



INLINE IP Voice Mail

STAFF REFERENCE

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INNLINe IP Voice Mail Staff Reference
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Introduction

INNLINe IP Voice Mail is a voice messaging and call-handling system created specifically for lodging properties. Now that it is installed, all guest rooms and selected staff members have voice mail activated on their phones. This reference manual is focused on helping you, a staff member, to start using voice mail quickly. There are four sections in this reference:

- Section 1 Introduction
- Section 2 Voice Mail Overview
- Section 3 Configuring Your Voice Mailbox
- Section 4 Voice Mail Functions

This is section one. Section two, Voice Mail Overview, explains the fundamental voice mail concepts upon which later sections build. You may skip the overview section for now if you simply wish to configure your voice mailbox as quickly as possible.

Section three guides you through accessing and configuring your voice mailbox, which is required before you may use voice mail. Finally, section four provides an in-depth description of all voice mail functions available to you as a staff member.

We at Connected Guests hope that your experience with INNLINe IP Voice Mail is positive. We believe it will be very beneficial to your business. If you need help, contact your authorized dealer, or call us direct using the phone number printed on the back of this manual.

Voice Mail Overview

What is voice mail? In simplest terms, voice mail allows outside callers to leave recorded voice messages for you, the voice mail user. Think of it as an answering machine for your phone. If your extension is busy or there is no answer after a given number of rings, voice mail will answer and give the caller the option of recording a message, transferring to another extension, or speaking with the switchboard operator. Voice mail also allows you to review, save, delete and redirect the voice messages you have received.

Each staff member using voice mail has been assigned a new voice mailbox associated with their telephone extension. (This voice mailbox is numbered the same as your extension.) New messages recorded for you to hear are stored in your mailbox until you call in to the voice mail system to listen to and dispose of them. Typically, the message light on your phone will be lit whenever you have new messages waiting for you. Once you have disposed of all your new messages, the message light will turn off.

INNLINe IP Voice Mail is a voice-prompted, menu-driven system. Through voice prompts, the System conveys information, including the options you may choose from to proceed at any given time. Every attempt has been made to simplify your interaction with voice mail. However, since INNLINe IP Voice Mail is probably new to you, you will need time to learn how to interact with it. The best advice is to simply listen to what the System is telling you. It will guide you through most operations. And remember that you can always hang up and start over again.

As you familiarize yourself with the available menus and options in the System, you may choose to type ahead by pressing the telephone keypad buttons for a specific function before the prompts for it are completely voiced. After using voice mail for a while, you will quickly learn the keypad sequences required to accomplish a desired function.

These are the basic concepts. Now let's configure your new mailbox...

Configuring Your Voice Mailbox

Before you begin, it is recommended that you record several pieces of information about INNLINe IP Voice Mail:

To access voice mail, dial _____ from your extension.
Your voice mailbox number is _____.

To configure your mailbox, you must first call in to the voice mail system from your extension. Dial the number you recorded above. When voice mail answers, it will ask you to enter the passcode for your mailbox. Since you have not yet chosen a passcode, you will need to enter the mailbox default passcode **9876**, followed by K. After entering this passcode, you will be guided through configuring your mailbox. The next two pages outline this procedure.

To configure your mailbox:

1. Call the voice mail system.
2. When it answers and asks for your passcode, enter the mailbox default passcode **9876**, followed by K.
3. You will be welcomed as a new voice mail user and asked to set up three items: your mailbox passcode, a recording of your name, and a recording to play to callers when they reach your voice mail.
4. When prompted, enter your new passcode, followed by the K key. Follow the instructions to accept or enter a different passcode.
5. Next, you will be given the option of recording your name. Press 1 to record your name. For best recording quality, use your phone handset rather than the speakerphone. At the tone, speak your name clearly into the handset, immediately pressing any key when finished. Then, follow the instructions to accept or record again.

Next, you will be given the option of recording your mailbox greeting, which is used to greet callers reaching your mailbox. Press 1 to record the greeting. For best recording quality, use your phone handset rather than the speakerphone. At the tone, speak your greeting clearly into the handset, immediately pressing any key when finished. Then, follow the instructions to accept or record the greeting again.

