Arrival Centrex Voice Mail Instructions

Accessing Voice Mail

From Your Desk Phone

1. Dial the voice mail access number.
2. Enter your password.
3. Press #.

From Another User's Desk Phone

1. Dial the voice mail access number.
2. Press *.
3. Enter your 10-digit mailbox number.
4. Enter your password.
5. Press #.

From Any Other Phone (Remote Access)

6. Dial the voice mail access number.
7. Press #.
8. Enter your 10-digit mailbox number.
9. Enter your password.
10. Press #.

Reviewing Voice Mail Messages

From the Main Menu (choose one of the following)

1. Press 1 to hear messages. Messages in each category are played sequentially, with the oldest first. The first category played is unheard messages, followed by saved messages. If a message arrives during a review it will be played at the end of the unheard message category.
2. Press 1 1 to hear unheard messages.

From the End of Message (choose one of the following)

1. Press 9 to save a message.
2. Press 7 to erase a message.
3. Press 8 to reply to a message sent by another Arrival voice mail subscriber.

   a. At the tone record your reply to the voice mail subscriber then press #.

   b. If a specific message delivery option (private, urgent, request confirmation, specify future delivery, anonymous) is needed, prior to sending your message press 0.

   c. To send your message press #.

4. Press 6 to send a copy with remarks.

   a. At the tone record your introduction to the message then press #.

   b. Enter the 10-digit destination mailbox number then press #.

   c. If a specific message delivery option (private, urgent, request confirmation, specify future delivery, anonymous) is needed, prior to sending your message press 0.

   d. To send your message press #.

5. For additional message options please see *Message Playback Controls* located at the end of this document.

Changing Voice Mail Password

From the Main Menu

1. Press 4 to access Personal Options.
2. Press 2 to access Administrative Options.
3. Press 1 to change password.
4. Enter your new password and press #. Passwords can be between 4 to 15 digits.
5. The system will repeat the new password to confirm it.
6. After the password is confirmed you will be at the Personal Options level. Press * to exit to the Main Menu.

Changing Voice Mail Recorded Name

From the Main Menu

1. Press 4 to access Personal Options.
2. Press 3 to access Greetings and Recorded Name.
3. Press 3 to change your Recorded Name.
4. At the tone record your first and last name then press #.
5. The system will repeat your recorded name to confirm it.
6. If satisfied press #.
7. To rerecord press *.
8. After the recorded name is confirmed you will be at the Personal Options level. Press * to exit to the Main Menu.

Changing Voice Mail Personal Greeting

From the Main Menu

1. Press 4 to access Personal Options.
2. Press 3 to access Greetings.
3. Press 1 to change your Personal Greeting.
4. Press 3 to change your Personalized Greeting message.
5. The system will play your current Personal Greeting.
6. If satisfied press #.
7. To rerecord press *.
8. At the tone record your personalized greeting then press #.
9. To listen to your greeting press 1.
10. If satisfied press #.
11. To rerecord press *.
12. After the greeting is confirmed you will be at the Personal Options level. Press * to exit to the Main Menu.

Changing Voice Mail Extended Absence Greeting

From the Main Menu

1. Press 4 to access Personal Options.
2. Press 3 to access Greetings.
3. Press 2 to change your Extended Absence Greeting.
4. At the tone record your personalized greeting then press #.
5. To listen to your greeting press 1.
6. If satisfied press #.
7. To rerecord press *.
8. After the greeting is confirmed you will be at the Personal Options level. Press * to exit to the Main Menu.
9. This greeting will remain active for all subscribers and callers until the next time your voicemail is accessed. The system will then prompt you to retain the message by pressing 1, delete it by pressing 2, or listen to it by pressing 0. Deleting it cancels the extended absence greeting and activates the personal greeting.

