COMDIAL®

Welcome to VVP
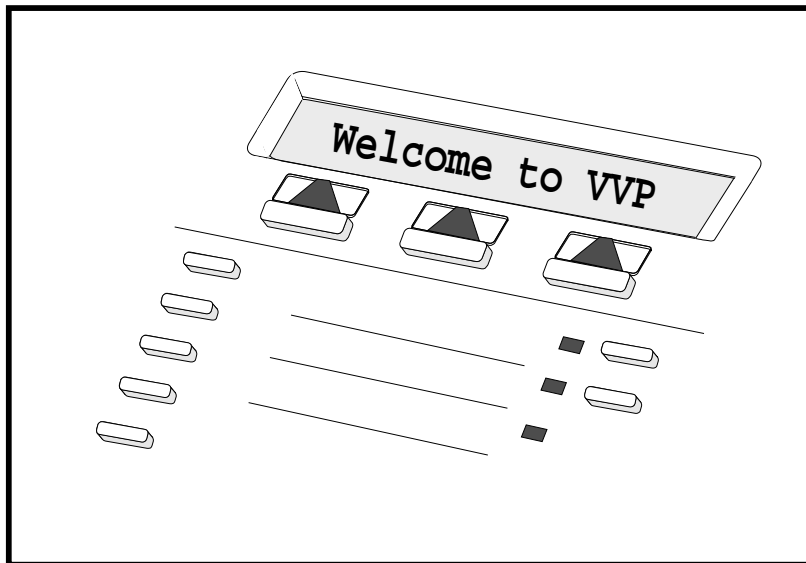
Comdial Small Office & VVP

Serial Integration For
DXP, DXP Plus, and FX Series

Featuring Visual Voice Mail

User's Guide

This user's guide applies to the following system and telephone models:

System Model:

- DXP systems with software 11B and later

- DXP *Plus* systems with software 11B and later

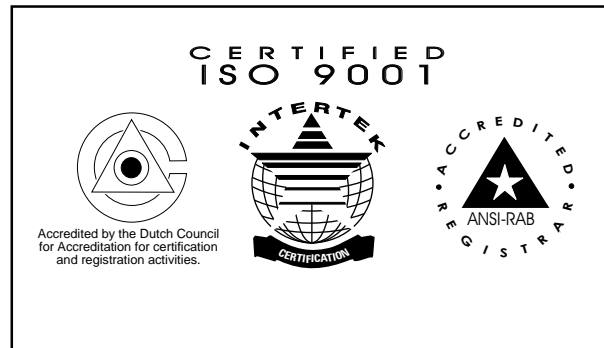- FX Series telephone systems with software revision 12A and later

Telephone Models:

- Impact LCD

- DigiTech LCD

- Impression LCD

Voice Mail Models:

- Small Office & VVP 8.2

Contact your Comdial dealer for updates of this as well as other Comdial publications.

*Comdial's Quality Management System Is
Certified To The ISO 9001 Standard.*

Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility. Accordingly, some features identified in this publication will not operate if some other feature is activated.

Comdial® disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial makes no representation herein as to the compatibility of features.

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Introducing The Versatile Voice Processing System Featuring Visual Voice Mail

Congratulations and thank you for using a Comdial voice mail system. This is a powerful system that can greet your callers and record your messages. Using the visual display and interactive buttons on your telephone along with the voice prompts, you'll find the *Small Office / Versatile Voice Processing (VVP)* system with *Visual Voice Mail (VVM)* feature quick and easy to use.

What Is Voice Processing?

Voice processing increases your productivity and efficiency when using your telephone system. Voice processing allows you to direct calls to your parties without delays caused by the operator handling other calls. You can retrieve and record messages in a voice mailbox 24 hours per day, seven days per week. Messages you record in your own voice are accurate, detailed, and more personal than a third party message.

How Do I Use Voice Mail?

You are assigned a voice mailbox. Your voice mailbox is similar to the extension number for your telephone. To access your voice mailbox, you must first dial up the voice mail system and enter your password if you wish to have one. This is called logging on to your mailbox. Voice mail greets your callers and records their messages.

