

**PanaVOICE™**  
**COURIER™**



Telephone  
User Guides

**Panasonic**

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**PanaVOICE™**  
**COURIER™**



Large Display Telephone  
API-Integration User Guide

**Panasonic**

# First Time User Setup

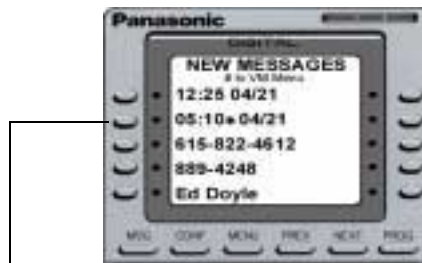
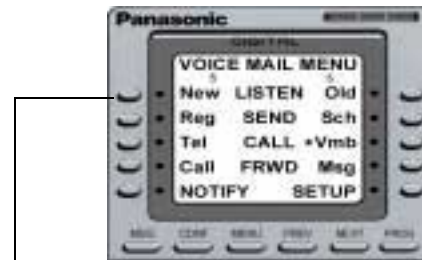
As a first time user of the PanaVoice Courier Voice Mail System, you will be asked to perform your mailbox customization. Please follow the steps below to customize your mailbox, keep in mind that the system will “time out” after thirty seconds of perceived inactivity. You may want to read and familiarize yourself with the instructions (Steps 1-7 below) before you actually begin.

If you make a mistake or hit the wrong menu option, **#** will bring you back to the previous menu.

1. Dial into the voice mail system by pressing your voice mail key on your telephone, or by entering the extension of the voice mail set by your System Administrator (usually 500).
2. A recording will inform you that you have not performed your mailbox customization, press **\*** to access the Setup Menu.
3. Next, press **1** to set your password. Your password can be four to nine digits in length, or variable depending on what your System Administrator has configured as the setting. After you have entered your password, you will be presented with the menu choice again. To re-enter your password press **1**, if you are satisfied press **2<sup>ABC</sup>**, and proceed to Step 4.
4. Your name recording will be used to identify your voice mailbox to other users of the voice mail system. To re-enter your name press **2<sup>ABC</sup>**, if you are satisfied proceed to Step 5.
5. Press **#** to access the Voice Mail Main Menu. Press **5<sup>JKL</sup>** to enter the Send Incoming Calls to my Telephone Menu, it's from this menu that you will record and activate your telephone greeting.
6. Press **1** to record and activate Greeting 1.
7. Press **3<sup>DEF</sup>** to record your greeting in what the voice prompt has called the “First Part.” This may be confusing to you as a first time user, but the First Part, Second Part options will be explained later in this guide. Remember to press **#** when you are done. If you are not satisfied with your greeting, press **3<sup>DEF</sup>** and re-record it. If not, press **1** to activate it and then hang up.

You are now officially up and running, and can send and receive voice mail messages. For a more complete explanation of the PanaVoice Courier Voice Mail System, please refer to the remainder of this document.

# New Message



Replays the entire message.

To forward the message to another mailbox. Listen and Follow Prompts.

Gives the call received time and date stamp.

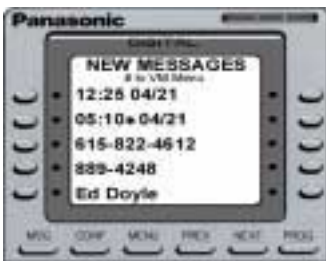
Advances the message by 6 seconds (programmable).

To immediately reply to the caller via a message. Available for internal mailboxes only.

Dials the extension of the caller.

Reverses the message by 6 seconds (programmable).

Pauses the message for 30 seconds.



The message is saved to "Old Messages," and you can now act on other new message.



The message is saved to "Old Messages", and you return to the Voice Mail Menu screen if there are no more new messages.



The message is deleted and you can now act on the other new messages.



The message is deleted and you return to this screen if there are no more new messages.

# New Message (cont.)



Sends the message to the mailbox listed (Favorite).

Sends a message to a mailbox but does not save it as a favorite. Used for sending messages other than favorites.

Use the Directory when you don't know the desired extension number.



To change the most often used "Favorite" mailbox, or use the Directory, press the corresponding soft key. Automatically opens the Directory.

Use Add to add a comment to the message being forwarded.

Use Send to send your message.

Use Listen to listen to the comment you just recorded.

Use Receipt to be notified of when your message has been heard.

Use Urgent to mark your message urgent. Urgent messages receive various privileges (see Msg Notification and Call Forwarding).



Use Remove to remove a previously attached comment.

Use Delete to delete your recorded comment.

Use ReRecord to rerecord your recorded comment.

Use Private to mark your message private and prevent it from being forwarded.





# Old Message



Replays the entire message.

To forward the message to another mailbox. Listen and Follow Prompts.

Gives the call received time and date stamp.

Advances the message by 6 seconds (programmable).

To immediately reply to the caller via a message. Available for internal mailboxes only.

Dials the extension of the caller.

Reverses the message by 6 seconds (programmable).

Pauses the message for 30 seconds.



The message is returned to "Old Messages." Now you can act on other old messages or the message that was returned.

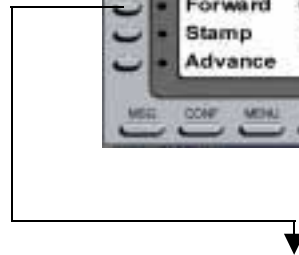


The message is deleted and you can now act on other old messages.



If the message you deleted was the last message available, you will return to the Voice Mail Menu screen.

# Old Message (cont.)



Sends the message to the mailbox listed (Favorite). First two lines are "Favorites".

Sends a message to a mailbox but does not save it as a favorite. Used for sending messages other than favorites.

Use the Directory when you don't know the desired extension number.

To change the most often used "Favorite" mailbox, or use the Directory, press the corresponding soft key. Automatically opens the Directory.



Use Add to add a comment to the message being forwarded.

Use Send to send your message.

Use Listen to listen to the comment you just recorded.

Use Receipt to be notified of when your message has been heard.

Use Urgent to mark your message urgent. Urgent messages receive various privileges (see Msg Notification and Call Forwarding).

Use Remove to remove a previously attached comment.

