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NEC

DSX

Multibutton Telephone User Guide

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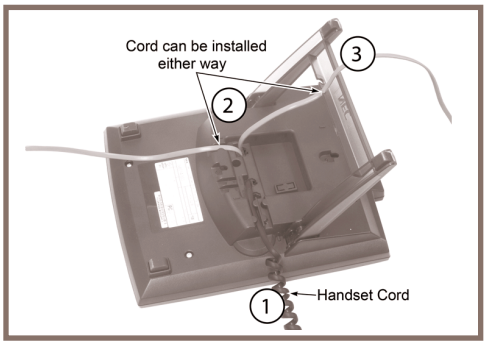
This guide is for DSX Version 3
To show the software level on your display:
- Press **INTERCOM** + Dial **#*#***.

Setting Up Your Telephone
A Quick Tour of Your Telephone
Answering and Placing Calls
Features to Make You More Productive
Using IntraMail Voice Mail

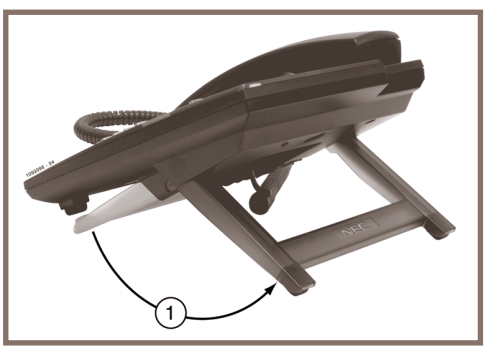
Installing the Handset And Line Cord



When installing the handset:

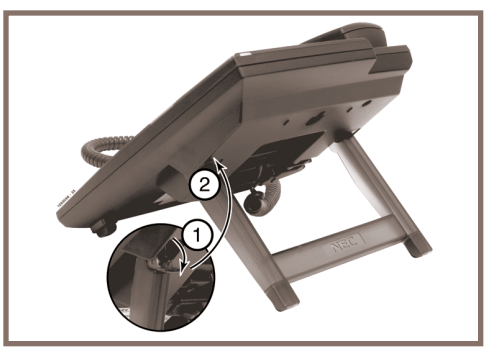
1. Plug the handset cord into the handset jack on the bottom of the telephone.
2. The handset cord routes through the lower channel on the right side of the telephone base.
3. The line cord ***does not*** use a channel and drapes down from the telephone line cord jack or connects to the telephone legs.

Adjusting the Two-Position Viewing Angle



To set the low viewing angle position:

1. Fold the legs all the way back.



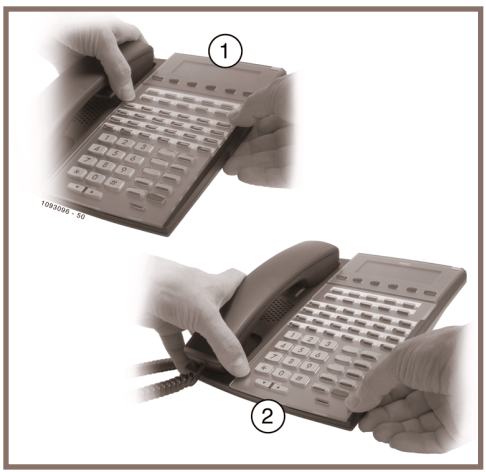
To set the high viewing angle position:

1. Flip up the two leg supports.
2. Fold the legs back until the supports contact the base.

Removing and Reinstalling the Faceplate

To remove the faceplate (if installing a custom DESI label):

1. Put your finger in the recessed area under the faceplate and lift off the faceplate.



To reinstall the faceplate:

1. Remove the old label, then insert the customized replacement DESI label.
2. Press down on the faceplate as shown.

How To Use This Guide

When using the instructions in this user guide, you:

1. **Dial** a digit on the key pad. For example:
   - Dial **9**.
2. **Press** a Feature Key or Fixed Function Key. For example:
   - Press **INTERCOM**.
3. **Push** a soft key. For example:
   - Push `Clbk` and hang up.

See ***A Quick Telephone Tour*** on the next page for a quick tour of your telephone's layout and keys.