Using Voice Mail Etiquette

It is important that you exercise good voice mail etiquette at all times. Voice mail is intended to enhance productivity. When someone leaves a message in your voice mailbox, it is your responsibility to reply promptly and courteously. If voice mail is abused, the result can be frustrated callers and unhappy users. To avoid any possible frustration, please be patient and courteous to all callers until they become used to your new voice mail system.

About Your Telephone

To get the maximum benefit from VVP, you will need a Comdial proprietary phone with a two-line, 32-character liquid crystal display (LCD) and three interactive buttons. When using an industry standard touch tone phone, or calling in from another telephone system, you can still use VVP by listening to the voice prompts and entering your selections from the telephone keypad. The keypad selections are also included in this guide.

Using The Visual Voice Mail (VVM) Feature

You will quickly learn that as every voice menu or prompt plays, you will see a different message on your telephone display. Most of these messages offer you a choice of three different options. You select the option you want by simply pressing the interactive button adjacent to the desired item on your display. For example, suppose you are playing a message you received from another party. Your display will be as follows:

```
Playing message
Rplay Save   Del
```

Press left button to hear
your message again
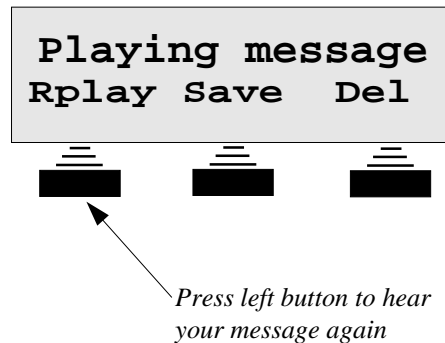
Part of the way through the message you were distracted by some noise in the office and you want to hear the message again. In this example, you need only to press the interactive button under **Rplay** (for replay) on your display and the message will start playing again from the beginning. After hearing your message, you can then save it or delete it by pressing **Save** or **Del** as appropriate.

In the above example, you could achieve the same results by pressing **1** to replay the message, **3** to save it and **4** to delete the message. You will always know which keypad button to press from the VVP voice prompts.

Because many of the menus have more than three options, only the most popular options are displayed. You can select menu options that are not presented on your display by pressing the applicable buttons on your telephone keypad. You will soon learn which ones they are from looking through this manual and listening to the various voice menus. For example, when listening to a message as in the above example, you can press "**8**" to rewind the message five seconds, press "**9**" to fast forward the message five seconds, or press "**0**" to pause the playback for approximately 30 seconds.

Getting Started

The password you will use to log-on to your mailbox the first time will be the same as your mailbox number which is your extension number. You can record this number in the space provided at the end of this guide.
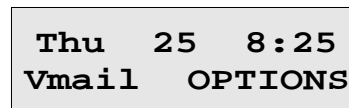
As soon as possible, you should personalize your mailbox by recording your name, greeting, and a new password.

The first time you call voice mail and enter your password, you will hear a welcome greeting followed by the tutorial. The tutorial prompts you to enter your name, greeting, and a new password, if you choose to use a password. You can delete or change any of these items as often as you like. After you become familiar with the operation of your voice mail system, you may want to turn the tutorial off. See *Using The Tutorial* in this guide.

NOTE: We strongly recommend that you use a password and that you choose one known only by you to keep your messages private.

To personalize your mailbox,

1. Press **VMAIL** to call voice mail.

2. Enter your password when prompted.

3. Follow the system's voice prompts for entering your name, greeting, and new password.

```
Thu  25  8:25
Vmail  OPTIONS
```

Press this interactive button to call voice mail.

Write your greeting here (see examples on page 13):

_____
_____
_____
_____
_____
_____
_____

Using The Tutorial

Versatile Voice Processing has a tutorial to help you personalize your mailbox when you first get it, and to learn some of the many and varied operations of the voice mail system. When enabled, the tutorial will play automatically every time you log-on to your mailbox. You can press ✶ any time while the tutorial is playing to turn it off. You can re-enable the tutorial by selecting the options menu from the main menu and then pressing **9** from the options menu.