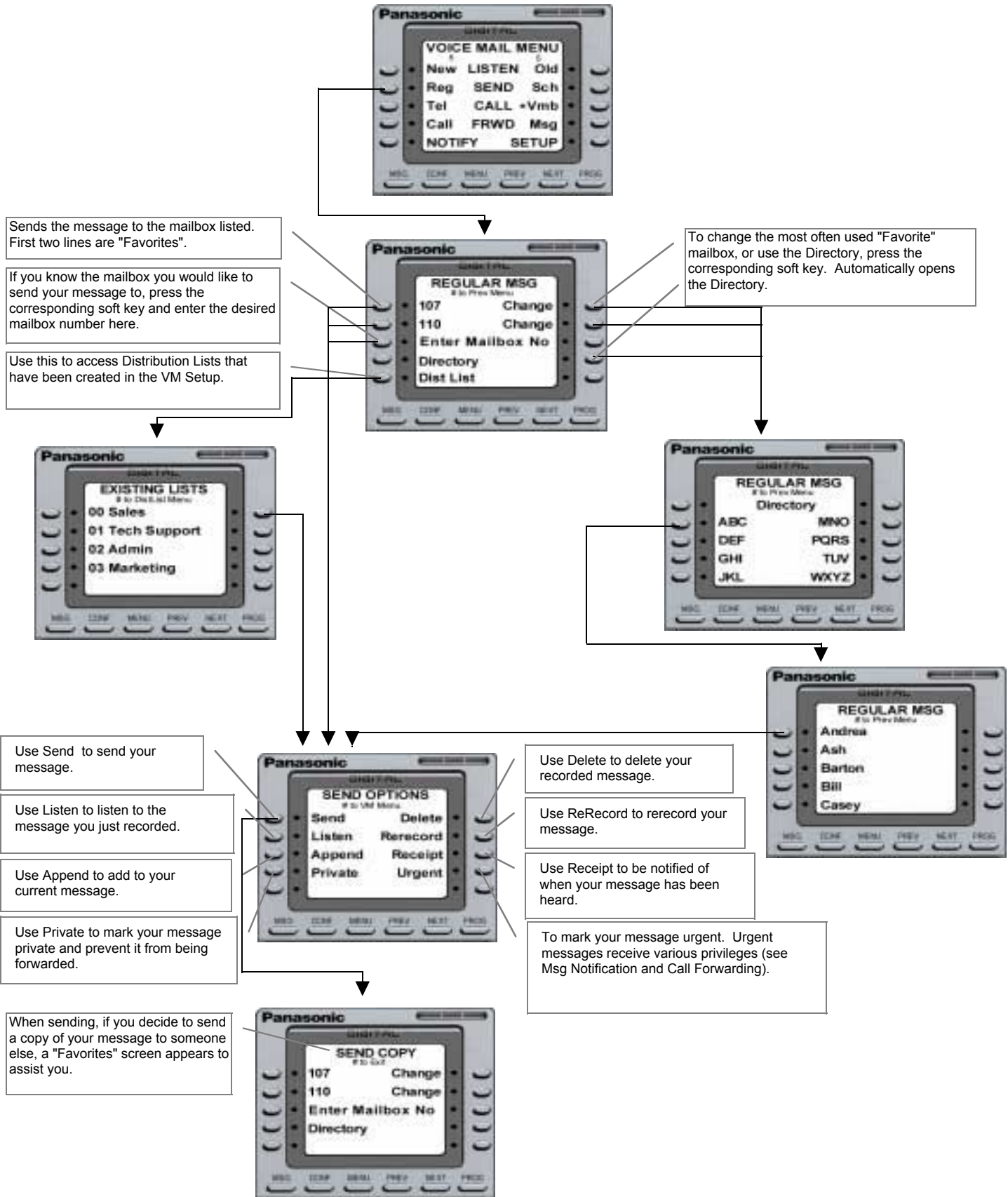
Use Delete to delete your recorded comment.

Use ReRecord to rerecord your recorded comment.

Use Private to mark your message private and prevent it from being forwarded.



# Send Regular Message



# Scheduled Messages



The current date is the default. Leave this date to send a message later that day, or press the soft key to change the entry to the desired date.

The current time is the default. Leave this time to send a message at the same time on another day, or press the soft key to change the entry to the desired time.

The default AM or PM is set according to the current time. Press the soft key next to AM or PM to toggle the desired setting.



Once you have the desired date, time and AM or PM setting, depress "Next" to go to the next screen.

Sends the message to the mailbox listed. First two lines are "Favorites".

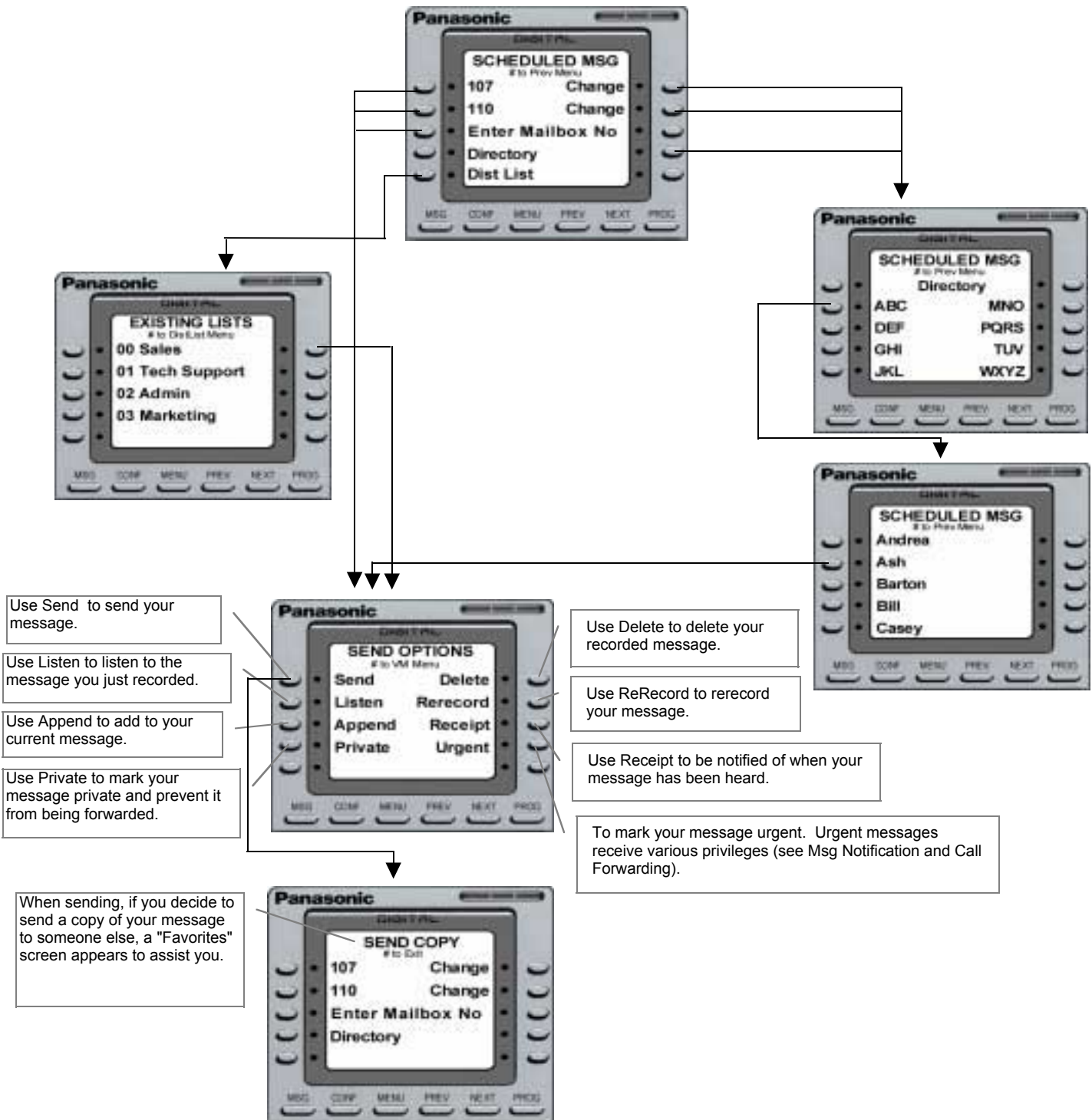
If you know the mailbox extension you would like to send your message to, press the corresponding soft key and enter the desired mailbox number here.

Use this to access Distribution Lists that have been created in the VM Setup.



