

1.6.2 Using Voice Messaging (Built-in Simplified Voice Message [SVM])

Your PBX can provide you with answering machine service.

Your extension is assigned a message box, into which callers can leave voice messages for you.

After callers reach your message box, they will hear your personal greeting message. You can record two kinds of personal greetings: a normal greeting message and a greeting message for each time mode. You can also play back and clear your greeting messages and the voice messages left by callers.

- ◆◆ Recording a Normal Greeting Message
- ◆◆ Recording a Greeting Message for Each Time Mode
- ◆◆ Redirecting Your Calls to Your Message Box
- ◆◆ Leaving Voice Messages
- ◆◆ Listening to Voice Messages Left by Callers
- ◆◆ Accessing Your Message Box from an Outside Telephone
- ◆◆ Accessing the Message Box of Another Extension from Your Extension



- You may hear a busy tone when trying to access your message box if too many other users are already accessing their message boxes. In that case, wait a few minutes and try again.
- If the used recording space (including greeting messages and voice messages left by callers) for the SVM feature reaches a certain limit, the display informs you that the recording space is almost full, and you will hear dial tone 3 when going off-hook.

Dial Tone 3

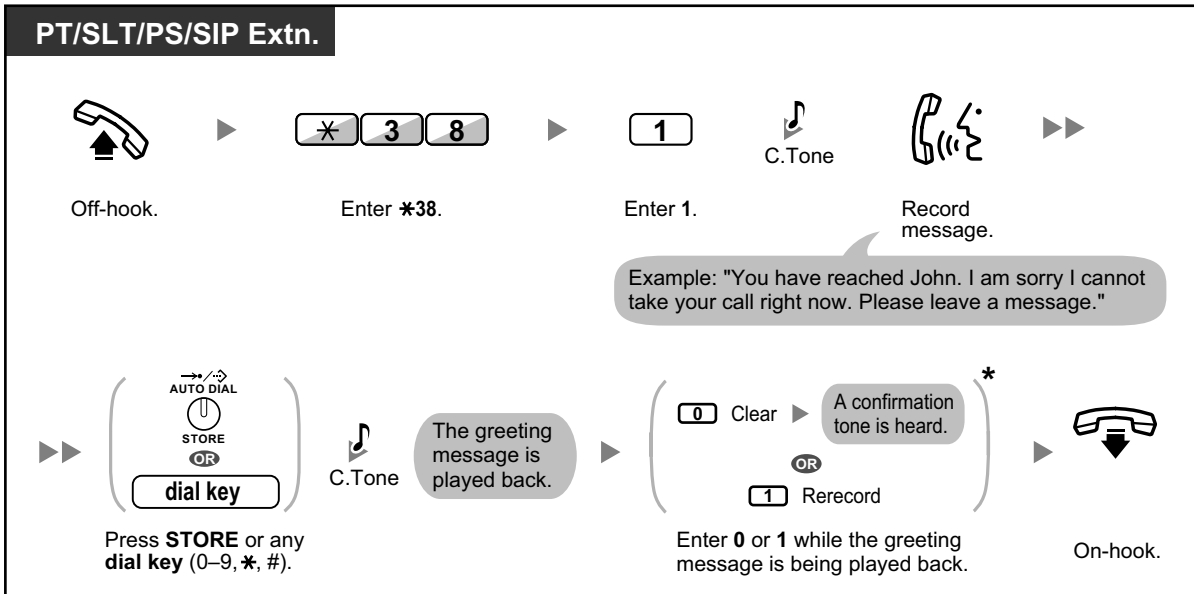


- **Operation Reference When Accessing Your Message Box**
After entering the SVM feature number (*38), the operations below are available by entering the corresponding numbers.

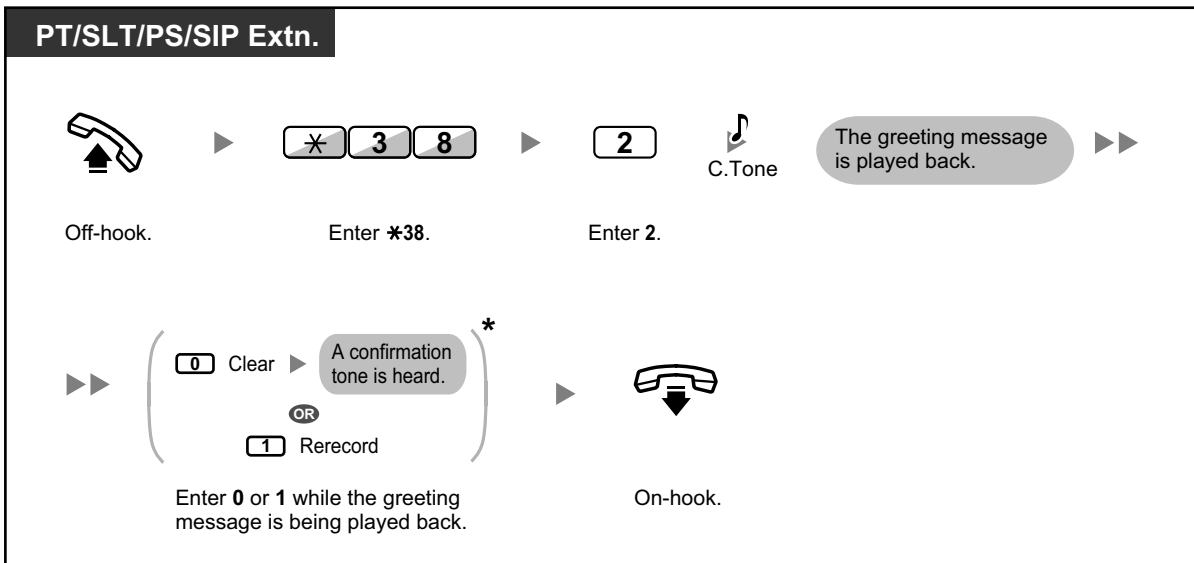
Operation No.	Operation
0	To clear the normal greeting message
1	To record a normal greeting message
2	To play back the normal greeting message
3	To listen to voice messages left by callers
8	To set a greeting message for each time mode
# 6	To leave a voice message to another extension's message box