1. Log-on to your mailbox and get the welcome greeting.

```
    Welcome to VVP


  ▬     ▬     ▬
```

2. The tutorial starts to play automatically following the welcome greeting. While the tutorial is playing, you will be prompted to enter your name, greeting, and a new password.

```
   Tutorial menu
  Yes    No    Exit

  ▬     ▬     ▬
```
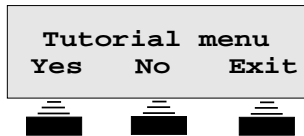
3. Press **Exit** to stop the tutorial while it is playing. This will not prevent the tutorial from playing the next time you log-on to your mailbox. You are informed about any new messages, if present, and the main menu will appear following the tutorial.

```
     Main Menu
  Msgs  Send  Opts

  ▬     ▬     ▬
```

Entering Your Voice Mailbox

Before you can perform any task on your voice mail system, you must enter your mailbox, or log-on to your mailbox. After logging on, you will then be able to listen to messages left in your mailbox, send messages to other subscriber's mailboxes, and change any of your mailbox options, such as your name or greeting. You can auto log-on by pressing the left button under your display. Two auto log-on examples follow:

No New Messages in Mailbox and Tutorial Turned On

Display 1

| Thu   25   8:25 |
| VMAIL   OPTIONS |

Press **VMAIL** (see note 1)

Display 2

| Enter your |
| password |

Enter your password

Display 3

| Welcome to VVP |

Hear welcome message

Display 4

| Tutorial menu |
| Yes   No   Exit |

Hear tutorial ──── *Display 5*
(only if option is
turned on)

Display 5

| Main menu |
| Msgs   Send   Opts |

Select the following from
the Main Menu:
- *Listening to messages*
- *Sending messages*
- *Changing mailbox options*

New Messages in Mailbox and Tutorial Turned Off

Display 1

| Thu   25   8:25 |
| 5 MSG   OPTIONS |

Press **5 MSG** (see note 1)

Display 2

| Enter your |
| password |

Enter your password and immediately hear first new message (no additional button presses required.) See note 2.

☞ *Note 2:* Displays 3, 4, and 5 appear the same as they do in the example on the left when the tutorial is turned on. The tutorial plays the first time you log on to help you personalize your mailbox. You can choose to leave it on or turn it off (see page 21).

☞ *Note 1:* **VMAIL** is replaced by the new message count indicator when new messages are in your mailbox (example, **5 MSG** means five new messages are in your mailbox).

Using Your Keypad To Enter Your Voice Mailbox

Normally, you will auto log-on when entering your mailbox as described on the facing page. However, you can enter your mailbox from your telephone keypad as follows:

1. Press **INTERCOM** and dial the extension number for voice mail. Your system administrator can provide you with this number.
2. If you are using a password, dial this number when prompted by VVP.
3. You will hear a welcome message and VVP will inform you of the number of new messages and saved messages in your mailbox. You will then hear voice prompts to help you complete various tasks from your main menu.

   The first time you call voice mail and enter your password, you will hear a welcome greeting followed by the tutorial. The tutorial prompts you to enter your name, greeting, and a new password, if you choose to use a password. You can delete or change any of these items as often as you like. After you become familiar with the operation of your voice mail system, you may want to turn the tutorial off. See *Using The Tutorial* in this guide.

Selecting Tasks From Your Main Menu

- To listen to your messages, press **1**. This is for listening to new and saved (old) messages.

- To send a message, press **2**. This allows you to send a message to another subscriber's mailbox in the VVP system. You can choose immediate or future delivery options.

- To change your mailbox options, press **3**. Options are—
  - Record your name
  - Record your greeting
  - Change your password
  - Change the call transfer feature
  - Change the message notification feature
  - Change the Tracker pager feature

- To begin immediate playback of new messages, press **9**.

- To exit the main menu, press **#**.

Listening To Your Messages

Once you have logged-on to your mailbox, you can listen to any messages left there by your callers. The following chart illustrates the relationship between the displays you will see when playing your messages. However, when new messages are pending, and your tutorial is turned off, VVP goes immediately to display 3 (Playing message) and starts playing your first new message.