A good greeting message helps prevent “telephone tag.” Here is a sample of a good greeting message:

Hello, this is _____. I’m unable to answer the phone right now, but your call is very important to me. Please leave a message with your name and telephone number, and I’ll return your call as soon as I can. Thank you for calling.

6. Finally, you may be asked to spell your last name using the letters on your telephone’s touch-tone keypad. This will add you to the voice mail’s staff directory. Enter your last name, followed by the K key.

Congratulations. You have just configured your voice mailbox.

After completing these steps, you will hear the mail menu of your mailbox. From now on, every time you access your voice mailbox, you will first hear this message of how many new and saved messages your mailbox currently has.

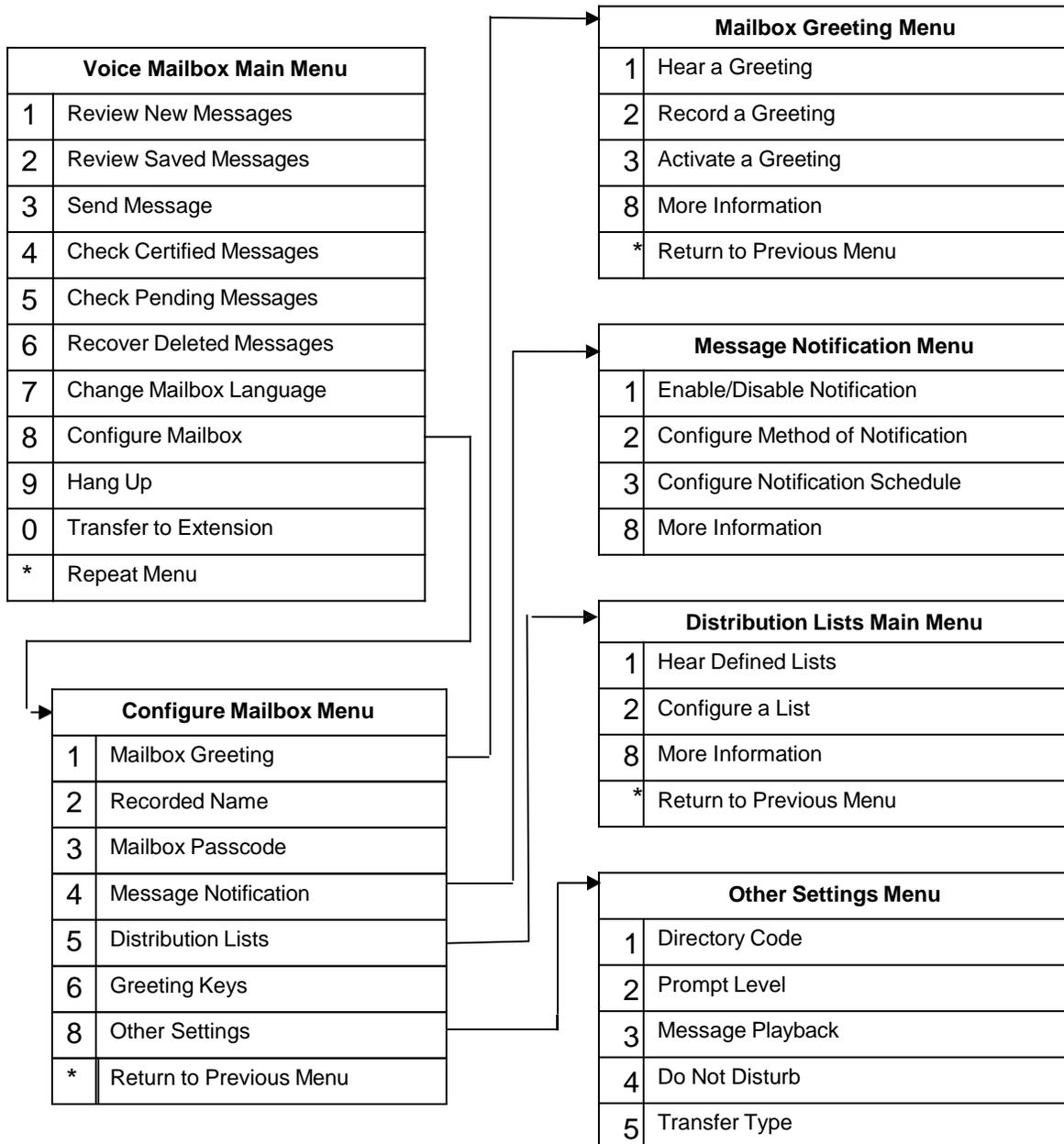
This menu is the starting point for selecting voice mail functions.

