

**Meridian 1**  
Communication Systems

## MERIDIAN MAIL VOICE MESSAGING

USER GUIDE

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telecom

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*Meridian Mail  
Voice Messaging  
User Guide*



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*Standard*

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*Release 7*

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## *How to use this guide*

The easiest way to familiarize yourself with Meridian Mail is to read this user guide and experiment with the commands as you go along. Prompts (audible instructions played by the system) are presented between double quotation marks—for example, *“Please enter your password followed by number sign.”*

Focus first on the more frequently used functions: logging on, listening to messages, and recording messages of your own.

Activities are described in the order they are most commonly used, but your priorities may be different. For this reason you will find that as soon as you are comfortable with the basics, you will be able to explore the other features in the order you prefer. If you want to use a feature but can't gain access to it, talk to your administrator. It is possible that your organization did not acquire that feature or that it may be available but not activated by your administrator.

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# *Introduction*

Meridian Mail is an electronic voice messaging system that gives you an easy, fast, and dependable way to communicate with people both inside and outside your organization. Meridian Mail is as convenient and easy to use as a telephone answering machine, but also allows you to:

- listen to, record, edit, and send messages
- send a message to more than one person
- dial or address by name instead of by extension or mailbox number
- set a date and time for message delivery
- play back messages either at your desk, or from almost anywhere.

Meridian Mail gives you confidence that your calls are answered pleasantly and that messages are recorded when you are unable to take a call.

## ■ ***Meridian Mail prompts***

Instead of memorizing commands, you can listen to Meridian Mail prompts when using the system. The prompts tell you which commands you can use at that moment. To interrupt a prompt, press any key. The system stops the prompt and responds to your request.

## ■ ***Calling another Meridian Mail user***

If the line is busy or there is no answer when you call another Meridian Mail user, you hear a greeting; you can then decide whether to call later or leave a message. Provided there is not a lot of background noise, recording starts when you begin to speak, so you can pause to think before you leave a message.

## ■ ***Meridian Mail access numbers***

You can use a Meridian Mail feature by dialing its access number. The numbers for Meridian Mail, Express Messaging, Name Dialing, and other services offered by Meridian Mail should be posted prominently near your phone.

## ■ ***Message Waiting Indicator***

Meridian Mail has a message waiting indicator (MWI) feature that notifies you when you receive a new message. If you have a message waiting light on your phone, it lights up; if you don't, you hear an interrupted dial tone when you pick up the receiver. The MWI feature can be enabled and disabled by the System Administrator.

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## *Introduction, continued*

### ■ **Composing messages**

Instead of calling someone and waiting for Meridian Mail to take your message, you can compose and then send messages—to one or several numbers at a time, including numbers that are not part of your Meridian Mail system (depending on the Meridian Mail release you have). You can also use Express Messaging, which is a fast way of sending a message to another Meridian Mail user.

### ■ **Meridian Mail Networking**

If your organization has more than one site, you may have access to Meridian Mail's networking features. Networking allows you to compose, forward, and reply to messages, and call Meridian Mail users at other sites in the network with great ease. The only difference you will notice is that remote users may have longer mailbox numbers than those of users on your system. Your administrator will provide you with a list of remote locations and address information for each location.

Several procedures in this guide require you to enter mailbox numbers. For remote users, simply

enter the remote user's mailbox number (which may include a location code), and Meridian Mail will automatically handle the details of reaching the user at the remote site.

### ■ **Sending messages to numbers outside your Meridian Mail system**

Messages can be composed and sent to recipients outside your organization or Meridian Mail network. Meridian Mail calls the number and, when the phone is answered, plays the message. The recipient can then record a reply for the sender of the message. (This feature is not available with all versions of Meridian Mail.)

### ■ **Remote Notification**

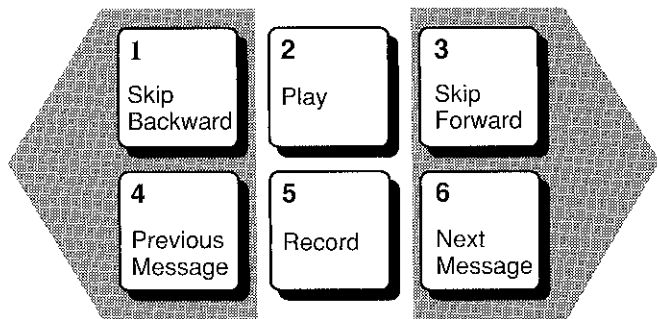
Meridian Mail can call you at "remote" numbers to advise you of new messages. When the remote phone or pager is answered, the system plays a prompt stating that a new message has arrived. If the number is a telephone, Meridian Mail encourages you to login and listen to the messages. You can customize the service by choosing where and when you'd like notification. (This feature is not available with all versions of Meridian Mail.)

## *Introduction, continued*

### ■ **Meridian Mail Overview**

Frequently used Meridian Mail commands such as skip backward, play, skip forward, last message, record, next message, call sender, help and thru-dial are single digits.