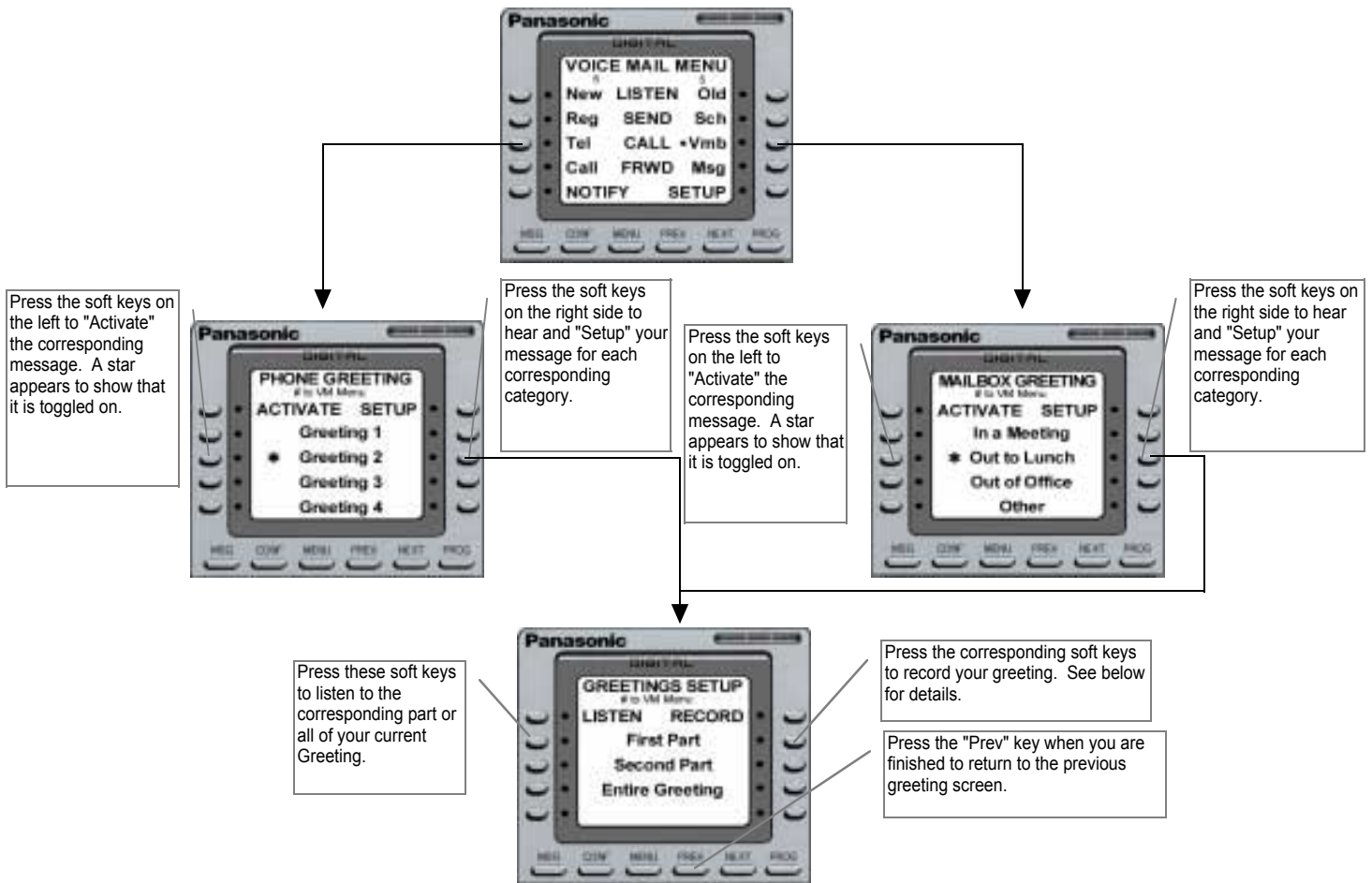
To change the most often used "Favorite" mailbox, or use the Directory, press the corresponding soft key. Automatically opens the Directory.

# Scheduled Messages (cont.)





# Greetings



Mailbox Greetings can be comprised of two parts, one meant to be static and the other dynamic (for a message with only static information, use only the First Part).

## **Dynamic Greeting**

Example #1: First Part = *"Hi, this is John Smith, I'm currently out to lunch and I will return at . . ."* Second Part = *"1:00 PM."*

The First Part of this message is static, while the Second Part is dynamic. The convenience of this type of recording is that the user only has to record the changing or dynamic information when needed.

Example #2: First Part = *"Hello, this is John Smith and today is Monday, October 26 . . ."* Second Part = *"I am currently out of the office. For Michael please press 1, for Mary please press 2, for Judy please press 3, or for a company directory please press 4, or leave a message at the tone and I will get back to you as soon as possible."*

In this example, the First Part is dynamic and the Second Part is static. This type of message allows the user to simply rerecord the changing information, while not having to rerecord the lengthy informational part of the message.

## **Static Only Greeting**

If the user does not require a message that gives detailed dynamic information, a Static Only greeting can be used by simply recording a standard message in the First Part.

Example#1: First Part = *"Hello, you've reached the voicemail of John Smith. Please leave a name, number and detailed message and I will get back to you as soon as I can."*

# Call Forwarding



To add an extension, press the "Setup" key that corresponds with the desired line. The user is brought to the "Setup" screen where they are able to use their "Favorites," enter an extension, use a directory, or delete an extension from this list.



Sends the call to the extension listed (Favorite). First two lines are "Favorites".

If you know the extension you would like to send your calls to, press the corresponding soft key and enter the desired extension number here.

Use the Directory when you don't know the desired extension number.

Use the Delete Ext No key to delete the extension selected in the previous screen.



To change the most often used "Favorite" mailbox, or use the Directory, press the corresponding soft key. Automatically opens the Directory.

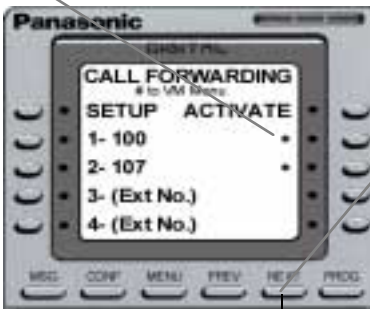


To activate an extension for Call Forwarding, simply toggle on the corresponding soft key. To remove the number from the sequence but not permanently from the list, simply toggle the corresponding soft key off. The extension will be called in the order that they appear on the list. An inactive position will not be call forwarded to.



# Call Forwarding (cont.)

To activate an extension for Call Forwarding, simply toggle on the corresponding soft key. To remove the number from the sequence but not permanently from the list, simply toggle the corresponding soft key off. The extension will be called in the order that they appear on the list. An inactive position will not be call forwarded to.



Press the "Next" key to exit when the desired extensions have been activated and you would like to change their sequence.

The user presses the # key to exit once they have their desired settings.

Use the corresponding soft key to highlight the desired extension.



Once the desired extension has been highlighted (using left side soft keys), use the corresponding right side soft key to move the extension to that line.



# Forward Message



Forwards Messages to the mailbox listed. An asterisk is displayed when this mailbox is toggled on.

To have a message carbon copied to your own voicemail box, press the corresponding soft key. An asterisk is displayed when this option is toggled on.



To change the most often used "Favorite" mailbox, or use the Directory, press the corresponding soft key. Automatically opens the Directory.

Sends the message to the mailbox listed. First two lines are "Favorites".

Enter the desired mailbox number. Sends a message to a mailbox but does not save it as a "Favorite."



To forward your messages to the designated mailbox, simply toggle on the corresponding soft key. To deactivate message forwarding, simply toggle the corresponding soft key off.



The asterisk displays that Frwd Msg is toggled on.



# Distribution List



To create a distribution list, press the corresponding soft key.



To browse a distribution list, press the corresponding soft key.

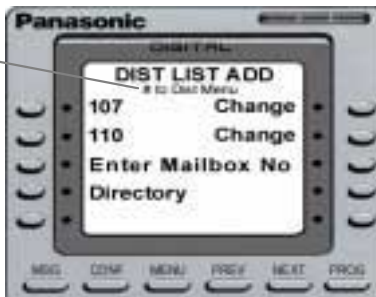
List Name choices are created by the System Admin. (Additional selections can be entered by the Sys Admin.).



To select a name click on the soft key next to the desired name. Follow the prompts to record a description.



Mailboxes are added to the distribution list from this screen. Upon completion, press # to go to the Distribution Menu.



Once inside a list, the user can add and delete names. Press the Add soft key to add a person via the DIST LIST ADD screen.



Press the corresponding soft key to delete a name from the distribution list.

# Voice Mail Setup

(Password, Name, Screen, Confirm, Branch, Queue, Totals, Recycle, Message Order)



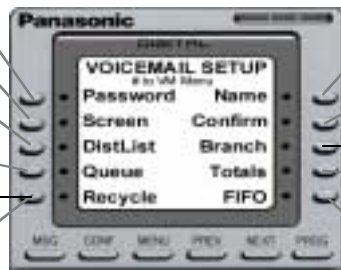
Enter and change your Password here.