Recording a Normal Greeting Message

To record

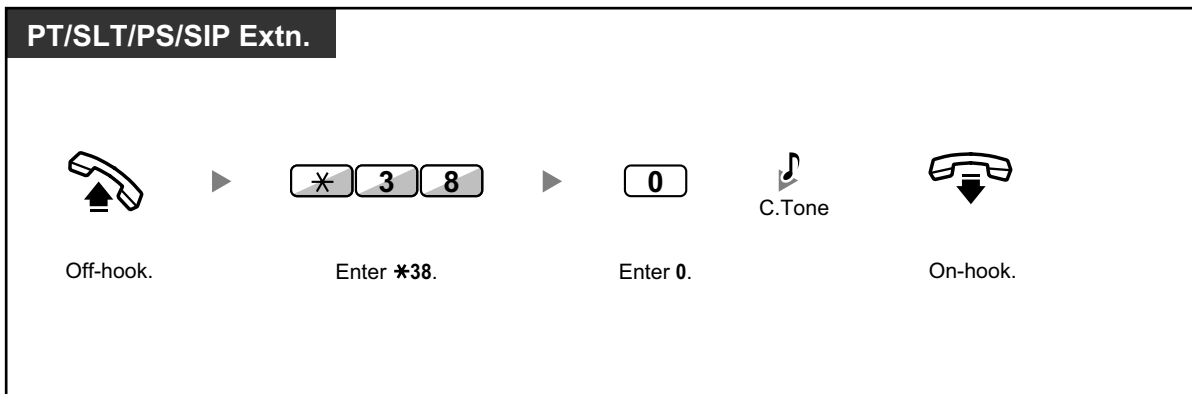


To play back



- * This step can be omitted.