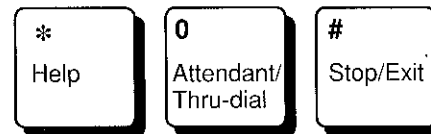
These commands are arranged on the telephone keypad to help you remember them. The first two rows of the keypad are like the buttons on a tape recorder. Skipping backward, whether within a message or between messages, is similar to using a Reverse button. Skipping forward is similar to using a Fast Forward button.



The next row of keys provides access to Message and Mailbox functions as well as the call sender command.



The last row provides help, access to assistance, and the stop command.



A complete command reference layout is provided on Page 31.

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# Logging on

Logging on means accessing your mailbox in the Meridian Mail system. Your mailbox number is usually the same as your telephone number—if they are different, see “To log on from any telephone” on the next page.

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## ■ To log on from your own telephone

1. Dial the Meridian Mail access number. (Certain telephones allow you to automatically dial Meridian Mail by pressing the message waiting key.)

*“Meridian Mail. Mailbox?”*

2. Press #. (Meridian Mail will then assume that your extension number is the same as your mailbox number.)

*“Password?”*

3. Enter the password, followed by #.

**Note:** If your password has expired, you are given the chance to change it. (You cannot access your messages until you change it). See “Changing your password” on page 8.

4. You are now logged on.

Meridian Mail describes the status of the mailbox and gives a summary of new, urgent and unsent messages. For example:

*“Remote notification was turned off at (phone number). It has now been turned back on. You have two new voice messages. One old message is still unsent.”*

After the summary, Meridian Mail describes the first new message, with the following information:

- the message number
- the status of the message
- who the message came from
- whether the message is urgent or private, or whether acknowledgement was requested
- the date and time the message was received.

For example: *“Message five, new, from Salvador Smith, urgent, received Thursday at 2:35 p.m.”*

If there are no new messages, the first unsent message is described. If there are no unsent messages, the first message in your mailbox is described. See page 10 for instructions on playing your messages.

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## *Logging on, continued*

### ■ **To log on from any telephone**

1. Dial the Meridian Mail access number.  
*"Meridian Mail. Mailbox?"*
2. Enter your mailbox number, followed by #.  
*"Password?"*
3. Enter the password, followed by #.

**Note:** If your password has expired, you will have to change it. See "Changing your password" on page 8.

You are now logged on to Meridian Mail. A description of new, urgent and unsent messages is played. See page 10 for instructions on playing your messages.

4. Press 83 to log off when you are finished.  
Use the logoff command (83) when calling Meridian Mail from a telephone outside of your organization. This allows resources to become free more quickly.

### ■ **To log on after leaving a message**

After you have called a Meridian Mail user and have left a message, you can login to Meridian Mail without hanging up and dialing the Meridian Mail access number.

1. Indicate that you have finished recording your message by pressing #.

You are still connected to Meridian Mail.

2. Press 81.

*"Mailbox?"*

3. You can now log on to your mailbox as usual (see the instructions under "To log on from your own telephone" or "To logon from any telephone").

You can use the login command (81) at other times in a Meridian Mail session to login to your mailbox or to another mailbox.

### ■ **Autologon/Autoplay**

Your administrator can enable Autologon and Autoplay, should you request these features.

- With Autologon, you can log on simply by dialing the Meridian Mail access number. The mailbox number and password do not have to be entered. This time-saving feature is only appropriate for phones in secure locations.
- With Autoplay, all new messages are automatically played, in sequence, after logon.

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## *Recorded greetings*

Callers to your mailbox may hear one of two greetings: an external greeting for callers outside your organization, or an internal greeting for callers within your organization.

A suggested greeting is:

*"Hello. This is (your name). I'm in today but am unable to answer my phone right now, but if you leave your name, number, and a message after the tone, I'll return your call as soon as I can. If you would prefer to speak to an attendant, please press zero."*

### ■ **To record external and internal greetings**

1. Press 82.

*"For your external greeting press 1. For your internal greeting press 2."*

2. Enter the appropriate number.

*"(External/Internal) greeting.*

*To review the greeting, press 2.*

*To re-record it, press 5. To exit, press 4."*

3. Press 5. Wait for the tone, then speak.

4. When you have finished speaking, press #.

*"Recording stopped."*

5. To check the greeting you have just recorded, press 2.

*"Start of greeting. (Greeting.) End of greeting."*

Though you can edit your greeting (the way you would edit a message—see page 18 for details), re-recording it from start to finish gives a smoother result.

6. When you are satisfied with the greeting, go to another activity, or hang up.

### ■ **To delete a greeting**

1. Press 82.

*"For your external greeting, press 1. For your internal greeting, press 2."*

2. Enter the appropriate number.

*"(External/Internal) greeting..."*

3. Enter 76.

*"(External/Internal) greeting deleted."*

If your internal greeting has been deleted, your external greeting is played to all callers. If you have no external greeting, the standard greeting is played.

