Extension User Guide

for
MAX Communication Server
(MAXCS)

August, 2011

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[1] Feature must be enabled by system administrator.

Call Management

Other Features

MAXCS Telephone Functions

MAX Communication Server (MAXCS) provides a broad range of call-handling and dialing features. For you to use the system most effectively, you might want to browse through this section and keep it handy for future reference.

Note: This guide refers to the **FLASH** button on the telephone device. The flash function is the off-hook flash used, for example, to take the other call in a simple call-waiting situation. Some telephones may provide a **LINK** or similar button that provides the same function.

Basic Functions

Making Calls

- To make an *internal* call to another extension, lift the handset off-hook, wait for a dial tone and dial the extension number.

- To make an *external* call, lift the handset off-hook, wait for a dial tone, dial the designated outside line access digit and dial the phone number. The outside line access digit(s) are provided by your administrator.

  Note: If the Forced Account Code feature is enabled, you must enter an Account Code before making an external call.

Answering Calls

When you answer the phone, there may be different rings depending on who is calling you. When **Distinctive Ringing** is enabled on your system, three different ringing cadences may be used:

- Internal Call = short double rings

- External Call = long single rings between long pauses

- Operator Call = long single rings between short pauses

Putting a Call on Hold

While connected to a call, do one of the following:

- Press the **FLASH** button to play music on hold (if the system is configured to play music on hold) and ***do not hang up***. Hanging up will disconnect the call. To reconnect to the call, press the **FLASH** button again.

- Press the **HOLD** button. Nothing is heard by the other party when placed on hold this way. Hanging up here will not disconnect the call. To reconnect to the call, press the **HOLD** button again.

Transferring Calls

To transfer the currently connected call:

1. Press the **FLASH** button.

2. At the dial tone, dial the third party's extension number, or if permitted, a trunk-line access prefix and an external phone number.

3. When the third party answers, announce the call or simply hang up.

   When hanging up, use the **Release** button if available, or keep the hook-flash depressed for a couple of seconds to make sure the call is transferred.

   To abort the transfer and reconnect to the incoming call, press **FLASH** again before the transfer is complete.

Centrex Transfer

If you have a Centrex line, you can use this feature to transfer an external call to an outside number without having to tie up two trunk lines. Once the transfer is complete, the external caller's line connects directly to the outside number. Since there are no longer any connections to internal users, internal trunk lines are then dropped, freeing up system trunk line resources for other calls.

To complete a Centrex transfer:

1. Press **FLASH**, then *****.

2. Dial the second party's number (no need to dial the prefix for trunk-line access, such as **9**) and either hang up or announce the call.

3. Once you place the handset back on-hook, the trunk line also drops and Centrex completes the transfer.

Transferring Calls into the AltiGen Voice Mail System

To send an outside call into the AltiGen Voice Mail system, press **FLASH # 4 0**.

Transferring Calls Directly to a User's Voice Mailbox

To transfer a call directly into a user's voice mail, press **FLASH ##** and the user's extension number. When you transfer a call this way, you do not need to set the user's station on Do-Not-Disturb or wait for the phone to finish ringing.

Transferring Calls to an Auto Attendant

To transfer a call to the Auto Attendant, press **FLASH # 15** and the Auto Attendant number. For example, if **001** is the initial greeting to which you want to send the user, press **FLASH # 15001**.

Conference Calls

You can place conference calls including up to 5 parties, and you can speak privately with each party before adding them to the conference call. Any internal user is able to add parties to the conference call.

The quality of the conference call depends on the quality of service available with the local telephone company.

To conference an outgoing call:

1. Press **FLASH**.
2. At the dial tone, dial the next party's phone number.
3. Wait for the third party to answer, and announce the conference call.
4. Press # to put all three parties into the conference call.
5. During conferencing, any internal conference participant may press **FLASH**, dial the next party's number, and press **#** to bring the person into the conferencing session.

The user who initiates the conference call can select another conference member and drop that member from the conference simply by disconnecting the call. This must be done through MaxCommunicator/MaxAgent. The feature is unavailable to other conference members, even when the initiator hangs up. **Single Call Waiting** or **Multiple Call Waiting** must be set for the extension.

To conference an incoming call:

1. User hears a call waiting tone.

1. Press **FLASH** to connect to the incoming call.

2. Press # to add the caller to the conference.

Conferencing an incoming call must be done through MaxCommunicator/MaxAgent, if **Multiple Call Waiting** is set for the extension. If only **Single Call Waiting** is set, both MaxCommunicator/MaxAgent and the phone itself can be used to conference an incoming call.

Consultation

To place the caller on hold and speak with a person at another extension:

1. Press **FLASH** and dial the extension number of the person you want to speak with.

2. When you are finished, press **FLASH** again to disconnect the consultation and return to the original caller.

Call Park

You can park calls and then pick them up at your current station or another one. After a time-out period—set by the system administrator—parked calls ring the extension at which they are parked.

To park calls:

1. Do one of the following:

   • To park the call at the current extension, press **FLASH # 31** and hang up.

   • To park the call at another extension, press **FLASH # 31** followed by the extension number. For example, to park the call at ext. 487, press **FLASH # 31487**.

2.   To pick up the parked call, press **# 31** followed by the extension number of the station where the call is parked.

Note: If the user does not answer the call when it rings after the two-minute hold time, the call will be put on hold again. If this call is still on hold after two minutes, the system will ring the user again.

System Call Park and Silent System Call Park

System Call Park allows the user to park a call at a public "location" by entering **FLASH #41**. The system announces where the call is parked—a location number. Calls parked by a user will ring that user's extension after the time-out period expires.

You can enable the **Silent System Call Park** feature by pressing **#73** on your telephone keypad. This feature is used to *disable* the system from announcing the "location" of a call when using the **System Call Park** feature. This announcement is sometimes confusing when using graphic interface applications such as AltiConsole rather than using the telephone. It also eliminates having to wait for the location number to be announced before moving on to the next task.

Line Park

Line Park allows for a set of 99 lines to be used as a park pool, where incoming trunk calls can be parked automatically (by routing/call handling treatment in MaxAdministrator). Park lines are organized into groups, with up to 99 groups supported.

When no park lines are available, calls routed to this Line Park group are queued.

You can pick up parked line park calls by pressing **#51** followed by the 2-digit line park line, on your telephone keypad. No feature code is available to park the call at a park line.

Call Waiting

To use call waiting, it must have been enabled for the extension by the system administrator or by the user in MaxCommunicator/MaxAgent.

If a call comes in while you're on the phone, the system will beep up to three times over a 24-second period before the call is routed into voice mail.

