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Toshiba America Information Systems, Inc.
Telecommunication Systems Division
9740 Irvine Boulevard
Irvine, California 92618-1697
United States of America

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Introduction

This guide describes the voice messaging capabilities and procedures for making your voice mail system work for you.

Organization

This guide is divided as follows:

- **Chapter 1 – The Grand Tour** is an overview of the voice mail system. Topics covered are: features to personalize your mailbox; an explanation of message queues, types and destinations; special delivery options; playback/recording controls; and available user options.
- **Chapter 2 – Getting Started** provides instructions on those features you need when accessing your voice mail for the first time, including changing your security code and recording your name.
- **Chapter 3 – Play Messages** contains step-by-step instructions on playing messages.
- **Chapter 4 – Send Messages** details how to send, forward, and reply to a message.
- **Chapter 5 – Manage Mailbox** provides step-by-step instructions on recording greetings, using destination (distribution) lists, and activating options such as Do Not Disturb (DND) and Call Screening.
- **Chapter 6 – Integration Features** outlines Call Forward, Message Waiting, Soft Key Control, Call Record, Direct Transfer to Voice Mail, Voice Mail Conferencing and Call Monitor features.
- **Glossary** defines frequently-used voice processing system features and functions.
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