The Display and Soft Keys

Alphanumeric Display

- ***While your phone is idle***, the display shows:
  - The date and time, your name (see page 13), and your extension number.
  - The idle menu soft key functions.
    - `Menu` Push to set up features on your phone (such as Call Forwarding).
    - `Dir` Push to call a co-worker on the Intercom by selecting their name.
    - `VM:xx` Push to call your voice mailbox (***xx*** is the number of new messages).
    - `CL:xx` Push to review your Caller ID log (***xx*** is the number of new calls).
- ***While your phone is ringing***, the display shows:
  - (If an Intercom call) Your caller's name.
  - (If an outside call with Caller ID) The name and number of the incoming caller.
- ***While you are on a call***, the display shows:
  - Your caller's name and number (if Caller ID is provided).
  - The functions of the soft keys that help you handle your call.
- ***To adjust your display***, push `Menu` and dial one of the following: **21** (contrast), **22*** (minimum idle brightness), **23*** (maximum active brightness), or **24*** (auto backlight). (*Not on 22-button.) See page 14 for more on the menus.

Soft Keys

- Use soft keys instead of dialing feature codes when handling your calls.

Your Feature Keys

- ***Press a line key to place or answer an outside call.***
  - Line keys flash while ringing and are on steady when busy.
  - Your line key calls are green while co-workers' calls are red.
  - Your line keys are normally located on the first two rows of Feature Keys.(
- ***To make a Hotline key for a co-worker's extension:***
  - Push `Menu` + Dial **51** (for Feature Keys) + Press Feature Key + `Select` + `<<` or `>>` to scroll to ***Hotline*** + `Select` + Dial co-worker's extension number + `Save`, then `Back` + `Exit` to exit. (See the ***Telephone Feature Handbook*** for more key types you can set up.)
- ***Press a Hotline Key to call or Transfer your call to a co-worker:***
  - If you're not on a call, pressing the Hotline Key places an Intercom call to your co-worker.
  - While on the call, press the Hotline Key to Transfer. (The key lights red while your co-worker is busy, flashes red if in DND.)
- ***To check your Feature Key assignments:***
  - Press **CHECK**, then the Feature Key.

Understanding the Ring/Message Lamp

The Ring/Message Lamp

- Two quick flashes (green): You have new (unreviewed) calls in your Caller ID log.
- Slow flash (green): A call is ringing your phone.
- Fast flash (red): There are new voice mail messages in your mailbox.

Setting Up Your Speed Dial One -Touch Keys

- ***To store a Personal Speed Dial number in a Speed Dial One-Touch Key:***
  - Push Menu + Dial **71** + Press One-Touch Key + Select + >> to select type + Line Group (**90** - **98**) or line (**01**-**64**) if required + Next + Enter number + Next + Enter name (see page 13) + Save, then Back + Exit to exit.
- ***To call the stored number:***
  - Press the One-Touch Key. (See the ***Telephone Feature Handbook*** for more on Speed Dial.)

Using the Fixed Function Keys

- **TRANSFER**
  - Press + Dial co-worker's extension to Transfer your call.
  - Press + Dial co-worker's extension + press **V-MAIL** to transfer call to their mailbox.
- **FLASH**
  - Lets you access features of your outside lines, such as call waiting (if provided).
- **REDIAL**
  - To redial your last outside call, press **REDIAL**.
  - To select one of your last 5 calls to redial, press **REDIAL** + **VOLUME** + Dial soft key.
- **MUTE**
  - While on a call, **MUTE** turns off your handset or Handsfree microphone.
- **SPEAKER**
  - Press to use Handsfree. Lift the handset for privacy.
  - While on a handset call, press twice for Group Listen.
- **VOLUME**
  - Adjusts display contrast while idle, ring volume while ringing, or music volume if Background Music is on.
  - While on a call, adjusts the call volume.
- **INTERCOM**
  - Press and dial a co-worker's extension number.
  - On (green) while talking to voice mail or a co-worker.
  - Flashes (green) during a Transfer or while an Intercom call is on Hold.
- **V-MAIL**
  - Calls your voice mailbox.
  - On (green) while you call your mailbox.
  - Flashes (red) during Call Screening broadcast.
- **DND**
  - Enables Do Not Disturb (when you don't want to be interrupted). Soft key selects mode.
  - On (red) when Do Not Disturb is enabled.
- **CONF**
  - While on a call, press to set up a Conference.
  - On (green) while on a Conference.
  - Flashes (green) if you put Conference call on Hold.
- **HOLD**
  - Puts your call on Hold.
  - While idle, turns Background Music on and off.