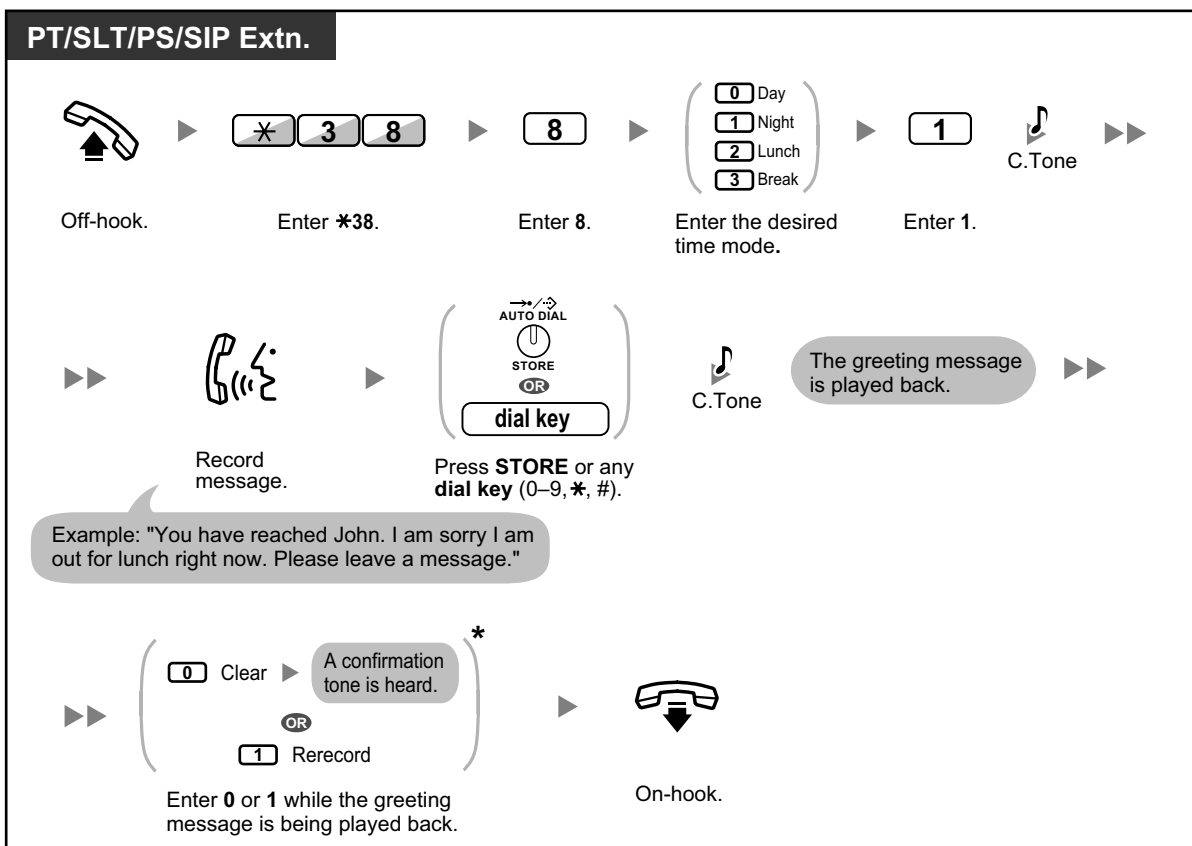
To clear



◆◆ Recording a Greeting Message for Each Time Mode

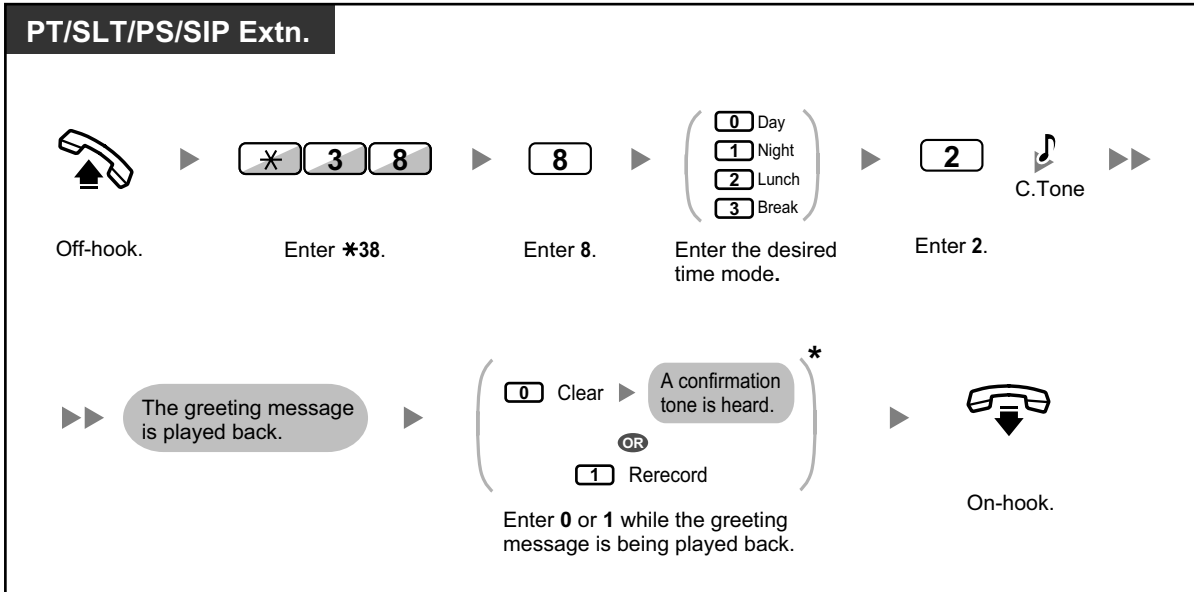
In addition to a normal greeting message, you can record a specific greeting message for each time mode (day/lunch/break/night).

To record



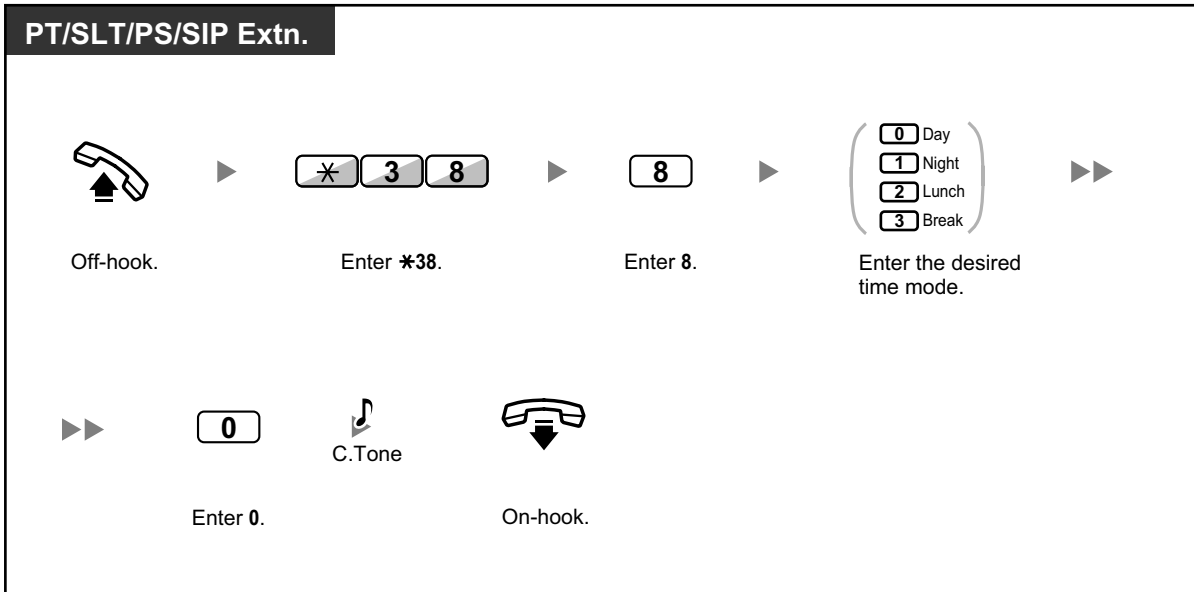
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To play back



- * This step can be omitted.