To answer the call:

1. Press **FLASH** to put the first call on hold and simultaneously connect to the waiting call.

2. Press **FLASH** again to return to the first call.

Distinctive Ring

If the Distinctive Ring option is enabled by the system administrator, you may have four different call waiting tone cadences that distinguish the types of calls:

- Internal Call = short double ring

- External Call = normal, single ring

- Operator Call = long single ring between short pauses on calls to the operator

- Workgroup Call = short single ring between short pauses on calls to the workgroup

Multiple Call Waiting

This feature enables a "personal" queue that allows you to handle multiple incoming calls by letting callers wait in queue until you answer the call. You can transfer or park calls before answering the next call in queue.

Multiple Call Waiting must be enabled for your extension by the system administrator before it can be used.

Before being placed in queue, the caller hears an **Initial Greeting**. Once in the queue, the caller hears a **Subsequent Greeting** every 30 seconds. You can change or customize these greetings in the AltiGen Voice Mail system at the **Personal Options** menu as described in "Recording Greetings" on page 29.

In queue, the callers can press **#** to exit the queue and leave a voice mail message or, if your organization has an operator, press **0** for the operator. You may want to remind users of these options in the greetings.

To answer calls in a Multiple Call Waiting situation:

- During a call, you will hear an alert tone (audio beep) for each new call that is added to the queue.

- If **you** hang up, the phone will ring with the next caller in queue.

1. To park or transfer a call before answering the next call, press the **Link** or **FLASH** key and do one of the following:

    •   To **transfer** the call, enter the extension or phone number and hang up.

    •   To **park** the call using **Personal Call Park**, press **# 31**, enter an extension number **only** if you want to park the call at an extension other than your own, and then hang up (see "Call Park" on page 6).

    •   To **park** the call using **System Call Park**, press **# 41**, note the parked call "location" number, and then hang up.

2. Answer the next call in queue; it will ring after you disconnect the previous call.

Account Codes

The supervisor can create or assign codes that will enable or force users to assign outgoing calls to particular codes for billing, tracking or forecasting purposes.

When this option is set, after you enter outgoing call digits, the system will prompt you for an account code before allowing the outgoing call to proceed.

Dialing a Remote MAXCS System

Calling a Remote Extension Directly over IP

To call a remote extension directly over IP:

1. Dial the IP trunk access code (for example, **8**).

2. Dial the destination ID (for example, **1**), if applicable.

3. Dial the destination extension number (for example, **101**).

Calling Remote Auto Attendant/IVR or Operator

If the remote system is configured to connect incoming calls to an operator or Auto Attendant (and not to a person's or workgroup extension), you can connect with the operator or Auto Attendant as follows:

1. Dial the IP trunk access code (for example, **8**).

2. Dial the destination ID (for example, **1**), if applicable.

Calling a Remote Number (Hop Off Dialing)

If a remote MAXCS system is configured to allow Hop Off dialing—using a remote trunk to place an outgoing call—you can do that as follows:

1. Dial IP trunk access code (for example, **8**).

2. Dial the **remote system ID digit** (for example, **3**).

3. Dial **the trunk/route access code of the PSTN trunk** in the remote system (for example, **9**).

4. Dial the **phone number** (for example, 14085551212).

5. Optionally, press # to speed up the call.

Voice Over IP Trunk Call Support

If your system is set up with voice over IP (VoIP), you can use the following trunk-related MAXCS system features during IP trunk call sessions.

Supported Features

The following features are supported while dialing through IP trunks:

- **Incoming and Outgoing Trunk Calls**—you must dial the IP trunk access code to make outgoing calls via an IP trunk.

- **Call Transfer To and From IP Trunk (Blind and Supervised)**—you must dial the IP trunk access code and all necessary prefixes to transfer calls via an IP trunk.

- **One Number Access**—when entering "outcall" numbers via MaxCommunicator or MaxAdministrator, you must add the IP Trunk Access code and Location ID. For example, if you want the MAXCS system to dial the extension **300** at a remote MAXCS system where the location ID is **1** and the IP trunk access code is **8**, you must enter **81300** as the outcall number.

- Message Notification

- Reminder Calls

- Multi-Location Conferencing
- Call Park
- Call Waiting
- Call Forwarding
- Automatic Call Distribution
- Auto Attendant
- System CallBack over IP Trunk
- Calling Out from Voice Mail
- **Zoomerang**—allows the caller to leave a different extension number as the callback number. If the callback number of a call from another MAXCS system is available and automatically captured, the MAXCS system only announces the extension number but connects to the correct remote MAXCS system.
- **Dial Last Caller**—the MAXCS system will use an IP trunk to dial the last caller if that call was received via an IP trunk.
- Call Restrictions
- **Speed Dialing**—be sure to enter all appropriate prefixes such as IP trunk access code, Dialed Digits, and so on.
- Call Accounting
- **Caller ID**—displays location and extension number. If an incoming call is from an unspecified IP host, the IP address is used instead of location name.
- Voice Mail
- Microsoft Exchange Integration
- **AltiConsole Client Support—**you can use AltiConsole to handle calls to and from IP trunks.
- MaxCommunicator / MaxCommunicator IP Extensions

Using Feature Codes

The following sections describe additional telephone features used for call handling and management. To use any of these features:

1. Lift the handset off-hook and wait for the dial tone.

2. Dial the keys indicated in the "Dial" column.

3. Follow the instructions in the "Description" column.

Answering Calls

Feature	Dial	Description
Individual Call Pickup	**#29 \<ext>/ \<wg ext>**	Connects to the local set with extension \<ext>. Or, picks up ringing extension's call when entering a workgroup \<wg ext>. **Note:** For workgroup calls, only a workgroup agent can pick up the call.
System Call Pickup (any ringing phone)	**#30**	Connects the call of any ringing phone to the local set. **Note:** For workgroup calls, only a workgroup agent can pick up the call.
Personal Call Park	**FLASH #31, then hang up; OR FLASH #31\<ext>, then hang up**	Parks the call to later pick up from this or another station. Or park the call at a specific station by pressing FLASH #31 and the extension of the other station. You can have up to 50 calls parked per station simultaneously. Parked calls ring the extension upon timeout. Timeout time is configurable, with a default of 2 minutes. If you park the call to a workgroup extension, only you or the workgroup agents can pick up the call with #31 \<ext>. **Note:** If you park a call to a workgroup pilot number, only you or a workgroup agent can pick up the call with #31\<ext>.
Personal Call Park Pickup	**#31 \<ext>**	Pick up the call parked at extension \<ext> If the call was parked to a workgroup extension, only a workgroup agent or the user who parked the call can pick it up with this feature. **Note:** If the extension is a workgroup pilot number, only a workgroup agent or the person who parked the call can pick it up.

