

LimeBox networks



Voicemail Guide

Version 1.8

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Overview

Your new LimeBox offers a highly flexible, highly capable voicemail system. Among the features that it offers are:

- Three different types of greetings.
- Notification of new messages through email. The notification message may also include an audio file containing the complete message.
- Ability to organize messages into folders.
- Mailboxes may be password protected.
- Can optionally allow callers to review and re-record messages.

Types of Greetings

A greeting is a short message that plays before the caller is allowed to record a message. The greeting is intended to let the caller know that you are not able to answer their call. The greeting can also be used to convey other information like when you will be available, other methods to contact you, or other options that the caller can use to receive assistance.

LimeBox has three types of greetings:

Busy Greeting

If LimeBox thinks that you are on the phone, the caller will hear your “busy” greeting. Your busy greeting can either be a generic message, like:

- The person at extension *number* is on the phone.
- *Recorded name* is on the phone or the busy greeting can be a message that you record.

Unavailable Greeting

If LimeBox thinks that you are unavailable (e.g. you don’t answer the phone or your phone is not connected to the network) the caller will hear your “unavailable” greeting. The unavailable greeting can either be a generic message, like:

- The person at extension *number* is unavailable.
- *Recorded name* is unavailable or the unavailable greeting can be a message that you record.

Temporary Greeting

You can also record a temporary greeting. A temporary greeting will always be played regardless of your “busy” or “unavailable” status. This could be used, for example, if you are going on vacation and want to inform people not to expect a return call anytime soon, but you do not want to re-record your busy and unavailable greetings when you come back.

Folders

LimeBox allows you to save and organize your messages into one of five folders:

Folder Names

- New
- Old
- Work
- Family
- Friends

When a caller leaves a message for you, LimeBox will put the message into the “New” folder. If you listen to the message, but do not delete the message or save the message to a different folder, LimeBox will automatically move the message to the “Old” folder.

When you first log into your mailbox, LimeBox will make the “New” folder the current folder if you have any new messages. If you do not have any new messages LimeBox will make the “Old” folder the current folder.

Directory

The LimeBox Voicemail System also provides a directory of the users on the system. You must record your name in your “Mailbox Options” to enable your listing.

Leaving a Message in a Mailbox

If you are not able to answer a phone call, your LimeBox will allow the caller to record a message that you can listen to later. The caller will hear a greeting and/or some instructions before being allowed to record a message. The process of leaving a message looks like this:

1. Play the appropriate greeting. See *Types of Greetings* for more information on which greeting will be played. The LimeBox administrator can control whether a greeting is played or not and can also control whether the busy or unavailable greeting is played (if you record a temporary greeting, the temporary greeting will always be played if the administrator does not turn off greetings).
2. Play some short instructions. Again, the LimeBox administrator can control whether the instructions are played or not.
3. Play a beep.
4. Record the message, and optionally allow the caller to review the message. While listening to the greeting or the instructions, the caller can press any of the following buttons:
 - “#” Skip the rest of the greeting and instructions and immediately begin recording the message.
 - “*” Transfer out of the message recording application. Typically used to allow users to access their mailboxes.

After the greeting and the instructions have played the caller will hear a beep and then the system will start recording a message. To end the recording, the caller can hang up the phone or press the “#” button.

If the caller hangs up the phone to end the recording, LimeBox will put the message in your “New” folder.

If the caller pressed the “#” button to end the recording and LimeBox has been configured to let the caller review the message, the caller will be presented with the following options:

- “1” Save the message.
- “2” Review the message.
- “3” Re-record the message.

If the caller presses “1”, the message will be placed in your “New” folder.

Accessing Your Mailbox

Logging In

LimeBox offers quite a bit of flexibility in accessing your voicemail, so there are multiple ways to log into your mailbox.

By pressing a button on your phone.

Your phone will indicate a new voicemail message by flashing the Red message light on the top of the unit. To access your voicemail from your own extension press the *Messages* button to On your Phone and following the Prompts (if any). If your phone does not have a *Messages* button you may simply dial *97 and press the “Dial” soft key. Once connected to the voicemail system you will be prompted for your voicemail password (1+ your extension by default). Follow the voice prompts to listen to, forward or delete your messages. See *Listening to Messages* for more information.

By calling your extension from any outside line.

Call your own phone number and extension from any outside line or mobile, during greeting playback, press the “*” button and you will be prompted to enter your password to gain access to your voicemail box.

The First Time You Log In

The first time that you log into your mailbox, please do the following:

- Record your name.
- Record your busy greeting.
- Record your unavailable greeting.
- Change your password.

Menus

This section contains a detailed discussion of the menus used to access your voicemail.

Main Menu

The main menu will be the first menu that you are presented with once you have logged in.

- “1” Listen to messages in the currently selected folder.
- “2” Change folders.
- “3” Advanced options.
- “0” Mailbox options.
- “*” Help.
- “#” Exit from the voicemail system.

Mailbox Options

- “1” Record your unavailable message.
- “2” Record your busy message.
- “3” Record your name.
- “4” Record your temporary greeting.
- “5” Change your password.

Recording a Temporary Greeting

If you do not have a temporary greeting set, you will immediately be asked to record a temporary greeting. If you do have a temporary greeting set you will be presented with the following menu:

- “1” Record a temporary greeting. This will allow you to record a new temporary greeting.
- “2” Erase temporary greeting.
- Once your temporary greeting has been erased callers will be presented with either your busy or unavailable messages, depending on your status.
- “*” Return to the main menu.

Listening to Messages

The Message Envelope

The voicemail system will play back the message “envelope”. Depending on how the voicemail system has been configured, the message envelope may consist of the following items:

- Position.
- Date and time that the message was received.
- Caller ID information.
- Duration of the message.

Pressing “1” any time during the playback of the message envelope will skip to the message playback. The voicemail system will then play back the message.

During Message Playback

During the playback of the message, any of the following buttons may be pressed:

- “*” Rewind the message by 3 seconds.
- “#” Fast forward the message by 3 seconds.
- “0” Pause the message playback. Press any other button to resume playback.
- “1456789” Pressing any of these buttons will halt the playback of the message and perform the corresponding action from the post-message playback options.

After Message Playback

After the message has been played back, the system will play a prompt and wait for you to press a button:

- “1” Go to the first message in the current folder.
- “2” Change folders.
- “3” Advanced options.
- “4” Go to the previous message in the folder.
- “5” Replay the current message.
- “6” Go to the next message in the folder.
- “7” Delete or undelete the message.
- “8” Forward the message to another user on the system.
- “9” Save the message to a different folder.
- “0” Mailbox options.
- “*” Help.
- “#” Exit the voicemail system.

Advanced Options After Listening to a Message

The following buttons may be pressed in the “Advanced Options” menu while you are listening to a message.

- “1” Record a message and send it directly to the mailbox of the person that sent you the current message.
- “*” Return to the main menu.

Changing Folders

If you select the option to change folders LimeBox will present you with the following options:

- “0” “New” messages.
- “1” “Old” messages.
- “2” “Work” messages.
- “3” “Family” messages.
- “4” “Friends” messages.
- “#” Cancel the change folder operation.