To clear

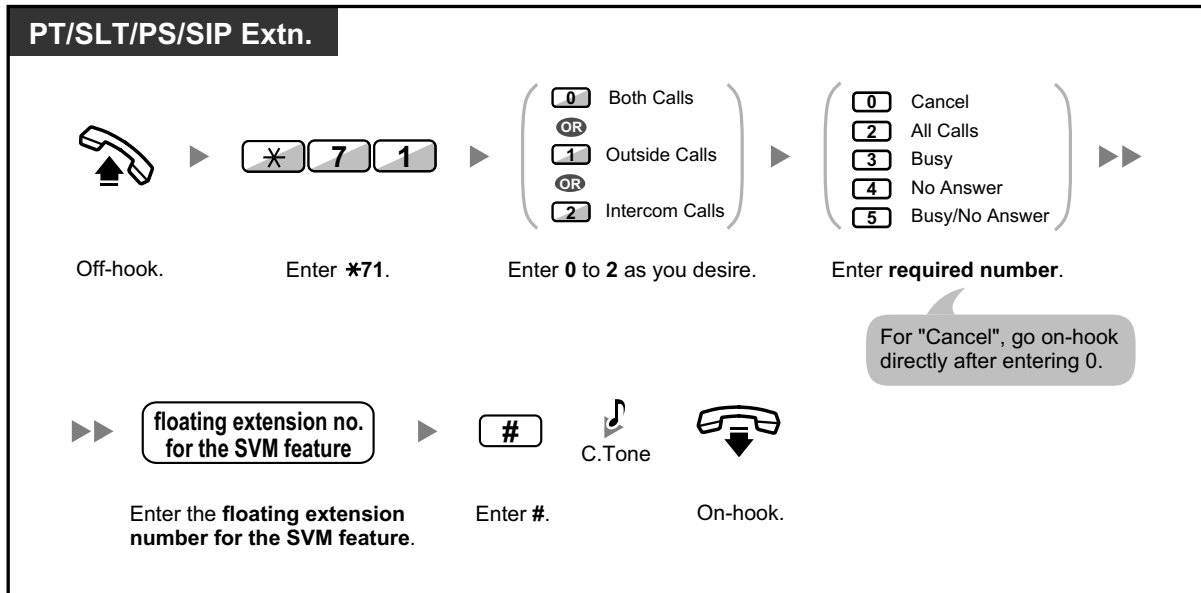


- If both the greeting message for a certain time mode and the normal greeting message have been recorded, callers will hear the greeting message for that time mode. However, if no greeting message has been recorded for a certain time mode, the normal greeting message will be played instead.

◆◆ Redirecting Your Calls to Your Message Box

You can set incoming calls to be redirected to your own message box so that callers can leave voice messages when you cannot answer the phone.

To set/cancel

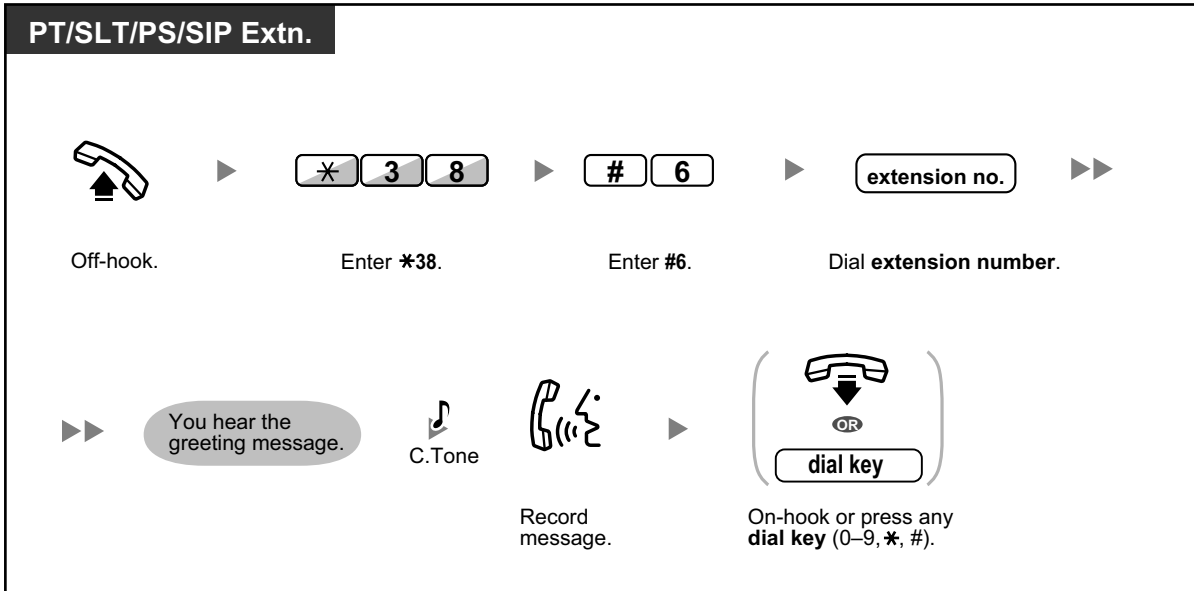


- The default floating extension number for the SVM feature is 591.