System Call Park	FLASH #41	Park a call at a public "location" station by entering **FLASH #41**. The system announces where the call is parked (a location number). Calls parked by a user will ring that user's extension upon time-out after 2 minutes.
System Call Park Pickup	#41 **<loc>**	Pick up the system parked call at location number <loc>
Line Park Call Pickup	**#51 <loc>**	Pick up the line park call at location number <loc>
Hands Free Intercom Mode	#81	Allows you to receive internal calls through the speaker phone without having to pick up the handset to answer, as the system will connect the call to your phone automatically within one ring. Outside calls, however, will continue to ring the phone, and you must answer these manually. You can use the handset if that is preferred. **Caution**, Security Issue: If you are away from your desk for a moment, or if the ringer is off, you may not be aware that a call has come in and the caller is connected and listening to whatever conversation you are having. Pressing **#81** activates; pressing **#81** a second time deactivates this feature. You must use a speaker phone, and the speaker must be turned **on** to use this feature. When a call comes in, you hear a ringing tone from the speaker, *and the call is automatically connected*.
Hands Free Manual Answer Mode	#82	Allows you to receive internal and external calls through the speaker phone without having to pick up the handset to answer. Pressing **#82** activates; pressing **#82** a second time deactivates this feature.

AltiGen Voice Mail System Quick Features

The following voice messaging features are accessible in the same way as telephone features, *without having to log in to the AltiGen Voice Mail System*.

Feature	Dial	Description
Greeting Menu	**# 11 <pass-word>**	Follow the system prompts to change your greeting.
Password Menu	**# 28**	Follow the system prompts to change your password.

Making Calls[1]

Feature	Dial[a]	Description
Dial By Name	**#34 <string> #**	After entering #34, enter the letters of the name (first, or last, or both in any order), followed by #. The system searches for a unique name and calls the extension associated with the name.
		Note: This feature must be enabled by your system administrator.
Station Privilege Override	**#35 <your ext> <pass-word>**	To have your own calling privileges at that phone set *for the next call* only. After the call, the phone set returns to its original call restrictions.
Dial Last Caller	**#69**	Dials the last incoming call number.
Station Speed Dial	**#77 <nn>**	Dials the 2-digit speed dial number <nn>. See "Station Speed Dial Setup" on page 17.
System Speed Dial	**#88 <nn>**	Dials the 2-digit system-wide speed dial number <nn>.
Intercom Call	**#93 <ext>**	Connects you directly to the callee's intercom after exactly one ring. After one ring, your voice will be audible on the callee's phone intercom.
Last Number Redial	**#99**	Saves and redials the last number dialed.

a <ext> = extension num.; <nn> = 2-digit num.; <loc.> location num.; <string> = character string

Call Management

Feature	Dial[a]	Description
Station Log Out	**#26** **<pass-word>**	Deactivates or shuts off your extension, forwarding all calls to voice mail. This feature can be used to move your extension from your phone set to another phone set in the office.
Station Log In	**#27** **<ext>** **<pass-word>**	Reactivates your extension at your original phone set or another one. If you log in at a location already occupied by another extension, you can activate the extension using only **#27**. (**#26** is not necessary to deactivate the previous existing extension.) If you have an extension assigned at another location and log in the extension at a new location, you can activate the extension using only **#27**. (**#26** not necessary to deactivate the old extension/line.) The old location will become an unassigned location/line (IP phone failover feature). **#27** can also be used to hear the currently active extension number for the phone set.
Account Code (before calling)	**#32** **<acct. code>**	After entering the account code (a maximum of 10 digits), make the call when you hear the dial tone. This feature can be used for client billing purposes.
Account Code (during a call)	**FLASH (wait for dial tone) #32 <acct. code>**	Press **FLASH**, wait for the dial tone, enter **#32** and the account code followed by **#**. You will then be reconnected to the call.
Do Not Disturb / Deactivate Do Not Disturb	**#33**	Activates Do Not Disturb when it's off, deactivates it when it's on. While activated, all calls are forwarded to busy handling.
Call Forwarding	**#36 <pass-word> <destination> #**	Forwards all calls to the destination, which can be an internal extension or external phone number including access code, long distance prefix and area code. To deactivate forwarding, press **#36** again, or deactivate from within the AltiGen Voice Mail System.

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[1] If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on codes and dialing prefixes.

Remote Call Forwarding	**#37 <your ext> <pass-word>**	When you're on a telephone station other than your own, forwards your calls to the current station. Multiple users can forward to the same extension. Deactivate it by pressing **#37** again on the same phone set.

a <ext> = extension num.; <nn> = 2-digit num.; <loc.> location num.; <destina-
tion> = extension or complete phone number

Workgroup Features

Feature	Dial[a]	Description
Workgroup Call Pickup	**#29 <wg ext>**	Pickup incoming calls for your workgroup and ignore other calls coming into the system.
Outbound Workgroup	**#53**	Set the workgroup to associate outbound calls to.
Workgroup Log In	**#54 <wg ext>**	For workgroup members only: Logs in to a workgroup.
Multiple Workgroup Log In	**#54 + 0 + <wg ext 1> + # + <wg ext 2> + # etc.**	For workgroup members only: Logs in to multiple workgroups.
Workgroup Log Out	**#56 <wg ext>**	Log out and block workgroup calls but receive other calls at your extension.
Multiple Workgroup Log Out	**#56 + 0**	Log out from all workgroups and block workgroup calls but receive other calls at your extension.
Status Ready	**#90**	Tells the system your extension is ready to receive workgroup calls. This can be used to end a call Wrap Up Time delay.
Status Not Ready	**#91**	Tells the system not to route workgroup calls to this extension.

a <wg ext> = workgroup extension number.