At this point, it is recommended that you hang up the phone and try to access your mailbox, using your new passcode. You can then either explore the mailbox options by simply following the system prompts, or you can turn to the next section, which outlines all the voice mail functions available to you as a new voice mail user. ■

Remember:

The default passcode is 9876, followed by **K**.

Staff Voice Mail Menus and Options



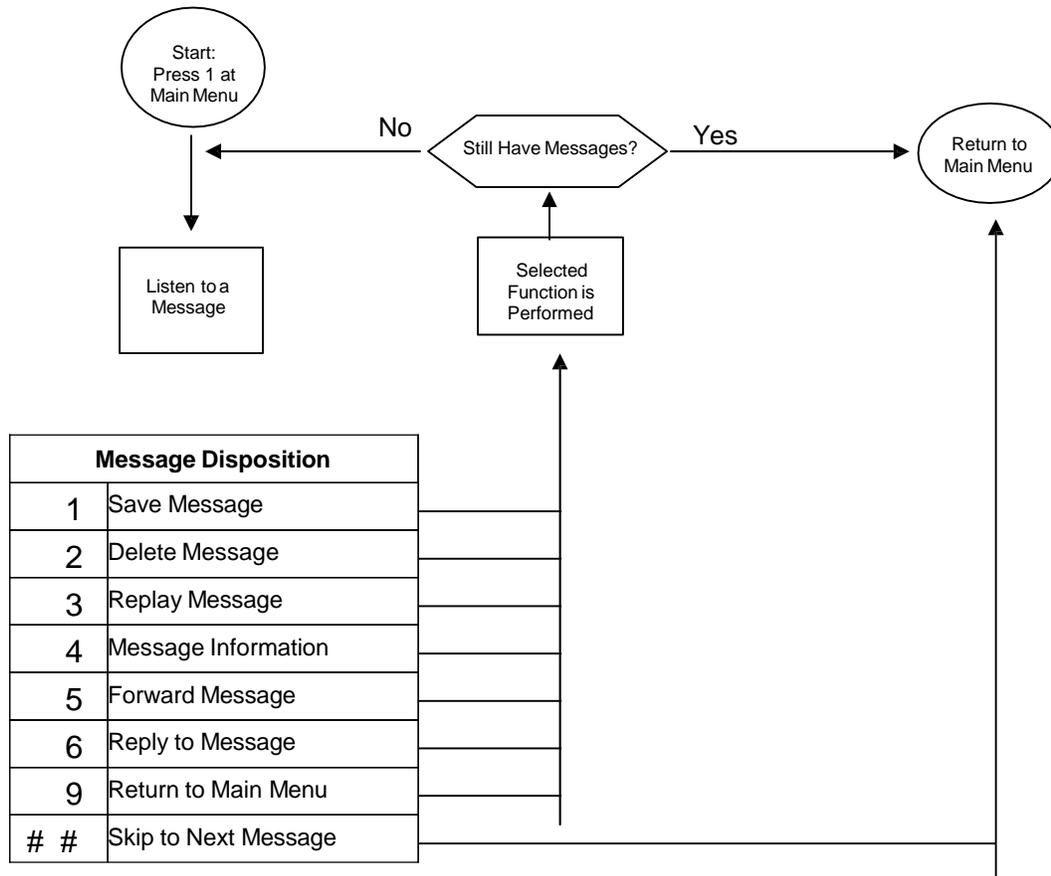
Voice Mail Functions

Upon successfully accessing your voice mailbox, you will hear how many new and saved messages it currently has, followed by the Main Menu. For your convenience, all of the most commonly used voice mail functions are available from this menu.