Display 1

Main menu
Msgs   Send   Opts

Press **Msgs** for
Message menu

Display 2

Old or new
New   Old   Exit

Display 1

Press **New** or **Old**
to listen to messages

Display 3

Playing message
Rplay   Save   Del

Press **Rplay** to hear message again
Press **Save** to save message and hear
  next message
Press **Del** to delete message

Display 4

Message options
Rplay   Save   Del

Press **Rplay** to hear message again
Press **Save** to save message and hear
  next message
Press **Del** to delete message

Using Your Keypad To Listen To Your Messages

When you log-in to your mailbox, the system will play new messages immediately after you enter your password. (If you do not wish to listen to new messages immediately after logging in, press **#**.)You can listen to saved messages by entering the message menu.

To listen to saved messages—

- To enter the message menu, press **1**.

From the message menu—

- To hear saved (old) messages, press **2**.

- To return to the main menu, press **#**.

When you listen to either new or saved messages, you have the following options after the message has played:

- To replay the entire message, press **1**.

- To save this message, skip over it, and begin playing the next message, press **2**.

- To save this message as a new message, press **3**. Use this feature when you want to save a message as new that you have asked the system to delete. The system provides enough time to do this before it actually deletes the message after your delete request. (See next option.)

- Delete this message and select the next message. You can retrieve a deleted message if you have not hung up. To un-delete the message, go back to the *Main Menu*, select Listen to S*aved Messages* (old), and save it as new.

- For time and date that this message was received, press **65**.

- To forward a copy of this message to another mailbox on VVP, press **6 1**.

- To send a reply to the message you just listened to, providing the message was sent from another subscriber on VVP via their mailbox, press **6 2.**

- To transfer this call to the person who sent this message, press **6 3**.

- To tag one or more documents that you want sent to a fax machine at the end of your call, press **7**. *Requires the Faxmail option.*

- To get tagged faxmail documents when using Fax-Back on the same call, press **9**. *Requires the Faxmail option.*

While the message is playing—

- To rewind 5 seconds, press **8**.

- To fast forward 5 seconds, press **9**.

- To pause the playback for approximately 30 seconds, press **0**. Restart the message any time during the pause by pressing **0** again.

Sending Messages

You can send messages to the mailboxes of other VVP subscribers from your voice mailbox.

Display 1

| Main menu |
| Msgs Send Opts |

Press **Send**

Then, dial mailbox number of intended receiver. VVP plays recorded name for entered mailbox number and asks for confirmation.

. . . or . . .

Dial ✱ for dial-by-name directory.

Display 2

| Yes   No |

Display 1

Press **Yes** to confirm name
Press **No** to return to main menu

Display 3

| Directory menu |
| Yes No Exit |

Display 1

Press **Yes** to select name
Press **No** to hear next name

Display 4

| Recording |
| Press # to stop |

Record your message

Display 5

| Send options |
| Send Rcrd Cncl |

Press **Send** to send message
Press **Rcrd** to re-record message
Press **Cncl** to cancel sending the
 message

Display 6

| Send options |
| Urgnt Futur Norm |

Press **Urgnt** for urgent delivery
Press **Futur** for future delivery
Press **Norm** for immediate delivery

Using Your Keypad To Send Messages

You can send a message to another subscriber's mailbox by pressing **2** from the main menu. VVP will ask you to enter the mailbox number of the person you want to receive the message; or to press ✳ if you want to use the dial-by-name directory. Press **1** to confirm your mailbox selection. Record the mailbox numbers that you call frequently on the personal directory page provided in the back of this guide.

After recording the message, press # for more options as follows:

- To send this message, press **1**. You will hear voice prompts for delivery options (press **1** for normal, press **2** for urgent, press ✳ for future delivery).

- To replay this message, press **2**.

- To re-record this message from the beginning, press **3**.

- To cancel this message, press **4**.

- To receive notification when your party has received this message, press **5**.

- To send this message to several mailboxes without re-recording it, press **6**.