Workgroup Supervisor Features[2]

Feature	Dial[a]	Description
Workgroup Silent Monitor	**#59** + **<agnt ext> +<wg pwd> + 1**	Listen to incoming or outgoing calls in the specified workgroup.
Workgroup Barge-in	**#59** + **<agnt ext> +<wg pwd> + 2**	Intervene in a conversation between an agent and a caller or callee.
Workgroup Coach	**#59** + **<agnt ext> +<wg pwd> + 3**	Coach an agent without the other party hearing you.

a <wg ext> = workgroup pilot extension number

Other Features

Feature	Dial[a]	Description
Language Setting	**#12**	If your system has more than one language, lets you set the language for voice mail prompts.
Feature Status Check	**#22**	Retrieves an announcement about currently activated telephone features. In addition, the *dial tone* changes when the following features are activated: Do Not Disturb, Call Forwarding, Remote Call Forwarding, Hands-Free Mode, Dial Tone Mute Mode, Outside Call Blocking (Operator only) and Operator Off-line (Operator only).
Station Speed Dial Setup	**#25 <nn> <phone num> #**	Program a station speed dial phone number assigned to a 2-digit dialing number between 00 and 19. The phone number can be up to 20 digits, and must include all necessary digits such as outside line access digit, **1** for out of area numbers and the area code. When you have finished, press **#**. Hang up when done, or you can continue to set up other speed dial numbers by pressing # again.

Overhead Paging	#44	If available on your system, connects to the overhead broadcast device. Speak into the handset and hang up when finished.
Overhead Paging by Trunk	#45	If available on your system, directs a call to a particular trunk with a paging ID broadcast. Allows broadcasting through a trunk without checking call progress.
Group Paging	#46 <paging group member>	Activates one-way paging session to all registered AltiGen IP phone users who are in idle state and logged in members of this paging group.
Feature Tips	#55	Plays helpful tips and reminders for optimal use of the MAXCS system. There are eleven tips total and a different one is played each time you access Feature Tips. See "Feature Tips" on page 33 for more information.
Silent System Call Park	#73	*Disable* the system from announcing the "location" of a call when using the System Call Park feature. See "System Call Park and Silent System Call Park" on page 7.

a <nn> = 2-digit num; <phone number> = extension or complete phone number, including trunk or route access code

Operator Features

This section is provided specifically for the designated Operator. Depending on your organization, this may be a single person or a number of people.

Call Handling and the Auto Attendant

If your system uses the Auto Attendant, it can handle and route incoming calls automatically with prompts and menus; most incoming calls do not reach the Operator.

The call will ring at the Operator's desk if the caller dials **0** while listening to options given by the Auto Attendant. The sections at the beginning of this chapter offer instructions on basic answering, putting calls on hold, and transferring calls.

Checking the General Mailbox

The System Administrator may set up a General Mailbox where callers can leave messages if they do not know who to speak with or when the Operator is unavailable. This mailbox works like any other voice mailbox and has an extension number and password. Be sure to check this mailbox frequently and forward messages to the appropriate person as soon as possible.

Calls on Hold

To place a call on hold, do one of the following:

- Press the **FLASH** button to play music on hold, or
- Press the **HOLD** button to place the caller on hold without music.

If a call is placed on hold at the Operator's desk, subsequent calls to the Operator can be routed to the next extension in a queue, sent to a voice mail (the General Mailbox), or placed into a new queue. Be sure to fully understand your organization's customized call processing procedures.

Operator Off-line

When the Operator Off-line feature is activated, all calls are directed to the Auto Attendant. When callers dial **0** in the Auto Attendant, the system transfers the call to the next extension in the workgroup if one is configured. If there is no operator extension available, the system informs the caller that the Operator is not available and to leave a message in the Operator's mailbox.

To activate this feature, press **#39**. When it's active, you can deactivate it also by pressing **#39**.

Outside Call Blocking

You can block access to all outside lines by pressing **#38**. Pressing **#38** a second time restores the system to its normal outside calling status.

Using a Mobile Extension

This section describes how to use a mobile extension (MobileExt) with MAXCS. Using a MobileExt is similar to using an AltiGen stationery phone. You can transfer a call, put it on hold, and you can conference. And you can use MaxCommunicator/MaxAgent to handle your MobileExt phone calls.

Note: These instructions assume that your system administrator has configured your MobileExt to use the * key to simulate "FLASH", and the ** key to disconnect the current call and receive a dial tone from the system.

Making Calls

From your mobile device (a cell phone or home phone) call into your company's phone number that is assigned to receive MobileExt calls. Consult your system administrator if you do not have the assigned phone number. When you call into the system, the system will authenticate your mobile number and give you the system dial tone. You can dial an extension or an external number just like your are using your desk phone in your office. The outside line access digit (for example, 9) is required when making an outbound call. If the Forced Account Code feature is enabled, you must enter an Account Code before making an external call.

Terminating Calls

At the end of a conversation, you can select one of the following two options:

• You can hang up your cell phone or home phone to terminate the call.

• You may press ** to disconnect the current call and get a dial tone without losing the cell phone's connection to the system, if your administrator has enabled this option. You must press the second * within 1.5 seconds.

Answering Calls

When you answer your MobileExt call, one of three things may happen, depending on how the system administrator has configured your phone:

• You are connected with the caller.

- You hear a special tone when you answer the call, and then you are connected with the caller.

- You hear the phrase "To accept this call, please press any digit." You must press any key within 3 seconds to connect the call; otherwise it will time out and the call will be treated as an agent/extension RNA and will be routed according to its workgroup/extension setting.

Putting a Call on Hold

While connected to a call, you can press the ***** key to put the caller on hold. The ***** key is interpreted by the AltiGen system as a FLASH key to hold the call. Press the * key again to reconnect to the call.

Caution: **When you have pressed the * key to hold a call, do not hang up your handset when using a home phone or disconnect your cell phone.**

Transferring Calls

To transfer the currently connected call:

1. Press the ***** key.

2. At the dial tone, dial the third party's extension number, or if you are transferring to an external phone, dial your company's trunk-line access prefix (for example, 9) and the external phone number.

3. When the third party answers, announce the call or simply hang up.

   To abort the transfer and reconnect to the incoming call, press ***** again before the transfer is complete.

Transferring Calls into the AltiGen Voice Mail System

To send an outside call into the AltiGen Voice Mail system, press *** # 4 0**. The system will terminate the connection to the MobileExt device after *** # 4 0** is dialed.

Transferring Calls Directly to a User's Voice Mailbox

To transfer a call directly into a user's voice mailbox, press *** ##** and the user's extension number. The system will terminate the connection to the MobileExt device after you dial * ## plus the extension number.

Transferring Calls to an Auto Attendant

To transfer a call to the Auto Attendant, press *** # 15** and the Auto Attendant number. For example, if **001** is the initial greeting to which you want to send the user, press *** # 15001**.

Conference Calls

You can place conference calls that include up to 5 parties, and you can speak privately with each party before adding them to the conference call.

To conference an outgoing call:

1. Press the ***** key.

2. At the dial tone, dial the next party's phone number.

3. Wait for the third party to answer, and announce the conference call.

4. Press # to put all three parties into the conference call.

If you are using MaxCommunicator/MaxAgent, and you initiated the conference call, you can select another conference member and drop that member from the conference simply by disconnecting the call.