As you familiarize yourself with the available menus and options in the System, you may choose to type ahead by pressing the telephone keypad buttons for a specific function before the prompts for it are completely voiced. For example, if you are calling in to voice mail to change your passcode, you may simply type the keypad sequence **8 3** as soon as you hear voice mail begin to speak the number of new and saved messages in your mailbox. After using voice mail for a while, you will quickly learn the keypad sequences required to access a desired function.

1 Listen to New Messages

This Main Menu option is only available if you have at least one new message. When selected, you will hear all the messages in your New Message List, in oldest-first order (default setting). Note that at any time during recorded message playback you may press N to rewind, 0 to pause, and K to fast-forward. After each message, you will be given the choice of how to dispose of it. Here is a diagram outlining the process of reviewing your new messages:



Messages deleted by pressing **2** are removed from your mailbox. If you delete a message by mistake, there is a way to restore it. For information on restoring deleted messages, refer to Recover Deleted Messages.

When you save a message, it is moved to your Saved Message List, which you can access by pressing **1** at the Main Menu.

Pressing **3** after you listen to a message will play it again.

You can hear the date and time a message was received simply by pressing **4** after listening to it.

Forwarding a copy of a received message to another mailbox allows you to share it with someone else. When you press **5** to forward a message, the System will ask you to enter a destination

mailbox number. You may then choose to record a comment that will be played to the receiving party before they hear the actual message.

Most messages are left by callers who tried to ring your phone, but you were unavailable. However, some may be recorded by co-workers using the Send Message function (Main Menu option 3). One advantage of using Send Message is that the System knows who the sender of the message is. This information is necessary for the Reply to Message function, which allows you to quickly send a response to a message you have received. After you press 6 to reply, the System will prompt you to record your reply message.

Pressing 9 during a message will return you to your mailbox's Main Menu. This is useful if you want to "bail out" while listening to messages, and move on to another function.

Finally, after listening to a message, you may elect to skip to the next message with two quick presses of the K key. This is useful if you want to keep the message in your New Message List, and go on to hear other new messages. Note that your message waiting lamp will stay lit until you have no messages in your New Message List. You may also skip backward to the previous message with two quick presses of the N key.

Here is a quick summary of the functions you may perform during message playback:

- 1 Save Message
- 2 Delete Message

- 3 Replay Message
- 4 Message Information
- 5 Forward Message
- 6 Reply to Message

- 0 Pause Message (approximately 60 seconds or press any key to continue)
- K Fast Forward Message (approximately 10 seconds)