- To add a fax document to the message being sent, press **7**. *Requires the Faxmail option.*

- To resume recording where you left off, press **8**. This allows you to listen to what you have recorded, then add to the message.

- To play the last 5 seconds of the message press **9**. This allows you to continue recording.

- To send the message so that it arrives at a future time and date, press ✳ . This feature allows you to record the message now, but have Versatile Voice Processing deliver it at your specified date and time in the future.

Changing Your Options

There are many voice mailbox options you can change such as your name or greeting. Many of these options you can change directly from the interactive buttons under your display, while others require you to press one of the buttons on your telephone keypad. These option changes and their associated displays are illustrated below.

Display 1

```
┌──────────────────────┐
│      Main menu       │
│  Msgs   Send   Opts  │
└──────────────────────┘
```

Press **Opts**

Display 2

```
┌──────────────────────┐
│     Options menu     │
│  Xfer   Greet   Exit │
└──────────────────────┘
```
— *Display 1*

Press ⬜1 to record name (*Display 3*)
Press ⬜2 or **Greet** to record greeting (*Display 4*)
Press ⬜3 to record password (*Display 5*)
Press ⬜4 or **Xfer** to change call transfer (*Display 6*)
Press ⬜5 for message notification (*Display 6*)
Press ⬜6 for pager feature (*Display 5*)
Press ⬜7 for future delivery (*Display 7*)
Press ⬜8 to change personal distribution lists (you can create up to
        four 10-member distribution lists)(*Display 5*)
Press ✱ to retrieve a message sent to another mailbox (*Display 2*)

Display 3

```
┌──────────────────────┐
│     Name options     │
│   Play   Rcrd   Exit │
└──────────────────────┘
```
— *Display 2*

Press **Play** to hear name
Press **Rcrd** to re-record name

Display 4

```
┌──────────────────────┐
│    Greeting options  │
│   Play   Swap   Exit │
└──────────────────────┘
```
— *Display 2*

Press **Play** to hear greeting
Press **Swap** to select another
        greeting

Display 5

```
┌──────────────────────┐
│      Listen for      │
│     instructions     │
└──────────────────────┘
```

Display 6

```
┌──────────────────────┐
│       Options        │
│  Chng   OnOff   Exit │
└──────────────────────┘
```
— *Display 2*

Press **Chng** to change call
        transfer number
Press **OnOff** to turn call transfer
        feature on or off (when off, all
        calls go to your mailbox)l

Display 7

```
┌──────────────────────┐
│    Schedule menu     │
│  Play   Next   Exit  │
└──────────────────────┘
```
— *Display 2*

Press **Play** to hear message scheduled for future delivery
Press **Next** to hear next message

Recording Your Name

You need to record your name so the system can inform callers they are leaving a message or being transferred to the correct person. By recording your name, you will be included in the directory.

1. Log-on to your mailbox. The following display will appear:

```
       Main Menu
Msgs   Send   Opts
```

2. Press **Opts** from the main menu and the options menu appears:

```
    Options menu
Xfer   Greet Exit
```

3. Press **1** on your telephone keypad while the options menu is active. The following menu appears:

```
    Name options
Play   Rcrd   Exit
```

4. Press **Rcrd** to record your name. You may listen to your recording (press **Play**) as many times as you like until you are satisfied with the results. Press **Exit** to return to the options menu.

   You can achieve the same results by using the voice prompts and your telephone keypad as follows:

   Press **1** to replay the message.
   Press **2** to re-record the message.
   Press **3** to delete the message.
   Press **#** to exit to the options menu.

Recording Your Greeting

You can record up to ten greetings for your mailbox *if your mailbox class of service allows this feature*. You may want to record at least two greetings. It is not necessary to record any greeting at all, but it is more personal if your callers hear a message from you in your voice. If you record more than one greeting, you can select which greeting will be played. If you want to play a different greeting, simply select which one:0 through 9.

