

**MVX<sup>TM</sup>**

**USER GUIDE**

**MACROVOICE**



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## HOW TO USE THIS GUIDE

This user guide is a comprehensive directory of the many features you may choose to operate the system and customizing it to meet your specific needs. The format was designed to be user-friendly, with a *Quick Start* section, easy-to-follow flow charts, and numbered tabs. The guide is divided into three sections:

- I. The first section offers an overview of the basic operation of the MVX™ Automated Attendant and Voice Messaging System. The *Quick Start* section is included to provide easy-to-follow instructions for setting-up your mailbox, accessing your mailbox, changing your password, recording your personal greeting, and retrieving messages. This section is found on pages 1 through 4.
- II. Pages 5 through 15 are dedicated to each option from the initial MVX voice prompt menu. The numbered tabs on the upper corner of the pages correspond to the key which must be entered on the telephone to access the feature being explained.
- III. The inside back cover outlines the menu selections offered by the MVX to guide you through accessing the features and functions of your mailbox.

## AUTOMATED ATTENDANT

The MacroVoice MVX Automated Attendant and Voice Messaging System is easy to use, always accurate and it benefits you by serving as your telephone assistant 24 hours a day, 7 days a week. By processing your telephone calls quickly and accurately, the MVX will increase the productivity of your staff and the level of service to your clients.

The MVX guides you each step of the way by speaking *voice prompts*. The instructions spoken by the MVX and the directions listed in this guide will allow you to become as sophisticated a user as you desire.

Begin now to learn just how many ways the MVX can make your life easier. Dial the MVX Automated Attendant telephone number from a touchtone telephone.

An MVX greeting normally consists of a company name identification, followed by a set of options, also known as the *Instructions Menu*. For example, the Automated Attendant may offer the options to dial the operator, dial an extension, and dial a department.

### Dialing an Operator

The MVX Automated Attendant permits the caller to bypass the system and transfer to an operator by pressing the **0** (zero) key on the telephone (or waiting, if calling from a rotary phone).

### Dialing an Extension

After dialing an extension, the MVX transfers to the extension and completes the call. If the MVX transfers to a busy extension or detects no answer, it provides extension status notification and offers the option to try another extension or to leave a message.

### Dialing Directory Assistance

MacroVoice offers a directory information number (normally 411) to locate user extension numbers. Directory assistance requests you to enter the corresponding keys, from the telephone's keypad, for the first three letters of the user's first or last name. For example, if searching for the last name, Smith, enter 7-6-4. *NOTE: Press 1 for Q and Z*

### Leaving a Message After a Transfer

MVX provides the ability to record a message after hearing the tone. Press the **#** (pound) key to finish recording and to hear additional options, or simply hang up to send the message. If recording to the maximum recording limit, the MVX states that you have exceeded the maximum recording time.

## VOICE MESSAGING SYSTEM

Your *mailbox* is the workplace from which you may store, retrieve, discard, and send messages to and from your co-workers, clients, and colleagues.

Entering the MVX Voice Messaging System from a touch-tone telephone requires: Entering the star (\*) key when you hear the initial system greeting, entering your ID number followed by the pound (#) key, and then entering your password followed by the pound (#) key.

While learning to use the MVX it is helpful to refer to the *Options at a Glance* menu on the inside back cover. The outline allows you to view the menu choices being spoken, and quickly make your selections without having to listen to the complete list of options. As you become more familiar with the MVX, you may key past the prompts easily.

### MVX MAIN MENU

After entering the MVX, the Voice Messaging System offers a voice prompt menu of up to eight choices, referred to as the *Main Menu*.

- 1** To Play your Messages
- 2** To Send a Message
- 3** To Exit the Voice Messaging System
- 4** To Change your Options
- 5** To Change your Greetings
- 6** To Manage your Lists
- 7** To Manage your Guest Mailboxes
- #** To Hang up

If you do not have any messages, the MVX does not offer option 1 (Play Messages). However, if you press the 1 key from the Main Menu, with no messages, the MVX plays, "You have 0 messages, press 7 for Special Options or 9 to return to the previous menu" .