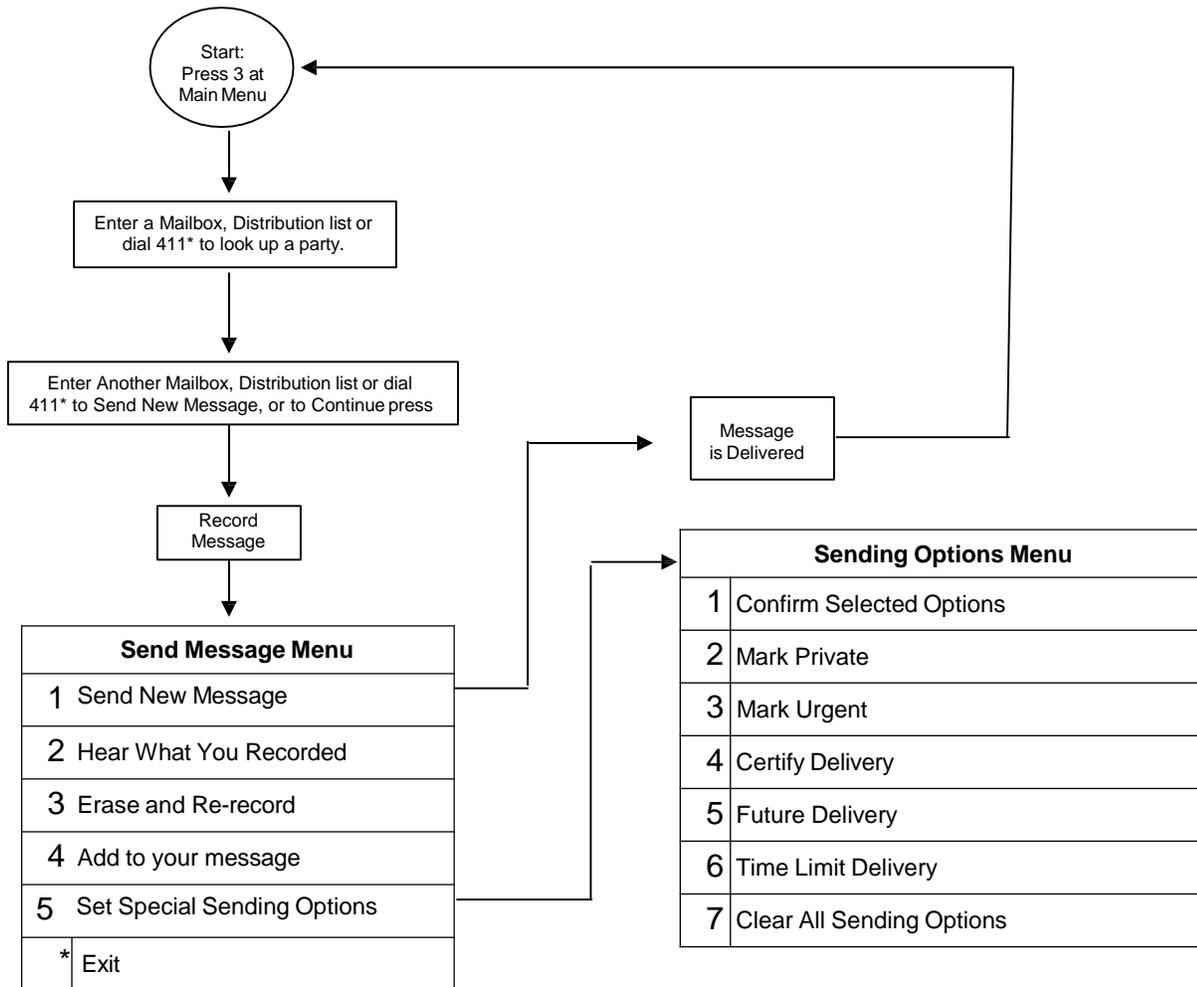
- K K Skip to Next Message
- N Rewind Message (approximately 10 seconds)
- N N Skip Backward to the Previous Message

2 Listen to Saved Messages

This Main Menu option is only available if you have at least one saved message. After selecting this option, you will hear all the messages in your Saved Message List, in oldest-first order. You will hear the messages one by one and be given the choice of how to dispose of each. This process is essentially the same as that for new messages. Please refer to Listen to New Messages.

3 Send A Message

There are two ways in which a mailbox receives new voice messages. Most messages are left by callers who tried to ring your phone, but you were unavailable. However, some may be recorded by co-workers using the Send Message function. Here is a diagram outlining this function:



Leaving a message for someone using the Send Message function (as opposed to simply calling them) offers several potential benefits.

First, it does not ring the phone. This may be useful, for example, if you know that the recipient does not wish to be disturbed or is not available.

Second, with Send Message, the System identifies you as the sender of the message. This information is necessary for the Reply to Message function, which allows a recipient to quickly send a response message back to you.

Another advantage of Send Message is that you may issue a message to an entire group of people with one operation using the distribution list feature. To send a message to a list, instead of entering a mailbox number as the destination, you press N followed by the single-digit group number.

And if you don't know a person's mailbox number, you can dial **4 1 1 N** and use the directory feature to find the person you want to send the message to.