To conference an incoming call:

1. When you hear a call waiting tone, press the ***** key to connect to the incoming call.

2. Press # to add the caller to the conference.

If **Multiple Call Waiting** is set for the extension, conferencing an *incoming* call must be done through MaxCommunicator/MaxAgent. If only **Single Call Waiting** is set, both MaxCommunicator/MaxAgent and the phone itself can be used to conference an incoming call.

Using a Client Application with a Mobile Extension

You can use MaxCommunicator/MaxAgent to handle mobile extension calls the same way you would to handle stationery extension calls. See the MaxCommunicator Manual and the MaxAgent Manual.

Using the AltiGen Voice Mail System

This chapter describes the features and functions in the AltiGen Voice Mail System. The AltiGen Voice Mail System includes basic voice mail functions and more sophisticated features such as an interface with e-mail.

The AltiGen Voice Mail System voice prompts provide instructions and options for all functions. From any menu, press **0** to repeat your options or ***** to return to the previous menu.

Feature Tips

Each time you log in to the AltiGen Voice Mail System, you hear a **Feature Tip**—helpful tips and reminders of the most useful features for optimal use of the MAXCS system. See "Feature Tips" on page 33 for more information on this feature as well as instructions on how to enable/disable this feature.

Logging In

To log in for the first time:

1. From your station, press **##**.

2. Enter the **default password** your system administrator has given you.

Note: The default password is for initial login only; be sure to change it as soon as possible.

To change your password, after pressing **4** at the Main Menu to hear the Personal Options …

1. Press **2** for the password options.

2. Press **1** to change the password.

3. Enter a new password. See "About Passwords" on page 24.

To perform a normal login at your station:

Press **##**, followed by your **password**.

Voice Mail

To log in from another station or as a virtual extension:

Press ###, followed by your **extension number**, followed by your **password**.

Remote Login

For remote login from outside the office:

Dial your company phone number and during the Auto Attendant greeting, press #, then your **extension number**, then your **password**.

For standard remote login:

The Auto Attendant must be configured. If Auto Attendant is not used in your office, someone in the office (such as the operator) must transfer you into the AltiGen Voice Mail System. See "Transfer to AltiGen Voice Mail System" on page 25.

New Voice Mail Message Indicator for Remote Login

Before remote login, if the user wants to check for new messages in his voice mail box, he can call his extension and listen to the ring. If there are new messages in the voice mail box, the user will hear two short rings as the extension is ringing. If there are no new messages, the user will hear one long ring.

About Passwords

A valid password must be 4 to 8 digits (numbers or letters A-Z) in length and cannot be the same as its extension number. Basic password patterns, such as repeated digits (1111), consecutive digits strings (1234), or digits that match the extension (Ext. **101** using **101**2, 9**101**, **101**01, and so on) are not allowed. The letters map to numbers as follows:

Numbers	Letters		Numbers	Letters
2	A, B, C, a, b, c		6	M, N, O, m, n, o
3	D, E, F, d, e, f		7	P, Q, R, S, p, q, r, s
4	G, H, I, g, h, i		8	T, U, V, t, u, v
5	J, K, L, j, k, l		9	W, X, Y, Z, w, x, y, z

Transfer to AltiGen Voice Mail System

If the Auto Attendant is not active when you want to log in from a remote phone, you must have the operator or any other internal user transfer you into the AltiGen Voice Mail System. There are two ways to transfer users into the AltiGen Voice Mail System:

- Normally, anyone in the office is able to send an outside user into the AltiGen Voice Mail System by pressing **FLASH #40** while connected to the user.

- If **FLASH** is disabled[1], you can also log in to the AltiGen Voice Mail System by pressing ***** during the voice mail greeting of any extension. If you're calling your own extension, you then enter your password. If you're calling someone else's extension, press **#** to enter your extension and then your password.

Returning to Auto Attendant from the AltiGen Voice Mail System

After a remote login, you can dial **9** from the main menu to return to the Auto Attendant, provided the Auto Attendant is configured and activated. This allows you to access voice mail and also speak with or leave messages for others on the same phone call. Even if you decide not to leave a message, you can press 9 to return to the Auto Attendant.

If you leave a voicemail message and press # for delivery options and then # to send it, you are given the option to return to the Auto Attendant to try other extensions.

AltiGen Voice Mail System Main Menu Options

Once you've successfully logged into the AltiGen Voice Mail System, you are presented with the following options at the **Main Menu**:

1. Listen to New Messages

2. Review Saved Messages

3. Send a Message

4. Access Personal Options

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[1] **FLASH** may be disabled if the operator or user is using any TAPI third-party application that does not support it.

5. Access Private Messaging Options

6. Phrase Management (system manager extension only)

7. Access Microsoft Exchange Unified Messaging (when system is integrated through bridged access to Exchange 2007 server)

8. Review Mixed-Media Messages

9. Transfer Out of Voice Mail (for remote access to AltiGen Voice Mail System only)

\# Make a Call

Listening to Messages

If there are new messages in your voice mail box, the dial tone changes from a constant tone to a broken tone. At the Main Menu, the AltiGen Voice Mail System announces the presence of new and saved messages.

To check voice mail messages, press…

- **1** for new messages
- **2** for saved messages

To listen to Mixed-Media messages (see page 39), press **8** and then…

- **1** for new messages
- **2** for saved messages

The Main Menu options 1, 2, and 8 are not available and are not announced if there are no new or saved messages.

Disposing of the Messages

After or while listening to a new or saved message, you have the following options. Press…

- **1** to delete
- **2** to replay
- **3** to save
- **4** to forward a copy of the message with an introduction
- **5** to call the sender

  This is the **Zoomerang** feature described on page 37. Press *** to disconnect from the call and *return* to the AltiGen Voice Mail System.

The sender's caller ID information is automatically captured by the MAXCS system if the caller is an internal user or an outside caller who has either a publicly listed number or has entered their callback number in the delivery options menu after leaving the message. But if the caller ID is not available, you can still use the Zoomerang feature by manually dialing the number.

When using Zoomerang with Cellular or PCS phones, see the discussion in the next subsection.

- **6** to reply to the message
- **7** to rewind (during message playback)
- **9** to fast forward (during message playback)
- **#** to skip
- (To listen to a skipped message, press 1 again at the Main Menu.)

  Note: See your system administrator to activate or deactivate the announcement of time and date for each message before playing the message content. The time stamp can be skipped by pressing **9** during playback.