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## Changing your password

You can change your password as many times as you like, provided you don't repeat your most recent ones, since Meridian Mail keeps track of up to five of your previous passwords. The exact number remembered by Meridian Mail is set by your administrator.

### ■ New passwords

1. Press 84.

*"Password change. Please enter your new password, followed by number sign."*

If you decide not to change your password after pressing 84, and before entering your new password, press #.

2. Enter the new password, followed by #.

*"Please enter your new password again, followed by number sign."*

or

*"<Beep.> Your password must be four to sixteen digits in length. Leaving password change."*

3. Re-enter the new password, followed by #.

*"To confirm the change, please enter your old password, followed by number sign."*

or

*"<Beep.> The passwords do not match. Leaving password change."*

4. Enter your old password, followed by #.

*"Your password has been changed."*

or

*"<Beep.> You have incorrectly entered your old password. Your password has not been changed. Leaving password change."*

5. You can start another activity or hang up.

### ■ Expired passwords

For security, Meridian Mail has a password expiry feature. When the feature is enabled by the administrator, passwords expire within a set time period. You will not be able to access your messages or any mailbox commands until you change the password.

*"Your password has expired. To access your mailbox, please press 84 and change your password."*

1. Follow the procedure under "New passwords".

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## *Personal Verification*

The Personal Verification is a recording which you make of your name and extension number. This recording is then played by the system instead of your phone number so that callers hear your name and phone number, spoken in your voice. The personal verification is also played to confirm the mailbox number entered when someone is composing a message to you. If your administrator has not enabled the Personal Verification feature, a prompt will tell you this.

### ■ **Why record a personal verification?**

There are a number of reasons for recording a personal verification:

- **Identification**—Recording your name and mailbox number or job title may be helpful to callers who don't know you very well.
- **Sending messages to numbers outside your Meridian Mail system**—Messages delivered to people who do not have mailboxes on your Meridian Mail system will include your personal verification. The recipient will recognize who the message is from and will be more likely to listen to it.
- **Name Dialing**—When someone calls you using

name dialing, the system will play your personal verification instead of spelling your name to the caller.

- **Remote notification**—Anyone who answers a call from the remote notification service will know who the call is for.

### ■ **Recording a personal verification**

1. Press 89.

*"The Personal Verification is (name)."*

or

*"There is no name for Personal Verification of mailbox (number)."*

2. Press 5.

3. Wait for the tone, then speak your name.

















4. To stop recording and to check the new recording, press #.

*"The Personal Verification is (name)."*

5. When you are satisfied with the recording, go to another activity or hang up.

## Playing your messages

You can play part or all of any message as many times as you like. You can move freely through your mailbox: forward to the next message, backward to the previous, or to a specific message.

To ...	Press...	You hear...
play the message just described		“(Message.)”
go to the next message	 (repeat to scan your mailbox)	“(Description of next message.)”
go to the previous message		“(Description of previous message.)”
go to a specific message	  + message number + 	“(Description of message.)”
pause during playback		“ <i>Playback stopped.</i> ”
when you want to continue		“(Message playback resumes.)”
skip backward 5 seconds at a time		“(Earlier part of message.)”
skip forward 5 seconds at a time		“(Later part of message.)”
delete the message	 	“ <i>Message (number) deleted.</i> (Description of next message.)”
restore the deleted message (within the current session only)	  (go to the deleted message first)	“ <i>Message (number) restored.</i> (Description of next message.)”
more information about the message	 	“(Detailed description of message.)”

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## *Operator assistance*

You can talk to an operator while using Meridian Mail if you require assistance or information or if you want to leave a message for someone who is not a Meridian Mail user.

The system may have several operator assistants: a Meridian Mail system-wide operator and several custom operators. The custom operators can be different for each mailbox. Usually they are the mailbox owner's assistant or co-worker.

### ■ ***To speak to a mailbox custom operator***

1. Press 0 to reach the mailbox owner's custom operator instead of leaving a message.
2. Wait for the Meridian Mail operator to answer and ask for assistance. The system-wide operator will answer if the custom operator's line is busy or not answered.

### ■ ***To speak to the Meridian Mail system-wide operator***

1. Press 00 to reach the system-wide operator.
2. Your call to the system-wide operator is placed.

### ■ ***To change the custom operator assistance number***

You can change your custom operator assistance number. This is very useful if you have an assistant who answers your calls while you are away. In your greeting, you can tell callers the name of the person they will reach if they press zero.

1. From Meridian Mail, press 80. You are connected to the Mailbox options menu.

*"Mailbox options: To change the operator assistance number, press 1; . . . To exit, press number sign."*

2. Press 1 to edit the custom operator number.

*"Operator assistance number: The current number is: (zero or other number).*

*Enter the new operator assistance number, followed by number sign.*

*To exit, just press number sign."*

3. Enter the number using your keypad, followed by #. Note that certain numbers, such as long distance numbers, may be restricted by your system administrator.

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# *The help service*

You can get help at any time while using Meridian Mail. The help is context-sensitive. This means that when you press the help key, you are told which commands are currently available to complete the operation you are performing.