Looking at the diagram for Send Message, please note that after recording a message, you can set sending options for it, which modify how that message is delivered. A message can have these sending options set in any combination (e.g., a *certified*, *urgent* message).

- 2 A message marked Private cannot be forwarded to other mailboxes. (Though it can be heard over a speakerphone!)
- 3 Urgent messages are placed before non-urgent messages in the receiver's New Message List. It is advisable not to overuse this option.
- 4 You can think of Certified messages as being similar to certified mail. When a certified message is delivered (e.g., it is listened to), the sender then receives a confirmation message in their mailbox telling them when it was heard. If a certified message is not delivered within a system-defined time period (typically 96 hours), the sender will similarly be notified that it was not heard.
- 5 Set Future Delivery allows you to delay the sending of a message you just recorded. Perhaps you recorded a message Friday evening, but you don't want it delivered until next Monday morning. When choosing this option you will be asked to enter the number of days in the future, or the four-digit month and day you want the message to be delivered. Enter the four-digit date as M-M-D-D (e.g., July 12 would be 0-7-1-2). The System will then ask you to enter the time of delivery, in 24-hour format. If you want the message delivered on the same day, enter 0 as the number of days in the future, then the 24-hour time of delivery.
- 6 Time Limit Delivery allows you to control when a message is removed from the destination's mailbox, if not listened to after the time you specify. When choosing this option you will be asked to enter the number of days, or the four-digit month and day when delivery expires. Enter the four-digit date as M-M-D-D. If you want the message to expire on the same day, enter 0 as the number of days in the future, then the 24-hour time of expiration.

Hint: If entering the number of days for Future or Time Limit Delivery instead of using a four-digit date format, end your entry with the pound (**K**) key. The System will respond more quickly.

4 Check Certified Messages

This Main Menu option is available if you have sent certified messages and the destination mailbox hasn't listened to them yet. This option will allow you to review any undelivered certified messages, and to delete the message before delivery. Refer to Send A Message for a description of certified messages.

5 Check Pending Messages

This Main Menu option is available if you have recorded a message for future delivery. After you press 5, the System will tell you how many pending messages exist, and will go on to play them. During playback you may:

Press **1** to skip to the next pending message.

Press **2** to replay the message.

Press **3** to delete the message before delivery.

Press **9** to exit.

6 Recover Deleted Messages

To err is human. To undelete, divine.

This function is for those who want to recover a recently deleted message. After invoking it, you will hear each of your recently deleted messages, one by one. After each message, press **1** to skip to the next, press **2** to replay the deleted message, or press **3** to recover the message. You may press **9** at any time to exit this function.

Recovered messages will be placed back in your New Message List.

Note that deleted messages are permanently removed from the System approximately 24 hours from the time of deletion.

7 Change Mailbox Language

This Main Menu option is available if additional languages are present. After you press **7**, the System will ask you to select a language.

81 Configure Mailbox Greeting

Each voice mailbox has a greeting associated with it, which callers hear when either your line is busy, not answered, or covered to voice mail. For your personal mailbox, you can choose to activate either the *System Default Greeting*, which has been pre-recorded for your property, or one of eight customizable greetings, which you personally record.

If you recorded a greeting during the initial mailbox configuration tutorial, the System will have automatically saved it as the number one and then activated it. However, if you did not record a greeting at that time, then your mailbox will use the *System Default Greeting* until you record and activate a new greeting.

After you press **8 1**, the System will tell which greeting is active. You may then:

Press **1** to hear a greeting.

Press **2** to record a greeting.

Press **3** to activate a greeting.

82 Configure Recorded Name

A mailbox user's name recording has several important uses. It's advisable to record it during your initial mailbox setup, or shortly thereafter. In particular, a recorded name allows the System to identify your mailbox to other voice mail users, ensuring they have selected the proper voice mailbox for their chosen operation.

83 Configure Mailbox Passcode

As a voice mail user, you had to select a personal passcode at the initial configuration of your mailbox. It is prudent to change it from time to time to ensure security.

If you forget your passcode, please contact your on-site voice mail manager, who can help you regain access to your mailbox.