Sending Messages

To send a message:

1. At the Main Menu, press **3**.
2. Record your message and press **#** when finished.

   If you need to re-record the message, press ***** when prompted.

3. Select a destination by entering one of the following:

   - destination extension number
   - **#** to enter destination extension by name. Enter last name followed by the first name and press **#** when finished. (Use **1** for "Q" and "Z".)
   - **01** followed by a *personal* Distribution List number to send a message to a personal distribution list. See "Using Distribution Lists" on page 33 for information on setting up distribution lists in the AltiGen Voice Mail System. You can also set them up in AltiView.

- **02** followed by a *system* Distribution List number to send a message to a system distribution list. System distributions are set up by the system administrator.

4. After selecting the destination, press one of the following:

    - **#** to send immediately

    - **1** for delivery options, then **1** for urgent delivery, or **2** for future delivery. Urgent messages are placed at the beginning in the queue of new messages to be heard, before other non-urgent messages.

    - **2** to re-enter a destination as in step 3.

Making a Call from within the AltiGen Voice Mail System

You can make a call, either to another user's extension number or to an external phone number, using the AltiGen Voice Mail System. This can be useful, for example, when you're calling in from a remote location and want to respond to messages and make *other* calls, all on the same call into the AltiGen Voice Mail System.

Note: The use of this privilege is configurable on a per-user basis. Check with your system administrator.

To place a call, press **#** at the Main Menu, then dial **the number or extension**.

For external numbers, dial the outside line access code (for example, **9** or **8**) and any long distance prefix such as **1** and area code. Press ******* to disconnect from the call and *return* to the AltiGen Voice Mail System.

Personal Options

Personalize your AltiGen Voice Mail System by creating unique greetings and customizing the system to notify you of important calls or remind you about meetings and action items.

At the Main Menu, press **4** for the following Personal Options:

- Personal Greetings
- Password
- Message Notification
- Reminder Call

- Call Forwarding
- Feature Tips
- Distribution Lists
- Log on/off IP Extension
- ONA Options

Recording Greetings

At the **Personal Options** menu, press **1** for the Personal Greetings options, then press…

- **1** to access your **Personal Greeting** options.

  Note: Greetings here correspond to Activity Code Configuration defined in the MaxAdministrator.

  — Press **2** to record your **Personal Standard** greeting.

  — Record your greeting and press **#** when finished. Example: "Hi, this is Mary Smith. I am unable to answer your call at this time. Please leave a detailed message and I will return your call promptly."*

  — Press **3** to record your **Meeting** greeting.

  — Press **4** to record your **Away from desk** greeting.

  — Press **5** to record your **Out of office for business** greeting.

  — Press **6** to record your **Out of office for personal** greeting.

  — Press **7**, **8**, or **9** to record a *customized* greeting.

- **2** to record your **Directory Name**.

  Record your full name and press **#** when finished.

- **3** to **select which greeting to use** (greeting **1** through **9**).

  Note: An agent extension can also select a greeting through MaxCommunicator or MaxAgent. AltiGen IP 705 and IP 710 phone users can select a greeting by pressing the **Activity** button on the phone.

The following options, **4** and **5**, are available **only** when **Multiple Call Waiting** is enabled for your extension. See "Multiple Call Waiting" on page 8. These features both require activation as discussed in the preceding paragraph.

- **4** to record an **Initial Greeting**.

Callers will hear the **Initial Greeting** when placed in your personal queue. Example: "Hi, this is Mary Smith. I'm on the other line at the moment. If you would like to hold, please stay on the line. To leave a message, press pound (#) at any time. Press **0** for the operator."*

The system default **Initial Greeting** is: "*<your directory name>* is on the phone and will be with you as soon as possible. You may hold or press the # key to leave a message."

- **5** to record a **Subsequent Greeting**.

  Callers in your personal queue will hear the **Subsequent Greeting** every 30 seconds. Example: "Hi, I'm still on the other line. Please continue to hold or press pound (#) to leave a message. Press **0** for the operator."*

  The system default **Subsequent Greeting** is: "*<your directory name>* is still on the phone. You may continue holding or press # to leave a message."

*Even if you have recorded your personal greeting, the default system greeting is used until you select and thus *activate* your personal greeting. This also applies to the **Initial** and **Subsequent** greetings described below.

Changing your Password

To protect your voice mail system, memorize your password without writing it down. Change your password frequently, and change it any time you suspect it has been compromised.

To change your password, after pressing **4** at the Main Menu to hear the Personal Options …

1. Press **2** for the Password options
2. Press **1** to change the password
3. Enter a new password. See "About Passwords" on page 24.

Using Message Notification

When you're away from your desk, you can use the Message Notification function to alert you to incoming messages. When a caller leaves a message in your voice mailbox, the system calls the extension, phone number or pager that you designate—the delivery phone number. The AltiGen Voice Mail System then prompts you for your password and places you at the Main Menu.

About the Delivery Number

When setting this delivery phone number, the AltiGen Voice Mail System asks you to enter the number (up to a maximum of 64 digits), using the long distance prefix **1** for out of area phone numbers. You must also identify the *type* of number: extension, phone number, or pager. You don't need to enter the trunk, route access trunk, or route access code as part of the number.

The destination number *cannot* be a *virtual extension* or a *workgroup* extension. Also, please see "Sending Messages" on page 27.

If the system is unable to reach you for Message Notification or Reminder Calls, it will play "Attempts to reach you earlier were unsuccessful" the next time you log in to the AltiGen Voice Mail System. Also, the system cannot reach you at an outside location if there are no trunk lines available when the system attempts to make the call.

To Set Message Notification:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **3** to hear the Message Notification options, then press…

- **1** to enable notification for urgent messages only

- **2** to enable notification for all messages

- **3** to disable message notification

- **4** to enable notification for all voice mails and emails

- **5** to set or change notification phone number, pager number, or extension

- **6** to set a notification schedule, and then select one of the following options:

    —**1** to activate notification at all times

    —**2** to activate notification during off hours

    —**3** to set up your own notification schedule
    The AltiGen Voice Mail System will prompt you for the activate and deactivate times. If the hour digit is "1" in the case of one o'clock for example, press # after the entry. Always enter two digits for minutes. The AltiGen Voice Mail System will only accept 10-minute intervals such as 10:10 or 10:20 and not 10:15.

Using Reminder Calls

You can remind yourself of important meetings, calls, or other events by setting up a Reminder Call. The AltiGen Voice Mail System will ring you and play back your pre-recorded message at a specified time and date, to a specified delivery phone number. For example, you can have the AltiGen Voice Mail System call you at home tonight to remind you to bring a file to work the next morning!