## ■ **To get general help**

1. If you are in the process of addressing or recording, press # to stop that activity.
2. Press \*.  
“(Context-dependent information.)”
3. Enter the required command.

## ■ **To get message command help**

1. If you are in the process of addressing or recording, press # to stop that activity.
2. Press 7\*.  
“*You have started to enter a message command....(list of available commands)*”
3. Enter the required command.

## ■ **To get mailbox command help**

1. If you are in the process of addressing or recording, press # to stop that activity.
2. Press 8\*.  
“*You have started to enter a mailbox command....(list of available commands)*”
3. Enter the required command.

---

## *Thru-dial*

When you are logged on to Meridian Mail, you can make a call without hanging up (although external calls may be restricted by your administrator).

1. Press 0 followed by the phone number you want to call.

**Note:** Do not pause for more than two seconds after pressing zero or you will be connected to the operator assistant (see page 11).

If a pause is necessary (for example, after dialing a digit to get an external line), enter star (\*) where the pause is needed, then enter the rest of the number.

To dial someone by name, enter the name dialing prefix (usually 11, or another number designated by the administrator), then spell the last name, followed by the first name. See page 20 for more information on Name Dialing.

2. Press #. Your call will be placed.

If you dialed an incorrect number, try again.

3. Once you have completed the call, hang up.

**Note:** On some systems, special dialing formats may be required when thru-dialing public numbers. See your administrator for more information.

## *Call Sender*

After listening to a message, you may want to speak immediately with the person who left the message. The sender's number can be automatically dialed using the Call Sender feature.

1. After hearing the message, press 9.

*"Calling (sender's extension number or name)."*

2. Talk to the sender or leave a message and then hang up when you are finished.

When using certain telephones your connection to Meridian Mail may be placed on hold (for a short period of time), allowing you to return to your session without logging on again.

How you return to your session depends on the type of telephone you have. Some telephones have a link button, which you can press to resume your session. Others give you a visual indication that there is a call (your session) on hold. In this case, take the call off hold in the normal manner.

---

## *Replying to messages*

When you receive a message, you can use the Call Sender command (see previous page) or the Reply command to respond. With the Reply command Meridian Mail addresses the reply for you. If the message was sent to you and to other people, you can reply to those other people as well as to the originator.

### ■ **To reply to the sender of a message**

1. After hearing the message, press 71.  
*"Reply to (sender's mailbox number or name).  
To begin recording, press 5. To end recording,  
press number sign."*
2. When you are ready to record your reply, press 5. Wait for the tone, then speak.
3. When you have finished speaking press #.  
*"Recording stopped."*
4. To send the message at this point, press 79.  
*"Message sent."*  
To edit your reply, see "Creating and editing messages" on page 18.

### ■ **To reply to the sender and all recipients**

1. After hearing the message, press 74.  
*"Reply all. To (first name in the list).  
To begin recording, press 5.  
To end recording, press number sign."*
2. If you want to hear the list of people who will receive your reply, press 72.  
*"(Description of message, including all mailbox numbers or names.)"*
3. When you are ready to record your reply, press 5. Wait for the tone, then speak.
4. When you have finished speaking, press #.
5. If you want to send the message at this point, press 79.  
*"Message sent."*

Although you are one of the recipients of the original message, the reply message will not be sent to your own mailbox.

To edit your reply, see "Creating and editing messages" on page 18.

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## *Express Messaging*

Express Messaging is fast. It lets you send a message to another Meridian Mail mailbox without logging in to your mailbox to compose and then send the message.

1. Dial the Express Messaging access number.

*“Express Messaging. To mailbox?”*

2. Enter the mailbox number of the person for whom you want to leave a message, followed by #.

*“(Name or mailbox number.) Please leave a message after the tone.”*

3. After the prompt and record tone, leave your message. Hang up when you are finished.

To use Name Addressing with Express Messaging, see page 20.

**Note:** Express Messaging can only be used to send a message to one mailbox at a time. It cannot be used to send a message to someone who does not have a mailbox. For instructions on sending a message to several mailboxes at once and to people without mailboxes, see “Composing messages” on page 16.

### ■ ***Transferring a caller to Express Messaging***

If you answer a call meant for another person, you can transfer the caller to Express Messaging to leave a message in the other person’s mailbox.

1. Transfer the call to the Express Messaging access number.

*“Express Messaging. To mailbox?”*

2. Enter the appropriate mailbox number, followed by #.

This step is necessary if the caller does not have a touch-tone phone.

3. Complete the call transfer as quickly as possible so that the caller can hear the prompt to record a message.

---

## Composing messages

Instead of calling someone and waiting for Meridian Mail to take a message, use the Compose command to create and then send messages. The Compose command is useful when you want to send a message to more than one person.

Messages can be addressed to other Meridian Mail users, to distribution lists and (if you have an appropriate version of Meridian Mail) to people who do not have a mailbox on your Meridian Mail system.

1. Press 75.

*“Compose. Enter a list of mailboxes.”*

2. Enter the first mailbox or distribution list number, followed by #.

If you don't know the person's mailbox number, enter the name dialing prefix (usually 11) and spell the person's name.