◆◆ Leaving Voice Messages

If the extension user you called is not able to answer your call, and your call is redirected to the message box, you will hear the greeting message. Then, you can leave a voice message for that extension. It is also possible to leave a voice message directly in the message box of a desired extension by following the steps below:

To leave a voice message directly to another extension's message box



- Voice message recording will stop, you will hear a notification tone, and the call will be disconnected, in the following cases:
 - a. the recording time for the voice message reaches the preprogrammed limit. (default: 120 seconds)
 - b. the recording space for the SVM feature reaches the limit.

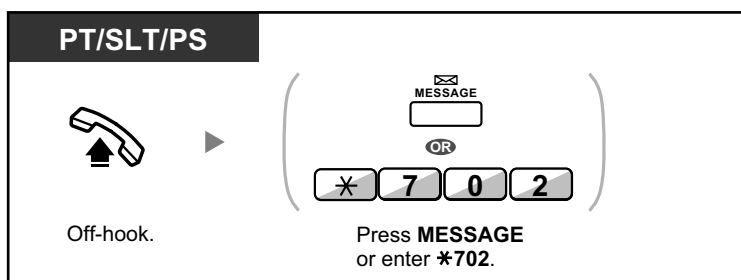
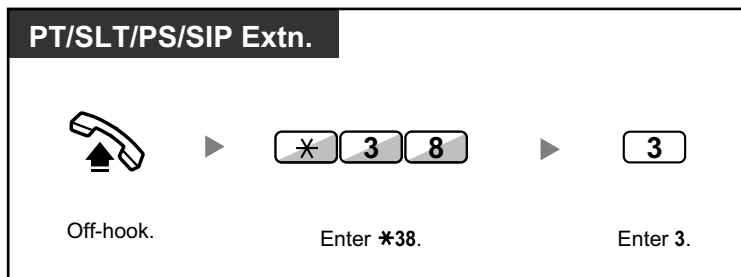
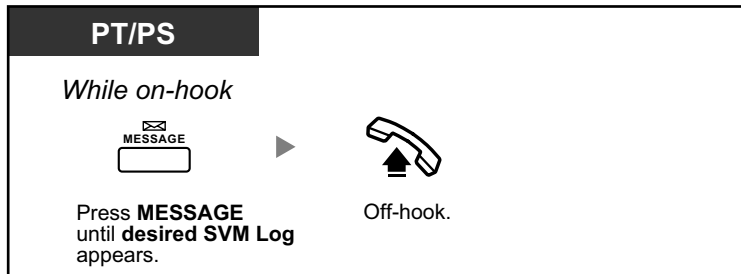


- When you are on the phone, you can transfer the call directly to the message box of a desired extension by placing the call on hold temporarily, then pressing *38 + #6 + the desired extension number. This allows the caller to leave a voice message in the message box of the desired extension.

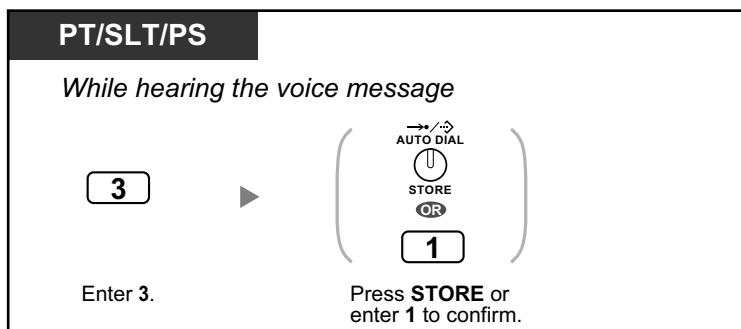
◆◆ Listening to Voice Messages Left by Callers

When a caller leaves a voice message, information about that caller is also recorded as the SVM Log. The SVM Log can be viewed using the display of a PT or PS by pressing the Message button.

To listen to voice messages



To clear the voice message that you are listening to



- Various operations are available by entering numbers while you are listening to a recorded voice message using any of the methods described above. The available options are as follows:

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Operation No.	Operations
1 / # *	To play back the voice message from the beginning
2	To go to the next voice message
3	To clear the voice message (Press the AUTO DIAL/STORE button or enter 1 to confirm.)
4	To call back the caller who left the voice message ^{*1}
5	To go back to the previous voice message
# 6	To leave a voice message directly in the message box of another extension (Enter desired extension number.)
# 8	To play back your greeting message and record a voice message in your own message box
# 9	To end the call

*1 This operation is not available for SIP Extensions.

