions and set the answer lengths from four to thirty-two seconds. The answers are recorded in a string and stored in your mailbox.
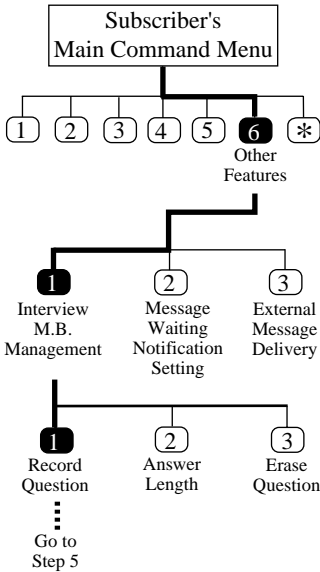
1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **1** for Interview Mailbox Management.

4 Press **2** to set the answer length.
  • The VPS plays the question No.1 if it has been recorded.

5 Press **1** to set or change the length of question No. 1.
  • The VPS plays the length if it has been set.

6 Press **1** to change the length.

7 Press **1** for 4 seconds , **2** for 8 seconds, **3** for 16 seconds or **4** for 32 seconds.
  • The VPS plays the length that you have just entered.

8 Accept the length by pressing **2** .
  • Then, the VPS plays the next question if it has been recorded.

9 Repeat steps 5 – 8.

Tip

Step 5 —
You can go to the next question by pressing [2] and to the previous question by pressing [3].
You can jump to the desired question by pressing [4], then the question number and [#].

Recording Questions for the Interview Mailbox

```
        Subscriber's
     Main Command Menu

  ①  ②  ③  ④  ⑤  ⑥  ✳
                    Other
                    Features

      ①         ②         ③
   Interview   Message   External
    M.B.      Waiting    Message
  Management  Notification Delivery
              Setting

      ①         ②         ③
   Record     Answer     Erase
  Question    Length    Question

   ⋮
  Go to
  Step 5
```

1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **1** for Interview Mailbox Management.

4 Press **1** to record questions.

• The VPS plays the question.

5 Press **1** to record question No. 1.

6 Record **the question** and press **1** to end recording.

7 Press **2** to accept the question.

• The VPS plays the next question.

8 Repeat steps 6 – 8.
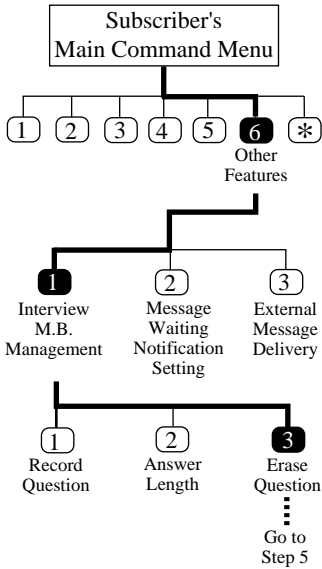

Tip

Step 5 —
You can go to the next question by pressing [2] and to the previous question by pressing [3].
You can jump to the desired question by pressing [4], then the question number and [#].

Step 7 —
1 Review
2 Accept
3 Record a new one
4 Add
5 Erase and exit

Erasing Questions from the Interview Mailbox

```
        ┌─────────────────────┐
        │    Subscriber's     │
        │ Main Command Menu   │
        └─────────────────────┘
   ┌────┬────┬────┬────┬────┬──────┬────┐
  (1)  (2)  (3)  (4)  (5)  [6]    (✱)
                              Other
                              Features
                   ┌──────────┼──────────┐
                  [1]        (2)        (3)
              Interview    Message     External
              M.B.         Waiting     Message
              Management   Notification Delivery
                           Setting
                   ┌──────────┼──────────┐
                  (1)        (2)        [3]
              Record       Answer      Erase
              Question     Length      Question
                                        ⋮
                                       Go to
                                       Step 5
```

1 Log in **the main command menu**.

2 Press **6** for Other Features.

3 Press **1** for Interview Mailbox Management.

4 Press **3** to erase the question.

  • The VPS plays question No. 1.

5 Press **1** to erase question No. 1.

  • The VPS plays the next question.

6 Repeat step 5.

Tip

Step 5 —
You can go to the next question by pressing [2] and to the previous question by pressing [3].
You can jump to the desired question by pressing [4], then the question number and [#].

Entering a Mailbox

⌗ 1 **Name**

RECORD MESSAGES

Mailbox No.

✳ **Mailbox No.**

Password ⌗

MAIN COMMAND

1 *Receive message*
2 *Deliver message*
3 *Check mailbox distribution*
4 *For Automated Attendant Status*
5 *For Mailbox Management*
6 *Other features*
✳ *End this call*

1 **Receive**

1 *Repeat*
1 1 *Previous*
2 *Next*
3 *Erase*
4 *Reply*
5 *Rewind*
6 *Fast Forward*
7 *Transfer*
8 *Scan*

(Help Menu)

2 **Deliver**
Enter the mailbox number.

1 *Record message*
2 *Add Mailbox*
3 *Review Mailing List*

3 **Check Mailbox Distribution Status**

1 *Play the message*
1 1 *Play previous message*
2 *Play next message*
3 *Cancel*

4 **Automated Attendant Status**

1 *Set Call Transfer Status*
2 *Set Covering Extension*
3 *Set Message Reception Mode*
4 *Set Incomplete Call Handling Status*

5 **Mailbox Management**

1 *Record Personal Greetings*
2 *Set Password*
3 *Enter Owner's Name*
4 *Set Group Distribution Lists*

6 **Other Features**

1 *Set Interview Mailbox*
2 *Set Message Waiting Notification*
3 *Set External Delivery Message*

① **Call Transfer Status**

1. *Call Blocking*
2. *Call Screening*
3. *Intercom Paging*
4. *Beeper Access*
5. *All disable*

④ **Incomplete Call Handling Status**

1. *Leaving a Message*
2. *Covering Extension*
3. *Intercom Paging*
4. *Beeper Access*
5. *Operator*
6. *Return to A.A. Service Top Menu*

① **Personal Greetings**

1. *No Answer*
2. *Busy*
3. *After Hours*

① **Interview Mailbox Management**

1. *Record Question*
2. *Set Answer Length*
3. *Erase Question*

② **Message Notification**

1. *Message Waiting Lamp*
2. *Device Status*
3. *Assign Telephone Numbers*

②

1. *Schedule*
2. *Continuously*
3. *Do not use*

③ **External Message Delivery**

1. *Record message*
2. *Check delivery status*
3. *Set a mailing list*

Note:
- Press ✳ at any time to exit the menu.
- Press **0** to have the Help menu.
- If you have to hang up before the prompt is finished, press **#** **9**. Then hang up the phone.

***** Service Access Commands *****

┌──────── **Commands** ────────┐

1	ABC 2	DEF 3
#1 Dialing by Name		#D Department Dialing
GHI 4	JKL 5	MNO 6
	#L Login	#M Voice Mail
PRS 7	TUV 8	WXY 9
#R Restart (Main Menu)	#T Transfer	#X Exit
✳ ✳ Backup	0	#

Memo

Memo

To expand the sub-menu, left click the mouse on the symbol, located to the left of the selected text.

▷   for version 3 Adobe Reader

⊞   for version 4 Adobe Reader