If you are denied access to Changing Greeting, option 5 will not be offered.

If you do not have the Guest Mailbox capability, option 7 will not be offered.

Each option from the Main Menu is described separately in greater detail starting on page 5. The tabs in the upper corners of the pages correspond to the list above.

*Note: In the Voice Messaging System, the 9 key moves the MVX back to the previous menu.*

## QUICK START

These easy-to-follow instructions for setting up your mailbox are offered to help you get a “Quick Start”, so that you may begin using the MVX Voice Messaging System without delay.

### ENTERING THE VOICE MESSAGING SYSTEM

- 1) From within your phone system, dial the MVX access code \_\_\_\_\_. *or*  
From outside your office, dial the company telephone number.
- 2) When the MVX answers, press \* during the greeting.
- 3) Enter your ID number (when prompted) + # key.
- 4) Enter your password digits + # key.

*Note: The default password is the same as your ID number.*

### CHANGING YOUR PASSWORD

Your password can be from 1 to 8 digits in length.

- 1) Enter the MVX Voice Messaging System as instructed above.
- 2) Select option **4** from the Main Menu, then press **3** to change your password.
- 3) Enter your new password digits.
- 4) The MVX will prompt you to confirm your new password by repeating step 3 above.

### RETRIEVING YOUR MESSAGES

- 1) Enter the MVX Voice Messaging System as described above.
- 2) Press **1** to play your messages.

### RECORD YOUR PERSONAL GREETING

- 1) Enter the MVX Voice Messaging System as described above.
- 2) Select option **5** from the Main Menu.
- 3) Enter a greeting number (1 - 7).
- 4) Press **2** to begin recording.
- 5) When finished recording, press **#**.
- 6) Press **1** to review or **2** to re-record, or...
- 7) Press **9** to save your greeting.

### RECORD YOUR NAME AND EXTENSION

- 1) Enter the MVX Voice Messaging System as described above.
- 2) Select option **4** from the Main Menu, then press **6** to record your name and extension.
- 3) Record your name and extension, and press the **#** key when finished.
- 4) Press **1** to review or **2** to re-record, or...
- 5) Press **9** to save your message.

## PLAYBACK/CONTROL FEATURES

While listening to your new or old messages, there are several hidden feature that may be used to control the message. *These control functions operate only when listening to a message.* In addition, the Call Record feature may be controlled with two special keys.

### PAUSE **7**

Press the **7** key to pause and temporarily halt the playing of the message. Pressing the **7** key again will resume the playing of the message.

### SKIP BACKWARD **\***

Press the **\*** key to skip backward in the message (five seconds). Pressing the **\*** key again will skip backward an additional 5 seconds.

### SKIP FORWARD **#**

Press the **#** key to skip forward (five seconds). Pressing the **#** key again will skip forward another five seconds.

### VOLUME CONTROL **8** and **0**

Press the **8** key to increase the volume for message playback. Press the **0** (zero) key to decrease the volume.

You may change the volume only during message playback and the volume will remain at its setting while you are in your mailbox. Upon exiting, the volume control will return to its default level.

### CALL RECORD

This feature allows the MVX to record a conversation and store that recording in the user's mailbox. This feature is dependent upon the phone system and must be allowed by the System Administrator. If enabled, the MVX will play "Recording call" and then connect the outside caller to the user. The user may terminate the recording by one of three methods :

- Pressing **\*** terminates and discards the recording; user and outside remain connected.
- Pressing **#** terminates and saves the recording; user and outside remain connected.
- or User hangs up to end and save recording.

*Note : Pressing the \* or # keys may not be possible and is dependent on the telephone system. Check with your telephone system administrator.*

**1**

## PLAY MESSAGES

**PLAY YOUR MESSAGES**

If you have messages, the Main Menu offers the option to press the 1 key to hear them. After accessing this option, the MVX will announce the number of messages currently in your mailbox, how many of them are new, and how many of them will be erased (purged) after you exit your mailbox. As an example, the MVX may play:  
"You have four messages. Two are new, one to be purged."