Sending a Voice Mail Message to Another Arrival Voice Mail Subscriber

From the Main Menu

1. Press 2 to send a voice mail message to another Arrival voice mail subscriber.

2. At the tone record your message to the other subscriber then press $\#$.

3. Enter the 10-digit destination mailbox number then press $\#$. The system will confirm your selection by repeating the name or number of the voice mailbox you entered. If your selection is not valid the system will inform you it is not a recognized destination. At this point enter a new number or cancel delivery of message by pressing $*$.

4. If a specific message delivery option (private, urgent, request confirmation, specify future delivery, anonymous) is needed, prior to sending your message press 0 .

5. To send your message press $\#$.

6. To add additional recipients enter another destination mailbox. The system will confirm your selection. To send your message press $\#$.

7. If no more recipients are needed press $*$ to exit to the Main Menu.

Creating Voice Mail Group Distribution Lists

From the Main Menu

1. Press 4 to access Personal Options.

2. Press 2 to access Administrative Options.

3. Press 2 to establish a group distribution list.

4. Press 1 to create a group distribution list.

5. Enter the number you want to assign to the group distribution list you are creating. Group lists may be numbered from 11 to 25. The system will repeat the group distribution list number.

6. At the tone record a name for the list then press $\#$. The system will repeat the list name.

7. Enter the 10-digit mailbox number for the subscriber you are adding to the list. The system will confirm your selection by repeating the name or number of the voice mailbox you entered. If your selection is not valid the system will inform you it is not a recognized mailbox.

8. To add additional recipients enter another destination mailbox. The system will confirm your selection.

9. To review the names on the list press 1 .

10. When the list is complete press $*$ to exit to the Personal Options level. Press $*$ again to exit to the Main Menu.

Sending a Voice Mail Message to a Group Distribution List

From the Main Menu

1. Press 2 to send a voice mail message to a Group Distribution List.

2. At the tone record your message to the list then press $\#$.

3. Enter the 2-digit distribution list then press $\#$. The system will confirm your selection by repeating the name of the list you entered. If your selection is not valid the system will inform you it is not a recognized distribution list. At this point enter a new list then press $\#$ or cancel delivery of message by pressing $*$.

4. If a specific message delivery option (private, urgent, request confirmation, specify future delivery, anonymous) is needed, prior to sending your message press 0 .

5. To send your message press $\#$.

6. To add additional destinations enter another distribution list then press $\#$. The system will confirm your selection. To send your message press $\#$.

7. If no more destinations are needed press $*$ to exit to the Main Menu.

Deleted Message Recovery

From the Main Menu

1. When a message is deleted while reviewing new or saved messages, the message will be placed in the deleted message queue. This queue will automatically play after all of the new and saved messages are listened to.

2. To review or recover messages you have erased while using your mailbox, go to the main menu and press 1 9 . To reach the main menu while listening to messages press $*$.

3. While listening to erased messages in the deleted message queue, you can use any of the available message review options. For example, to save the message from the message recovery queue to the new message queue press 9 , to delete it permanently from your mailbox press 7 , or to skip it and move to the next message press $\#$.

4. When you exit your mailbox all erased messages are permanently removed.

Transferring a Caller to an Arrival Integrated Voice Mailbox

From Your Desk Phone or Another User's Desk Phone

1. With a caller on the line, press the switch-hook or feature button and wait for dialtone.

2. Dial the voice mail access number.

3. Press $*$ $*$ when you hear the mailbox recorded name.

4. During the system greeting enter the 10-digit mailbox number where you want to transfer the caller.

5. Immediately go on-hook, or however you would connect a caller to a transferred number.

From Any Other Phone (Remote Access)

1. With a caller on the line, press the switch-hook or feature button and wait for dialtone.

2. Dial the voice mail access number.

3. During the system greeting enter the 10-digit mailbox number where you want to transfer the caller.

4. Immediately go on-hook, or however you would connect a caller to a transferred number.

Transferring a Caller to an Arrival Universal Voice Mailbox

From Any Phone

1. With a caller on the line, press the switch-hook or feature button and wait for dialtone.

2. Dial the universal voice mailbox number.

3. Immediately go on-hook, or however you would connect a caller to a transferred number.

Transferring a Caller to an Arrival Extension Voice Mailbox

From Any Phone

1. With a caller on the line, press the switch-hook or feature button and wait for dialtone.

2. Dial the universal voice mailbox number.

3. During the greeting press $*$, 1, 2, 3, 4, 5, 6, 7, 8, or 9, depending on the extension mailbox where you want to transfer the caller.