84 Configure Message Notification

The *Message Notification* feature allows you to be notified when you have received new messages in your mailbox. You may configure up to three different notification schedules, any or all of which may be active at one time. One must configure each of the following settings before *Message Notification* can be used:

1. Choose a Schedule (1, 2, or 3).
2. Turn Message Notification on.
3. Select the type of notification you want (pager or call notification), including the phone number of your pager or location to be called.
4. Create a schedule of when you wish to be notified.

Access voice mail and press **8 4** . The System will ask you which schedule (1, 2, or 3) you wish to configure. Next, you will be presented with this menu:

1. Enable/Disable Message Notification
2. Configure Method of Notification
3. Configure Notification Schedule

Enable/Disable Message Notification

After selecting a schedule number to configure, pressing option **1** allows you to turn notification On or Off.

Configure Method of Notification

After selecting a schedule number to configure, pressing option **2** allows you to select the type of notification to be used. You may choose call or pager notification.

If *Call Notification* is chosen, the System calls the extension or phone number you specify when new messages are present in your mailbox. By default, the System will call this number a maximum of 30 times, waiting 15 minutes between retries, or until the notification is confirmed.

If *Pager Notification* is chosen, the System calls your pager when new messages are present in your mailbox. By default, the System will call your pager number a maximum of 30 times, waiting 15 minutes between retries, or until you call voice mail to pick up your message.

Configure Notification Schedule

By default, notification schedules are always on. This means that you will be notified 24 hours a day, seven days a week, of new messages. If you want to be notified only during certain hours or days of the week, you must configure a schedule. After selecting a schedule number to configure,

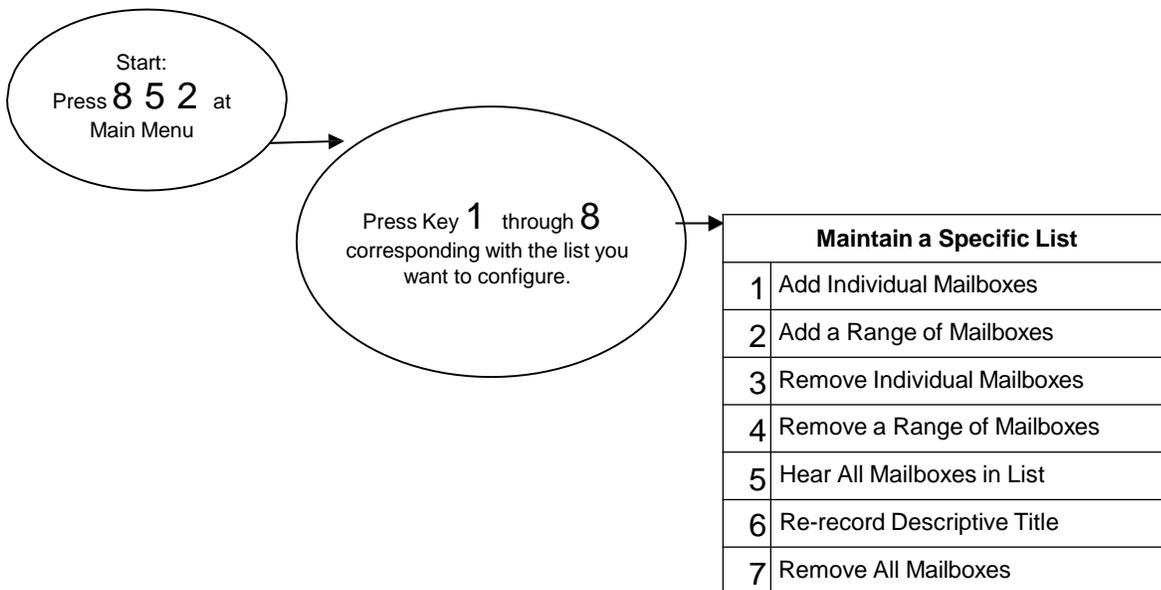
pressing option **3** will allow you to customize a weekly schedule, as well as adding “overrides” for specific dates, such as holidays. The System will start with the first day of the week (Sunday), and it will ask you to press **1** to add a time period when notification is to be on, or press **2** to complete this day’s configuration (and skip to the next day of the week).