If you want to send a message to someone who does not have a mailbox on your Meridian Mail system, first enter the addressing prefix defined by your Administrator (9 is a commonly used prefix) then enter the person's phone number. (Note that this feature is not available with all versions of Meridian Mail.)

*“(Name or mailbox/list number.)”*

To remove a mailbox or distribution list number from the list of recipients, press 0# after entering the mailbox number.

*“Address (mailbox number) cancelled.”*

3. Enter the next mailbox number, followed by #, or simply press # to tell Meridian Mail that you have entered the last address.

*“To begin recording, press 5.”*

*To end recording, press number sign.”*

4. Press 5. Wait for the tone, then speak.

5. When you have finished speaking, press #.

*“Recording stopped.”*

For other commands you can use while recording, see “Creating and editing messages” on page 18.

For message tags that can be applied before sending a message, see page 21.

6. If you want to send the message at this point, press 79.

*“Message sent.”*

7. Go to another activity or hang up.

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## *Composing messages, continued*

### ■ ***Receiving messages on numbers outside your Meridian Mail system***

(This capability is not present in all versions of Meridian Mail.) When your messages are sent to people who do not have mailboxes on your Meridian Mail system, the system calls the person's phone number and states that there is a message from you.

*"Hello. You have a message from (Personal Verification or mailbox number)."*

The message is then played out to the recipient. The message may be played out twice. (The recipient may be required to press 2 on the telephone keypad before the message is played. This depends on how your Administrator has set up the system.)

*"You may record your reply at the sound of the tone. When you are finished, just hang up. (<record tone>)."*

The recipient can record a reply simply by speaking and hanging up. The Meridian Mail keypad commands can also be used, including: # to stop recording, 2 to review the recording and 5 to continue recording.

## Creating and editing messages

To...	Press...	You hear...
pause during recording	#	"Playback stopped."
check your message	ABC 2	"(Message.)"
skip backward 5 seconds at a time	1	"(Earlier part of message.)"
skip forward 5 seconds at a time	DEF 3	"(Later part of message.)"
erase the message and re-record	JKL 5 (at the beginning of the message)	Wait for the tone, then re-record.
add to the end of the message	JKL 5 (at the end of the message)	Wait for the tone, then record.
re-record part of the message	JKL 5 (at the place in the message where you want to start to re-record)	Wait for the tone, then re-record from this point to the end of your message.
delete the message entirely	PRS 7 MNO 6	The message is cancelled and you are then positioned at the beginning of the next message description.
get more information about the message	PRS 7 ABC 2	"(Detailed description of message.)"
remove the mailbox or distribution list number last entered while addressing the message	0 #	"Address (mailbox/list number) cancelled."

---

## *Forwarding messages*

You may receive a message that you want someone else to hear. You can forward the message exactly as it is, or you can record an introduction to precede the forwarded message.

Messages can be forwarded to other Meridian Mail users, to distribution lists and, if you have an appropriate version of Meridian Mail, to people who do not have mailboxes on your Meridian Mail system.

1. After hearing the message, press 73.

*“Forwarding message (number). Enter a list of mailboxes.”*

2. Enter the first mailbox number, followed by #. (If you have an appropriate version of Meridian Mail, this may be a non-user. In this case, a dialing prefix, defined by the system administrator, must be entered before the actual number.)

*“(Name or mailbox number.)”*

To remove a mailbox number from the list of recipients, press 0# after entering the mailbox number.

*“Address (mailbox number) cancelled.”*

3. Enter the next mailbox number, followed by #, or simply press # to tell Meridian Mail that you have entered the last mailbox number.

*“To begin recording, press 5.*

*To end recording, press number sign.”*

4. To send the message at this point, press 79 or to record an introduction, press 5, wait for the tone and then start speaking.

5. When you have finished recording the introduction, press #.

*“Recording stopped.”*

6. If you want to send the message at this point, press 79.

*“Message sent....”*

7. Go to another activity or hang up.

---

## *Name Dialing*

Name Dialing lets you call a person by spelling out the person's name using the telephone keypad. It is especially useful because it lets you place calls without knowing telephone numbers, and without assistance from an attendant.

1. Enter the Name Dialing access number.
2. Spell the last name followed by the first.

For example, to reach Zack Smith, dial:

764841225 (smithzack)

**Note:** For Z, press 0, 1 or 9.

3. You can stop spelling the name as soon as the system announces a match and places the call.
4. If you have entered the complete name, or you don't know the complete name, press #.  
If five or fewer names match what you have entered, the names are announced and a number is given to identify each name. To call one of these persons, enter the corresponding number.  
If more than five matches are found, the system prompts you to enter more of the name.

## *Name Addressing*

Name Addressing allows you to address messages by spelling out the person's name using the telephone keypad. It can be used when addressing a message, when adding people to a distribution list, and when using Express Messaging.