Outside Calls

To answer an outside call:

1. Lift the handset.
2. If you are not automatically connected, press flashing line key.
   - If you hear a call ringing a co-worker, dial * * and their extension number to pick it up.

To place an outside call:

1. Press a line key (normally located on your first two rows of Feature Keys).
2. Wait for outside dial tone, then dial your outside number.

OR

1. Press **INTERCOM**.
2. Dial **9**.
   - You may also be able to dial other codes (such as **101** or **#901** for outside line 1).
3. Wait for outside dial tone, then dial your outside number.

To use Last Number Redial to quickly redial your outside call:

1. To redial your last outside call, press an idle (unlit) line key.
2. Wait for outside dial tone, then press **REDIAL**.

OR

1. To select a call from the last 5 you dialed, press **REDIAL**.
2. Press a **VOLUME** key to scroll through the list of the last 5 calls you dialed.
3. Lift the handset or press **SPEAKER** to call the displayed number.

To return a call in your Caller ID log:

1. Push CL + All + Press a **VOLUME** key until the number you want to return is displayed.
2. Push Call.
   - If the number does not dial out, push Next for the correct dialing format, then push Dial.

To place a Personal Speed Dial call:

1. Press your Speed Dial One-Touch key.
   - To preselect a line, press a line key before your One-Touch key.

To call a company-wide Speed Dial number:

1. Press **INTERCOM**.
2. Dial **#** + **201** -**299** (corresponding to System Speed Dial entries 001-099).

Intercom Calls To And From Co-Workers

To answer an Intercom call from a co-worker:

1. Do one of the following:
   - If you hear two beeps, speak toward your phone.
   - If you hear Intercom ringing, lift the handset.

To dial a co-worker over the Intercom:

1. Press **INTERCOM**.
2. Dial your co-worker's extension number.
   - If you hear Intercom ringing, wait for your co-worker to answer.
   - If you hear two beeps, your call has voice-announced. Go ahead and speak.
   - If you hear a single beep, your call has voice-announced but your co-worker has their handsfree microphone muted (turned off).
3. (Optional) To make a voice-announced Intercom call ring, dial **1** after the beeps.

To call a co-worker using a Hotline Feature Key:

1. Press the Hotline key.
   - The Hotline key is off when your co-worker is idle, on if busy, and flashing if in Do Not Disturb.
   - See the ***Telephone Feature Handbook*** for more Feature Key types you can set up.

If the co-worker you call is busy:

1. For Camp-On, push Camp and wait on the line for them to become free.

OR

1. For Callback, push Clbk and hang up.
2. Wait for the system to call you back, then answer to have your call automatically go through.

To Page a co-worker over the telephone speakers:

1. Press **INTERCOM** and push Page.
2. Dial **10** for All Call Page, or **11** through **17** for page zones 1-7.

To leave a message for a co-worker:

1. Call your co-worker on the Intercom, then press **V-MAIL**.

To call your own mailbox:

1. Press **V-MAIL** or push VM:xx.

Place A Call On Hold

To place your call on System (Regular) Hold:

(Your co-workers can pick up calls you place on System Hold.)

1. Press **HOLD**.
   - While your outside call is on Hold, the line key will flicker (green).
   - While an Intercom call is on Hold, your **INTERCOM** key will flicker (green).
   - A call you leave on Hold too long will recall to you. If you don't answer the recall from an outside call, it will then ring your co-workers.
   - Your co-workers cannot pick up an Intercom call you place on Hold.

To place your outside call on Exclusive Hold:

(Your co-workers cannot pick up calls you place on Exclusive Hold.)

1. Press **HOLD** twice.

To pick up an outside call on Hold:

1. Press the flashing line key.

To pick up an Intercom call on Hold:

1. Press the flashing **INTERCOM** key.

Transfer A Call To A Co-worker

To Transfer your call to a co-worker:

(If you have a Hotline Feature Key for your co-worker, press it and skip to step 3.)