Toggle Screen on to screen incoming calls.

Press this soft key to setup and maintain your Distribution Lists.

When your extension is busy, and Queue is toggled on, Courier will inform the caller of their position to be received.

Recycle holds deleted messages for up to 48 hours depending on when the message was placed in the Recycle Bin (Messages are deleted automatically every 2nd midnight).



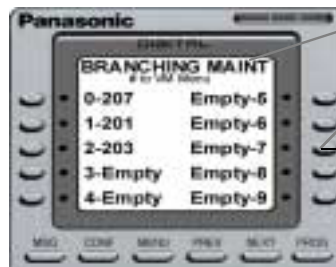
Press the Name soft key to record the name associated to the corresponding mailbox.

Confirm is used when you want a confirmation of receipt on a message you have sent. Confirmation is in the form of a voicemail message from the system.

Toggle Totals on to receive a count of New and Old messages when calling into mailbox from a remote location or a non-display phone.

Messages can be toggled to be heard First In First Out (FIFO) or Last In First Out (LIFO) order.

Messages appear as they would in "New" and "Old" Messages.



Assign branching options to allow callers to one touch dial to another extension.

Press the corresponding soft key to enter an extension number.



When saving a recycled message, the message is saved in "Old Messages."

Replays the entire message.

To forward the message to another mailbox.

Gives the call received time and date stamp.

Advances the message by 6 seconds (programmable).



Deleting a recycled message returns the message back to recycle bin, where it will be deleted according to Recycled Msgs deletion schedule.

To immediately reply to the caller via a message. Available for internal mailboxes only.

Dials the extension of the caller.

Reverses the message by 6 seconds (programmable).

Pauses the message for 30 seconds.

# Notify

The Notify feature is used to do just that, notify the mailbox holder of a message received into their mailbox when they are away from the phone. Notification can be made to telephones, cellular phones, and pagers for all incoming messages, or just those marked urgent.

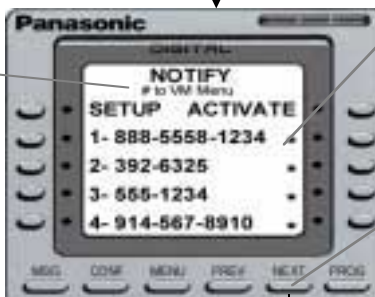


Use the left soft keys to "Setup" an extension for each corresponding line. Once "Setup" has been depressed, voice prompts will walk you through setting up a pager or a telephone number. The numbers on the left indicate the order in which notification will take place.



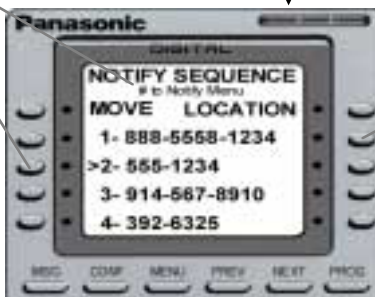
To activate a number for notification, simply toggle on the corresponding soft key. To remove the number from the sequence but not permanently from the list, simply toggle the corresponding soft key off. The numbers will be notified in the order that they appear on the list. An inactive position will not be notified. Example: If the user deactivated line 2, the notification routine would be line 1, then line 3 and finally line 4.

Once you have the desired settings press # to exit.



Press the "Next" key to change the order in which the numbers will be notified.

Once you have the desired settings press # to exit.



Once the desired number has been selected (left side soft keys), press the corresponding soft key to move the number to that new position.

To change the order in which the number appears in the sequence, press the "Move" key corresponding to that number. Then change its position with the corresponding Location side soft keys.

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# First Time User Setup

As a first time user of the PanaVoice Courier Voice Mail System, you will be asked to perform your mailbox customization. Please follow the steps below to customize your mailbox, keep in mind that the system will “time out” after thirty seconds of perceived inactivity. You may want to read and familiarize yourself with the instructions (Steps 1-7 below) before you actually begin.

If you make a mistake or hit the wrong menu option, **#** will bring you back to the previous menu.

1. Dial into the voice mail system by pressing your voice mail key on your telephone, or by entering the extension of the voice mail set by your System Administrator (usually 500).
2. A recording will inform you that you have not performed your mailbox customization, press **\*** to access the Setup Menu.
3. Next, press **1** to set your password. Your password can be four to nine digits in length, or variable depending on what your System Administrator has configured as the setting. After you have entered your password, you will be presented with the menu choice again. To re-enter your password press **1**, if you are satisfied press **2<sup>ABC</sup>**, and proceed to Step 4.
4. Your name recording will be used to identify your voice mailbox to other users of the voice mail system. To re-enter your name press **2<sup>ABC</sup>**, if you are satisfied proceed to Step 5.
5. Press **#** to access the Voice Mail Main Menu. Press **5<sup>JKL</sup>** to enter the Send Incoming Calls to my Telephone Menu, it's from this menu that you will record and activate your telephone greeting.
6. Press **1** to record and activate Greeting 1.
7. Press **3<sup>DEF</sup>** to record your greeting in what the voice prompt has called the “First Part.” This may be confusing to you as a first time user, but the First Part, Second Part options will be explained later in this guide. Remember to press **#** when you are done. If you are not satisfied with your greeting, press **3<sup>DEF</sup>** and re-record it. If not, press **1** to activate it and then hang up.

You are now officially up and running, and can send and receive voice mail messages. For a more complete explanation of the PanaVoice Courier Voice Mail System, please refer to the remainder of this document.

# Voice Mail Menu



<input type="checkbox"/>		V	O	I	C	E	M	A	I	L		M	E	N	U	<input type="checkbox"/>		
<input type="checkbox"/>		N	e	w	5		L	I	S	T	E	N		5	O	I	d	<input type="checkbox"/>

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

<input type="checkbox"/>		R	e	g			S	E	N	D			S	c	h	<input type="checkbox"/>	
<input type="checkbox"/>		T	e	l			C	A	L	L			*	V	m	b	<input type="checkbox"/>

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

<input type="checkbox"/>		C	a	l	l		F	R	W	D			*	M	s	g	<input type="checkbox"/>	
<input type="checkbox"/>		N	O	T	I	F	Y						S	E	T	U	P	<input type="checkbox"/>

**Prev** to scroll backward through the menu options.

# to VM Menu

# Listen - New Messages

	V	O	I	C	E	M	A	I	L		M	E	N	U	
	N	e	w	5		L	I	S	T	E	N	5	O	I	d

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



	1	2	:	2	5		0	4	/	2	1				
	0	5	:	1	0	P		4	/	2	1				

**Next** to scroll through the remaining messages.  
**Prev** to scroll backward to the previous screen.



	6	1	5	-	8	2	2	-	4	6	1	2			
	8	8	9	-	4	2	4	8							

**Next** to scroll through the remaining messages.  
**Prev** to scroll backward to the previous screen.

	E	d		D	o	y	i	e							

**Prev** to scroll backward to the previous screen.

	S	a	v	e						D	e	l	e	t	e
	P	l	a	y						R	e	p	l	y	

**Prev** to scroll backward to the previous screen.



- # to VM Menu
- 4 - Forward
- 5 - Callback
- 6 - Stamp
- 7 - Reverse
- 8 - Advance
- 9 - Pause



# Listen - Old Messages

	V	O	I	C	E	M	A	I	L		M	E	N	U		
	N	e	w	2		L	I	S	T	E	N		5	O	i	d

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



	0	8	:	1	5	A		0	3	/	1	9				
	6	1	5	-	8	2	2	-	4	6	1	2				

**Next** to scroll through the remaining messages.  
**Prev** to scroll backward to the previous screen.



	0	6	:	5	5		0	4	/	0	1					
	8	8	9	-	4	2	4	8								

**Next** to scroll through the remaining messages.  
**Prev** to scroll backward to the previous screen.

	D	a	n		B	e	n	n	e	t	t	e				

**Prev** to scroll backward to the previous screen.

	S	a	v	e						D	e	l	e	t	e	
	P	l	a	y						R	e	p	l	y		

**Prev** to scroll backward to the previous screen.

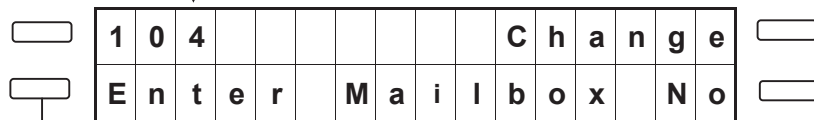


- |   |            |
|---|------------|
| # | to VM Menu |
| 4 | - Forward  |
| 5 | - Callback |
| 6 | - Stamp    |
| 7 | - Reverse  |
| 8 | - Advance  |
| 9 | - Pause    |

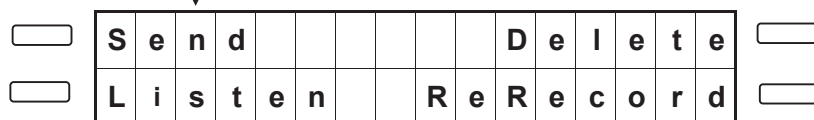
# Send - Regular Messages



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



**Prev** to scroll backward to the previous screen.

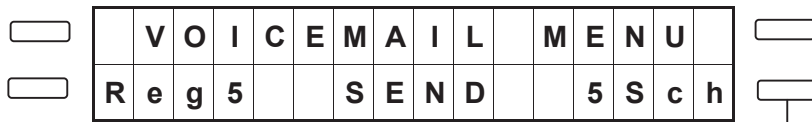


**Prev** to scroll backward through the menu options.

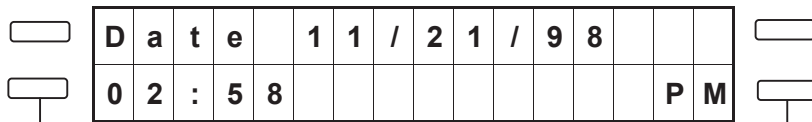


- |   |            |
|---|------------|
| # | to VM Menu |
| 4 | - Append   |
| 5 | - Receipt  |
| 6 | - Private  |
| 7 | - Urgent   |

# Send - Scheduled Messages

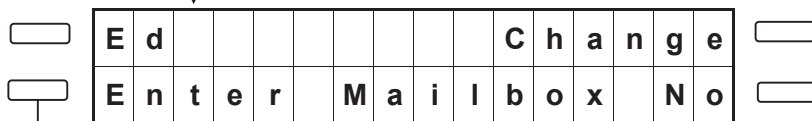


**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

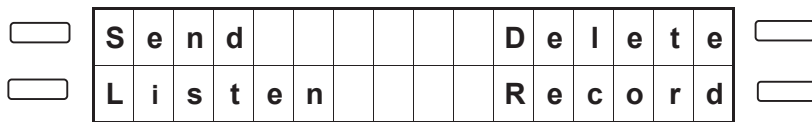


**Prev** to scroll backward to the previous screen.

Use this button to either toggle AM or PM. Should consider this method for large screen as well.



**Prev** to scroll backward to the previous screen.

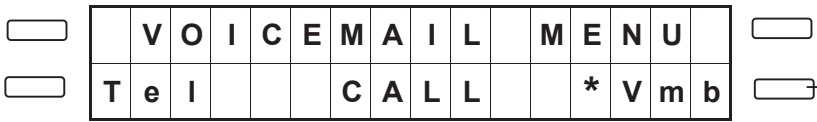


**Prev** to scroll backward to the previous screen.

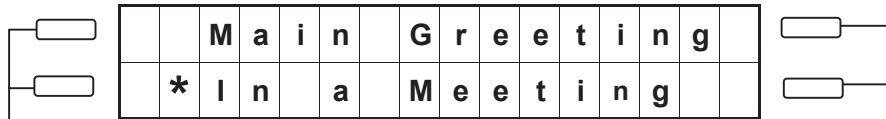


- # to VM Menu
- 5 - Append
- 6 - Receipt
- 7 - Private
- 8 - Urgent
- 9 - CC

# Greetings - Voice Mail Box



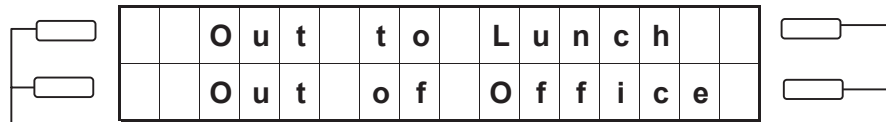
**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

*Activate*

*Setup*

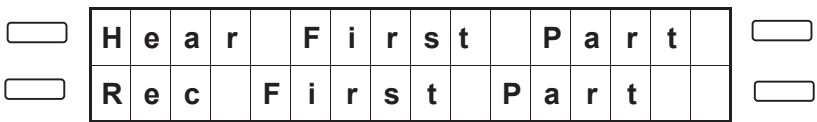


**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

*Activate*

*Setup*

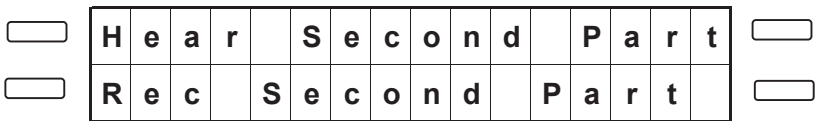
*Setup*



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

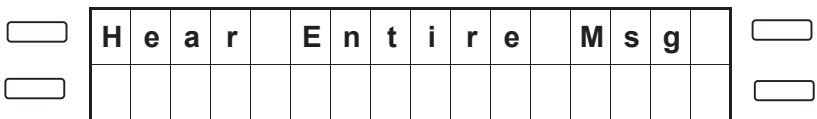


*Setup cont.*



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

*Setup cont.*

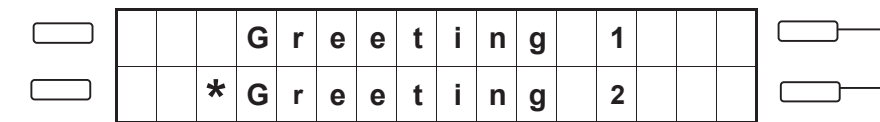


**Prev** to scroll backward through the menu options.

# Greetings - Telephone



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



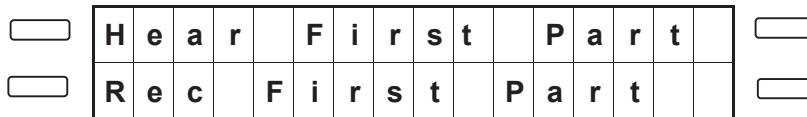
**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

*Activate*

*Setup*



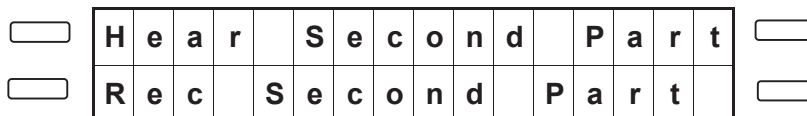
*Setup*



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

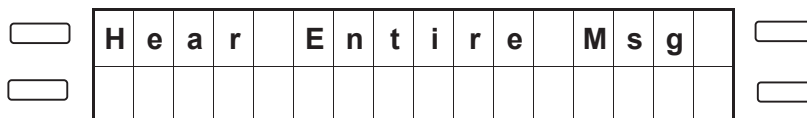


*Setup cont.*



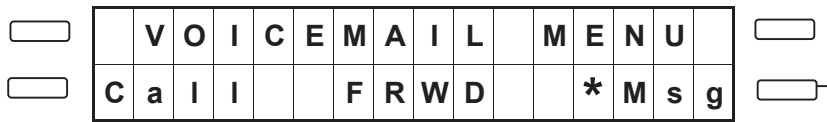
**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

*Setup cont.*

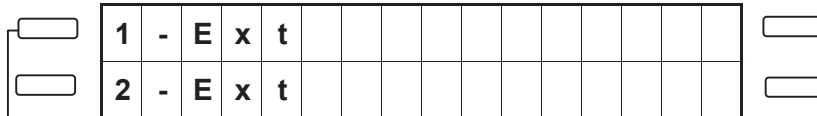


**Prev** to scroll backward through the menu options.

# Call Forwarding



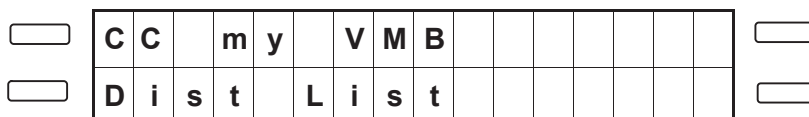
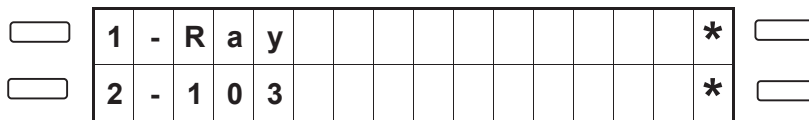
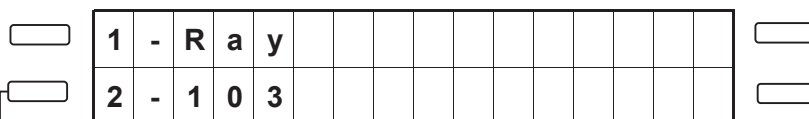
**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

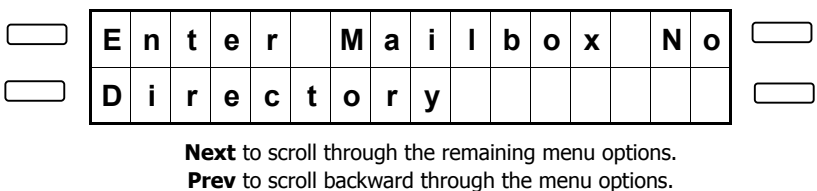
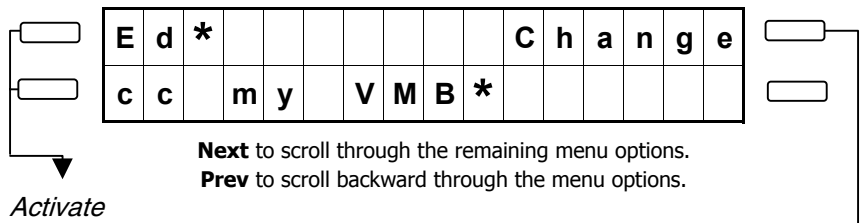
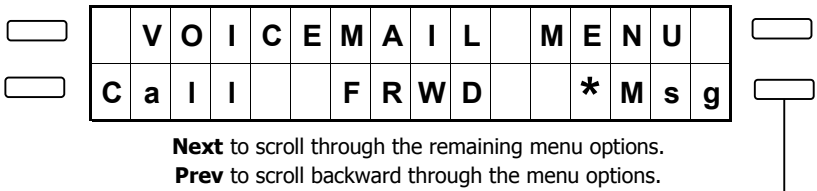


**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

# Message Forwarding



# Create Distribution List

V	O	I	C	E	M	A	I	L	S	E	T	U	P	
P	a	s	s	w	o	r	d				N	a	m	e

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



S	c	r	e	e	n				C	o	n	f	i	r	m
D	i	s	t	L	i	s	t			B	r	a	n	c	h

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



C	r	e	a	t	e				B	r	o	w	s	e	
D	e	l	e	t	e			R	e	R	e	c	o	r	d

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



S	a	l	e	s											
M	o	n	i	t	o	r	s								

**Next** to scroll through the remaining List Names.  
**Prev** to scroll backward through the menu options.



E	n	t	e	r		M	a	i	l	b	o	x		N	o
D	i	r	e	c	t	o	r	y							

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



S	a	v	e			D	I	S	T		N	A	M	E
0	1		S	e	r	v	i	c	_					

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

				S	E	R	V	I	C	E					
A	d	d								D	e	l	e	t	e

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



# Browse Distribution List

V	O	I	C	E	M	A	I	L	S	E	T	U	P	
P	a	s	s	w	o	r	d				N	a	m	e

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



S	c	r	e	e	n				C	o	n	f	i	r	m
D	i	s	t	L	i	s	t		B	r	a	n	c	h	

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



C	r	e	a	t	e				B	r	o	w	s	e		
D	e	l	e	t	e				R	e	R	e	c	o	r	d

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



0	0	S	a	l	e	s									
0	1	A	d	m	i	n									

**Next** to scroll through the remaining List Names.  
**Prev** to scroll backward through the menu options.



J	i	m	D	o	y	l	e								
T	o	m	M	u	r	p	h	y							

**Add**

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

**Delete**



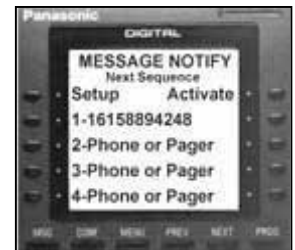
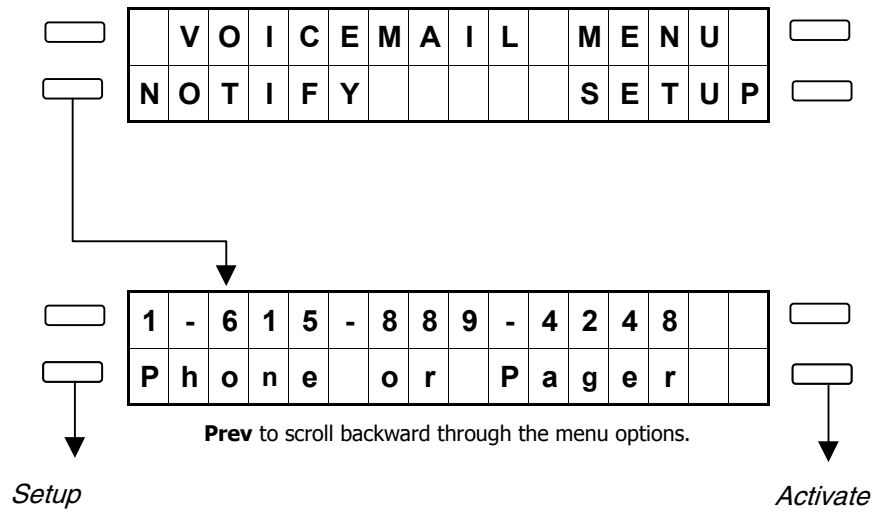
S	a	v	e			D	I	S	T		N	A	M	E
0	1	S	e	r	v	i	c	_						

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

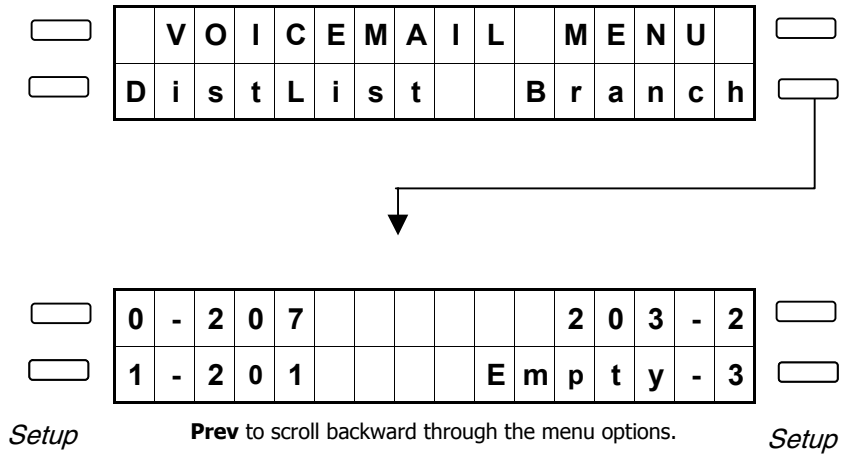
				S	E	R	V	I	C	E						
A	d	d									D	e	l	e	t	e

**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.

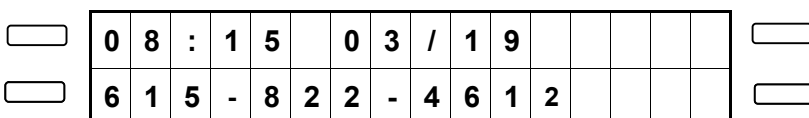
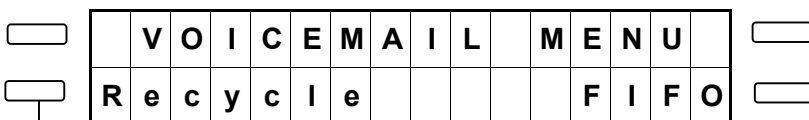
# Notify



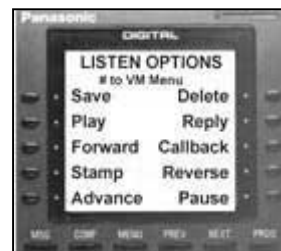
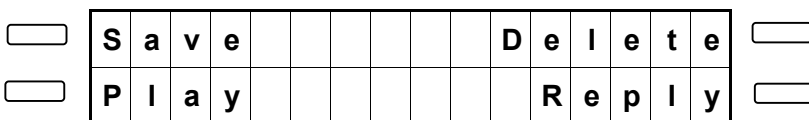
# Branching



# Recycled



**Next** to scroll through the remaining menu options.  
**Prev** to scroll backward through the menu options.



**Prev** to scroll backward to the previous screen.

- |              |
|--------------|
| # to VM Menu |
| 4 - Forward  |
| 5 - Callback |
| 6 - Stamp    |
| 7 - Reverse  |
| 8 - Advance  |
| 9 - Pause    |

**PanaVOICE™**  
**COURIER™**



Telephone User Guide  
(Non-Integrated)

**Panasonic**

# First Time User Setup

As a first time user of the PanaVoice Courier Voice Mail System, you will be asked to perform your mailbox customization. Please follow the steps below to customize your mailbox, keep in mind that the system will “time out” after thirty seconds of perceived inactivity. You may want to read and familiarize yourself with the instructions (Steps 1-7 below) before you actually begin.

If you make a mistake or hit the wrong menu option,  will bring you back to the previous menu.

1. Dial into the voice mail system by pressing your voice mail key on your telephone, or by entering the extension of the voice mail set by your System Administrator (usually 500).
2. A recording will inform you that you have not performed your mailbox customization, press  to access the Setup Menu.
3. Next, press  to set your password. Your password can be four to nine digits in length, or variable depending on what your System Administrator has configured as the setting. After you have entered your password, you will be presented with the menu choice again. To re-enter your password press  , if you are satisfied press  , and proceed to Step 4.
4. Your name recording will be used to identify your voice mailbox to other users of the voice mail system. To re-enter your name press  , if you are satisfied proceed to Step 5.
5. Press  to access the Voice Mail Main Menu. Press  to enter the Send Incoming Calls to my Telephone Menu, it's from this menu that you will record and activate your telephone greeting.
6. Press  to record and activate Greeting 1.
7. Press  to record your greeting in what the voice prompt has called the “First Part.” This may be confusing to you as a first time user, but the First Part, Second Part options will be explained later in this guide. Remember to press  when you are done. If you are not satisfied with your greeting, press  and re-record it. If not, press  to activate it and then hang up.

You are now officially up and running, and can send and receive voice mail messages. For a more complete explanation of the PanaVoice Courier Voice Mail System, please refer to the remainder of this document.

# Voice Mail Main Menu

- 1** Listen to New Messages  
Plays your new messages. Please see page 3 of this guide for the Listen Options Menu.
- 2<sup>ABC</sup>** Listen to Old Messages  
Plays your saved messages. Please see page 3 of this guide for the Listen Options Menu.
- 3<sup>DEF</sup>** Send a Regular Message  
Immediately sends a message to a mailbox. Please see page 4 of this guide for the Send Options Menu.
- 4<sup>GHI</sup>** Send a Scheduled Message  
Sends a message to a mailbox on specific date and time. Please see page 4 of this guide for the Send Options Menu.
- 5<sup>JKL</sup>** Send Incoming Calls to my Telephone  
This setting is for when you are in the office and would like to have your calls ring at your desk before going to voice mail. You can record four different greetings and activate one of them. Greetings can be made of two parts so that you can make one part Static and the other part Dynamic. An example: Part 1 (Dynamic) - *"Hello, today is April 9th, you've reached John Smith and I am currently away from my desk . . ."* Part 2 (Static) - *"Please leave a message, or for immediate assistance, press 1 for Mary, 2 for Mike, 3 for Judy, 4 for Ed, or 5 for a company directory. Thank you."* The benefit of a two part message is that you can leave the lengthy second part of the message untouched, while rerecording the first part as needed.

Of course if you don't feel the need to be so informative with your greeting, you can simply record a Static greeting in the First Part. Example: Part 1 (Static) - *"Hello, you reached the voice mail of John Smith. Please leave a message and I will get back to you as soon as I can. Thank you."*
- 6<sup>MNO</sup>** Send Incoming Calls to my Voice Mailbox  
This setting is for when you are out of the office and would like to have your calls go immediately to your personal voice mailbox greeting without ringing your telephone. You can record four different greetings (In a Meeting, Out of Office, Out to Lunch, and Other) and activate one of them. Greetings can be made of two parts so that you can make one part Static and the other part Dynamic. An example: Part 1 (Dynamic) - *Hello, you've reached John Smith, I will be out of the office from April 6th through the 9th . . .* Part 2 (Static) - *"Please leave a message and I will get back to you when I return, or for immediate assistance, press 1 for Mary, 2 for Mike, 3 for Judy, 4 for Ed, or 5 for a company directory. Thank you."* The benefit of this two part message is that

you can leave the lengthy second part of the message untouched, while rerecording the first part whenever you were out of the office.

Once again, if you don't feel the need to be so informative with your greeting, you can simply record a Static greeting in the First Part. Example: Part 1 (Static) - *"Hello, you reached the voice mail of John Smith. I am currently out to lunch, please leave a message and I will get back to you as soon as I can. Thank you."*



#### Set up and Activate Call Forwarding

From this option you can have your calls forwarded to another extension (up to four). Your calls will ring your telephone first and then proceed to try each activated extension in a cascading pattern. The location of an extension can be moved within the cascading order by moving its location. If the caller does not reach anyone else, they will have the opportunity to leave a voice mail message in your mailbox.



#### Set up and Activate Message Forwarding

With this option you can set-up to have your messages forwarded to another mailbox (one). Incoming voice mail messages will only be left in that designated mailbox unless you select the Carbon Copy (cc) option.



#### Notify

The Notify feature is used to do just that, notify the mailbox owner that a message has been left in their mailbox. Notification can be made to telephones, cellular phones, and pagers for all incoming messages, or just those marked urgent. Activated notification numbers will be called in a cascading order, and numbers can be moved from location to location to reflect the desired order.



#### Setup

From this menu you will be able to set your password, record your name for identification purposes, toggle on or off calls screening, confirmation, call queuing, message totals, call playback order, create distribution lists, setup branching extensions, and access your recycle bin.



## Listen Options Menu

- 1** Save  
Saves your message as an Old Message. If you are listening to an Old Message and press Save, the message will be returned to Old Messages.
- 2<sup>ABC</sup>** Delete  
Deletes your message by sending it to the Recycle Bin (for a description of the Recycle Bin see page 6).
- 3<sup>DEF</sup>** Play Message Again  
Plays the message again.
- 4<sup>GHI</sup>** Reply  
Immediately responds to an internal voice mail message sent via "Send a Regular or Scheduled Message," and responds with a voice mail message.
- 5<sup>JKL</sup>** Forward  
Forwards the message to another mailbox. Messages marked "Private" cannot be forwarded to another mailbox.
- 6<sup>MNO</sup>** Callback  
When an internal caller leaves a voice mail message in your mailbox, you can return the call by simply using this callback feature.
- 7<sup>PRS</sup>** Stamp  
Provides time and date for the voice mail message.
- 8<sup>TUV</sup>** Reverse  
Reverses the message by six seconds (default setting, programmable).
- 9<sup>WXY</sup>** Advance  
Advances the message by six seconds (default setting, programmable).
- \*** Pause  
During the message, this key pauses the message for 30 seconds, or until you press the "Play Message Again" key.
- \*** Access the Voice Mail Menu  
After the message has played, this key will return you to the Voice Mail Main Menu and will return the message to where it was retrieved (New Messages, Old Messages, or the Recycle Bin).

# Send Options Menu

- 1** Send  
Sends the message as recorded.
- 2<sup>ABC</sup>** Delete  
Deletes the message you just recorded.
- 3<sup>DEF</sup>** Listen  
Listen to the message you just recorded to see if it's ready to send.
- 4<sup>GHI</sup>** Re-Record  
You've listened to your message, you didn't convey your idea as clearly as you had hoped, use this function to re-record it.
- 5<sup>JKL</sup>** Append  
You just thought of something that you'd like to add to your message, use the Append function to add the comment.
- 6<sup>MNO</sup>** Receipt  
If it's important that you know that the intended recipient received your message, toggle the Receipt function on and you will be notified when they've listened to it.
- 7<sup>PRS</sup>** Private  
To make sure that confidential information is not passed along to unintended parties, mark the message Private and the recipient won't be able to forward it.
- 8<sup>TUV</sup>** Urgent  
If what you have to say is very important, make sure to mark it Urgent. Urgent messages receive privileges that regular messages don't. For instance, Urgent Messages will be moved to first in queue when the recipient listens to their voice mail. Another instance; someone may have Call Notification turned on only for Urgent Messages, if you sent them a message that was not marked urgent, they would not be aware of your message until they called into their voice mail.

After you have used any of the menu items listed above, you can hang up or press **1** to send your message.

# Setup Menu

- 1** Password  
Setup and change your password from this option.
- 2<sup>ABC</sup>** Name  
Record your name with this option. Your recorded name will identify you to other users of the voice mail system.
- 3<sup>DEF</sup>** Screen  
If you would like to know who is calling, activate Screen. Very politely, the auto-attendant will ask the caller to identify themselves and ask them to hold. When you answer your phone, you will be presented with the callers' name in their own voice and then the option to accept the call or send the caller to your voice mail.
- 4<sup>GHI</sup>** Sender Confirmation  
When toggled on, Sender Confirmation plays the name of the mailbox owner prior to playing the message.
- 5<sup>JKL</sup>** Distribution Lists  
If you send messages to the same group of people on a regular basis, you will want to create a Distribution List. You can create up to 100, with up to 1,500 mailboxes per list.
- 6<sup>MNO</sup>** Branching  
This feature allows you to assign one touch dialing options for incoming callers to reach other extensions. For example, Ed and Mary work in your department and can easily handle any calls that may come into your extension while your away from your desk. You can assign Ed position 1 and Mary position 2, and thus instruct an incoming caller that has reached your voice mail message to either leave a message or press 1 for Ed, or 2 for Mary.
- 7<sup>PRS</sup>** Queue  
When toggled on, Queue will inform the incoming caller of their place in line among other callers that are waiting to speak with you.
- 8<sup>TUV</sup>** Totals  
When toggled on, Totals will tell you how many new messages you have before going through the Voice Mail Main Menu.
- 9<sup>WXYZ</sup>** Recycle Bin  
When you delete your messages, you send them here. The Recycle Bin will hold deleted messages for up to 48 hours, depending on when the message

was placed in the Recycle Bin (messages are automatically deleted every 2nd midnight).



Voice Mail Main Menu

Returns you to the Voice Mail Main Menu.

## Voice Mail Main Menu

<input type="button" value="1"/>	New Message	<b>LISTEN TO MY</b>	Old Message	<input type="button" value="2&lt;sup&gt;ABC&lt;/sup&gt;"/>
<input type="button" value="3&lt;sup&gt;DEF&lt;/sup&gt;"/>	Regular Message	<b>SEND A</b>	Scheduled Message	<input type="button" value="4&lt;sup&gt;GHI&lt;/sup&gt;"/>
<input type="button" value="5&lt;sup&gt;JKL&lt;/sup&gt;"/>	Telephone	<b>CALL MY</b>	Voice Mailbox	<input type="button" value="6&lt;sup&gt;MNO&lt;/sup&gt;"/>
<input type="button" value="7&lt;sup&gt;PRS&lt;/sup&gt;"/>	Call	<b>FORWARD MY</b>	Message	<input type="button" value="8&lt;sup&gt;TUV&lt;/sup&gt;"/>
<input type="button" value="9&lt;sup&gt;WXY&lt;/sup&gt;"/>	Notification Setup		Voice Mail Setup	<input type="button" value="*"/>

## Voice Mail Setup Menu

<input type="button" value="1"/>	Password	Record Name	<input type="button" value="2&lt;sup&gt;ABC&lt;/sup&gt;"/>
<input type="button" value="3&lt;sup&gt;DEF&lt;/sup&gt;"/>	Screen	Sender Confirmation	<input type="button" value="4&lt;sup&gt;GHI&lt;/sup&gt;"/>
<input type="button" value="5&lt;sup&gt;JKL&lt;/sup&gt;"/>	Distribution List	Branching	<input type="button" value="6&lt;sup&gt;MNO&lt;/sup&gt;"/>
<input type="button" value="7&lt;sup&gt;PRS&lt;/sup&gt;"/>	Queue	Call Totals	<input type="button" value="8&lt;sup&gt;TUV&lt;/sup&gt;"/>
<input type="button" value="9&lt;sup&gt;WXY&lt;/sup&gt;"/>	Recycle Bin	FIFO	<input type="button" value="*"/>

## Listen Options Menu

<input type="button" value="1"/>	Save	Delete	<input type="button" value="2&lt;sup&gt;ABC&lt;/sup&gt;"/>
<input type="button" value="3&lt;sup&gt;DEF&lt;/sup&gt;"/>	Play	Reply	<input type="button" value="4&lt;sup&gt;GHI&lt;/sup&gt;"/>
<input type="button" value="5&lt;sup&gt;JKL&lt;/sup&gt;"/>	Forward	Callback	<input type="button" value="6&lt;sup&gt;MNO&lt;/sup&gt;"/>
<input type="button" value="7&lt;sup&gt;PRS&lt;/sup&gt;"/>	Stamp	Reverse	<input type="button" value="8&lt;sup&gt;TUV&lt;/sup&gt;"/>
<input type="button" value="9&lt;sup&gt;WXY&lt;/sup&gt;"/>	Advance	Pause	<input type="button" value="*"/>

## Send Options Menu

<input type="button" value="1"/>	Send	Delete	<input type="button" value="2&lt;sup&gt;ABC&lt;/sup&gt;"/>
<input type="button" value="3&lt;sup&gt;DEF&lt;/sup&gt;"/>	Listen	Re-Record	<input type="button" value="4&lt;sup&gt;GHI&lt;/sup&gt;"/>
<input type="button" value="5&lt;sup&gt;JKL&lt;/sup&gt;"/>	Append	Receipt	<input type="button" value="6&lt;sup&gt;MNO&lt;/sup&gt;"/>
<input type="button" value="7&lt;sup&gt;PRS&lt;/sup&gt;"/>	Private	Urgent	<input type="button" value="8&lt;sup&gt;TUV&lt;/sup&gt;"/>

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Telecommunication Systems Company

Division of Panasonic Communications & Systems Company  
Unit of Matsushita Electric Corporation of America

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