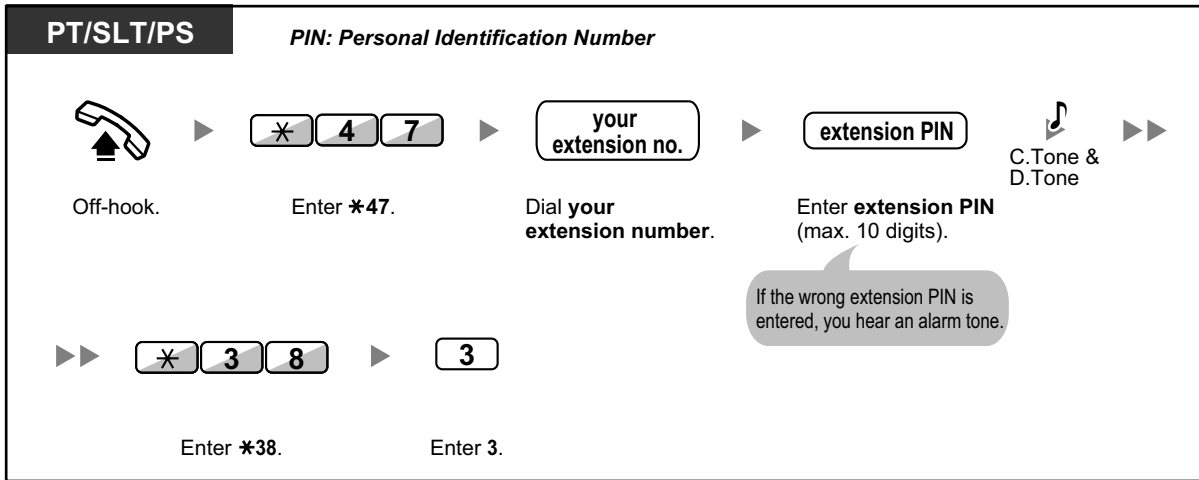
- In addition to the caller information that is recorded in the Call Log, the following SVM Log information is recorded with voice messages left by callers:
 - Caller's Name
 - Caller's Telephone Number
 - Time recording started
 - Voice Message Status
 - "New" is displayed for voice messages that have not previously been listened to.
 - "Old" is displayed for voice messages that have previously been listened to.

Please note that the information shown on the display may vary depending on the information that was received and the type of telephone used. Only users of a 6-line display PT can view all of the above information.
- You can lock the SVM Log display by using an extension PIN (Personal Identification Number) to prevent other users from viewing the information and from playing back your voice messages (Display Lock). Refer to "3.1.2 Settings on the Programming Mode".
- If your telephone has a Message for Another Extension button, you can access the message box of another extension and listen to voice messages for that extension.
- If a new voice message has been left in your message box, you will hear dial tone 4 after going off-hook. In addition, if your telephone has a Message button or Message/Ringer Lamp, the corresponding button or lamp will light when a voice message has been left.

Dial Tone 4

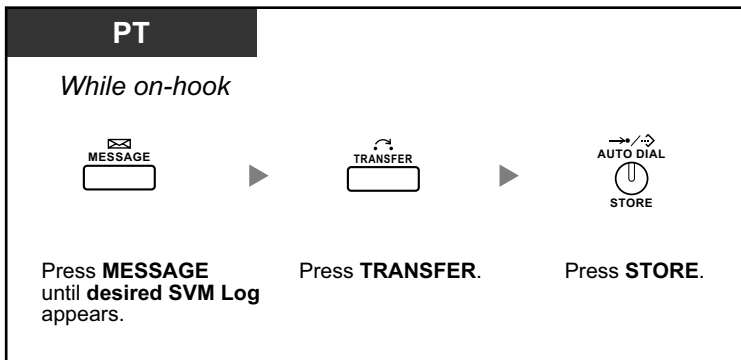


To listen to voice messages while your display is locked



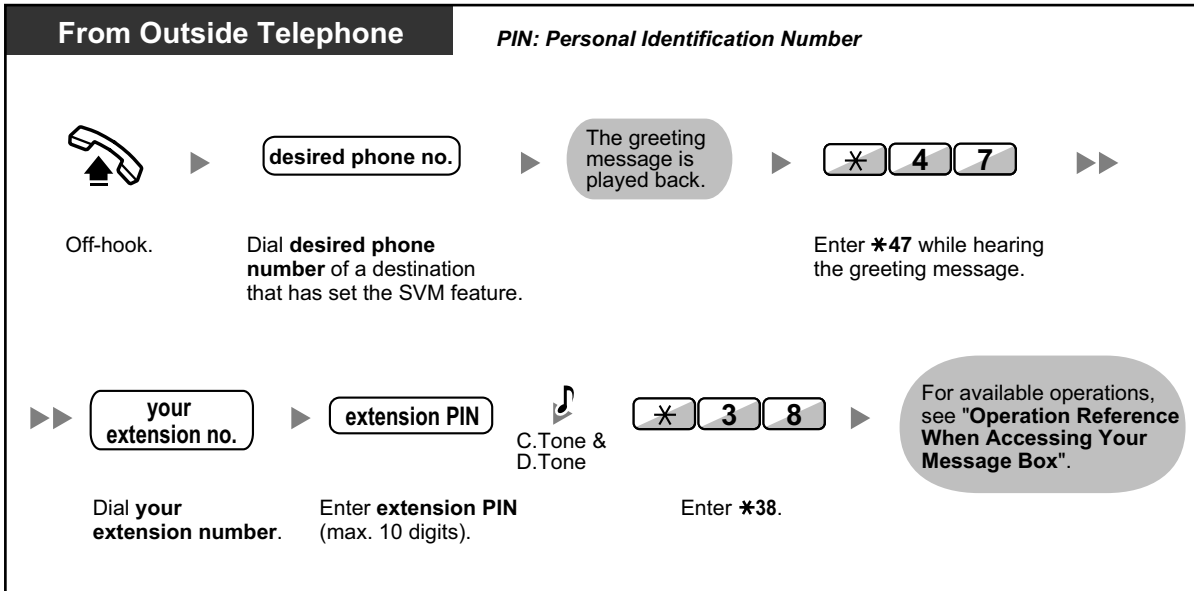
- When you press the Message button while on-hook to play back voice messages, Display Lock is temporarily deactivated.