4. Immediately go on-hook, or however you would connect a caller to a transferred number.

Message Playback Controls

While Reviewing Messages

Position	Rewind **1**	Pause/ Restart **2**	Forward **3**
Speed	Slower **4**	Envelope **5**	Faster **6**
Volume	**7**	Normal **8**	Louder **9**
	Cancel *****	Help **0**	Skip **#**

Key	Action
1	Rewinds message 10 seconds.
2	Pauses message. Hit again to un-pause.
3	Forwards message 10 seconds.
3 3	Forwards to end of message.
4	Slows down message.
5	Plays message envelope[1] information.
6	Speeds up message.
7 7	Skips to end of message and erases it.
8	Plays message at normal volume.
9	Plays message at louder volume.
0	Plays help options.
#	Skips to next message.
# #	Skips to first message.
*	Cancels review.

1. The envelope contains the date, time, and length of message.

After Reviewing Messages

Position	Rewind **1**	**2**	**3**
Options	Replay **4**	Envelope **5**	Send **6**
Options	Erase **7**	Reply **8**	Save **9**
	Exit *****	Help **0**	Skip **#**

Key	Action
1	Rewinds message 10 seconds.
4	Replays message from beginning.
5	Plays message envelope[1] information.
6	Sends message with introduction.
7	Erases message.
8	Replies to message.[2]
9	Saves message.
0	Plays help options.
#	Skips to next message.
# #	Skips to first message.
*	Exits to the main menu.
1 9	Replays erased messages.[3]

2. Can only reply to other Arrival voicemail subscribers.

3. Can only listen to messages erased in the current session.

Message Playback Controls…continued

Pound Key

The # key is a terminator key, used to signify the end of keystroke input, proceed to the end of a prompt, or to end a voice recording.

End of Input

The voice mail system waits three seconds for subscribers to input keystrokes. If they do not want to wait for the timer to signal the end of an input, they can use the # key to signify the end of an entry.

This is useful for entries that have a variable number of digits, such as a password or a telephone number entered for features like call forwarding.

End of Prompt

Some voice mail system prompts and greetings allow a subscriber or caller to forward to the end of it by pressing the # key.

For example, when a caller is listening to a greeting, they can skip to the end and leave a message by pressing the # key.

End of Recording

When the voice mail system does not know how long an action will take, the # key must be pressed to indicate the end, for example, when recording a message or a personal greeting. When the system detects a silence of three seconds, it prompts the caller to press the # key to indicate the action has been completed.

(*Note*: If there is a very noisy telephone circuit or loud background noise, the system could interpret this as the person still talking.)

* Star Key

The * key allows subscribers and callers to cancel a command, return to a previous point in the session, or to exit the mailbox.

Cancel a Command

Use the * key to cancel a message, message review, destination, or response to a message.

When using the key to cancel a command, subscribers and callers return to the previous point in the session.

Return to the Main Menu

At any point in a mailbox session, subscribers can press the * key to return to the previous point in the session.

It may be necessary to press the key more than once to return to the Main menu.

Exit the Mailbox

At the end of a voice processing session, subscribers can press the * key as many times as needed for the voice mail system to say "Good bye."

The voice mail system always checks for silence on the line and hangs up automatically when it finds no one on the line. It also hangs up when it detects a dial tone from a telephone system.

The voice mail system can hang up a few seconds faster if subscribers press the * key. This assures the subscriber will always have immediate access to their voice mailbox, no matter how quickly they try to reenter.