The MVX begins playing your first new message. If you do not have any new messages, you will hear your oldest message first. The purged message(s) will refer to the oldest message(s). After hearing each message, the MVX offers nine choices:

- 1** Next Message
- 2** Replay Message
- 3** Delete Message
- 4** Previous Message
- 5** Forward Message
- 6** Reply to Message
- 7** Special Functions
- 8** Transfer to Sender
- 9** Return to Previous Menu

---

**1 Listen to the Next Message**

You may press the 1 key while listening to a message to immediately skip to the next message.

**2 Replay the Current Message**

This option replays the last message that you heard, along with the time and date the message was recorded .

**3 Delete the Current Message**

After playing the message, you may delete the message by pressing the 3 key. The MVX will allow you to retrieve a message that was accidentally deleted; however, there are limitations. (See the *Special Functions* option on the next page).

**4 Play the Previous Message**

This function allows you to skip backwards and hear a previous message.

**5 Forward the Message**

This function allows you to forward a copy of this message to another user, distribution list or combination thereof.

*Note:* If the message was sent as "Private" this option will not be played.

### Forwarding (Cont.)

#### Entering Recipients

Enter the ID code of the user you wish to receive your message, followed by pressing the # key. The MVX will play the name and extension of the user (or if not recorded, the ID code). Enter your next recipient (you may forward your message to a maximum of 32 destinations). After you have entered your recipient(s), press the # key to continue.

#### Entering a Distribution List

To enter a distribution list as a recipient, press 9, then your list number (1-7) for private lists or 99 and the public list number (1-7) for public distribution lists. The MVX will play the recorded list comment or list number if the comment has not been recorded.

Private 9 + List Number

Public 99 + List Number

*Note: If you accidentally enter the wrong recipient you may press \* # to delete the last entry.*

#### After entering your recipients you may press:

##### 2 RECORD A PREFIX MESSAGE

This allows you to add an annotation to the beginning of the message you are forwarding. After recording the prefix, you have the option to review, re-record, append, cancel, or save.

##### 3 TO FORWARD THE MESSAGE

This option simply forwards the message to the recipient(s) in your list.

##### 5 FORWARD WITH VERIFICATION

Forwarding with verification will send a "receipt" message to you when your recipient plays your message. You will hear a recording stating the ID code (or name and extension, if recorded) has received your message.

##### 6 FORWARD AS A PRIVATE MESSAGE

Forwarding as a private message will prevent the recipient(s) from forwarding the message to another mailbox. Private messages generate a "receipt" notification message (*See above*).

#### 6 Reply to the Message

Choosing this option will allow you to reply to the sender of the message you just heard, if the sender was a system user. The MVX will play the user's name and extension (if recorded), then the tone to begin recording. If the message was from an outside caller, this option will not be played.

#### 7 Special Functions

Two special options exist under this menu choice, neither of which are announced by the MVX.

- 1 to hear your Future Delivery messages.
- 3 to Undelete or recover the last message you deleted during this session.

# 1

## PLAY MESSAGES

Pressing **1** will begin playing the first of your scheduled messages. Once the message is played, the MVX will begin playing the next scheduled message (if one exists). You may delete any scheduled message by pressing **4** while that message is playing. (See pages 9 and 10 for additional information on Scheduled Delivery messages).

Pressing the **3** key will allow you to recover a deleted message. For example, if you have just listened to a message and pressed the 3 key to delete it, pressing the **7** and **3** keys will recover the message. The MVX will begin re-playing the message you just deleted.

*Note : Undelete will only work during the Play Messages Menu. When you press 9 to return to the Main Menu, you will not be able to retrieve deleted messages.*

### **8** Transfer to Sender

If this option is played, pressing the **8** key will cause the MVX to transfer you to the sender of the message you just heard. This option will only be heard when the message was sent from another MVX user.

## SENDING A MESSAGE

This feature allows you to send a message to a user(s) Distribution List(s) (Public or Private) or combination of both. You may be limited by group access depending on how the System Administrator has configured your mailbox.

### Entering Recipients

Enter the ID code of the user you wish to receive your message, followed by pressing the # key. The MVX will play the name and extension of the user (if recorded). Enter your next recipient (you may send your message to a maximum of 32 destinations). Distribution lists count as 1 recipient. Distribution lists are entered as :

9 + List number (1-7) Private

99 + List number (1-7) Public

*Note: If you enter the wrong recipient, you may delete it by pressing \* then #.*

After you have entered your recipient(s), press the # key to begin recording.

### Recording the Message

Speak clearly. Once you are finished, you may hang up to send the message or press the # key for editing and sending a message.

*Note: If you press the # key, then hang up, the message will NOT be sent.*

### Editing and Sending Options

The MVX will offer choices to EDIT (items 1-4) or SEND (items 5-7, 9) your newly recorded message. The choices are :

- 1 Review
- 2 Re-record
- 3 Append
- 4 Cancel
- 5 Send w/verification
- 6 Send as Private
- 7 Schedule Future Delivery
- 9 Send as Regular Delivery

## 2

### SEND MESSAGE

- 1 Review**  
Allows you to listen to your message before you send it.
- 2 Re-record**  
Allows you to change the contents of your message before sending it.
- 3 Append**  
To record additional comments to the message you just recorded without interrupting the original message.
- 4 Cancel**  
Cancels your recorded message.

- 5 Send with Verification**  
Sending with verification will send a "receipt" message to you when your recipient plays your message. You will hear a recording stating the ID code (name & extension, if recorded) has received your message. For example, "*Joe Smith, extension 202, has received your message.*"

- 6 Send as a Private Message**  
Sending as a *private* message will prevent the recipient(s) from forwarding the message to another mailbox. Private messages will generate a receipt verification message to the sender when the recipient plays the message. (*See above*)

- 7 Schedule Future Delivery**  
This allows you to specify a time and date (up to one year in advance) that your message will be delivered. To schedule message delivery enter :  
*Note: You will not hear the future delivery option if your System Administrator has not allowed this function.*

TIME- this is a four digit number entered in 24 hour format.  
i.e., 2:00pm = 1400, 8:35am = 0835

DATE- this is a four digit number entered as month and date.  
i.e., April 25 is entered as 0425

The MVX will then play your scheduled time and date. You must then choose the method of delivery or you may change the delivery time and date.

- 3** Send (Regular)
- 5** Send w/Verification
- 6** Send as Private
- 7** Re-schedule delivery time and date

Future delivery is dependent on the number of available scheduling "slots". If your mailbox is allowed one slot then you may only schedule one Future Delivery message. Until that message is delivered you will not be able to schedule another one. If you choose Future Delivery and a slot is not available, the MVX will play *"Sorry, I'm unable to do that at this time"*.

Future Delivery messages may be cancelled prior to delivery by accessing the Special Functions option under the Play Messages menu. (*See page 6*)

When a message is schedule for delivery for a date that has already passed, the MVX will assume the date to be in the following year. For example, if the current date is June 1,1995 and you enter the schedule delivery date as May 31 (0531), the MVX will assume May 31,1996.

### **9** Send as Regular Delivery

This option is the most common method of sending messages. Your message is sent to all recipients immediately.

## 4

### CHANGE OPTIONS

## CHANGE YOUR OPTIONS

To access your options, press 4 from the Main Menu. The MVX will then offer a maximum of nine choices:

- 1 Change Do Not Disturb
- 2 Change Call Screening
- 3 Change Password
- 4 Select Busy Message
- 5 Record Busy Message
- 6 Record Name & Extension
- 7 Change Notification
- \* Review Your Options/Settings
- 9 Previous Menu

## MAILBOX OPTIONS

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### 1 Change your Do Not Disturb

When the Do Not Disturb feature is ON, the MVX will not attempt to ring your extension, but will play your current greeting to an incoming caller. The caller may leave a message, transfer to another extension or hang up. *Note: You will not hear this option if your System Administrator has not allowed this feature.*

### 2 Change your Call Screening

When the Call Screen feature is ON, the MVX requests an incoming caller to record a name identification after a tone, places the caller on hold, and calls you to announce the caller with the name just recorded.

For example, the MVX might say; *"You have a call from Mr. Smith, Press one to accept the call or press two to reject the call."*

If you reject the call, the outside caller will hear your current greeting and will have the option to leave a message, transfer to another extension, or hang up. *Note: You will not hear the Call Screening option if your System Administrator has not allowed this function.*

### 3 Change your Password

To prevent other users from accessing your messages, you may select a private password (not exceeding eight digits). Once this feature is selected, the MVX prompts you to enter your new password followed by the # key. After entering your new password, the MVX asks you to confirm it by re-entering your new password followed by pressing the # key again.

### 4 Select your Busy Message

You may choose between the system's default busy message or you may use your own custom busy message. If you have not recorded your busy message (*see option 5*), this option is not played.

Pressing the 4 key to access this feature will change from the system busy message to your custom busy message, or vice versa.

### 5 Record your Busy Message

This option allows you to record your own custom busy message which can be selected to be played whenever an attempted transfer to your extension receives a busy signal. You will be prompted to enter your message and finish by pressing the # key.

After pressing the # key you will have these options:

- 1 Review
- 2 Re-record
- 3 Append
- 4 Cancel
- 9 Save

You must Press 9 to save your busy message.

### 6 Record your Name and Extension

Your name recording is used in various operations. It is played when a MacroVoice user is sending you a message, when your name is searched in the directory assistance, or when building a distribution list.

*Example:* "Joe Smith, extension 140."

*Note:* This function will only appear as an option if allowed by the System Administrator.

After recording your name and extension you will have the following options:

- 1 Review
- 2 Re-record
- 3 Append
- 4 Cancel
- 9 Save

You must press 9 to save your name and extension.

### 7 Change Notification

This feature allows a user to turn on or off **ALL** of their notifications. After pressing the 7 key the MVX will play "Your notifications are turned ...(on/off)" depending on the current status. The MVX then offers three options :

- 1 Enable all notifications
- 2 Disable all notifications
- 3 Change outdial phone number

Options 1 and 2 will turn on or off your notifications. Option 3 allows the user to enter a new outdial phone number which can be used for calling a beeper, car or home phone.

*Note :* Outdial numbers must be allowed by the System Administrator.

**5**

## CHANGE GREETING

**\* Review Option Settings**

This feature will play all of your current option settings.

**CHANGE YOUR GREETING**

Your mailbox has the ability to store seven different greetings. These greetings can be used to provide your callers with pertinent information. As an example, you may have one greeting that states, *“I am currently in the office but away from my desk, please press the zero key to reach the operator and have me paged.”* Another greeting might say, *“I am presently on vacation and will return on Monday.”* Any one of the seven greetings can be selected by you at any time or the System Administrator may schedule a greeting to play at a particular date or time automatically.

Once at this feature, you are prompted to enter:

**1 - 7** To Select a Greeting

**#** To Select the System Greeting

**\*** To Review the Current Greeting

**9** To Return to the Previous Menu

Choosing 1 through 7 will offer the following options:

**1** Review the Greeting

**2** Re-Record Over the Greeting

Return to the Previous Menu

**CHANGE GREETING OPTIONS**

**1 - 7**

**Select a Greeting**

You may select any one of your seven different greetings to be your current greeting.

**Select the default System Greeting**

This option will use your recorded name and extension to create a greeting.

**Example:** *“Please leave a message for Joe Smith, extension 140.”*

**Review the Current Greeting**

The MVX will play the current greeting which you have selected.

**CUSTOM GREETING OPTIONS**

**1 - 7**

**Review the Greeting**

This function will play the current greeting which you have selected.

**Record over the Greeting**

This option allows you to re-record the greeting which you selected (1-7). After you re-record the greeting, you will then have the options to

**13 MAIN MENU OPTIONS**

## MANAGE YOUR LISTS

This option allows you to create, modify, or review your distribution lists. The MVX allows each user to have seven lists containing an unlimited number of users. A message sent to a distribution list, sends the message to all users on the list. These lists are your own private lists, no other user can access them.

Once this feature is selected, you will be prompted to select one of your seven lists. After selecting your list, you will have the following options:

- 1** Review the Current List
- 2** Add a User ID
- 3** Delete a User ID
- 4** Record a List Comment
- 9** Return to the Previous Menu

### LIST OPTIONS

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#### **1** Review the Current List

This function will play all of the user IDs (or names & extensions, if recorded) contained in the list.

#### **2** Add a User ID

To create a list you must first use this option to add User IDs to the list. If a list has already been created, you may add other IDs at any time.

#### **3** Delete a User ID

Removes a user ID from the list. To remove a user ID, enter the ID followed by pressing the # key.

#### **4** Record a List Comment

Allows a brief comment to be recorded for the list. The list comment is an excellent way to identify your lists.

**Examples:** *“All sales reps”* or *“Technical Support Personnel”*

If you record a comment, you have the options to review, re-record, cancel or save.

## MANAGE YOUR GUEST MAILBOXES

This function is played only if you have this option available (allowed by the System Administrator).

Pressing the 7 key will give you the following options:

- 1** Create a Guest Mailbox.
- 2** Delete a Guest Mailbox
- 3** Review your Guest Mailbox
- 9** Return to the Previous Menu

### GUEST MAILBOX OPTIONS

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#### **1** Create a Guest Mailbox

If the Guest Mailbox Function has been allowed by the System Administrator, you may create from one to ninety-nine guest mailboxes (depending on the limit set by your System Administrator). Your guest mailbox is capable of receiving and sending messages only from/to you. Pressing the 1 key to enter this option will produce a User ID code, which you should keep on hand for future use.

*Note: It is recommended that you log into the guest mailbox and record a name and extension for future identification.*

#### **2** Delete a Guest Mailbox

Once in this option, the MVX will ask for the ID code of the guest you wish to delete. Simply enter the ID code and press the # key.

#### **3** Review a Guest Mailbox

This feature will play each of your guest mailboxes in succession. If the names and extensions have been recorded you will hear them, otherwise you will hear a list of ID codes.

# MVX OPTIONS AT A GLANCE

## 1 PLAY MESSAGES

- 1 Play Next Message
- 2 Replay Message
- 3 Delete Message
- 4 Play Previous Message
- 5 Forward Message
- 6 Reply to Message
- 7 Special Functions
  - 1 To Hear Scheduled Messages
  - 3 To Recover a Deleted Message
- 8 Transfer to Sender
- 9 Previous Menu

- 2 Record a Prefix
- 3 Forward the Message
- 5 Forward with Verification
- 6 Forward as Private

## 2 SEND MESSAGE

Enter Recipients  
(Users and/or lists)  
List = 9 + list number

## 3 EXIT (Return to Auto Attendant)

- 1 Review
- 2 Re-record
- 3 Append
- 4 Cancel
- 5 Send with Verification
- 6 Send as Private
- 7 Schedule Future Delivery
- 9 Send as Regular Delivery

## 4 CHANGE OPTIONS

- 1 Do Not Disturb
- 2 Call Screening
- 3 Password
- 4 Select Busy Message
- 5 Record Busy Message
- 6 Record Name & Extension
- 7 To Change Notification
- \* Review Options/Settings
- 9 Previous Menu

- 1 Review
- 2 Re-record
- 3 Append
- 4 Cancel
- 9 Save

## 5 CHANGE GREETING

- 1-7 Select greeting
- # Select system greeting
- \* Review greeting
- 9 Previous menu

- 1 Review
- 2 Re-record
  - 1 Review
  - 2 Re-record
- 3 Append
- 4 Cancel
- 9 Save
- 9 Previous Menu

## 6 MANAGE YOUR LISTS

- 1 Review List
- 2 Add a User ID
- 3 Delete a User ID
- 4 Record List Comment
- 9 Previous Menu

## 7 MANAGE GUEST MAILBOX

- 1 Create New Guest Mailbox
- 2 Delete Guest Mailbox
- 3 Review Guest Mailbox
- 9 Previous Menu

## # HANG UP

P/N: 2006193.60  
#1053 September 2000  
Rev. 7

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