This manual is provided to you by ElectSys; a certified dealer that installs and supports the Vertical SBX IP 320 system. Call us at 717-665-2141 or visit www.electsys.biz

SBX IP 320
Voicemail User Guide

SETTING / CHANGING YOUR PASSWORD

Set Your Password

1. Press TRANS/PGM, then enter 3, 1, 2 to set your password.

2. Use the dial pad to enter a password (3 to 11 digits).

3. Press # or HOLD/SAVE to store the password.
   - A confirmation tone sounds.

Change Your Password

1. Press TRANS/PGM, then enter 3,2, 2.

2. Enter existing password followed by the # sign.

3. Use the dial pad to enter a new password (3 to 11 digits).

4. Press # or Hold/Save to save the setting.
   - A confirmation tone sounds.

SETTING / CHANGING YOUR GREETING

After you log in to your voice mailbox, you hear a prompt. You can then listen to and manage your messages.

At the prompt:
  Press 2 to select User Greeting option, then choose one of the following:
  - Press 1 to **Play** existing Greeting.
  -or-
  - Press 2 to **Record** greeting at the prompt. Press # to save recording.
  -or-
  - Press 9 to **Access** your temporary greeting at the prompt.

*To **Delete** the current greeting:*
  Press TRANS/PGM and dial 66.

RECORD MAILBOX NAME / TITLE

To allow callers to use Company directory:
1. Press TRANS/PGM and enter 6.

2. Press *. then press #. At the prompt, record your name.

LISTENING TO & MANAGING MESSAGES

After you log into your voice mailbox, you hear a prompt. You can then listen to and manage your messages.

At the prompt:
  Press 1 to select the Message option. then choose one of the following:
  1 — Play or replay a message
  2 — Save current message, then play the next one
  3 — Delete current message
  5 — Reply to current message
  6 — Forward OR Rewind current message
  7 — Call Back outside or inside line that left the message OR Fast Forward
  8 — Skip current message
  9 — Pause/Resume current message
  ✳ — Return to main mailbox menu

See more options on the reverse side …

Reply to a Message

While listening to a message:
1. Press 5 to dial the voice mailbox of the station that left the message.

At the prompt:
2. Record your reply and press #.

3. When prompted (if greeting exists):
   - Press 1 for regular delivery
   - Press 2 to mark urgent

Forward a Message (using 24-btn digital phone)

While listening to a message:
1. To add a comment to your message use the "Navigation" button to select the "Add" soft key, record your comment, and press # … the message will replay, including your comment.

-or-
   To forward message "as is" press 6.

2. At the prompt, dial the station number where you want to send the message.

3. When prompted (if greeting exists):
   - Press 1 for regular delivery
   - Press 2 to mark urgent

Note: Only 8-hour voice mail systems retain forwarded messages.

VERTICAL

Voice Mail
for SBX IP Systems

Quick Reference Guide

ACCESSING YOUR VOICE MAILBOX

From Your Office Phone

1. Press CALL BACK.

At the prompt:
2. Enter your password, then press # to play the first message.

3. Follow the prompts to listen to (and manage) your messages.

From Outside the Office

1. Call the main office number.

When you hear the Auto Attendant greeting:
2. Enter your station number,
-or-
   Press the voice mail access digit (if pre-programmed~),
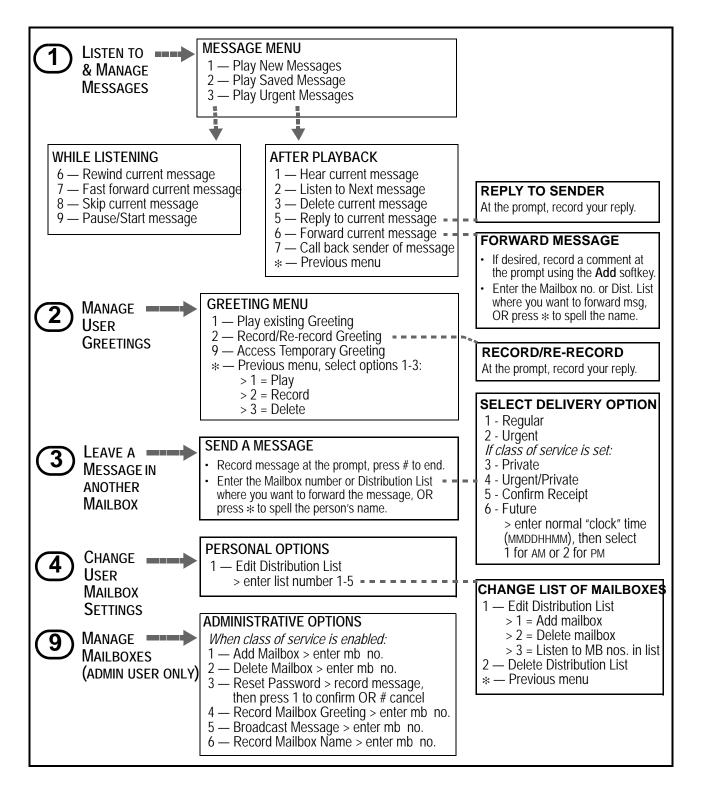*-or-*
   Press the "Mailbox Owner" key (if pre-programmed~).

When you hear your mailbox greeting:
3. Press * and enter your password.

4. Press #, (you will hear options for listening to and managing your messages.

   ~ Contact your System Administrator for details.

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① LISTEN TO & MANAGE MESSAGES

MESSAGE MENU
1 — Play New Messages
2 — Play Saved Message
3 — Play Urgent Messages

WHILE LISTENING
6 — Rewind current message
7 — Fast forward current message
8 — Skip current message
9 — Pause/Start message

AFTER PLAYBACK
1 — Hear current message
2 — Listen to Next message
3 — Delete current message
5 — Reply to current message
6 — Forward current message
7 — Call back sender of message
✳ — Previous menu

REPLY TO SENDER
At the prompt, record your reply.

FORWARD MESSAGE
- If desired, record a comment at the prompt using the **Add** softkey.
- Enter the Mailbox no. or Dist. List where you want to forward msg, OR press ✳ to spell the name.

② MANAGE USER GREETINGS

GREETING MENU
1 — Play existing Greeting
2 — Record/Re-record Greeting
9 — Access Temporary Greeting
✳ — Previous menu, select options 1-3:
> 1 = Play
> 2 = Record
> 3 = Delete

RECORD/RE-RECORD
At the prompt, record your reply.

③ LEAVE A MESSAGE IN ANOTHER MAILBOX

SEND A MESSAGE
- Record message at the prompt, press # to end.
- Enter the Mailbox number or Distribution List where you want to forward the message, OR press ✳ to spell the person's name.

SELECT DELIVERY OPTION
1 - Regular
2 - Urgent
If class of service is set:
3 - Private
4 - Urgent/Private
5 - Confirm Receipt
6 - Future
> enter normal "clock" time (MMDDHHMM), then select 1 for AM or 2 for PM

④ CHANGE USER MAILBOX SETTINGS

PERSONAL OPTIONS
1 — Edit Distribution List
> enter list number 1-5

CHANGE LIST OF MAILBOXES
1 — Edit Distribution List
> 1 = Add mailbox
> 2 = Delete mailbox
> 3 = Listen to MB nos. in list
2 — Delete Distribution List
✳ — Previous menu

⑨ MANAGE MAILBOXES (ADMIN USER ONLY)

ADMINISTRATIVE OPTIONS
When class of service is enabled:
1 — Add Mailbox > enter mb no.
2 — Delete Mailbox > enter mb no.
3 — Reset Password > record message, then press 1 to confirm OR # cancel
4 — Record Mailbox Greeting > enter mb no.
5 — Broadcast Message > enter mb no.
6 — Record Mailbox Name > enter mb no.

SETTING CELL PHONE NOTIFICATION

Set Cell Phone Notification
1. Press TRANS/PGM.
2. Enter 68, then press 1 to turn on notification.
3. Press HOLD/SAVE to store the setting.
4. Press TRANS/PGM, then enter 69.
5. Enter the number where you want to be notified.
6. Press HOLD/SAVE to store the setting.

RECORD A MESSAGE IN ANOTHER USER'S VOICE MAILBOX

Use Direct Dial
From your station:
1. Dial the number of another station.

While the phone is ringing:
2. Press CALL BACK.

At the tone:
3. Record message.
4. Press # when you finish recording.
5. If a mailbox greeting already exists, you will hear the following options:
   - Press 1 for regular delivery
   - Press 2 to mark urgent

-OR-

Dial from your Voice Mailbox
After you log into your own voice mailbox, you hear a prompt.

At the prompt:
1. Press 3 and record your message.
2. Press # when you finish recording.
3. Enter the desired mailbox number.
4. If a mailbox greeting already exists, you will hear the following options:
   - Press 1 for regular delivery
   - Press 2 to mark urgent