Arrival Centrex Voice Mail
User Guide

Arrival COMMUNICATIONS

Enter the System

A. Call the system
B. Listen to welcome

From Desk Phone

A. Enter your password
B. Press `#`

**From Another
User's Desk Phone**

A. Press `*`
B. Enter 10-digit mailbox number
C. Enter password
D. Press `#`

**From Any Other Phone
(Remote Access)**

A. Press `#`
B. Enter 10-digit mailbox number
C. Enter password
D. Press `#`

Main Menu

Check Unheard	`1` `1`
Listen	`1`
Send	`2`
Check Receipt	`3`
Personal Options	`4`
Restart	`5`
Disconnect	`*`

During Message Review

Rewind	`1`
Pause/Restart	`2`
Forward	`3`
Forward to End	`3` `3`
Slower	`4`
Play Envelope	`5`
Faster	`6`
Delete Message	`7` `7`
Normal Volume	`8`
Louder Volume	`9`
Help	`0`
Skip Message	`#`
To First Message	`#` `#`
Cancel	`*`

Send a Message

A. Record message
B. Press `#`
C. Enter 10-digit destination mailbox or group number
D. Hear name or number
E. Send message `#`
F. Select delivery options (optional) `0`
G. Cancel destination `*`

Check Message Receipt

A. Enter recipient's 10-digit mailbox or group number

Personal Options

Administrative Options	`2`
Greetings or Recorded Name	`3`
Exit	`*`

After Message Review

Rewind	`1`
Replay	`4`
Play Envelope	`5`
Send Message	`6`
Delete Message	`7`
Reply to Message	`8`
Save Message	`9`

... After Continued

Help	`0`
Skip Message	`#`
To First Message	`#` `#`
Exit	`*`
Replay Erased Message	`1` `9`

Delivery Options

Mark Private	`1`
Urgent Priority	`2`
Request Confirmation	`3`
Future Deliver	`4`
Mark Anonymous	`5`
Cancel Destination	`*`

Administrative Options

Establish or Change Passwords	`1`
Establish or Change Group Lists	`2`
Change Prompt Level	`3`
Exit	`*`

Greetings or Name

Personal Greeting	`1`
Extended Absence Greeting	`2`
Recorded Name	`3`
Exit	`*`

Message Confirmation

Confirm Receipt	`1`
Notify of Non-receipt	`2`

Passwords

A. Enter new password (4 to 15 digits)
B. Press `#`

Group Lists

Create	`1`
Edit	`2`
Delete	`3`
List Names	`4`
Exit	`*`

Prompt Levels

Standard	`1`
Extended	`2`
Rapid	`3`
Cancel	`*`

Personal Greeting

A. Press `3` to change greeting
B. Hear current greeting
C. Press `*` to rerecord
D. Record greeting
E. Press `#` to end recording
F. Press `1` to listen
G. Press `#` to confirm

Absence Greeting

A. At tone, record greeting
B. Press `#` to end recording
C. Press `1` to listen
D. Press `#` to confirm

Recorded Name

A. At tone, record name
B. Press `#` to end recording
C. Hear recorded name
D. Press `#` to confirm

Create List

A. Enter new list number (11 to 25)
B. At tone, record list name
C. Press `#` to end recording
D. Hear recorded list name
E. Enter 10-digit mailbox of new list member
F. Hear name or number
G. Enter 10-digit mailbox of additional list members
H. Press `1` to review list
I. Press `*` to exit

Edit List

A. Enter list number (11 to 25)
B. Hear list name
C. Enter 10-digit mailbox of list member to be added or removed from list
D. Hear name or number and its status
E. Enter 10-digit mailbox of additional list members to be added or removed
F. Press `1` to review list
G. Press `*` to exit

Delete List

A. Enter list number (11 to 25)
B. Hear list name
C. Press `1` to keep list
D. Press `2` to delete list

Review Lists

A. Press `1` to review list names
B. Press `2` to rename list