1. To record your greeting, log-on to your mailbox. The following display will appear:

```
        Main Menu
Msgs    Send    Opts
```

2. Press **Opts** from the main menu and the options menu appears:

```
      Options menu
Xfer    Greet  Exit
```

3. To record your greeting, press **Greet** from the options menu. The following menu appears with play and swap choices.

```
   Greeting options
Play    Swap    Exit
```

   Follow the instructions in the voice menu and enter your choices as follows:

   *To replay the greeting, press **1** (or **Play**).
   *To re-record the greeting, press **2**.
   *To delete the greeting, press **3**.
   *To choose a new greeting, press **5** (or **Swap**).
   To return to the options menu, press **#** (or **Exit**).

   *These operations will prompt you to enter your greeting number (**0–9**) if your mailbox has been configured to allow multiple greetings.

   You may listen to your recorded greeting and re-record it as many times as you like until you are satisfied.

Sample Greeting 0

"Hello, this is Bob. I'm either on the phone or away from my desk. Please leave me a detailed message at the tone and I will return your call as soon as possible."

Sample Greeting 1

"Hello, this is Bob. Today is August 15 and I'll be out of the office all day. Please leave me a detailed message at the tone and I'll get back to you as soon as possible."

Greetings can be changed as often as you like. Replacing a greeting with another, (that is, greeting 0 with greeting 1) is an example of the system's flexibility. The greetings can be changed from your phone at work or from any touch tone phone anywhere. This means that you could change your greetings while out of town, or at home. Record your numbered greetings in the space provided on page 26 for future reference.

NOTE: Remember, if you record a greeting to your satisfaction, don't record over it unless you want to change it. Also, your mailbox must be configured through class of service programming to allow use of multiple greetings.

You can also record you greeting by using the voice prompts and your telephone keypad as follows:

Press **1** to replay the message.
Press **2** to re-record the message.
Press **3** to delete the message.
Press **5** to choose a new greeting.
Press **#** to return to the options menu.

Changing Your Password

To change your password, log-on to your mailbox. The following menu will appear.

```
      Main Menu
Msgs   Send   Opts
```

Press **Opts** from the main menu to select the options menu.

```
     Options menu
Xfer   Greet Exit
```

To enter a new password, press **3** on your telephone keypad while the options menu is active, and follow the voice prompts.

NOTE: Always make your password at least four digits and select one known only to you.

Using Call Transfer

When a call is received by Versatile Voice Processing, the call is either transferred to you at your desk and/or put in your mailbox if you are not available. If you are going to be away from your desk for an extended period, or do not wish to be disturbed, you can divert the calls from your desk to another phone or directly to your mailbox so Versatile Voice Processing can take a message. To block calls to your extension, press **Xfer** from the options menu, then press **OnOff**. The **OnOff** button toggles call blocking on and off. When this feature is off, calls are automatically transferred to your mailbox. To send your calls to another extension, or phone number, press **Chng** from the message delivery options menu and enter the new number when prompted by the voice menu. Consult your system administrator if you need additional information on this feature.
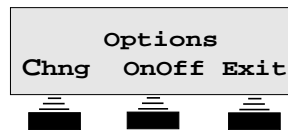
1. Log-on to your mailbox.

```
       Main Menu
   Msgs   Send   Opts
```

2. Press **Opts** from the main menu for the options menu.

```
      Options menu
   Xfer   Greet  Exit
```

3. Press **Xfer** for the message delivery options menu.

```
         Options
   Chng   OnOff  Exit
```

4. Press **Chng** to change your call transfer number or **OnOff** to turn the feature on or off. Press **Exit** to return to the Options menu.

   You can achieve the same results by using the voice prompts and your telephone keypad as follows:

   Press **1** to change your call transfer number.
   Press ✳ to turn the feature on or off.
   Press # when you are satisfied with your choice.