To clear voice messages from the SVM Log



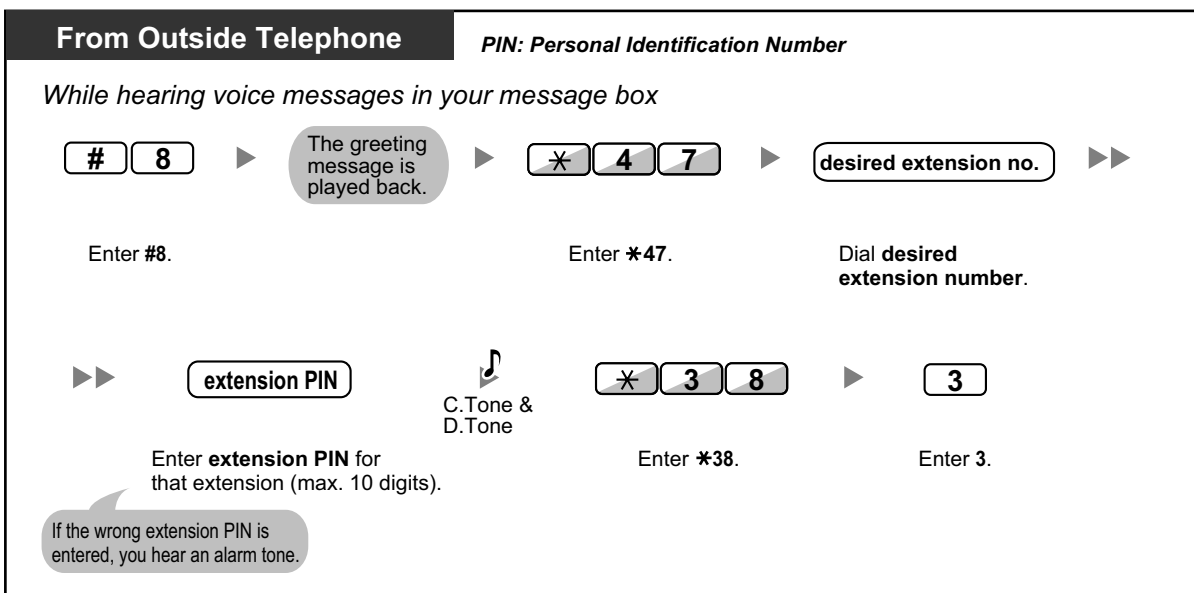
◆◆ Accessing Your Message Box from an Outside Telephone

You can remotely access your message box and perform any operations of the SVM feature through an outside line as if you were at your own extension.



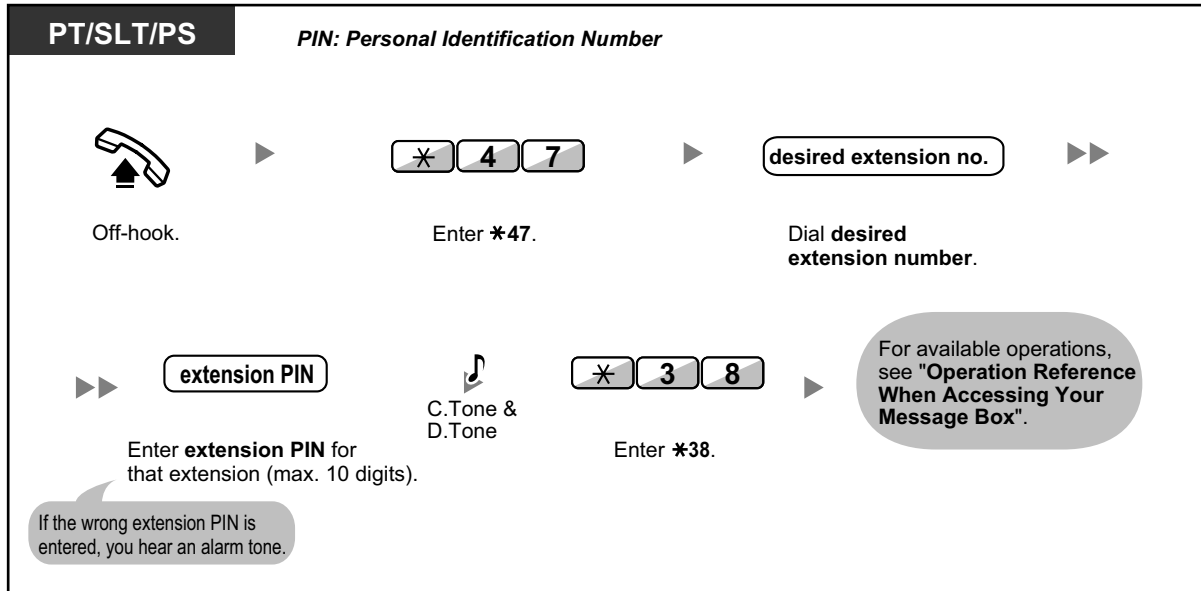
- If you hear a reorder tone when you try to leave a voice message directly in the message box of another extension, that message box is unavailable. You can enter another extension number by pressing "*".
- When accessing your message box from an outside telephone, you cannot call back callers who have left voice messages, by pressing 4 while hearing the voice message.