1. While on a call, press **TRANSFER**.
   - To Transfer the call directly to your co-worker's mailbox, press **V-MAIL** before going to step 2.
2. Dial your co-worker's extension number.
3. Do one of the following:
   - If you did not press **V-MAIL** after step 1, you can alternately press it here to send the call to your co-worker's mailbox.
   - Announce the call and hang up.
   - Hang up to have the Transfer go through unannounced.
4. The transferred call will recall to you if it is not picked up.
   - If you don't answer the recall, the call will ring your co-workers.

Set Up A Conference (Telephone Meeting)

To set up a telephone meeting:

1. Place or answer your first call (Intercom or outside caller) + Press **CONF**.
2. Place or answer your next call (Intercom or outside caller) + Press **CONF**.
3. Press **CONF** again to set up the Conference.
   - Repeat step 2 to add additional callers to your Conference.
   - If you hear an error tone after trying to add another party, your Conference is full.
   - To place a Conference on Hold, press **HOLD**. To reinstate the Conference, press **CONF**.
   - If you Conference with two outside callers, you may be able to hang up and have them continue their conversation in an ***Unsupervised Conference***.

Forward Calls To A Co-Worker or Voice Mail

To forward (reroute) your calls to a co-worker or voice mail:

1. While idle, push Menu + Dial **60** + Select.
   - Your display shows the current Call Forward setup, if forwarding is ***On*** or ***Off,*** or ***None*** if disabled.
2. To change your Call Forwarding settings, push Edit.
3. Push Next to scroll to the Call Forwarding type you want to set up.
   - Immediate.
   - Ring No Answer.
   - Busy No Answer.
   - Off Premise Speed Dial.
   - Off Premise Number.
   - Answer Machine Emulation.
   - Display Message.
   - None.
3. For the selected type, push Select and follow the on-screen guidance to enter the options. When setting the destination:
   - Dial a co-worker's extension number or **0** for the operator.
   - Press **V-MAIL** to forward your calls to your mailbox.
4. Push Save to save your entries, then Back + Exit to exit.
   - Call Forwarding will only forward outside calls that directly ring your phone (such as calls transferred from a co-worker or from your Automated Attendant).

Dialing By Name (Directory Dialing)

To dial a co-worker or outside call by selecting from a group of names:

1. Push Dir.
2. Select a Directory Dialing type:
   - To call a co-worker, push Ext.
   - To call a Personal Speed Dial number, push Pers.
   - To call a Company-Wide Speed Dial number, push Cmpy.
3. To scroll, push Prev or Next to scroll through selected lists.
   To search, start dialing letters for the name. The search will narrow as you enter additional letters.
4. Push Dial to call the displayed name.
   - Alternately push Back + Exit to exit.

Change Your Ring Tones

To change the ring tones on your phone:

If allowed by your extension's Class of Service, you can customize ringing for your telephone. See Distinctive Ringing in the Telephone Feature Handbook for more.

1. Push Menu + Dial **40** + Push Select.
2. Push Next to scroll to the ring option you want to customize.
3. For the selected option, push Select and follow the on-screen guidance to enter the options.
   - **41: Key Assignments** enables you to set the ringing mode for ***Line Keys***, ***Call Coverage Keys***, and ***Call Pickup Keys***. After selecting a key type, press an illuminated key repeatedly to set the ringing mode. The available ringing modes are ***Always***, ***Night Ring***, ***Delay Ring***, and ***Lamp Only***.
   - **42: Tone Assignments** allows you to assign a ring type to the ***Day Ring***, ***Night Ring***, and ***Delay Ring*** ringing modes. You can choose between ***Line Setting (default)***, ***Line-Type "A"***, ***Line-Type "B"***, and ***"Line-Type C"***. (See the next step to configure the tones for types A, B, and C.)
   - **43: Tone Configuration** lets you set up the specific tone of the ***Intercom***, ***Ring Groups***, ***Recall***, ***Line-Type "A"***, ***Line-Type "B"***, and ***Line-Type "C"*** ring types. For each type, you can select one of 10 preset tones (0-9). You can also use this option to set the tones back to factory default.

Installing And Using a Headset

To install an optional corded headset:

1. Plug the headset cord into the headset jack on the bottom of the telephone.
2. The headset cord routes through the upper channel on the right side of the telephone base.

To set up a headset Feature Key:

1. Push Menu + Dial **51** + Press Feature Key.
2. Push Select then >> repeatedly to scroll to ***Headset***.
3. Push Select to choose the ***Headset*** assignment.
3. Push Back + Exit to exit.

To turn the headset mode on and off:

1. Press your Headset Feature Key.
   - The headset key is on while in the headset mode; off while in the normal handset mode.
   - You can optionally push Menu and dial **91**.

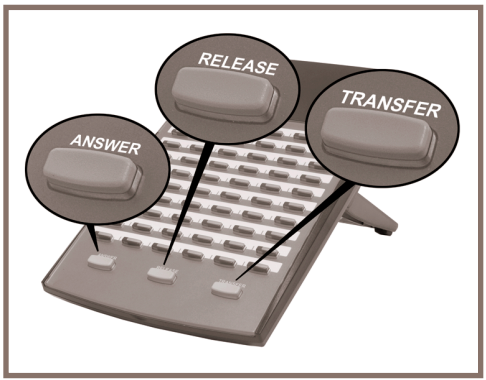
To use your headset:

1. While in the headset mode, you can do the following:
   - Press a line key to place or answer an outside call.
   - Press **INTERCOM** to dial a co-worker on the Intercom.
   - While on a call, press **SPEAKER** to hang up.
2. Keeping the above three things in mind, process calls normally using the convenience of a headset.

About the DSX Wireless Headset Adapter (WHA)

The DSX Wireless Headset Adapter allows you to connect a Plantronics Wireless Headset System directly to the headset jack on specific models of DSX telephones. The DSX Wireless Headset Adapter tightly integrates your headset system with the DSX to provide enhanced wireless mobility and call answering. The Plantronics lifter is not required. To learn more, download the DSX Wireless Headset Adapter User guide from **www.necdsx.com**.

Using a DSS Console



For more call handling power and flexibility, the DSS Console provides 60 additional Feature Keys as well as three Speed Processing Keys along the bottom. (For more on setting up Feature Keys, see the ***Telephone Feature Handbook***.)

To use the Speed Processing Keys:

The ANSWER Key

1. Press **ANSWER** to answer any call ringing your phone.

The RELEASE Key

1. Press **RELEASE** to hang up (disconnect) your call.

The TRANSFER Key

1. Press **TRANSFER** to transfer your call instead of using the key on your telephone.

Special Features for Attendants

If you are an attendant, you have the following unique features:

Barge In
: You can break into a co-worker's active call.

Direct Line Access
: Dial a code to directly access a specific outside line.

Forced Line Disconnect
: Disconnect a busy line in an emergency or if the line won't hang up.

Line Queuing / Line Callback
: Dial a code to wait for a busy outside line to become free.

Night Service / Night Ring
: Manually put the system in the night mode (for after-hours answering). This requires a ***Night*** Feature Key.

Removing Lines and Extensions from Service
: Remove problem lines and extensions from service – and return them to service once corrected.

(See the ***Telephone Feature Handbook*** for more on these features.)

Programming Extension Names

To program an extension's name (if enabled in your extension's Class of Service, normally at 301 only)**:**

1. For your extension: Push Menu + Dial **81** + Enter the name following the chart below + Save, then Back twice+ Exit to exit.
2. For a co-worker's extension: Push Menu + Dial **03** + Enter the extension number + Next +Enter the name following the chart below+ Save, then Back twice + Exit to exit.

Name Programming Chart

Key	1 Press	2 Presses	3 Presses	4 Presses	5 Presses	6 Presses	7 Presses	8 Presses	9 Presses
1	&	-	/	'	1				
2	A	B	C	a	b	c	2		
3	D	E	F	d	e	f	3		
4	G	H	I	g	h	i	4		
5	J	K	L	j	k	l	5		
6	M	N	O	m	n	o	6		
7	P	Q	R	S	p	q	r	s	7
8	T	U	V	t	u	v	8		
9	W	X	Y	Z	w	x	y	z	9
0	Space	:	0						
*	*								
#	#								
HOLD	Save name.								
SPEAKER	Exit name programming.								
VOLUME	When editing your name, **VOLUME** up moves the cursor right. **VOLUME** down moves it left.								
CLEAR	Clears (erases) your name.								

When using Menu: Prev and Next scroll options, Select drills down to entry, << and >> scroll entries, and Save saves entry.
–To exit the Menu soft key options at any time, press the flashing (green) **SPEAKER** key or Exit.

Menu + **10**	**Volume Preferences**	**11**: Ring, **12**: Offhook Ring, **13**: Page Push Down or Up to adjust the selected option.
Menu + **20**	**Display Preferences**	**21**: Contrast, **22***: Min Brightness, **23***: Max Brightness, **24***: Auto Backlight Push Down or Up to adjust the selected option. (*Not on 22-button.)
Menu + **30**	**Feature Preferences**	**31**: Voice Announce, **32**: Handsfree Reply, **33**: Auto Call Timer, **34**: Hot Dialpad, **35**: Illuminated Dialpad, **36**: Auto Call Screening, **37**: Incoming Page, **38**: Ringing Line Preference, **39**: Off-Hook Signaling For the selected option, push On (to enable) or Off (to disable).
Menu + **40**	**Ring Preferences** (Tone Assignments is normally off.)	**41**: Key Assignments, **42**: Tone Assignments, **43**: Tone Configuration For Key Assignments: Next + Select for key type (Line, Call Coverage, or Call Pickup), then press key repeatedly to set the ringing mode. For Tone Assignment: Next + Select for mode, then << or >> + Save to set type For Tone Configuration: Next + Select for type, then << or >> + Save to set tone
Menu + **50**	**Key Assignments**	**51**: Feature Keys, **52**: Primeline Keys, **53**: BLF Key For Feature Keys with no data: Press key + Select + << or >> for type + Select. For Feature Keys with data: Press key + Select + << or >> for type + Select + Enter key data + Save. For Prime Line Keys: Push Next + Select for type + Press key + Save or Cancel. For BLF Keys: Press key + Select + Enter extension number + Save.
Menu + **60**	**Call Forwarding**	**61**: Call Forwarding Status, **62**: Call Forward Type For Call Forwarding Status, push On (to enable), Off (to disable), or Edit to change.
Menu + **70**	**Speed Dial** (Company Speed Dial programmed at 301 only.)	**71**: Personal Speed Dial, **72**: Company Speed Dial. Choose 01-20 (Personal) or 001-999 (Company) + Select + << or >> for type + Line or group (if required) + Next + Enter number to call + Next + Enter name (see page 13) + Save
Menu + **80**	**Name and Language** (Programmed at 301 only.)	**81**: Extension Name, **82**: Display Language For name, use chart on page 13 + Save. For language, >> to select + Save.
Menu + **90**	**Option Preferences**	**91**: Headset Mode, **92**: Headset Voice Announce, **93**: Bluetooth (DSX IP Keysets and select Super Display models only) For headset options, push On (to enable) or Off (to disable).
Menu + **00**	**Admin** (Programmed at 301 only.)	For Time: Menu + **01** + Enter time (HH:MM:SS, 24-hour clock) + Save. For Date: Menu + **02** + Enter date (DD/MM/YYYY) + Save.

Calling (Logging Into) Your Mailbox

Voice Mail lets callers leave recorded messages for you and lets you leave recorded messages for co-workers. Messages get stored in each person's mailbox. To listen to your messages or use other voice mail features, you call your mailbox and access the Main Menu. When you have new messages, your Ring/Message lamp flashes (red) and your VM:xx soft key shows the number of new messages.

The ***Automated Attendant*** can answer your company's calls with a recorded message and give dialing instructions for callers to follow.

To log into your mailbox from your own phone:

1. Do one of the following:
   - Press **V-MAIL**.
   - Push VM:xx (xx is the number of new messages in your mailbox).

To log into your mailbox from a co-worker's phone:

1. Press **INTERCOM** and dial **700**.
   - 700 is the voice mail "master number."
2. Dial ***your own*** extension number.
   - If you share a Group Mailbox with co-workers, pressing **V-MAIL** on your phone ***or*** their phone logs you into the same shared mailbox.

From outside, to log onto your mailbox after calling your company's Automated Attendant:

1. Dial **#** (for remote logon).
2. Dial ***your own*** extension number.

To log onto your mailbox while listening to your own greeting:

1. Wait for your greeting to start.
2. Dial **#** to stop the greeting.
3. Dial **#** and ***your own*** extension number, then follow the voice prompts.

From outside, to go right into your co-worker's mailbox after calling your company's Automated Attendant:

1. Dial * (for quick message).
2. Dial ***your co-worker's*** extension number.

Voice Mailbox Basics

Review these basic features before using your mailbox for the first time.

To record a greeting for your mailbox:

(Callers hear your greeting before leaving you a message.)

1. Press **V-MAIL** or push VM:xx.
2. Push Greet.
3. Push Gr1, Gr2 or Gr3 to select which of the three available greetings you want to be active.
4. Do one of the following:
   - Push Lstn to listen to your greeting (if recorded).
   - Push Rec to record a new greeting.
   - Push Erase to delete your greeting (and use the built-in prerecorded greeting).
   - Push Back to exit without changing your greeting.

To record a name for your mailbox:

(Callers may hear your recorded name before leaving you a message.)

1. Press **V-MAIL** or push VM:xx.
2. Dial **RN** (**76**).
3. Do one of the following:
   - Push Lstn to listen to your name (if recorded).
   - Push Rec to record a new name.
   - Push Erase to erase your name (and use your extension number instead).
   - Push Back to exit without changing your name.

To enter a security code for your mailbox:

(A security code prevents unauthorized access to your mailbox.)

1. Press **V-MAIL** or push VM:xx.
2. Dial **OP** (**67**) and push Sec.
3. Do one of the following:
   - Enter a new security code and push Req (required) or NoReq (not required) for logons from your phone.
   - Push Erase to erase your security code.
   - Push Back to exit without changing your security code.
   - Push Code to reenter your security code.

More Mailbox Features

When you log onto your mailbox, you get your mailbox main menu of options. These additional features are available from your main menu.

To listen to your messages:

1. Press **V-MAIL** or push VM:xx.
2. Push Lstn.
3. While listening to your message, you can do one of the following:
   - Dial **RE (73)** to record a reply for the message sender.
   - Dial **MF (63)** to forward the message to a co-worker.
   - Dial **MC (62)** to make a return call to the message sender.
   - Dial **TI (84)** to hear the time and date the message was sent.
   - Dial **SA (72)** to save the message in your mailbox.
   - Push Erase to erase the message.
   - Push Next to listen to the next message.
   - Dial **B (2)** to back the message up a few seconds, or **G (4)** to go ahead a few seconds.
   - Push Rpt to repeat the message from the beginning.
   - Dial * to pause and resume listening.
   - Push Back to exit the message listen mode.
   - Listen to a specific message list (dial **1N (16)** for new messages, **1S (17)** for saved messages, or **1A (12)** for all messages). This option is also available from your mailbox main menu.

After listening to a message, to have voice mail announce the message sender, as well as the time and date the message was sent to you:

1. Press **V-MAIL** or push VM:xx.
2. Dial **OP (67)** + **AT (28)**.
3. Do one of the following:
   - Push On to turn Auto Time Stamp on.
   - Push Off to turn Auto Time Stamp off.
   - Push Back to exit without changing the current setting.

To play a recorded help message while you are handling your messages:

1. Dial **0**.
   - This option is not always available.

More Mailbox Features

To record and send a message to a co-worker:

1. Press **V-MAIL** or push VM:xx.
2. Push Rec.
3. Record your message and do one of the following:
   - Push Done.
   - Push Pause and Resume to pause and resume your recording.
   - Push Cncl to cancel your recording without sending it.
4. Enter the ***message recipient's*** mailbox number.
5. Do one of the following:
   Push Send to send your message.
   Push Mbox to reenter the mailbox number.
   Push Exit to exit the recording mode without sending the message.
6. After pushing Send to send your message, do one of the following:
   - Enter another mailbox number and return to step 5.
   - Push Exit to exit the recording mode.

Cascading Message Notification

To be notified at up to five destinations (e.g., your pager, cell phone, or home office) when you have new messages:

(This feature requires IntraMail Pro. Standard IntraMail provides a single destination.)

Part A: Enable Notification

1. Press **V-MAIL** or push VM:xx.
2. Dial **OP** (**67**) and push Notif.
3. Push Phone to select Message Notification.
4. Do one of the following:
   - Push On to turn notification on.
   - Push Off to turn notification off.
   - Push Dest to set up your notification destinations.
   - Push Back to exit without changing the current setting.

(The following steps apply if you have turned notification on for the first time or have pushed Dest.)

Part B: Select the Destination

1. Select the notification destination: 1 (Dest1), 2 (Dest2), 3 (Dest3), 4, or 5.
   - If your system does not allow Cascading Message Notification, you will only see 1 (Dest1).
2. When you see ***Number*** on the second display line, do one of the following:
   - Push Enbl to enable the notification destination.
   - Push Disbl to disable the notification destination.
   - Push Chnge to edit the notification number.

(The following steps apply if you pushed Chnge to edit the notification entry.)

Part C: Enter the Destination Information

1. Dial the notification start hour.
   - The entry is 2 digits (**01**-**12**) + **A** (**2**) for AM or **P** (**7**) for PM.
2. Dial the notification stop hour.
   - The entry is 2 digits (**01**-**12**) + **A** (**2**) for AM or **P** (**7**) for PM.
3. Select the notification type:
   - Push Num to have voice mail notify you at your cell phone or home office.
   - Push Pager to have voice mail notify you on your digital pager.
4. Dial your pager, cell phone, or home office number + Push OK.
   - For help with the number you should dial, see your System Administrator.
5. Push Req to have your Security Code required for this destination; push NoReq if not required.
6. Enter the number (01-99) of Busy Attempts.
   - This is the maximum number of times (normally 5) voice mail will try a busy number.
7. Enter the number (01-99) of Ring No Answer attempts.
   - This is the maximum number of times (normally 5) voice mail will try an unanswered destination.
8. You automatically go back to ***Part B Step 2***. Do one of the following:
   - Enable, disable, or change the notification entry.
   - Push Back repeatedly to back up to previous steps.

IntraMail System Administrator Options

The following administrative features are available only at the System Administrator's extension (normally 301). See the ***IntraMail Feature Handbook*** for more on each of the underlined features.

To use the IntraMail System Administrator options:

1. At extension 301, press **V-MAIL** or push VM:xx + (Optional) Enter Security Code + Dial **SA**.
2. For the System Administrator recording and routing options, do one of the following:
   - To record an ***Instruction Menu*** (Automated Attendant main greeting), push Instr + Dial the mailbox for the greeting (**801-808**) + Push Lstn to listen, Rec to record, or Erase to erase.

     Your system may have several main greetings that are active at different times. For example, you might use 801 for the day greeting, 802 for night/weekends, and 803 for lunchtime.
   - To record an ***Announcement Message*** (a mailbox that announces information to callers, such as company directions or hours of operation), push Annc + Dial the mailbox for the message (**809-832**) + Push Lstn to listen, Rec to record, or Erase to erase.
   - To record a ***Message On Hold***, dial **1** + Push Lstn to listen, Rec to record, or Erase to erase.

   OR

2. For the System Administrator mailbox maintenance options, do one of the following:
   - Push Subs + Dial the extension whose mailbox you want to maintain (e.g., **305**).
   - To ***Erase All Messages*** in the mailbox, push Msgs.
   - To erase the mailbox ***Greeting***, push Greet.
   - To erase the ***Mailbox Name***, push Name.
   - To record a new ***Mailbox Name***, dial **N** (**6**) + Push Lstn to listen, Rec to record, or Erase to erase.
   - To use ***Mailbox Security Code Delete*** to delete the mailbox Security Code, dial **S** (**7**).

To record a Greeting or Message on Hold for the Built-In Automated Attendant (without IntraMail)**:**

- Greeting: At extension 301 (Access Level 5 required), press **V-MAIL** + Instr + Dial the mailbox for the greeting (**801-808**) + Push Lstn to listen, Rec to record, or Erase to erase.
- Message on Hold: At extension 301 (Access Level 5 required), press **V-MAIL** + MOH + Push Lstn to listen, Rec to record (120 seconds max.), or Erase to erase.

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