Note: The delivery number used by Reminder Call is the same as the one used by the Message Notification function. If you want to use a different number than the one set in Message Notification, open the **Message Notification options** by pressing **3** on the Personal Options menu, then press **4** to set or change the delivery number. Also, please see "About the Delivery Number" on page 31.

To Set Up a Reminder Call:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **4** again to hear the Reminder Call options, then…

1. Press **2**.

2. At the prompts, set the time and date for the call
   If the hour digit is "1", press **#** after the entry. Always enter two digits for minutes. The AltiGen Voice Mail System will only accept 10-minute intervals such as 10:10 or 10:20 and not 10:15.

3. Press **1**, then record the reminder message.

4. Select one of the following:
   - **1** to deliver the reminder to your extension
   - **2** to deliver the reminder to the outcall number or delivery phone number designated in the MaxCommunicator/MaxAgent Configuration screen, Message Notification tab, or in the MaxAdministrator.

5. Press **#** to confirm the message delivery.

To Review Scheduled Reminder Calls:

If you have scheduled reminder calls, and you want to review them...

1. Press **4** at the Main Menu.

2. Press 4 again for the Reminder Call options.

3. Then press **1**.

Call Forwarding

You can configure Call Forwarding from your phone or from a remote location by dialing into the AltiGen Voice Mail System and following the steps listed here:

Note: Forwarding calls to a pager is possible but **not recommended** since callers will only hear what is heard when calling a pager and might not know to enter a return phone number unless instructed. Also, please see "Sending Messages" on page 27.

To Set Up Call Forwarding:

After pressing **4** at the Main Menu to hear the Personal Options menu, press **5** to set up call forwarding, then…

1. Enter the destination number.

   If it is an external number, begin with the outside trunk or route access digit and any long distance prefix digits such as **1** and area code.

2. Immediately after entering the destination number, press #.

   This forwards all calls to the destination number until you log in, select the call forwarding option again, and disable it.

Feature Tips

Each time you log in to the AltiGen Voice Mail System, you hear a **Feature Tip**—helpful tips and reminders about the most useful MAXCS system features. There are a total of 11 tips and a different tip is played each time you access the AltiGen Voice Mail System.

Another way to listen to Feature Tips is by pressing **#55** on your telephone. You can listen to just one tip at a time or listen to all the tips at once.

To turn this feature off, press **6** at the Personal Options menu. This is a toggle feature, so that if the feature is turned off, pressing **6** at the Personal Options menu will turn it back on again.

Using Distribution Lists

Distribution lists provide a way to use a single destination number to send messages to a group of people. You can send or forward a message to a list just as you would to an extension. When you send a message to a list, it is sent to everyone on the list.

Voice Mail

You can create up to 100 distribution lists, and each list can have up to 64 entries. An entry can be an extension of any kind, including virtual or workgroup extensions, or another distribution list, so in effect there is no practical limit to the number of people to which you can send a single message.

When you create lists at your station, they are your personal distribution lists—every extension can have its own lists. There may also be system distribution lists created by your system administrators.

Creating a Distribution List

After pressing **4** at the Main Menu to hear the Personal Options menu, press **7** to access the Distribution Lists menu, then…

1. Press **1** to **Add** a distribution list.

2. When prompted, enter a 2-digit number to identify the list.

3. When prompted, enter the list members, which can be one of the following forms:

   • **Extension** numbers.

   • **01**, followed by a **Personal Distribution List** number.

   • **02**, followed by a **System Distribution List** number.

4. The system reads back the entry to you, and you press **#** to save or ***** to cancel the entry.

5. Repeat the previous two steps until you've added all the list members.

Editing a Distribution List

To add or remove list members, after pressing **4** at the Main Menu to hear the Personal Options menu, press **7** to access the Distribution Lists menu, then…

1. Press **3** to **Modify** a distribution list.

2. When prompted, enter a 2-digit number to identify the list.

3. When prompted, do one of the following:

   • To **add** members, press **1**, then follow steps 3 and 4 in the immediately preceding procedure, Creating a Distribution List.

- To **delete** members, press **2**. When prompted, enter the member number you want to delete. For extensions, enter the extension number. Use **01** or **02**, followed by the list number, to specify system or personal distribution lists, respectively.

4. The system reads back the entry to you, and you press **#** to save or ***** to cancel the action.

5. If you just added a member, you're prompted to add another. If you just deleted a member, you're asked if you want to delete another.

Deleting a Distribution List

After pressing **4** at the Main Menu to hear the Personal Options menu, press **7** to access the Distribution Lists menu, then…

1. Press **2** to **Delete** a distribution list.

2. When prompted, enter a 2-digit number to identify the list.

3. The system reads back the entry to you, and you press **#** to confirm the deletion or ***** to cancel.

Reviewing a Distribution List

To hear a report of list members, after pressing **4** at the Main Menu to hear the Personal Options menu, press **7** to access the Distribution Lists menu, then…

1. Press **4** to **Review** a distribution list.

2. When prompted, enter a 2-digit number to identify the list.

3. The system reports the list members one by one.

Log On/Off IP Extension (Dynamic IP Addressing Only)

With a few exceptions (noted below), an IP extension works exactly the same as an ordinary, "analog" extension, with the added advantage of letting you work remotely without any extra cabling.

The IP option is available only if your extension is set up to be an IP extension by your system administrator.

If your IP extension has "dynamic" IP addressing, you must log in to an IP extension whenever you want to use an IP connection.

To log on or off an IP extension:

For an AltiGen IP phone, use **#27** to log in to the MAXCS system and **#26** to log off. Do not use voicemail to log in.

For certified *non-AltiGen IP phones*, use voicemail to log in:

- After pressing **4** at the Main Menu to hear the Personal Options menu, press **8** to log on or off an IP extension. You do not have to call from the same phone to log off.

While logged in to the IP extension, all calls to your extension will be routed to the IP extension, and all calls you make will be treated as calls originating from your extension.

While logged off the IP extension, all calls to your extension will be routed to voicemail unless you change your default call handling settings.

Important: Log off the IP extension when you no longer want to use it. Otherwise, incoming calls may be routed to another user in the event that you lose your Internet connection.

One Number Access Options

An extension user has the option of enabling or disabling One Number Access (ONA) through the AltiGen Voice Mail System. The user will hear a specific system message depending on how the extension is configured.

If ONA is not enabled for your extension in MaxAdministrator, the system will say the option is not available. If ONA *is* enabled, the system will allow you to access ONA options.

Press **4** at the Main Menu to hear the Personal Options menu, then press **9** to access ONA options, then press:

- **0** to disable ONA
- **1** to enable ONA for any time of day
- **2** to enable ONA for business hours only
- **3** to enable ONA for non-business hours only
- **4** to enable ONA based on your pre-configured schedule

Dynamic Messaging

The MAXCS system provides special Dynamic Messaging features to provide support for business travelers who need these remotely enabled functions.

The *Zoomerang* feature enables you to return a call with the push of one button while you are in the AltiGen Voice Mail System. *Private Messaging* provides a way to leave a private message for callers who are difficult to reach.

Zoomerang

The Zoomerang feature enables the user to listen to messages in the AltiGen Voice Mail System, make calls to the parties who left the messages, and then *return* to the AltiGen Voice Mail System (like a boomerang). For example, this feature can allow a traveler to return calls for all messages with one call into the AltiGen Voice Mail System from a cellular phone.

How it Works, with and without Caller ID

When you make a Zoomerang callback, the system automatically makes the call to the number captured by Caller ID. The Caller ID information is captured for all internal users and for external callers who have a publicly listed, unblocked number or who have entered their callback number in the delivery options menu after leaving the message (see "The Caller's Options" on page 38).

If the caller ID was not captured, the user can enter the number manually. If it is an external number, be sure to dial the outside line access digit and any long distance prefix digits such as 1 and area code. Also, please see "Sending Messages" on page 27.

Zoomerang is configured for each user; check your access with your system administrator.

To use Zoomerang:

1. After or while listening to a new or saved message, press **5** to call the sender of the message.

   The system places the call if the Caller ID number is available.

2. If the Caller ID is not available, you can manually enter the number.

3. Press *** to disconnect from the call and *return* to the AltiGen Voice Mail System.

The Caller's Options

After leaving a message, the caller can simply hang up or press **#** for the following options.

- ***** to re-record the message

- **1** to specify delivery options

- **2** to attach a call back number
  (If the callback number is outside of your outcall accessibility, the system cannot return the call. Please check with your system administrator for your toll restrictions.)

- **#** to send the message

After pressing **2**, the caller is asked to leave a call back number beginning with the area code. To notify your callers of this option, you may want to mention the option to leave a call back number in your personal greeting. *If the caller's number is a publicly listed number, there is no need to enter their callback number since the MAXCS system automatically captures their caller ID information.*

Private Messaging

You have the ability to leave a private, detailed message in the AltiGen Voice Mail System for a caller in case you are not at your desk or in the office to take the call. This feature is perfect for those who are difficult to reach and want to leave information for callers to pick up. When you leave a private message, the system asks callers to enter the letters of their names (last name followed by first name) to check if they have a private message.

To Leave A Private Message:

At the Main Menu, press **5** to access the Private Messaging menu and then proceed as follows:

1. Press **2** to record a new message.

2. At the tone, record message and press **#**.

3. Using the number pad, enter the recipient's last name followed by the first name. Use **1** for "Q" and "Z".

4. When you have finished, press **#**.

To Check Message Status or Delete Messages:

To check the status of private messages that have been recorded, at the Main Menu, press **5** to access the Private Messaging menu, then press **1**. The AltiGen Voice Mail System reports the following:

- The time and date the message was recorded
- The recipient
- Whether the message has been heard
- A replay of the message
- A prompt for you to press **1** to keep the message or **2** to delete it

AltiGen Voice Mail System Mixed-Media Messaging

The AltiGen Voice Mail System can send and receive communications not only in voice mail but e-mail. The AltiGen Voice Mail System combines different forms of messages into a "package" called a Mixed-Media message. You can save time and money by sending Mixed-Media messages over the Internet to anyone throughout the world with an Internet address, toll free.

Since all messages (voice mail, e-mail or Mixed-Media messages) go into the same AltiGen Voice Mail System mailbox, you need only to check one location for all messages with your multimedia computer.

When away from the office, you can access Mixed-Media messaging from anywhere using an access line from an Internet provider to download all unretrieved Mixed-Media messages from the AltiGen Voice Mail System Post Office.

Accessing AltiGen Voice Mail System Mixed-Media Messages

In order to access your AltiGen Voice Mail System either in the office or remotely via the Internet, you must configure your e-mail client application (for example, Microsoft Internet Explorer) to recognize your MAXCS server. Consult the configuration manual that comes with your e-mail client application.

1. Go to the mail server configuration section and enter your MAXCS server's name or IP address in both SMTP and POP3 server fields (in some cases, this may be the same field).

2. Go to the user configuration section and enter your name, user name, e-mail address, and the reply-to address (usually the same as your e-mail address). The e-mail address is usually your name appended with "@your.domain.name." See your system administrator for your organization's domain name.

3. Click or select the **Get Mail** option. Some e-mail client applications may provide a field to cache your e-mail password for the current session so that you don't have to enter your password every time you click **Get Mail**. Be sure to enter your e-mail password when prompted.

Retrieving Messages

To retrieve messages using your multi-media computer:

1. Configure your e-mail application (see "Accessing AltiGen Voice Mail System Mixed-Media Messages" on page 39).

2. Click on the **Get Mail** icon.

3. All new messages, whether read or unread, are stored in the **Inbox** folder. Click on the **Inbox** folder.

4. Individual messages should appear on the right side of the window. Click on a message to read/listen to it.

5. To listen to an audio attachment in an e-mail, click on the attachment to hear the message through the computer speaker. If you do not want others around you to hear the message from your computer, you may listen to the audio portion of the message over the handset of your telephone by pressing 8 at the Main Menu. Refer to page 23 for more detailed instructions on listening to messages over the phone.

   Note: Voice mail messages also appear as Mixed-Media messages in the "Inbox" folder. Open it and click on the audio attachment to listen to the message.

Composing and Sending Messages

To compose a new message:

1. Click or select the "To: Mail" option and enter your recipient's e-mail address.

2. Type the text portion of the message (optional).

3. Send an audio attachment with or without a text message by lifting the handset off-hook and dialing **# 0**.

4. As instructed by the AltiGen Voice Mail System, press **2** to record a new audio attachment.

5. After you have finished, press **#** and either hang up or press **1** to listen to, **2** to re-record, or **3** to delete the audio attachment.

6. Click the **Send** icon when finished. The AltiGen Voice Mail System will attach the voice annotation to the e-mail when it is sent.

   Note: An audio attachment is seen only at the receiving end and does not appear as an attachment on the e-mail message composed by the sender. You may copy (CC:) the message to yourself to verify that the audio attachment has been attached and sent successfully.