Using Message Notification

Message notification will call you at another telephone (at home or at the office) and inform you that you have messages in your mailbox. Your mailbox must be configured to provide this feature. It may be necessary to consult your dealer for advanced applications of this feature.
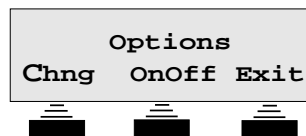
1. Log-on to your mailbox.

```
        Main Menu
Msgs    Send    Opts
```

2. Press **Opts** from the main menu for the options menu.

```
      Options menu
Xfer    Greet   Exit
```

3. Press **5** on your telephone keypad while the options menu is active, and listen for instructions. VVP will voice announce which number is currently programmed. For example, "pause, one, one, pause, . . . "

```
         Options
Chng    OnOff  Exit
```

4. Press **Chng** to change your notification number or **OnOff** to turn the feature on or off. Press **Exit** to return to the Options menu.

   You can achieve the same results by using the voice prompts and your telephone keypad as follows:

   Press **1** to change your call transfer number.
   Press ✶ to turn the feature on or off.
   Press **#** when you are satisfied with your choice.

Reviewing Messages For Future Delivery

You can record messages and save them for future delivery. Versatile Voice Processing will allow you to review these messages by using the *review future delivery* option.

1. Log-on to your mailbox.

```
     Main Menu
Msgs   Send   Opts
```

2. Press **Opts** from the main menu for the options menu.

```
    Options menu
Xfer   Greet  Exit
```

3. Press **7** on your telephone keypad while the options menu is active and follow the voice prompts for specifying message destination and future delivery date and time.

```
    Schedule menu
Play   Next   Exit
```

4. Press **Play** to hear the first message marked for future delivery. Press **Next** to hear the next message marked for future delivery. Press **Exit** to return to the Options menu.

   You can achieve the same results by using the voice prompts and your telephone keypad as follows:

   Press **1** to hear message scheduled for future delivery.
   Press **2** to hear the next message.
   Press **4** to cancel the future delivery.
   Press **#** to return to the options menu.

Understanding Other Features

This section contains descriptions of some of the other features of your Versatile Voice Processing voice mail system. Consult your system administrator or your dealer if you need additional information on any of these features. Your system may not have all of these features.

Calling Your Mailbox From Another Location

You can call your voice mailbox when you are away from your office—from another extension, at home, in your car, or from a public pay station. You can hear your messages the same as you would if you were sitting right at your desk! Also, you can send messages or change your mailbox options—such as your greeting—from any touch tone telephone having a 12-button keypad.

To access your voice mailbox from an outside telephone,
1. Call your office telephone.
2. While the greeting is playing, press the **#** button on the keypad of the telephone you are using.
3. You will be prompted to enter your mailbox number.
4. After entering your mailbox number, you will be prompted to enter your password, if your mailbox uses one.
5. After you enter your password, you will hear the welcome message and the main menu will play giving you all of the identical options you have when you are using your office phone.

NOTE: Remember, even if the telephone you are using to call your office has a display and interactive buttons, you will not see the proper displays or be able to use the interactive buttons as you can on your office phone.

To access your voice mailbox from another extension,
1. Press the **VMAIL** button.
2. When VVP asks for that extension's password, press the **#** button. When the display is blank, press **#** again.
3. You will be prompted to enter your mailbox number.
4. After entering your mailbox number, you will be prompted to enter your password, if your mailbox uses one.
5. After you enter your password, you will hear the welcome message and the main menu will play giving you all of the identical options you have when you are using your telephone.

NOTE: If the mailbox at the extension you are using has no password, you will be in that extension's open mailbox as soon as you press the VMAIL button. If this happens, press #, wait until the display is blank, then press # again. Follow the directions starting from step 3 to access your mailbox.

Setting Up Distribution Lists

Your voice mail system can be set up with a list of mailboxes that can be included in certain messages. For instance, if you are a manager, you could create a list of all people that report to you so that you could send one message to everyone at once. You can create up to four, 10-member distribution lists.

Using The Call Screening Feature

Versatile Voice Processing can get the caller's name prior to transferring the call to your extension, and then call your extension to tell you who is calling; giving you the option of accepting the call or having the voice mail system take a message.

Using Your Directory

Recording your name will activate the appearance of your mailbox in the company directory. If you can't remember the mailbox number of someone else in the system to whom you want to send a message, access the directory by pressing ✶ from the voice menu for messages. Versatile Voice Processing will ask you to enter the first few letters of the last name of the person to which you wish to speak to. You will then hear possible matches that you can respond to with *yes* or *no* replies by pressing the interactive buttons on your directory display.

Understanding Your Mailbox Schedules

Versatile Voice Processing can be set up to transfer calls to your extension, forward messages to another mailbox, or notify you that you have messages in your mailbox. All of these features have the ability to be on a separate schedule to function the way you need during specified time periods. Consult your system administrator or dealer for additional details.

Using The Message Waiting Light

The Versatile Voice Processing system will turn on your message waiting light and cause it to flash anytime you have new messages waiting. After you have listened to the last message, and return to the main menu, the message waiting light will turn off.

Using The Record Feature

The Record Feature enables you to record conversations and save them. (The record feature must be enabled by a technical on a per-mailbox basis.) Versatile Voice Processing allows you to listen to the recorded conversations by accessing your mailbox and listening to the conversations as you would a voice mail message.
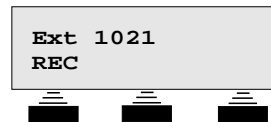
1. When answer or make a call, one of the following displays appears:

```
Line 1
REC    HOLD  TRANS
```
Incoming Call Display
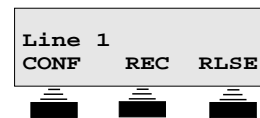
```
Line 1
CONF    REC   RLSE
```
Outgoing Call Display

```
Ext 1021
REC
```
Intercom Call

```
     Conference
REC
```
Conference Call

2. Press the **REC** softkey to record the conversation into your mailbox (depending on system programming, a recurring tone may sound to indicate the call is being recorded) . The system will display the words **RECORDING**, **PAUSE**, and **STOP**. You can pause or stop the recording by pressing the appropriate softkey. If the system is unable to record, it will display an error message for 2 seconds.
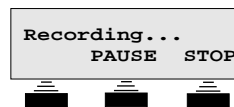
```
Recording...
        PAUSE  STOP
```
Recording Call Display

3. If you press the **PAUSE** softkey, recording will be paused and the system will display the words **RECORDING PAUSED**, **RESUME**, and **STOP**. Pressing **RESUME** will restart recording; pressing **STOP** will stop the recording.

```
Record Paused...
          RESUME STOP
  ▔▔▔     ▔▔▔    ▔▔▔
```
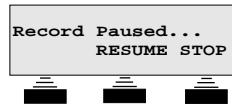
Record Paused Display

Listening To Incoming Messages

The listen feature allows you to screen calls by listening to an incoming message and determining if the call needs your immediate attention. If you wish to speak to the person leaving the message, simply press the softkey to cancel the recording and take the call.

1. When a calling party is leaving a message at an idle station, the system will display the following screen:
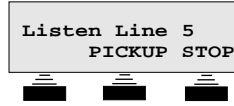
```
LINE 5 IN VM
          LISTEN CLR
  ▔▔▔     ▔▔▔    ▔▔▔
```
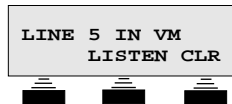
Caller ID/ANI information will be displayed for lines with available information:

```
VM:9782200
          LISTEN CLR
  ▔▔▔     ▔▔▔    ▔▔▔
```
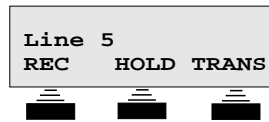
2. Select the **LISTEN** softkey to listen to the party leaving you a message. Select the **CLEAR** option to clear the LCD and display the date and time.

3. During the listening mode, the system will display the **PICKUP** and **STOP** options. Pressing the **PICKUP** softkey allows you to take the call and cancels the recording. The **STOP** option allows you to stop listening and continue recording the message.

```
Listen Line 5
        PICKUP STOP
```

Listen Display

```
Line 5
REC    HOLD TRANS
```

Display When Pickup
Button Is Pressed

Personal Directory	
Name	**Mailbox Number**

Important Numbers	
VVP's Extension	
My mailbox #	
My password	

Number	Record Multiple Greetings Here

NOTES

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