To listen to voice messages left in the message box of another extension



◆◆ Accessing the Message Box of Another Extension from Your Extension

You can access the message box of another extension (for example, to record a greeting message for that extension) by following the steps below:

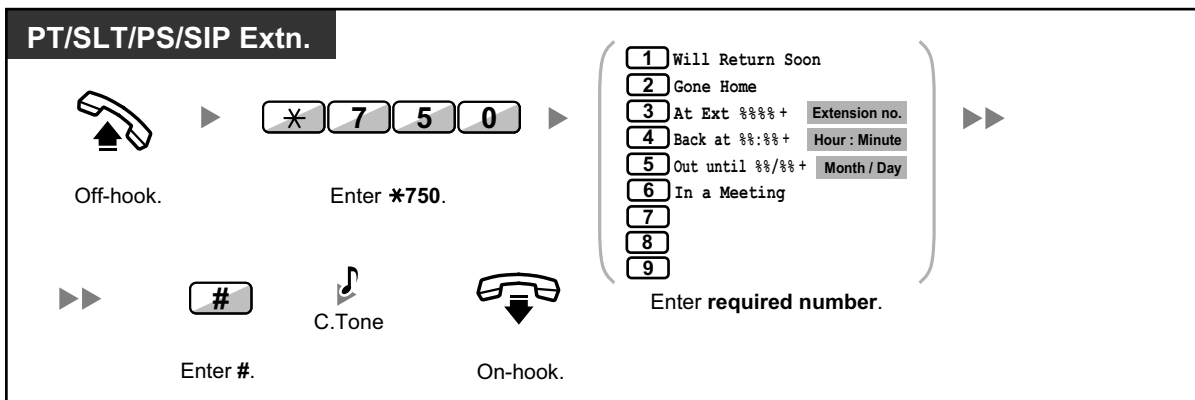


1.6.3 Showing a Message on the Caller's Telephone Display (Absent Message)

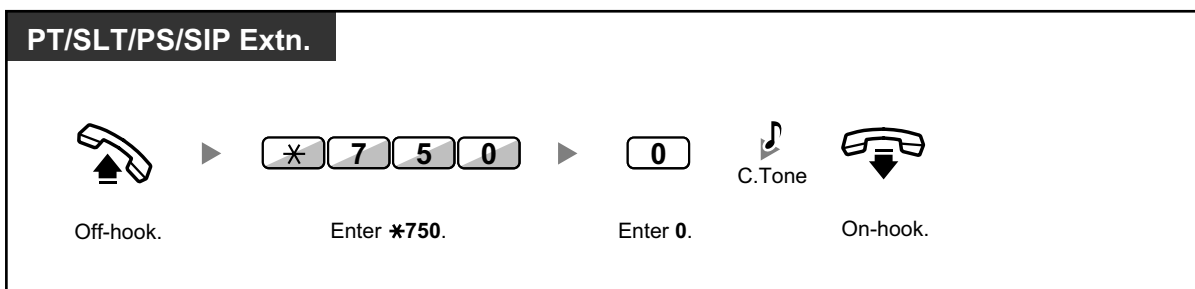
You can show the reason you do not answer, if the caller uses a Panasonic display proprietary telephone. There are eight preprogrammed messages and one for your personal message (16 characters). The selected message is shown on the display of your telephone.

Message no.	Message (Example)
1	Will Return Soon
2	Gone Home
3	At Ext %%% (Extension number)
4	Back at %:% (Hour:Minute)
5	Out until %/% (Month/Day)
6	In a Meeting
7	
8	
9	A message assigned for each extension. (Personal Absent Message)

To set



To cancel



1.6.3 Showing a Message on the Caller's Telephone Display (Absent Message)



- Enter the desired value in the "%" positions. You must enter the correct number of characters as represented by the "%" using 0 to 9 or *.
- The preprogrammed messages can be changed through system programming.
- To create your personal message (Message no. 9), refer to "3.1.2 Settings on the Programming Mode".