1. When Meridian Mail prompts you for a mailbox number, enter the Name Addressing prefix (usually 11).

2. Spell the last name followed by the first.

For example, to reach Bob Quinn, dial:

18466262 (quinnbob)

**Note:** For Q, press 0, 1 or 7.

3. You can stop spelling the name as soon as the system announces a match.
4. If you have entered the complete name, or you don't know the complete name, press #.  
If five or fewer names match what you have entered, the names are announced with a number to identify each name. To choose a name, enter the corresponding number.  
If more than five matches are found, the system prompts you to enter more of the name.

# Tagging messages

When you create a message you can tag it to indicate that you want it handled in a special way. There are six different message tagging options:

- **Urgent**—Urgent messages are announced when the recipient logs on. In systems with Meridian Mail Networking installed, urgent messages are sent immediately.
- **Standard**—Standard message tags are used on networked systems. Standard messages are held for batching with other messages, for a time period defined by the administrator.
- **Economy**—Economy message tags are used on networked systems. Economy messages are sent to remote sites at an economical time, defined by the administrator.
- **Private**—if a message is confidential, you can tag it as Private. The recipient of the message tagged Private can't forward it.
- **Acknowledge**—when you tag a message for acknowledgement, you receive a confirmation for recipients who hear your message.
- **Timed Delivery**—when you tag a message with Timed Delivery, the message is sent at the time specified.

## ■ To tag an unsent message

1. Press 70.

*"Message options.*

*For Urgent delivery, press 1.*

*For Standard delivery, press 2.*

*For Economy delivery, press 3.*

*For Private, press 4.*

*For Acknowledgement, press 5.*

*For Timed Delivery, press 6."*

2. Press the appropriate number.

For Timed Delivery, enter the date and time as explained on page 22.

3. To send the message, press 79.

## ■ To remove a tag from an unsent message

To remove this tag from an unsent message:

Urgent or Economy

Private

Timed Delivery

Acknowledge

Tag the message:

Standard

Private (again)

Timed Delivery

(specify current month, day and time)

Acknowledge (again)

---

## Tagging messages, continued

### ■ Message tagging shortcut

To tag a message without waiting for the prompt, enter the full number of the tag. For example, a message is urgent and private:

1. Enter 701.

You hear confirmation of the Urgent tag.

2. Enter 704.

You hear confirmation of the Private tag.

### ■ Timed Delivery

1. Press 70.

*"Message options.*

*For Urgent delivery, press 1.*

*For Standard delivery, press 2.*

*For Economy delivery, press 3.*

*For Private, press 4.*

*For Acknowledgement, press 5.*

*For Timed Delivery, press 6."*

2. Press 6.

*"Delivery (month or day)?"*

3. Enter the month or day, whichever was requested, followed by #.

The month is entered by its number—1 for January, to 12 for December. To specify the

current month or day, press only #.

*"Delivery (day or month)?"*

4. Enter the day or month, whichever was requested, followed by #. To specify the current day or month, press only #.

*"Delivery time?"*

5. Enter the hour and minutes, followed by #.

The time is specified by entering the hour, followed immediately by the minutes.

Depending on your system, the hour is entered as a number from 1 to 12 or 0 to 23. (Check with your system Administrator if you do not know which format your system uses.) The numbers 0 to 59 are entered for the minutes. Examples are on page 23.

To specify the current time, press only #.

6. For systems using the 12 hour format only, enter 1 for a.m. or 2 for p.m.

*"Your message has been tagged for Timed Delivery (date) (time)..."*

7. To send the message, press 79.

*"Message sent. Your message will be delivered at (date and time)."*

---

## *Tagging messages, continued*

### **Examples of 12-hour format**

If you want your message delivered today at 3:00 p.m. enter the following:

Month: #  
Day: #  
Hour and minutes: 3#  
P.M. : 2

If you want your message delivered at 8:05 a.m. on 15 November, enter the following:

Month: 11#  
Day: 15#  
Hour and minutes: 805#  
A.M. : 1

### **Examples of 24-hour format**

If you want your message delivered today at 3:00 p.m. enter the following:

Day: #  
Month: #  
Hour and minutes: 15#

If you want your message delivered at 8:05 a.m. on 15 November, enter the following:

Day: 15#  
Month: 11#  
Hour and minutes: 805#

---

## *Distribution lists*

A distribution list is a list of often-used mailbox numbers. You can create up to nine personal distribution lists, each containing up to 99 entries. Your administrator can create system distribution lists and inform you of the contents of such lists. Numbers that are not part of your Meridian Mail system cannot be stored in distribution lists.

### ■ **To create a personal distribution list**

1. Press 85.

*"Distribution list. Enter the distribution list number followed by number sign."*

2. Enter a number from 1 to 9 to identify this particular distribution list, followed by #.

*"Distribution list (number)."*

3. Press 5.

*"Compose distribution list."*

4. Enter mailbox numbers or names, followed by #.  
(To use Name Addressing see page 20.)

5. To delete the previously entered address in the list, enter 0#.

*"Address (number) cancelled."*

6. When the list is complete, press #.

### ■ **To check the contents of a personal distribution list**

1. Press 85.

*"Distribution list. Enter the distribution list number followed by number sign."*

2. Enter the number, followed by #.

*"Distribution list (number)."*

3. Press 2.

*"Distribution list (number). (Names or mailboxes.) End of distribution list."*

### ■ **To use personal distribution lists**

When you would normally enter a sequence of mailbox numbers, enter the distribution list number, followed by #.

**Note:** distribution lists, mailbox numbers, and names can be used in any order.

You can cancel a list. Enter 0# immediately after entering its number and #.

*"Address (list number) cancelled."*

Review your personal distribution lists frequently and keep them up to date. If changes need to be made, delete the list by pressing 76, then create a new list.

---

## *Remote Notification (RN)*

(This feature is not available with all versions of Meridian Mail.) Remote Notification (RN) informs you of incoming messages at phones other than the one associated with your mailbox. When a new message reaches your mailbox, Meridian Mail places a call to the number(s) you have specified.

When the call is answered, the Remote Notification service informs you of the new message. You can then login to your mailbox and hear the message. If you choose not to login, the message is held in your mailbox, with the usual message waiting indications. If you are unable to receive messages, you can temporarily turn off further notification at this number.

If you do not login or disable notification, or if the line is busy or not answered, Remote Notification cycles through your list of numbers until the call is answered, disabled, or the maximum number of retry attempts (set by the administrator) is reached.

### ■ ***Message types for notification***

You can choose to be notified of all new messages or of urgent messages only. "Any" triggers notification of all new messages. "Urgent" triggers notification of new messages which have been

tagged urgent by the sender.

### ■ ***Remote Notification schedules***

You tell Remote Notification when and where you want to be notified of new messages by defining up to three notification schedules: "business days", "non-business days", and "temporary" schedules (your administrator defines business and non-business days).

Temporary schedules allow you to temporarily override your business and non-business day schedules when you are absent.

The temporary schedule is automatically disabled at midnight after the number of days that you specify. If you do not specify a number of days, the temporary schedule will be active for one day (until midnight of the current day).

### ■ ***Remote Notification time periods***

Up to three time periods can be defined per schedule. This can be useful if, for example, you usually work in different locations at different times during your normal business day. You can modify the time periods of the schedules as required, and define the phone numbers where you want to be notified.

---

## *Remote Notification, continued*

### ■ **Setting time periods**

Enter the time in hours (1 to 12 or 0 to 23, depending on your system) and minutes (01 to 59). If the time is in 12-hour format, the system will ask you to enter 1 for a.m. or 2 for p.m.

Time periods within a schedule cannot overlap and must start and end within the same day. For example, to be notified between 9:00 p.m. to 6:00 a.m., you must define two time periods; one from 9:00 p.m. to 11:59 p.m. (or 23:59) and the other from 00:00 to 6:00 a.m.

### ■ **Adding time periods**

When you add a new time period, start and end times are automatically created and the previously-defined phone numbers are copied to the new time period. You can now modify the phone numbers.

### ■ **Deleting notification numbers or time periods**

You can delete a notification number by pressing 0# after selecting a number to change. If you delete the only phone number in a time period, the time period is deleted from the schedule.

### ■ **Remote Notification phone numbers and pagers**

From your own telephone, specify the telephone or pager number where you want to be notified, including any dialing prefixes or area codes that must be dialed. Any of the following services may be defined: telephones, tone-only pagers, tone and voice pagers, numeric or digital pagers, or paging services\*.

Up to 3 phone numbers can be defined per time period in a schedule. If the first number in a time period is not answered or is busy, Remote Notification will try the next number.

### ■ **Entering phone and pager numbers**

See the administrator if a restricted access number or “0” is required.

If you select a digital or numeric pager, you may also enter a call-back number, which will be displayed on the pager. If you select a paging service, you must also specify the identification number (PIN) of the pager you wish to reach.

---

\* “Paging services” are those pagers which require you to dial a telephone number (usually a common number) plus a pager identification number.

---

## *Remote Notification, continued*

### ■ **Accessing the Remote Notification service**

1. From Meridian Mail, press 80 for mailbox options.  
*“Mailbox options. To change the operator assistance number, press 1.  
For Remote Notification service, press 2.  
To exit, press number sign.”*
2. Press 2 to reach the remote notification service.  
*“Remote notification service. For the temporary notification schedule, press 1.  
For the business days schedule, press 2.  
For the non-business days schedule, press 3. To specify what kind of message will trigger remote notification, press 4.  
To exit, press number sign.”*
3. See page 28 for instructions on setting up remote notification for the first time, or page 29 for instructions on modifying current remote notification settings.

### ■ **Answering Remote Notification calls**

When a Remote Notification call is answered at the remote number, the system plays a greeting, states that a message has been received for the mailbox owner, and offers options for logging in to retrieve messages.

*“Hello. (System Greeting or Meridian Mail) has received a message for (personal verification or mailbox number).  
To login and listen to the message, press 1.  
To turn off all further notification, press 3.”*

1. Choose to login or disable further Remote Notification calls at this number.  
Press 1 to login. You can listen to your messages and use all the other voice messaging commands as usual.  
If the remote number is a pager, you must find a telephone set in order to login.  
Press 3 to disable notification until the next time you login to your mailbox. When you login, the schedule is automatically re-enabled.

# Setting up Remote Notification

Step	To...	Press...	Choices
1	Access the Remote Notification service	<input type="button" value="TUV 8"/> <input type="button" value="0"/> <input type="button" value="ABC 2"/>	
2	Specify the message type for notification	<input type="button" value="GHI 4"/>	
3	Choose a schedule	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/>	1—Temporary schedule 2—Business day schedule 3—Non-business day schedule
4	Choose to set up the schedule	<input type="button" value="JKL 5"/>	
5	Enter the phone number at which you wish to be notified	(enter the telephone number) <input type="button" value="#"/>	
6	Enter the telephone type	(enter the number corresponding to your telephone type)	1—Touch tone telephone 2—Tone-only pager 3—Tone and voice pager 4—Digital or numeric pager 5—Paging service
7	Add or change the telephone number	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="#"/>	1—To change the number 2—To add another number #—To continue
8	Change the start and end time for the first time period (initial setting is 9 a.m. to 5 p.m.)	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="#"/>	1—To change the start time 2—To change the end time #—To continue
9	Change the notification period, add a new time period, or change the duration (if temporary schedule)	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/> or <input type="button" value="#"/>	1—To change the first time period 2—To add another time period 3—To change the duration (if setting up a temporary schedule) #—To exit

# Modifying current Remote Notification settings

Step	To...	Press...	Choices
1	Access the Remote Notification service	<input type="button" value="TUV 8"/> <input type="button" value="0"/> <input type="button" value="ABC 2"/>	
2	Choose a schedule	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/>	1—Temporary schedule 2—Business day schedule 3—Non-business day schedule
3	Change the schedule	<input type="button" value="JKL 5"/>	2—Review schedule settings 4—Return to messages 5—Change schedule 76—Turn schedule on/off
4	Choose a time period (to add or change) (For the temporary schedule, you can also change the duration)	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/> or <input type="button" value="#"/>	(Choices depend on how many time periods are currently set up) #—Exit to messages
5	Change the existing phone number or add new ones	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/> or <input type="button" value="#"/>	(Choices depend on how many numbers are currently set up) #—Continue to time settings
6	Change the start and end times	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="#"/>	1—Change start time 2—Change end time #—Continue
7	Choose another time period (to add or change) or exit to messages	<input type="button" value="1"/> or <input type="button" value="ABC 2"/> or <input type="button" value="DEF 3"/> or <input type="button" value="#"/>	(Choices depend on how many time periods are currently set up) #—Exit to messages

# Planning your Remote Notification schedules

You may find it helpful to plan your schedules before logging in and setting up Remote Notification. Drawing up a chart like the one shown here will help you keep track of the time periods and telephone numbers you wish to set up, and may be useful for future reference.

Complete the chart for each type of schedule you wish to set up: business days, non-business days, and temporary.

**Note:** The chart contains blanks for the maximum number of time periods and telephone numbers. A simple schedule may contain only one time period with a single telephone number.

Message type for notification: Any Urgent (circle one)  
(This applies to all schedules)

**Schedule type:** \_\_\_\_\_

**Time period 1**

Start time	End time	Telephone number	Telephone type
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Time period 2**

Start time	End time	Telephone number	Telephone type
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Time period 3**

Start time	End time	Telephone number	Telephone type
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

# Meridian Mail command reference

## Main keypad commands

### Message commands (press [7] first)

1 Reply	2 Play envelope	3 Forward
4 Reply all	5 Compose	6 Delete / Restore
7	8	9 Send
* Message help	0 Message options	# Return

1 Urgent	2 Standard	3 Economy
4 Private	5 Acknowledge	6 Timed delivery
7	8	9
* Options help	0	# Return

**Message options**  
(press [7][0] first)

1 Skip backward	2 Play	3 Skip forward
4 Previous message	5 Record	6 Next message
7 Message commands	8 Mailbox commands	9 Call sender
* Help	0 Attendant/Thru-dial	# Stop/Exit

### Important numbers

Meridian Mail: \_\_\_\_\_  
Mailbox number: \_\_\_\_\_  
Express messaging: \_\_\_\_\_  
Name dialing: \_\_\_\_\_

### Mailbox commands (press [8] first)

1 Log in	2 Greetings	3 Log off
4 Password change	5 Distribution lists	6 Go to a message
7	8	9 Personal Verification
* Mailbox help	0 Mailbox options	# Return

1 Change operator	2 Remote notification	3
4	5	6
7	8	9
* Options help	0	# Return

**Mailbox options**  
(press [8][0] first)

### Mailbox greetings (press [8][2] first)

1 External greeting	2 Internal greeting	3
4	5	6
7	8	9
* Greeting help	0	# Return

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