8 5 Configure Personal Distribution Lists

The Personal Distribution List feature allows you to create groups or “lists” of mailboxes. You can then send a message to all the members on the list. Sending a message to all the mailboxes on a list is just like sending any other message using the Send A Message function, except that instead of entering a mailbox number as the destination, you press **N** followed by the single-digit list number.

Personal Distribution Lists are numbered 1 to 8. When defining a list, you will be asked to record a descriptive title. The recorded title allows you to easily identify the purpose for which the list was created (e.g., “Sales Department”).

Note that the System Distribution Lists may be defined for your property. These are accessed by pressing **NN**, followed by the single-digit list number. Check with your on-site voice mail manager for a description of defined system lists.



8 6 Configure Greeting Keys

Your mailbox greeting is typically played to callers who have transferred to your extension but could not reach you. In your mailbox greeting you ask callers to leave a message or give instructions on how to reach someone else in your absence.

By configuring your mailbox's greeting keys, you can associate mailboxes with key presses **2** through **8**, available during your greeting, thus providing a convenient way for callers to self-direct their call to another party.

If your mailbox has InnConnect* activated, you can further associate a telephone number, such as your mobile or home phone, with these greeting keys. When you decide which greeting key to

define, listen to the menu options. If you hear the phrase "*To forward the call enter 99N*," InnConnect is enabled for your mailbox. After entering **99N**, you will be prompted to enter the telephone number you want the System to dial if callers press that greeting key during your mailbox's unavailable message.

* Contact your Distributor or system administrator for activation.

8 8 Configure Other Settings

1 Directory Code

Your Directory Code is the string of digits that correspond with the letters of your last name. It is used by callers attempting to locate you by name in the staff directory. Without it, callers will not be able to find you in the directory.

2 Prompt Level

Two prompting levels are available when you log into your mailbox. “Standard” prompts provide helpful descriptions and information that aid users who are not yet familiar with INNLINe IP Voice Mail. “Quick” prompts reduce the length of prompts and eliminate certain prompts. This option may be preferred by users who have become familiar with INNLINe IP Voice Mail.

3 Message Playback Menu

This menu allows you to configure message playback options. You can control whether message type, message sender, and message receipt time and date are spoken before you listen to your message. Using the “auto-play” feature, you can control whether new messages will be automatically reviewed as soon as you log into your mailbox. Also, you can control which order messages (newest or oldest first) are stored in your new and saved message lists.

4 Do Not Disturb

This feature allows you to control whether callers trying to reach you through the Automated Attendant feature will ring your extension, or go directly to record a voice mail message. It is NOT related in any way to the DND feature of your telephone.

5 Transfer Type

This feature allows you to configure the type of transfers used by the System to send callers to your telephone extension. “Blind” transfers should be used, since they are the most efficient. Only select another type if you have a specific reason for doing so.

N Express Voice Messaging

Sometimes it is useful to transfer a caller from your extension directly into someone's voice mailbox to leave a message (e.g., you receive a call for a co-worker you know is out of the office). To accomplish this, follow these instructions:

1. You are talking with a caller who wants to leave someone else a voice message.
2. Press the transfer key on your phone.
3. Dial the voice mail system and wait for it to answer (don't enter a passcode).
4. Press **N** to access the Express Voice Messaging function.
5. Enter the desired mailbox number (typically, the extension).
6. Complete the transfer immediately after you hear the phrase *"Transfer the caller now."*

Be sure to complete the transfer immediately after the phrase in Step 6. If you transfer too soon, the caller will hear part of this phrase and be confused. If you transfer too late, you will hear part of the mailbox greeting, which the caller should be hearing.

Technically, you do not need to have a caller on your phone to access this feature.

Try this: Use this feature to leave a voice mail message for someone without ringing their phone. Simply call voice mail, access this feature, and stay on the line after you hear *"Transfer the caller now."*

Notes:

Authorized Distributor: