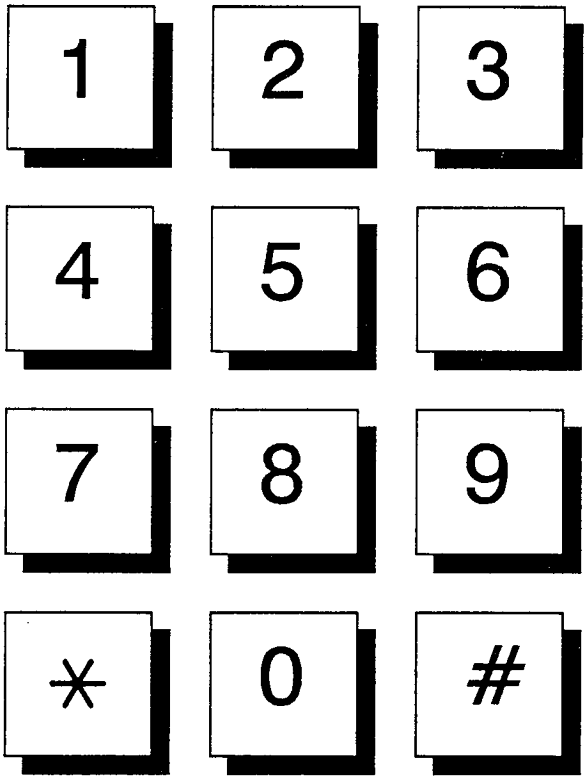
INFOSTAR™/VX2

System Administrator's Manual

Part Number 770804B
April 1992

Including Software Version 3.0 Supplement



INFOSTAR™/VX2

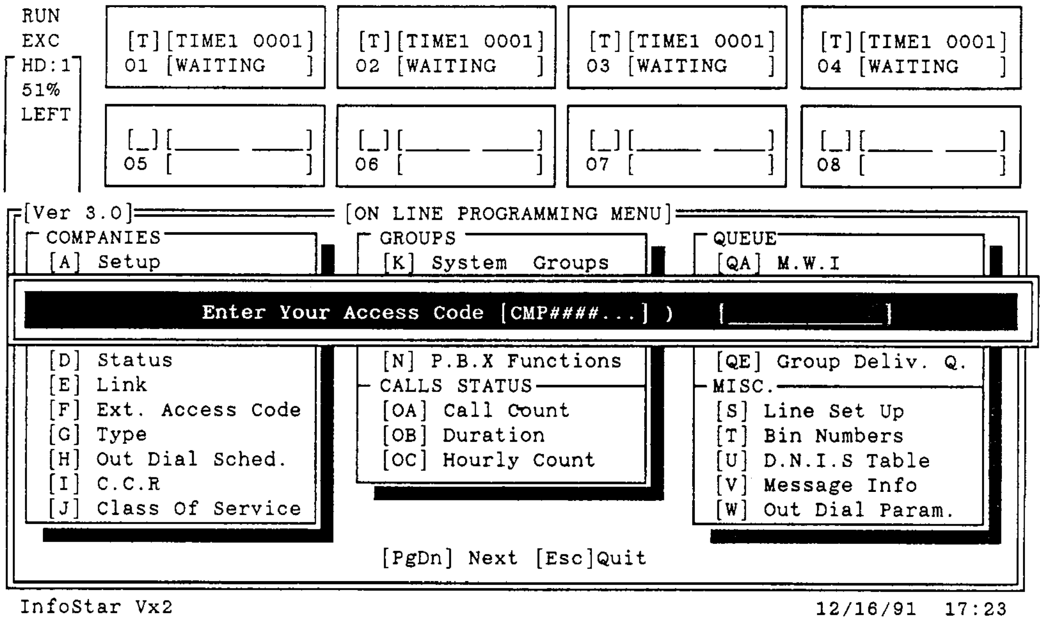
System Administrator's Manual Supplement

Software Version 3.0

The INFOSTAR™/VX2 is now being shipped with software version 3.0. This document gives a description of the new features and the changes that were made to the existing features. A new section - *Section 10 - System Administration Reports* has been added to the back of this manual. The command summaries on page 5.7 and pages 6.25 -26 have been updated to software version 3.0.

New Features

☐ **Access Code Protection For The System Administrator** - The *On Line Programming Menu* is now protected by an access code. After pressing **F8** for the *On Line Programming Menu*, the system prompts for an access code. See Figure 1. The access code is the 3-character company code and the access code for the system administrator's mailbox. For example, if the company code is **EXC** and the system administrator's mailbox access code is **6947**, the access code is entered as **EXC6947**.



```
 RUN   
 EXC     [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]
 HD:1    01 [WAITING    ]  02 [WAITING    ]  03 [WAITING    ]  04 [WAITING    ]
 51%
 LEFT
         [_][____  ____]   [_][____  ____]   [_][____  ____]   [_][____  ____]
         05 [          ]   06 [          ]   07 [          ]   08 [          ]

[Ver 3.0]============== [ON LINE PROGRAMMING MENU]==========================
  COMPANIES                 GROUPS                     QUEUE
   [A] Setup                 [K] System  Groups          [QA] M.W.I
        Enter Your Access Code [CMP####...] )    [____________]
   [D] Status                [N] P.B.X Functions         [QE] Group Deliv. Q.
   [E] Link                 CALLS STATUS                MISC.
   [F] Ext. Access Code      [OA] Call Count             [S] Line Set Up
   [G] Type                  [OB] Duration               [T] Bin Numbers
   [H] Out Dial Sched.       [OC] Hourly Count           [U] D.N.I.S Table
   [I] C.C.R                                             [V] Message Info
   [J] Class Of Service                                  [W] Out Dial Param.

                         [PgDn] Next [Esc]Quit
InfoStar Vx2                                              12/16/91  17:23
```

Figure 1

☐ **New Sizes** - The following new configurations of the INFOSTAR/VX2 are available:

- **Ports** - The VX2 can be ordered in the following additional port increments: 12, 16, 20, and 24.
- **Hours** - The VX2 can be ordered in the following additional disk sizes: 30, 60, and 100 hours. The 30 hour disk drive can be ordered with either the INFOSTAR/AP/6 or the INFOSTAR/AP/12. However, both the 60 and 100 hour disk drives require the use of the INFOSTAR/AP/12.

☐ **Reports** – The optional Reports feature is designed to help system administrators analyze data and monitor subscriber's usage so they can operate their systems at optimum performance and plan for additional capacity (ports and hours). Reports are accessed via the system monitor. The reports can be viewed on the system monitor, printed to the system printer, or "printed" to a floppy disk for storage. The following reports are available:

- The *Mailbox Directory* report provides a listing of the mailboxes programmed in the system.
- The *Mailbox Summary* report provides a usage report for each mailbox.
- The *Uninitialized Mailbox* report provides a listing of mailboxes which have been created, but have not been used for the first time by a subscriber.
- The *System Group List* report provides a listing of the members of each of the system group lists established.
- The *Personal Group List* report provides a listing of the members of each of the personal group lists established for each mailbox.
- The *Port Statistics* report is a listing of the number of times each port is used (inbound, outbound, and total), the amount of time (inbound, outbound, and total) each port is in use, the number of transfers, and the percent of time busy for total reporting period.
- The *Hourly Port Statistics* report provides the number of connections to the system, the number of connect minutes, the number of ports busy, and the time busy for the system by hour.
- The *System Port Statistics* report provides a summary of port activity for the reporting period.
- The *Outdialing Detail* report provides a listing of each outdial call placed by the system.

See the attached section titled *System Administration Reports* for a detailed description of the Reports feature.

☐ **Multiple Greetings** – Additional greetings are available for each mailbox. These are greetings 4, 5 and 6. These greetings are played when the appropriate code is sent before the mailbox number by the telephone system the VX2 is integrated with. Each subscriber mailbox supports the following greetings:

- Greeting 1 – Name
- Greeting 2 – Mailbox Greeting (played when mailbox number is dialed into the VX2)
- Greeting 3 – Temporary Greeting (when active, overrides all other greetings)
- Greeting 4 – No Answer Greeting (played when *1 + mailbox number is dialed into the VX2)
- Greeting 5 – Busy Greeting (played when *2 + mailbox number is dialed into the VX2)
- Greeting 6 – Out of Office Greeting (played when *3 + mailbox number is dialed into the VX2)

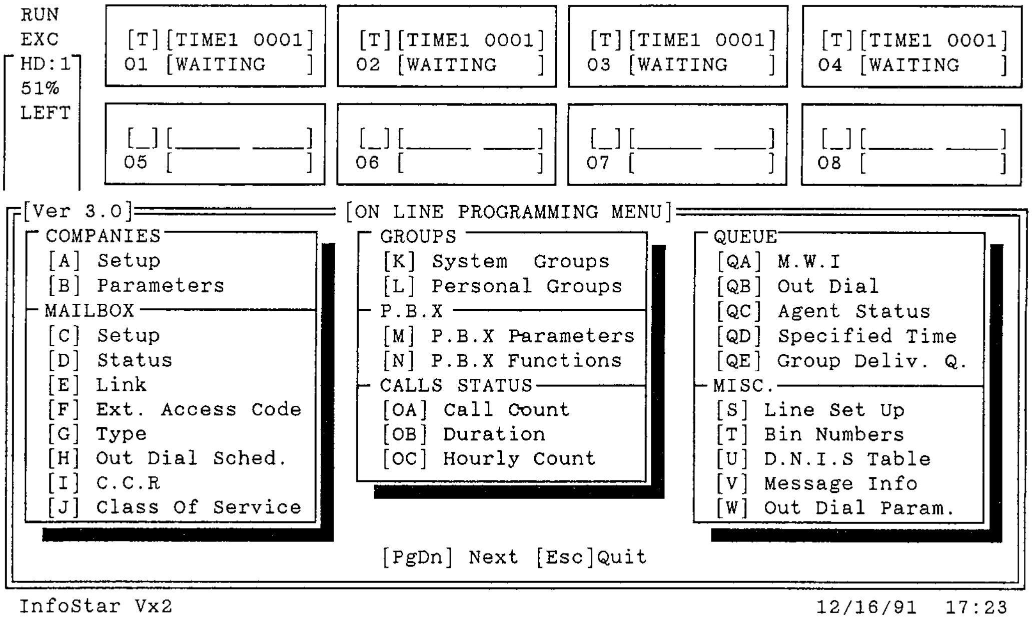
In order to make use of these greetings, the telephone system must be able to send the appropriate code before the mailbox number, for each status of an extension.

To record the additional greetings:

- Dial 3 for Personal Options
- Dial 1 for Greetings
- Dial 2 to Record
- Dial #, then the greeting to be recorded (4, 5, or 6).

Changes To Existing Features

☐ **On Line Programming Menu** – The *On Line Programming* menu has been updated to include the new features. The menu is now two pages. Press the **Page Up** or **Page Down** keys to move from one page to the next. See Figures 2 and 3.

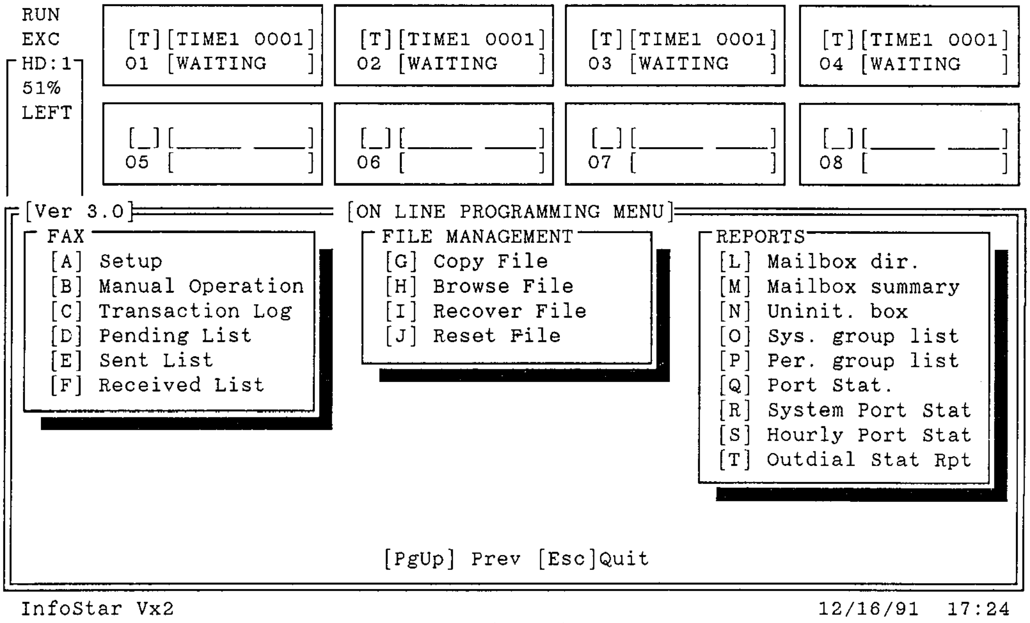


```
RUN
EXC    [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]
HD:1   01 [WAITING   ]   02 [WAITING   ]   03 [WAITING   ]   04 [WAITING   ]
51%
LEFT   [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       05 [         ]    06 [         ]    07 [         ]    08 [         ]

[Ver 3.0]============ [ON LINE PROGRAMMING MENU]=============
 COMPANIES                GROUPS                    QUEUE
 [A] Setup                [K] System  Groups        [QA] M.W.I
 [B] Parameters           [L] Personal Groups       [QB] Out Dial
 MAILBOX                  P.B.X                     [QC] Agent Status
 [C] Setup                [M] P.B.X Parameters      [QD] Specified Time
 [D] Status               [N] P.B.X Functions       [QE] Group Deliv. Q.
 [E] Link                 CALLS STATUS              MISC.
 [F] Ext. Access Code     [OA] Call Count           [S] Line Set Up
 [G] Type                 [OB] Duration             [T] Bin Numbers
 [H] Out Dial Sched.      [OC] Hourly Count         [U] D.N.I.S Table
 [I] C.C.R                                          [V] Message Info
 [J] Class Of Service                               [W] Out Dial Param.

                         [PgDn] Next [Esc]Quit
InfoStar Vx2                                            12/16/91  17:23
```

Figure 2



```
RUN
EXC    [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]
HD:1   01 [WAITING   ]   02 [WAITING   ]   03 [WAITING   ]   04 [WAITING   ]
51%
LEFT   [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       05 [         ]    06 [         ]    07 [         ]    08 [         ]

[Ver 3.0]============ [ON LINE PROGRAMMING MENU]=============
 FAX                      FILE MANAGEMENT          REPORTS
 [A] Setup                [G] Copy File            [L] Mailbox dir.
 [B] Manual Operation     [H] Browse File          [M] Mailbox summary
 [C] Transaction Log      [I] Recover File         [N] Uninit. box
 [D] Pending List         [J] Reset File           [O] Sys. group list
 [E] Sent List                                     [P] Per. group list
 [F] Received List                                 [Q] Port Stat.
                                                   [R] System Port Stat
                                                   [S] Hourly Port Stat
                                                   [T] Outdial Stat Rpt

                         [PgUp] Prev [Esc]Quit
InfoStar Vx2                                            12/16/91  17:24
```

Figure 3

☐ **Additional Mailbox Types** – The following mailbox types have been added to the system:

- **Mailbox Type 16** – is a regular subscriber mailbox which is allowed to skip listening to broadcast messages, and is allowed to delete the broadcast message before listening to the entire message. (Press 3 to delete, ## to skip).

- **Mailbox Type 17** – calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail with prompts to spell the subscriber's name. This mailbox type accepts only spell-by-name. A mailbox number cannot be dialed.
- **Mailbox Type 18** – calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail with prompts to spell the subscriber's name. This mailbox type accepts only spell-by-name. A mailbox number cannot be dialed.
- **Mailbox Type 19** – is a regular subscriber mailbox which does not receive broadcast messages.

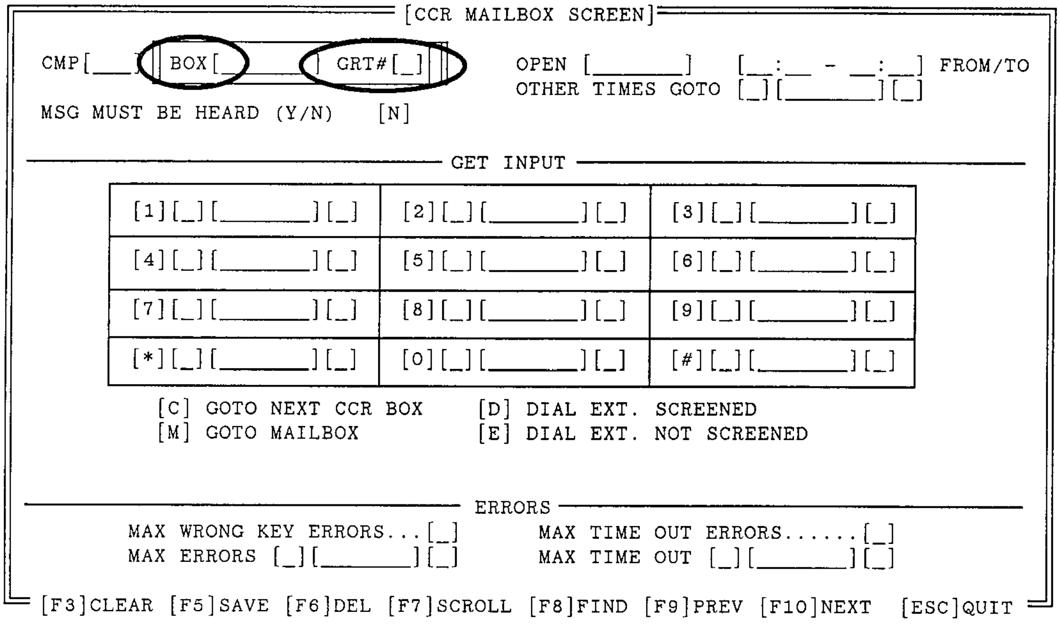
☐ **Prompting During Dial By Name Addressing** – When a subscriber routes a message using Dial By Name, the system prompts for the spelling of the name of the destination mailbox. If the subscriber wishes to enter another destination, the system continues to prompt for the spelling of the name of the destination mailbox instead of the extension number.

☐ **Messages Sent To A Group List** – After sending a message to a group list, the system immediately prompts that the message has been sent, even though it may not have completed the process. This frees the subscriber to perform other functions while the message is being sent.

☐ **Definition Of When Messages Are Considered Listened To** – In this software version, messages are considered "listened to" if at least 5 seconds of a message has been played. The check receipt feature would indicate the message as being received if the message was played for at least 5 seconds even if the receiver did not act on the message (save, delete, forward, etc.). Depending upon the *MWI Reset Option* on a mailbox's class of service, this also effects the message waiting indication.

☐ **Copying The Same Message To The Same Mailbox** – The same message cannot be copied to the same destination mailbox if there is a copy of that message already in that mailbox. In this situation, a message is played indicating that there is already a copy of the message in the mailbox.

☐ **CCR Mailbox Screen** – The names of two of the fields on the CCR Mailbox screen have been changed. This is ONLY a name change, the fields perform the same function. The *CCR* field has been renamed to *BOX*. The *MSG#* field has be renamed to *GRT#.* See Figure 4.



```
                           [CCR MAILBOX SCREEN]
CMP[___] BOX[___] GRT#[_]          OPEN [_______]   [__:__ - __:__] FROM/TO
                                   OTHER TIMES GOTO [_][_______][_]
MSG MUST BE HEARD (Y/N)     [N]
------------------------------- GET INPUT -------------------------------
      [1][_][_______][_]     [2][_][_______][_]     [3][_][_______][_]
      [4][_][_______][_]     [5][_][_______][_]     [6][_][_______][_]
      [7][_][_______][_]     [8][_][_______][_]     [9][_][_______][_]
      [*][_][_______][_]     [0][_][_______][_]     [#][_][_______][_]

         [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
         [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED

-------------------------------- ERRORS --------------------------------
      MAX WRONG KEY ERRORS...[_]       MAX TIME OUT ERRORS......[_]
      MAX ERRORS [_][_______][_]       MAX TIME OUT [_][_______][_]
[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 4

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Section 1 – Introduction

1.1 INTRODUCTION

The INFOSTAR™/VX2 is a compact high performance voice processing system which connects to a business telephone system. This voice processing system offers businesses the ability to exchange information through the telephone without requiring simultaneous participation by the caller and the receiver. Callers can give instructions to the system about which extension they want to reach.

The system converts human speech to digital signals and stores them on a disk, and converts the digital signals on the disk to human speech.

The system interfaces and integrates with a variety of PBX and Central Office equipment. Interfaced systems require the caller to enter an extension (or mailbox) number in order to hear a personal greeting, and provide no message waiting indicator. Integration provides a personal greeting automatically, and a message waiting indicator. Both interfaced and integrated systems provide the ability to return to the operator.

1.1.1 BASIC DESCRIPTION

INFOSTAR/VX2 stores and processes large volumes of digitized voice for retrieval. System architecture uses an INFOSTAR/AP/6 (or /AP/12), and proprietary software and storage techniques.

The system's first function is telephone answering. When a person is not available or prepared to receive calls, the user (subscriber) may forward calls to the system. The system answers calls, takes messages, and stores the messages for retrieval at any time, from any place.

The second function is voice mail. Subscribers can send voice messages to other subscribers. Since almost half of all phone transactions need only one-way communications, the voice mail function streamlines business communications.

The system includes the ability to:

- Send messages in telephone answering and voice mail mode
- Send copies of messages with or without introductory comments
- Send messages to multiple destinations and group distribution lists
- Obtain a summary count of messages waiting for review
- Erase, reply, save, replay, or skip a message
- Receive envelope information indicating the date, time, and sender
- Change recorded name, personal greeting, and access code

In addition, the system provides:

- Playback controls when sending or reviewing messages
- Delivery options when sending or replying to messages
- Dial-by-name addressing for messages
- Secretary mailbox and Guest mailboxes
- Temporary greeting

In order to simplify storing messages, two queues are used. The new message queue stores all messages which have not been listened to by the subscriber. The saved message queue is used to store messages for future action.

1.1.2 MAILBOXES

As messages are recorded, they need to be stored in such a way that they can be retrieved efficiently. The system stores messages in *mailboxes*. Each user, or subscriber, is assigned a mailbox number for their private use. Each mailbox is protected by a user-programmed access code. Thus, the user is the only one who can retrieve messages left in their mailbox. When a subscriber uses their mailbox for the first time, a tutorial walks them through the process of setting up their mailbox. The user is prompted to record their name and to change the temporary access code assigned by the system.

In addition to their own mailbox, subscribers can have *Guest* mailboxes (depending upon mailbox parameters). These mailboxes provide for limited voice mail capabilities between the subscriber and their guests. However, the first guest mailbox, called the *Secretary* mailbox, can only listen to the envelope information of the messages in the subscriber's mailbox. The secretary mailbox cannot listen to the subscriber's messages. Messages cannot be sent to or sent by the secretary mailbox.

1.1.3 BULLETIN BOARD MAILBOXES

There are special types of mailboxes in the system which are used to play an announcement to the caller. The caller is then either disconnected, give an opportunity to leave a message, or transferred depending upon the *mailbox type*. When a caller reaches one of these special mailboxes, the pre-recorded greetings are played. These mailboxes can have up to seven greetings recorded. The greetings are played in order. If a greeting is not recorded, it is skipped over and the next one is played. This allows some flexibility in editing the message you wish to deliver without having to record the entire message over again. For example, greetings 1, 2, and 3 can be recorded, and together form a complete message. At a later date the information in greeting 2 may need to be changed. Greeting 2 can be re-recorded without having to re-record greetings 1 and 3.

1.1.4 MULTIPLE USERS

More than one person can use the system features. Each port allows one user access to the system. A port is a path to the system. For example, up to four users could be recording or listening to messages at the same time with a four port system. Since not all users would be accessing the system at the same time, many users can be supported.

1.1.5 AUTOMATED ATTENDANT

The Automated Attendant allows calls to be routed to the appropriate telephone system extension without operator assistance. Automated Attendant can help eliminate the bottleneck of calls at the attendant console during peak traffic hours, and allows callers to reach the destination they need very quickly. If a caller is unfamiliar with extension numbers, the Automated Attendant can be programmed to prompt callers to spell the person's name and then connect the call. Auto Attendant can be used to:

- Answer all calls to a company's/departments main number.
- Answer overflow calls from the operator.
- Answer calls from employees and frequent callers on an alternate number.
- Answer calls to the main number when the switchboard is unattended.

1.1.6 CUSTOM CALL ROUTING

Custom Call Routing (CCR) is an optional feature which permits the system to route calls based on caller input, rather than having an operator route the call. When a call is answered by a system programmed with CCR, the caller is presented with a menu which gives a choice of destinations. The caller uses the dial pad of a DTMF telephone to select one of the destinations. The wording of the menu, and which dial pad digits are used to route calls are completely under the system administrator's control. Based on caller input, a call can be routed to a telephone system extension (or hunt group, ucd group, etc.), a system mailbox, or another CCR menu. A call routed to an extension is an unscreened, and unsupervised transfer.

1.1.7 OUTDIAL

The outdial feature is used to call subscribers and notify them that a new message has been received in their mailbox. Subscribers can control how they want this feature to work. A subscriber specifies:

- The telephone number where they can be reached. This number may be a telephone system (or Centrex) extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager (beeper).
- An alternate telephone number.
- The type of message that causes an outdial call. A subscriber can specify either all new messages, or only priority new messages. In addition, a subscriber can limit outdialing to messages from a member of a group list, or from a particular mailbox.
- How long after the message has been received the system waits before placing the outdial call.
- A schedule of when the system can call the subscriber.
- The number of times the system is to attempt to reach the subscriber.

1.2 THE INFOSTAR/VX2 IS EASY TO USE

The system's options are very logically presented to users. User commands are just one digit long. They do not have to be memorized since the system constantly prompts users. Experienced subscribers can interrupt prompts, and can even skip ahead several steps if they know what they want to do. Ease-of-use is *not* a purely subjective matter. It can be demonstrated by asking new subscribers to perform a certain set of tasks—both basic and advanced.

1.3 SYSTEM ADMINISTRATION

The System Administrator's needs were not forgotten in designing the system. The human interface was carefully thought out to make it easy to add or delete subscribers, or to change subscriber parameters. You do *not* have to be knowledgeable about computer systems to manage the system. There are a number of tools available which aid in careful management of the two valuable resources: *ports* and *disk space*.

The mailbox's classes of service (COS) allow you manage disk space on a group basis. You do not need to specify maximum message lengths, message capacity, or message retention times on an individual mailbox basis.

1.4 RESPONSIBILITIES OF THE SYSTEM ADMINISTRATOR

1.4.1 OVERALL

The System Administrator's responsibilities include working with the organization that installs and maintains the system, making routine changes to the subscriber data base, (e.g., adding new users) and optimizing and controlling the use of the system with class of service variables.

1.4.2 IMPLEMENTATION

The system administrator must cooperate with the distributor to determine the location of the system and the required changes in the telephone system hardware or software. The list of subscribers, the modification of existing forwarding patterns, and the most appropriate end user (subscriber) training must also be planned.

1.4.3 SUBSCRIBER TRAINING

Each system administrator must determine, in conjunction with the installing organization, the most appropriate training strategy for the organization. Training options range from formal training sessions to just sending out a memo along with copies of the user documentation. Other alternatives include training via INFOSTAR/VX2 messages or personal one-on-one sessions.

1.4.4 ON-GOING SYSTEM MANAGEMENT

System administrators are generally responsible for routine tasks such as adding or deleting users, maintaining system-wide group lists, giving assistance to individual subscribers, recording broadcast announcements, stocking Quick Reference Guides and User's Guides, and coordinating maintenance with the service organization.

1.5 HARDWARE COMPONENTS

The hardware components of the system consists of an INFOSTAR/AP/6 (or /AP/12) which contains the enclosure with power supply, circuit boards, the disk drives, keyboard and monitor.

1.5.1 ENCLOSURE

Each enclosure consists of an aluminum chassis, a 135 Watt switching power supply, reset switch, keyboard connector, cooling fans, and a 6–slot, 4–layer, low–noise passive backplane. The component circuit cards plug into the backplane.

1.5.2 CPU

This is the main computing device, or "brains," of the system. All the various functions are controlled through the CPU. The CPU contains an 80286 microprocessor, and 2 MB of dynamic RAM. The keyboard and reset switch are connected to the CPU. A parallel printer can be connected to the parallel port on the board.

1.5.3 SCSI HOST (DISK DRIVE) CONTROLLER BOARD

The disk drive controller board provides the driver circuitry for both the floppy and SCSI hard disk drives. The disk drive controller is the interface between the CPU and the disk drives.

1.5.4 VIDEO CONTROLLER BOARD

This board provides the video driver circuitry for the monitor.

1.5.5 TELEPHONE INTERFACE BOARD

This board is the interface between the voice processing system and the telephone system. The conversion between voice and digital information takes place on this board. Each board provides jacks for the connection of four lines from the telephone system. Each jack connects two lines (RJ–14 type).

1.5.6 FLOPPY DISK DRIVE

The 3.5 inch 1.44 MB floppy disk drive is used initially to load the operating system, software programs, and voice prompts onto the hard disk. After the system is setup, the floppy drive is then used to make backups of the system software and configuration data, and to perform software upgrades.

1.5.7 HARD DISK DRIVE

This is the storage device for the system. It provides storage for:

- operating system
- system software
- voice prompts
- user voice messages

The storage capacity of the hard disk is either 40, 80, or 200 MB, depending upon storage time desired.

1.5.8 HARDWARE ACTIVATOR

The system also requires a hardware activator be installed. This hardware activator is commonly called a "dongle," or a "key" and is installed on the parallel printer port. This activator does not interfere with the operation of the printer.

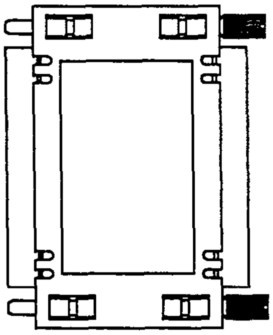


Figure 1-1 Hardware Activator

1.6 SYSTEM SOFTWARE

System software is located on the system hard disk. The disk based software includes the operating system, the voice mail code, system prompts, and greetings.

The operating system software controls the system hardware resources. The voice mail software controls the user interface and determines the options available to the subscribers.

1.7 AVAILABLE CONFIGURATIONS

The INFOSTAR/VX2 is available with 2, 4, or 8 ports, and can be equipped with a hard disk to provide 3, 6, or 15 hours of storage. A 40 MB disk can store approximately 3 hours of voice messages. An 80 MB disk can store approximately 6 hours of voice messages. A 200 MB disk can store approximately 15 hours of voice messages. Each model can be easily upgraded from one size to the next.

Section 2 – Initial Setup

2.1 INTRODUCTION

Before the system actually begins processing calls, certain information must be entered to complete the installation. Information about the company, the telephone system, and mailboxes must be entered. This section gives you the information you need to customize the VX2 to a particular installation, and to begin working with the monitor and keyboard. It describes the format of the displays and the use of the special-purpose keys on the keyboard.

Navigating the menus can be accomplished by either pressing a designated key, or moving the cursor to the desired selection and pressing the **ENTER** or **RETURN** key. The instructions given in this manual will tell you to press a *designated key*.

2.2 SYSTEM MENUS AND SCREENS

The system's software provides menus for each function. A screen is simply a list of the required entries associated with each task. The screens are used to set system operating parameters, and maintain the mailbox data base. A sample menu is shown in Figure 2-1.

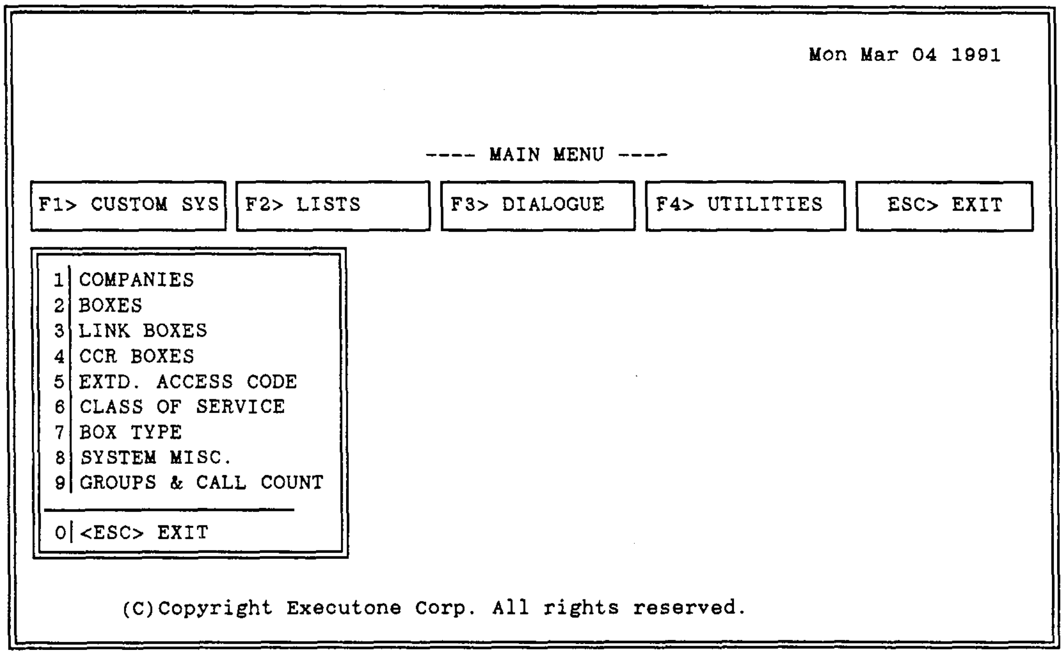

Mon Mar 04 1991
---- MAIN MENU ----
F1> CUSTOM SYS
F2> LISTS
F3> DIALOGUE
F4> UTILITIES
ESC> EXIT
1 COMPANIES
2 BOXES
3 LINK BOXES
4 CCR BOXES
5 EXTD. ACCESS CODE
6 CLASS OF SERVICE
7 BOX TYPE
8 SYSTEM MISC.
9 GROUPS & CALL COUNT
0 <ESC> EXIT
(C)Copyright Executone Corp. All rights reserved.

Figure 2-1 Main Menu

2.2.1 ENTERING DATA INTO A SCREEN

You must position the cursor at a data entry field in order to input data. Most entries are made in the form of a yes/no decision, a selection among options, or a name or number. If nothing is entered in a field when a screen is saved, the system uses the default value for the particular field.

NOTE: Programming instructions in this manual refer to the RETURN key. This key may be labeled RETURN, ENTER, or just ←┘ depending upon the keyboard.

2.2.2 CONFIRMATION REQUIRED

For some functions you may be asked to confirm the action you requested before it is actually executed by the system: This confirmation process is a safeguard for actions that would cause some inconvenience if performed accidentally. When a confirmation is required, a prompt appears on the screen requesting you enter "Y" or "**RETURN**"to confirm the operation. Pressing "N" cancels the request.

2.2.3 DEFAULT VALUES

Most screens contain pre-defined (system generated) data in one or more of their data entry areas. For example, when you review the parameters for a particular class of service, you will note that all entries on the screen have been filled in. These *default values* are entered so the system can begin to operate without entering data in all fields. You should change these values as needed.

2.3 AUTO INTEGRATION

When the system is powered up for the first time, or after the system has been upgraded from a software release without the auto integration, a *PBX Selection* menu appears (see Figure 2-2). This menu is used to automatically configure the system for integration with a particular PBX.

NOTE: This menu is designed to configure the system to certain PBXs. If the PBX your system is connected to is not on the menu, or if you are interfacing (and not integrating) the system to the PBX, select *EXC*. Then configure the system using the Integration Note appropriate for the PBX.

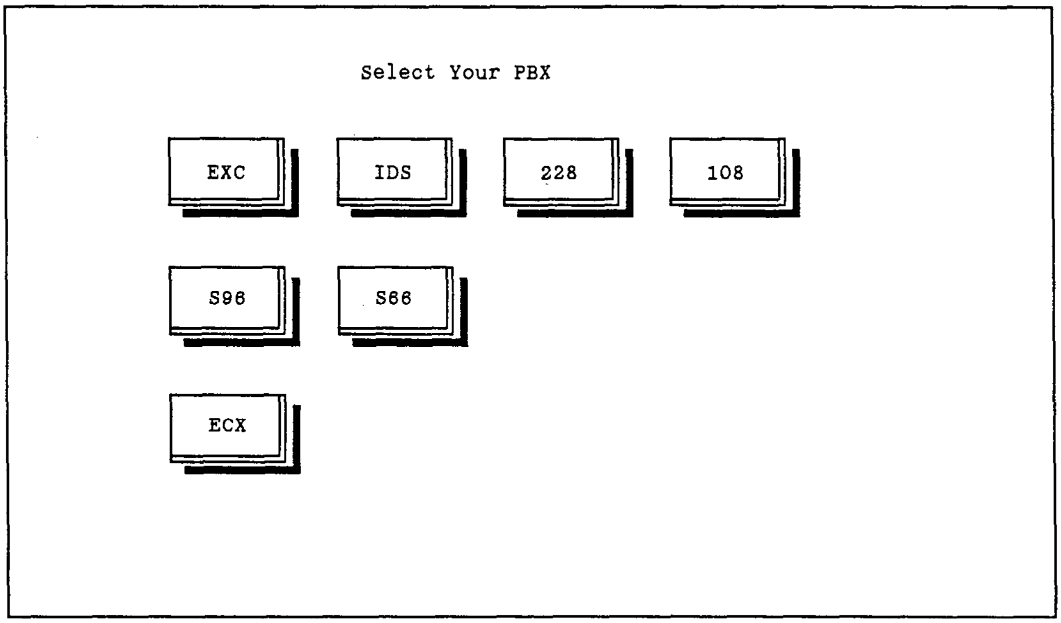


Figure 2-2 PBX Selection Menu

The *PBX Selection* menu contains integrations for 4 telephone systems. The codes **EXC**, **IDS**, **228**, and **108** all correspond to the EXECUTONE® Integrated Digital System. These 4 codes appear to maintain backward compatibility with previous software releases.

NOTE: Select IDS for new system installations when integrating to any configuration of the EXECUTONE IDS.

The code **S96** is used to integrate the ISOETEC® System/96. The code **S66** is used to integrate the ISOETEC® System/66. The code **ECX** is used to integrate the Encore™ CX telephone systems. Use the arrow keys to move the cursor to the desired code (make certain the **NUM LOCK** is off), then press **RETURN**.

2.4 BOOTING THE SYSTEM

After a selection is made from the *PBX Selection* menu, or when the power for the system is turned on (after the first time), the *Run Dialogue* screen appears (see Figure 2-3), and the system begins running the voice message application. Before the system actually begins processing calls, certain information must be entered into the system. The *Custom Sys* and *Utilities* menus are used to enter information about the company, and the installation. The system needs to know how many digits are in a mailbox, the type of PBX the system is connected to (if this was not defined using the *PBX Selection* menu), the system administrator mailbox numbers, initial access codes, and which of the system ports are to be used for sending a message waiting indication (if the telephone system can accept and utilize a message waiting indication).

After this initial information has been entered, the system administrator may enter classes of service, mailbox numbers, system group lists, and other information to customize the system to the particular application. Many of the system administration functions can be performed from either the monitor and keyboard, or using the system administrator's mailbox.

NOTE: The system should be taken off-line before any initial programming can take place. However, most of the system programming screens can be accessed while the system is running using the On Line Programming Menu.

2.5 RUN DIALOGUE SCREEN

The *Run Dialogue* screen is displayed while the system is running. The main purpose of this screen is to define the task each port is to execute when called. Valid entries for each port are:

- **T TIME1 0001** (normal voice mail)
- **T AUTOM 0001** (normal voice mail with prompts for spell by name)
- **T AUTO1 0001** (Automated Attendant)
- **T AUTOS 0001** (Automated Attendant with spell by name feature)
- **T CCRB1 0001** (Custom Call Routing).
- **T CCRBX 0001** through **0014** (Custom Call Routing with multiple starting points)

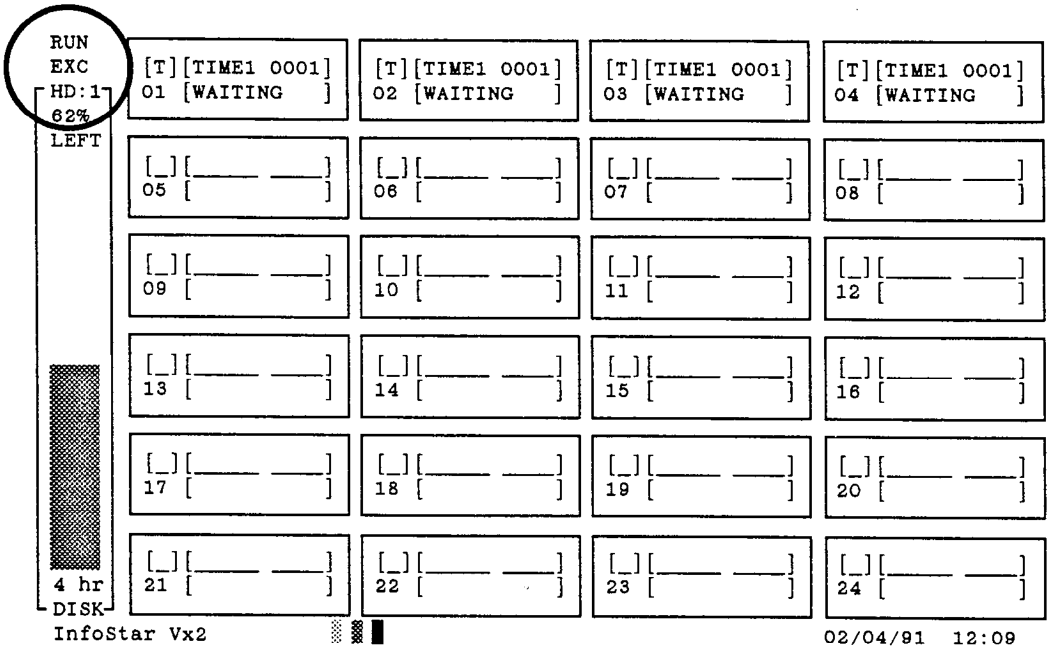
NOTE: *T CCRBX 0001* means start at CCR record 1 message 1. *T CCRBX 0002* means start at CCR record 2 message 1, etc. *T CCRBX 0014* means start at CCR record 14 message 1.

NOTE: The same task should be assigned to every port in the system. However, certain applications may required a different task be programmed for some of the system ports.

In addition to defining the task for each of the system's ports, the *Run Dialogue* screen is used to **link a port** to a particular *Line Set-up* screen. The *Run* field at the top left of the screen defines which *Line Set-up* screen is used for a particular port. The *Line Set-up* screen defines the set of PBX values used on a port (see the *Line Set-up Screen* section).

The *Run Dialogue* screen also displays the amount of space left on the hard disk in a bar graph on the left side of the screen. The top of the graph shows HD:1 (the hard drive). The bottom of the bar graph displays the total storage (in hours) of the drive.

Along the bottom of the screen, the system displays the current time and date programmed in the system. A cursor moving from left to right indicates the system is running.



```
RUN
EXC    [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]
HD:1   01 [WAITING   ]   02 [WAITING   ]   03 [WAITING   ]   04 [WAITING   ]
62%
LEFT   [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       05 [         ]    06 [         ]    07 [         ]    08 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       09 [         ]    10 [         ]    11 [         ]    12 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       13 [         ]    14 [         ]    15 [         ]    16 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       17 [         ]    18 [         ]    19 [         ]    20 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
4 hr   21 [         ]    22 [         ]    23 [         ]    24 [         ]
DISK
InfoStar Vx2                                                 02/04/91  12:09
```

Figure 2-3 Run Dialogue Screen

2.6 TAKING THE SYSTEM OFF-LINE

The system is taken off-line by pressing **F4** then **F7** and then the **ESCAPE** key. When the **ESCAPE** key is pressed, message processing stops. The system prompts for confirmation to stop running. Press Y. The *Run Dialogue* screen clears. From here, press the **ESCAPE** key to reach the *Main Menu* (Figure 2-1).

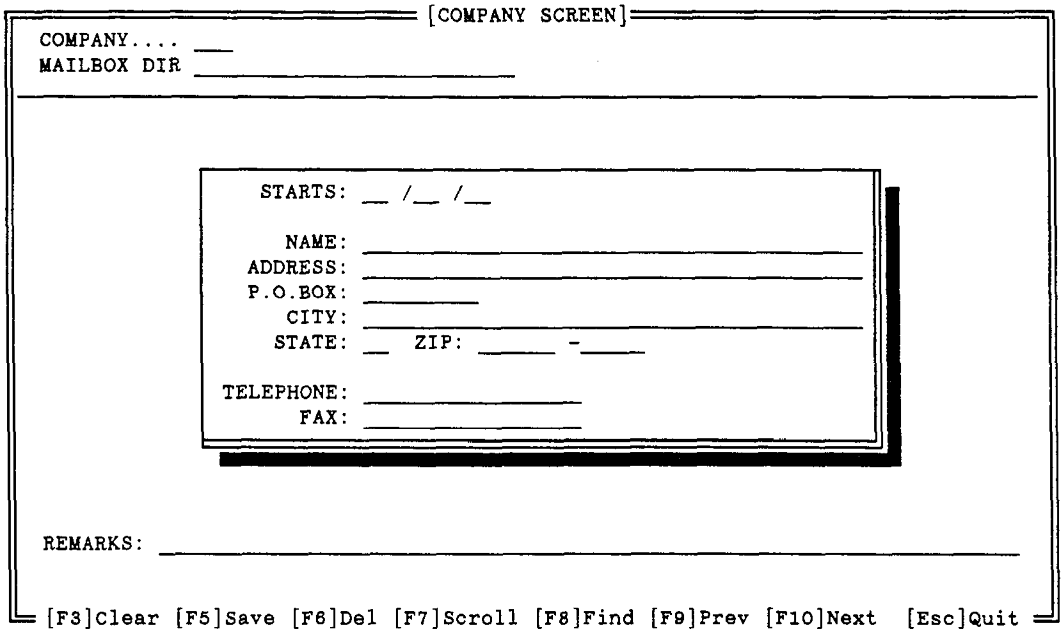
NOTE: All programming instructions in this manual presume the system is off-line unless otherwise noted. The system may be programmed while on-line, however, the screens may operate differently than the instructions for off-line programming indicate. For example, steps requiring confirmation may be simplified. This is intentional and is designed to speed the on-line programming.

NOTE: Programming instructions in this manual refer to the RETURN key. This key may be labeled RETURN, ENTER, or just ←┘ depending upon the keyboard.

2.7 COMPANY INFORMATION

The first thing to program is the name and address of the installation. This information is programmed on the *Company* screen.

From the *Main Menu*, press the **F1** key, then press **1**. The *Company* screen appears. See Figure 2-4. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.



```
[COMPANY SCREEN]
COMPANY.... ___
MAILBOX DIR ____________________

          STARTS: __ /__ /__

            NAME: ________________________________
         ADDRESS: ________________________________
        P.O.BOX: _______
            CITY: ________________________________
           STATE: __  ZIP: _____ -____

       TELEPHONE: _____________
             FAX: _____________

REMARKS: _______________________________________________________

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 2-4 Company Screen

At the top of the screen in the left corner is a place to enter the company code. This is a 3-digit code used to define which company this screen is being programmed for. Presently, the system can be programmed for one company. The default company code is **EXC**.

1. Enter **EXC**. The cursor moves to *Mailbox Dir*. This is the directory on the hard disk where the system mailboxes reside.

NOTE: This information is already programmed into the system. DO NOT change or delete this information unless directed to by an authorized INFOSTAR/VX2 service center.

---

2. Press the **F10** key. An entry similar to "C:\MAILBOX\EXC" appears.
3. Press the **RETURN** key until the cursor reaches *Name*.
4. Enter the name, address, and telephone number of the installation using the **RETURN** key after each entry and to move the cursor.

A field at the bottom called *Remarks* can be used to add any necessary information.

5. When all information for this menu has been entered, press the **F5** key to save the information.
6. Press the **ESCAPE** key to return to the *Main Menu*.

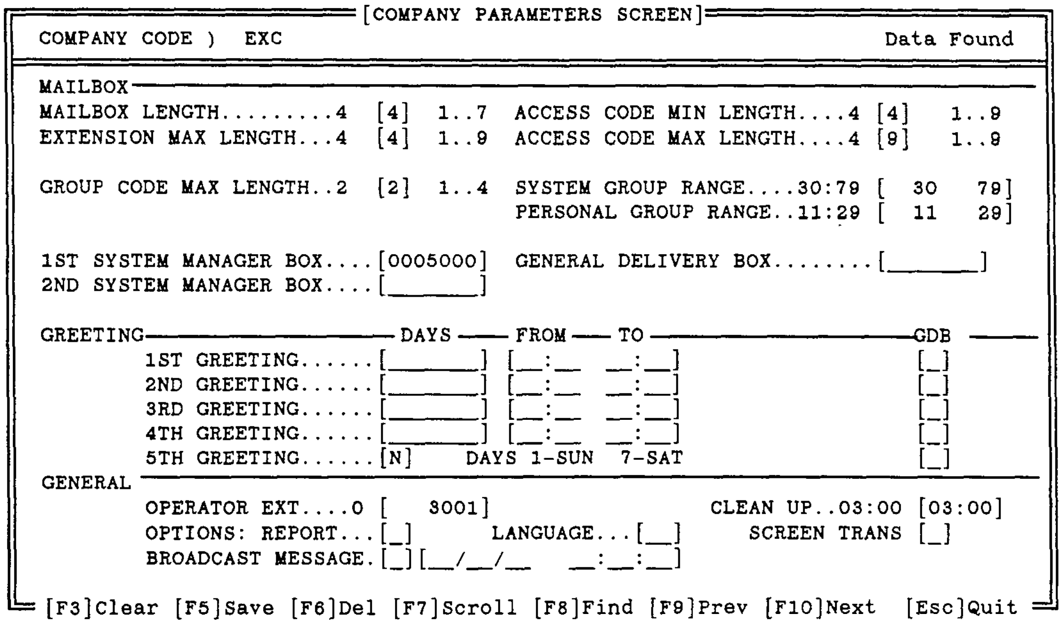
After the company information has been entered, the system must be configured. The information necessary to configure the system to a particular installation is entered using the *Utilities* menu.

2.8 COMPANY PARAMETERS

The *Company Parameters* screen is used to enter information about mailboxes and access codes, system administrator mailboxes, and the initial greeting information.

2.8.1 MAILBOX

Mailbox Length	This value is the number of digits in a mailbox number. A single digit from 1 to 7 is entered in this field. All mailboxes in the system have the same number of digits. The default value for this field is 4.
Extension Max Length	This value is the number of digits in a telephone system extension number. A single digit from 1 to 9 is entered in this field. This number must match the number of digits in a telephone system extension number. The default value for this field is 4.
Group Code Max Length	This value is the number of digits in a Group dial access code. A single digit from 1 to 4 is entered in this field. The default value for this field is 2. This field should not be changed from its default value except for special applications.
System Manager Mailboxes	Enter the mailbox numbers to be used as the system administrator's mailboxes. These numbers are any valid mailbox numbers. There are no default values for these fields. These mailboxes must also be added to the system in *Mailbox* programming.
Access Code Min Length	This value is the minimum number of digits in a mailbox access code. A mailbox owner must enter at least this many digits for the mailbox access code. A single digit from 1 to 9 is entered in this field. The default value for this field is 4.



```
                    [COMPANY PARAMETERS SCREEN]
 COMPANY CODE )  EXC                                           Data Found

 MAILBOX
 MAILBOX LENGTH.........4  [4]  1..7  ACCESS CODE MIN LENGTH....4 [4]   1..9
 EXTENSION MAX LENGTH...4  [4]  1..9  ACCESS CODE MAX LENGTH....4 [9]   1..9

 GROUP CODE MAX LENGTH..2  [2]  1..4  SYSTEM GROUP RANGE....30:79 [  30   79]
                                      PERSONAL GROUP RANGE..11:29 [  11   29]

 1ST SYSTEM MANAGER BOX....[0005000]  GENERAL DELIVERY BOX........[_______]
 2ND SYSTEM MANAGER BOX....[_______]

 GREETING                   DAYS      FROM     TO                     GDB
         1ST GREETING......[_______] [__:__  __:__]                   [_]
         2ND GREETING......[_______] [__:__  __:__]                   [_]
         3RD GREETING......[_______] [__:__  __:__]                   [_]
         4TH GREETING......[_______] [__:__  __:__]                   [_]
         5TH GREETING......[N]    DAYS 1-SUN  7-SAT                   [_]
 GENERAL
         OPERATOR EXT....0 [   3001]                 CLEAN UP..03:00 [03:00]
         OPTIONS: REPORT...[_]      LANGUAGE...[__]     SCREEN TRANS [_]
         BROADCAST MESSAGE.[_][__/__/__    __:__:__]

 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 2-5 Company Parameters Screen

Access Code Max Length	This value is the maximum number of digits in a mailbox access code. A mailbox access code may be any length from the value entered for *Access Code Min Length* up to the value entered for *Access Code Max Length.* A single digit from 1 to 9 is entered in this field. The default value for this field is 4.
System Group Range	This is the range of numbers in the *System Group List* access codes. Enter the range using the same number of digits as defined for *Group Code Max*. The default value for this field is 30 to 79. This field should not be changed from its default value except for special applications.
Personal Group Range	This is the range of numbers in the *Personal Group List* access codes. Enter the range using the same number of digits as defined for *Group Code Max*. The default value for this field is 11 to 29. This field should not be changed from its default value except for special applications.
General Delivery Box	Enter the mailbox number to be used as the General Delivery mailbox. A General Delivery mailbox is one that receives messages when a caller does not enter a mailbox number. A caller may not enter a mailbox number because he is using a rotary telephone, or does not know the mailbox number of the person he is calling. The system can have one General Delivery mailbox.

2.8.2 GREETING

The system can store and play up to 5 greetings. These are the greetings played when the system is accessed before any dialed digits are received. The first 4 greetings can be programmed to play on any day of the week with a start and stop time. The 5th greeting can only be programmed to play on a single day and plays all hours. This greeting is designed to deliver urgent messages to callers, and when used, it overrides the programming of the first four greetings (greeting 5 does not override the greetings recorded for CCR). All 5 greetings can be programmed whether or not to route callers to the General Delivery mailbox (GDB).

The days of the week are entered by number where Sunday is 1 and Saturday is 7. The hours are entered in 24-hour clock format, i.e., 1 o'clock in the afternoon is 13:00.

The actual greeting is recorded using the system administrator's mailbox.

2.8.3 GENERAL

This area is used to program the telephone system extension number of the attendant (operator), and the time of day the system can perform routine clean-up work, and the options installed in the system.

Operator Ext	This is the number dialed by the system to transfer a call back to the telephone system when the caller presses "0" or when the system detects the caller needs assistance. This number does not have to be an extension number, but can be the access code for a station hunt group or any valid telephone system dial access code.
Clean up	Enter a time (in 24-hour clock format) when the system can perform its clean up routines. Enter a time when little, or no, traffic is on the system.
Options	This field is used by the system to list the options installed. No entry is permitted in this field. This field is not used at this time.

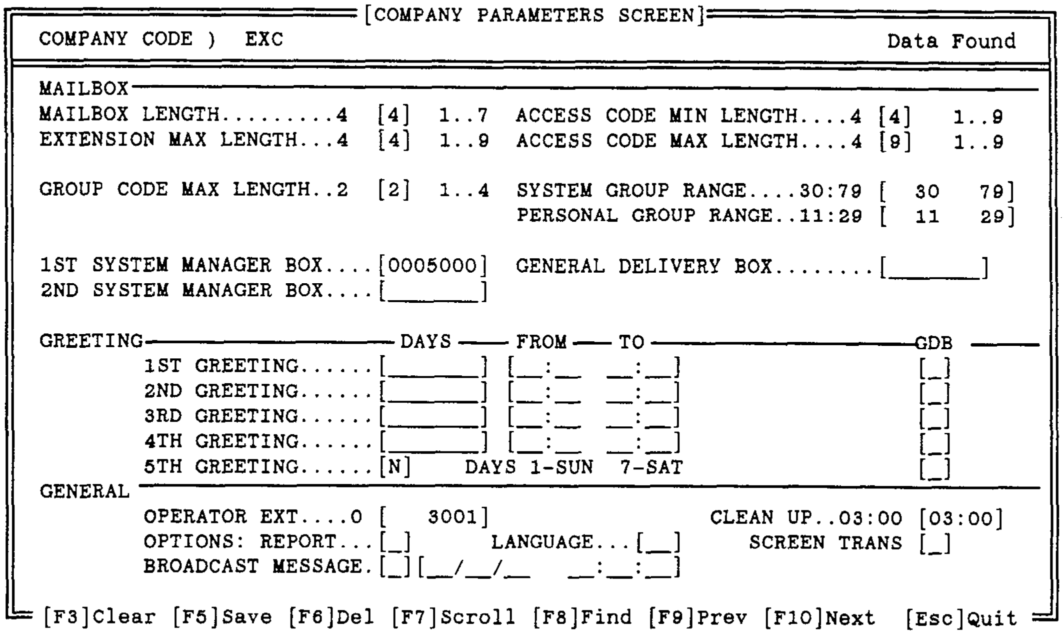
Broadcast Message	No entry is permitted in this area. This area indicates if there is a system broadcast message active (a plus sign in the first field) and the time and date it was recorded. A minus sign in the first field indicates a broadcast message that was deleted.
Screen Trans	This field is not used at this time.

2.8.4 HOW TO PROGRAM

From the *Main Menu*, press the **F4** key, then press **1**. The *Company Parameters* screen appears. See Figure 2-6. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.

At the top of the screen in the left corner is a place to enter the company code. This is a 3-digit code used to define which company this screen is being programmed for. Presently, the system can be programmed for only one company. The default company code is **EXC**.

1. Enter **EXC**. The system prompts for confirmation. Press **Y**. The present *Company Parameters* programming is displayed.
2. Press the **RETURN** key. Change the information on the screen as necessary for the installation. Use the **RETURN** and **arrow** keys to move around the screen. As a field is filled, the cursor moves to the next field. To move to the next field before a field is filled, press the **RETURN** key. Use the **DELETE** key to remove information from a field. Use the **F1** key to clear the field and start over.
3. To erase the entire screen and start over, press the **F3** key.
4. Once all information for this screen has been entered, press the **F5** key to save the information. The system prompts for confirmation. Press **Y** if all information is correct. Press **N** to cancel the request to save the information.
5. Press the **ESCAPE** key to return to the *Main Menu*.



```
                    [COMPANY PARAMETERS SCREEN]
COMPANY CODE )  EXC                                          Data Found

MAILBOX
MAILBOX LENGTH.........4   [4]  1..7  ACCESS CODE MIN LENGTH....4 [4]   1..9
EXTENSION MAX LENGTH...4   [4]  1..9  ACCESS CODE MAX LENGTH....4 [9]   1..9

GROUP CODE MAX LENGTH..2   [2]  1..4  SYSTEM GROUP RANGE....30:79 [  30   79]
                                      PERSONAL GROUP RANGE..11:29 [  11   29]

1ST SYSTEM MANAGER BOX....[0005000]   GENERAL DELIVERY BOX........[_______]
2ND SYSTEM MANAGER BOX....[_______]

GREETING                  DAYS       FROM    TO                    GDB
        1ST GREETING......[_______] [__:__  __:__]                 [_]
        2ND GREETING......[_______] [__:__  __:__]                 [_]
        3RD GREETING......[_______] [__:__  __:__]                 [_]
        4TH GREETING......[_______] [__:__  __:__]                 [_]
        5TH GREETING......[N]    DAYS 1-SUN  7-SAT                 [_]
GENERAL
        OPERATOR EXT....0 [   3001]               CLEAN UP..03:00 [03:00]
        OPTIONS: REPORT...[_]      LANGUAGE...[__]    SCREEN TRANS [_]
        BROADCAST MESSAGE.[_][__/__/__    __:__:__]
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

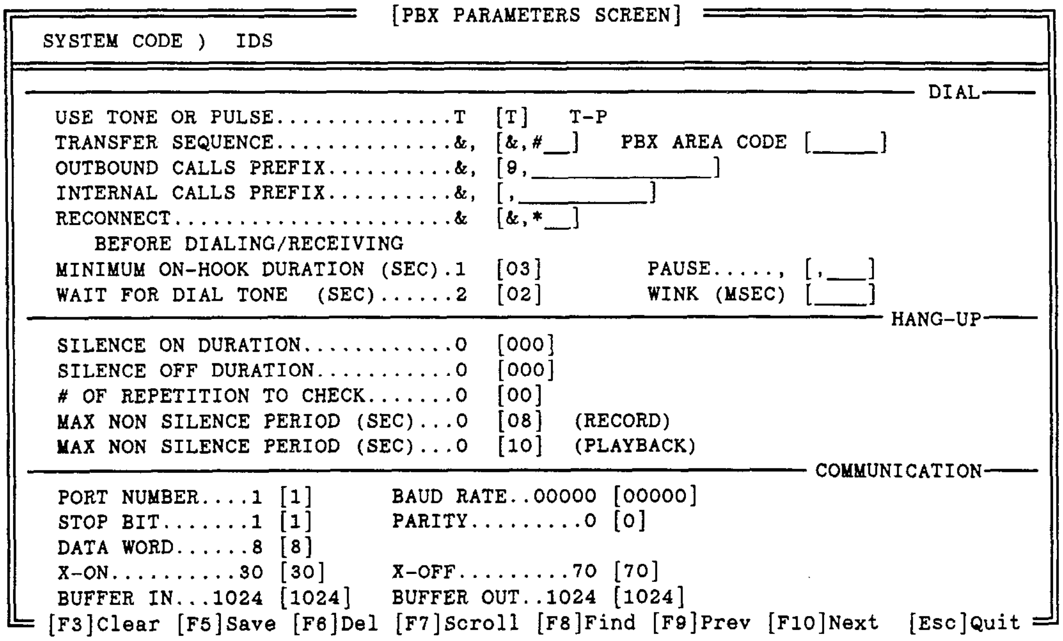
Figure 2-6 Company Parameters Screen

2.9 PBX PARAMETERS SCREEN

The *PBX Parameters* screen is used to describe the telephone system to the VX2 system. There are several screens are already defined for certain telephone systems. These systems are listed in Section 2.3 *Auto Integration*. If you are connecting the VX2 system to a telephone system not listed, the values for this screen must be determined from the telephone system vendor (or telephone system documentation).

DIAL AREA

System Code	This is the 3-character code assigned to a particular telephone system. This code corresponds to the to the entry in the *Link To PBX* field of the *Line Set-up* screen. This tells the system which set of PBX parameters to use for a given telephone interface port.
Use Tone or Pulse	This field is used to select the VX2 dial signaling (DTMF or rotary). For most applications the VX2 is going to dial DTMF tones to the telephone system. This field defaults to tone.
Transfer Sequence	This is the dial code sequence the telephone system uses to transfer a call from the extensions that are connected to the VX2 system to other telephone system extensions. An "&" is used to insert a flash. A "," is used to insert a pause. This field defaults to flash and pause.
Outbound Calls Prefix	This is the dial code sequence the telephone system uses to place an outside line call from the extensions that are connected to the VX2 system. This field defaults to flash and pause.
Internal Calls Prefix	This is the dial code sequence the telephone system uses to place an internal call from the extensions that are connected to the VX2 system. This field defaults to flash and pause
Reconnect	This is the dial code sequence the telephone system uses to reconnect to a call placed on hold. This field defaults to flash.



```
==================== [PBX PARAMETERS SCREEN] ====================
 SYSTEM CODE )  IDS
=================================================================
----------------------------------------------------------- DIAL---
  USE TONE OR PULSE.............T  [T]   T-P
  TRANSFER SEQUENCE.............&, [&,#__]   PBX AREA CODE [_____]
  OUTBOUND CALLS PREFIX.........&, [9,_______________]
  INTERNAL CALLS PREFIX.........&, [,____________]
  RECONNECT.....................&  [&,*__]
     BEFORE DIALING/RECEIVING
  MINIMUM ON-HOOK DURATION (SEC).1 [03]         PAUSE....., [,___]
  WAIT FOR DIAL TONE  (SEC)......2 [02]         WINK (MSEC) [____]
-------------------------------------------------------- HANG-UP---
  SILENCE ON DURATION...........0  [000]
  SILENCE OFF DURATION..........0  [000]
  # OF REPETITION TO CHECK......0  [00]
  MAX NON SILENCE PERIOD (SEC)...0 [08]  (RECORD)
  MAX NON SILENCE PERIOD (SEC)...0 [10]  (PLAYBACK)
-------------------------------------------------- COMMUNICATION---
  PORT NUMBER....1 [1]      BAUD RATE..00000 [00000]
  STOP BIT.......1 [1]      PARITY.........0 [0]
  DATA WORD......8 [8]
  X-ON..........30 [30]     X-OFF.........70 [70]
  BUFFER IN...1024 [1024]   BUFFER OUT..1024 [1024]
= [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit =
```

Figure 2-7 PBX Parameters Screen

Minimum On-hook Duration	This is the minimum time a VX2 system port must stay on-hook after completing a call before going off-hook for another action. This field is used to prevent calls from being inadvertently placed on hold. This field defaults to 1 second.
Wait For Dial Tone	This is how long the VX2 system waits for dial tone from the telephone system before going on-hook and trying again. This field defaults to 2 seconds.
PBX Area Code	This is the 3-digit telephone area code of the location of the system.
Pause	This is the length of a system pause. Each comma represents 2 seconds.
Wink	This field is not used and should not be programmed.

HANG-UP AREA

Silence On Duration	This field is not used and should not be programmed.
Silence Off Duration	This field is not used and should not be programmed.
# Of Repetition To Check	This field is not used and should not be programmed.
Max Non Sil. Prd Record	This is how long the system listens to dial tone while recording before disconnecting from the call. This field defaults to 0, but should be programmed for 8 seconds. This field should be programmed to a value within seconds of the *Max Non Silence Playback* value and should be less than that value.
Max Non Sil. Prd Playback	This is how long the system plays dial tone (within a message) during a playback before disconnecting from the call. This field defaults to 0, but should be programmed for 10 seconds. This field should be programmed to a value within seconds of the *Max Non Silence Record* value and should be greater than that value.

COMMUNICATIONS AREA

There are no fields used in this area at this time. This area should not be changed from its default programming.

2.9.1 HOW TO PROGRAM

ADDING PBX PARAMETER SCREEN

From the *Main Menu*, press the **F4** key, then press **2**. If there is an existing screen, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing screens, the screen is blank. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.

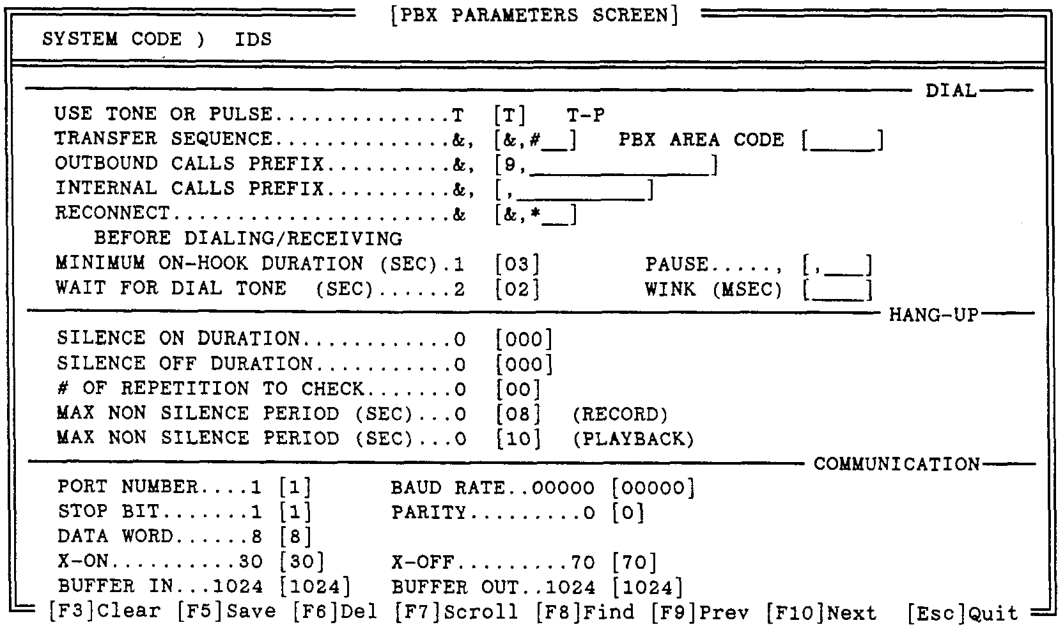
At the top of the screen in the left corner is a place to enter the system code. This is the 3-character code assigned to a particular telephone system. This code corresponds to the to the entry in the *Link To PBX* field of the *Line Set-up* screen. This tells the system which set of PBX parameters to use for a given telephone interface port.

1. Enter the system code.The system should display the message, "Information not found, press **RETURN** to continue." If the system displays the bin number, or displays "Information found, display it Y/N?" the system code has already been programmed, select another.

6. Press the **RETURN** key. Change the information on the screen as necessary for the installation. Use the **RETURN** and **arrow** keys to move around the screen. As a field is filled, the cursor moves to the

next field. To move to the next field before a field is filled, press the **RETURN** key. Use the **DELETE** key to remove information from a field. Use the **F1** key to clear the field and start over.

7. To erase the entire screen and start over, press the **F3** key.
8. Once all information for this screen has been entered, press the **F5** key to save the information. The system prompts for confirmation. Press **Y** if all information is correct. Press **N** to cancel the request to save the information.
9. Press the **ESCAPE** key to return to the *Main Menu*.



```
                         [PBX PARAMETERS SCREEN]
 SYSTEM CODE )  IDS

--------------------------------------------------------------------- DIAL---
  USE TONE OR PULSE..............T   [T]   T-P
  TRANSFER SEQUENCE..............&,  [&,#__]   PBX AREA CODE [_____]
  OUTBOUND CALLS PREFIX..........&,  [9,_______________]
  INTERNAL CALLS PREFIX..........&,  [,___________]
  RECONNECT......................&   [&,*__]
     BEFORE DIALING/RECEIVING
  MINIMUM ON-HOOK DURATION (SEC).1   [03]        PAUSE....., [,___]
  WAIT FOR DIAL TONE  (SEC)......2   [02]        WINK (MSEC) [____]
------------------------------------------------------------------ HANG-UP---
  SILENCE ON DURATION............0   [000]
  SILENCE OFF DURATION...........0   [000]
  # OF REPETITION TO CHECK.......0   [00]
  MAX NON SILENCE PERIOD (SEC)...0   [08]  (RECORD)
  MAX NON SILENCE PERIOD (SEC)...0   [10]  (PLAYBACK)
------------------------------------------------------------ COMMUNICATION---
  PORT NUMBER....1 [1]      BAUD RATE..00000 [00000]
  STOP BIT.......1 [1]      PARITY.........0 [0]
  DATA WORD......8 [8]
  X-ON..........30 [30]     X-OFF.........70 [70]
  BUFFER IN...1024 [1024]   BUFFER OUT..1024 [1024]
 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 2-8 PBX Parameters Screen

MODIFYING PBX PARAMETER SCREEN

From the *Main Menu*, press the **F4** key, then press **2**. The programming screen appears. See Figure 2-8. The cursor should be in the *System Code*. If this is not the record to be modified, press **F3**, and then Y to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, mailbox, etc. to find a record.

---

1. Enter the desired system code. The system should display the message, "Information found, display it?"
2. Press the **Y** key.
3. Use the **RETURN** key to move the cursor to the field to be modified, and enter your changes. Use the **F1** key to clear the field.
4. When all desired fields are changed, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
5. To clear the screen, press the **F3** key, and answer **Y**.

NOTE: In software versions prior to release 2.0, if a change is made to a PBX Parameter screen, and the change is saved, the corresponding PBX Function screen must also be saved (even if no changes were made to this screen).

DELETE PBX PARAMETER SCREEN

From the *Main Menu,* press the **F4** key, then press **2**. The programming screen appears. See Figure 2-8. The cursor should be in the *System Code.* If this is not the record to be deleted, press **F3**, and then **Y** to clear the screen.

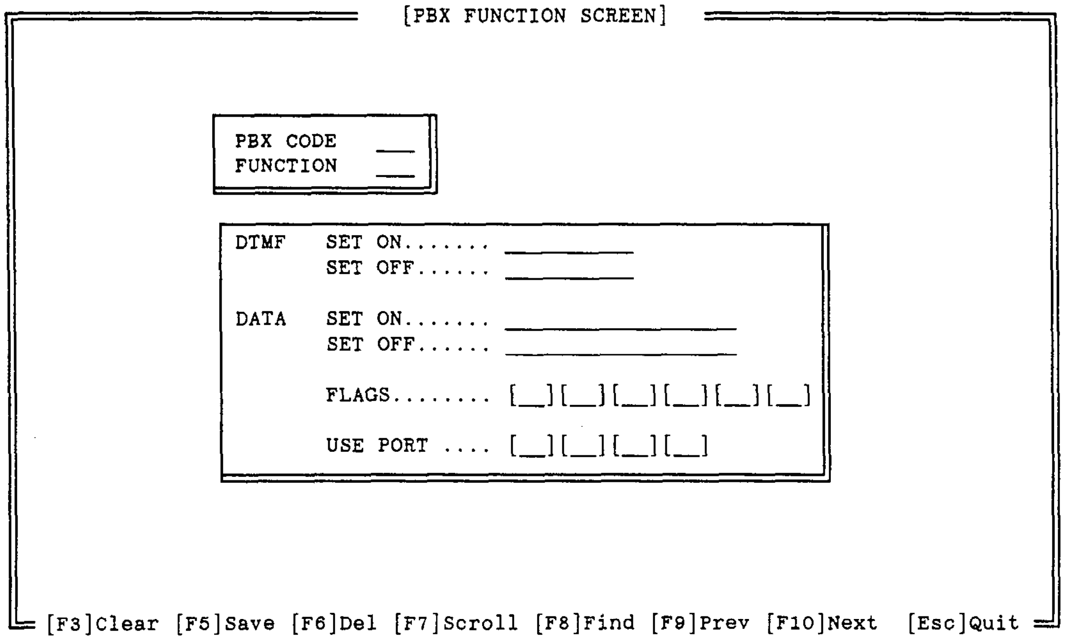
NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, mailbox, etc. to find a record.

---

1. Enter the desired system code. The system should display the message, "Information found, display it?"
2. Press the **Y** key.
3. Press the **F6** key, and then press **Y** to confirm.

2.10 PBX FUNCTIONS SCREEN

The *PBX Functions* screen is used to integrate the message waiting indication (MWI) and outdial features. There are several screens are already defined for certain telephone systems. These systems are listed in Section 2.3 *Auto Integration.* If you are connecting the VX2 system to a telephone system not listed, the values for this screen must be determined from the telephone system vendor (or telephone system documentation).



```
                    [PBX FUNCTION SCREEN]

           PBX CODE  ___
           FUNCTION  ___

           DTMF   SET ON.......  _________
                  SET OFF......  _________

           DATA   SET ON.......  _______________
                  SET OFF......  _______________

                  FLAGS........  [__][__][__][__][__][__]

                  USE PORT ....  [__][__][__][__]

 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 2-9 PBX Functions Screen

NOTE: In software versions prior to release 2.0, if a change is made to a PBX Function screen, and the change is saved, the corresponding PBX Parameter screen must also be saved (even if no changes were made to this screen).

2.10.1 MESSAGE WAITING INDICATION

The dial codes the telephone system uses to turn on and off the message waiting indication are programmed on this screen. This information is programmed in *DTMF Set On* and *DTMF Set Off* fields for function MWI.

Certain PBXs permit multiple message waiting indication codes to be dialed while a port is off-hook. Other PBXs require a port to go off-hook and on-hook for each message waiting indication code. The *first Flags* field is used to tell the system how to dial the message waiting indication dial codes when there is more than one indication waiting to be dialed. If the field is left blank, the MWI port(s) goes off-hook and dials the MWI codes one after the other and then goes on-hook. If a 1 is entered in this field, the system goes off-hook, dials one MWI code, and goes on-hook. This process is repeated until all MWI codes have been dialed. Consult the *Integration Note* for the particular PBX to determine the proper setting of the first *Flags* field.

The system ports used to send the message waiting indication may be programmed in the *Use Port* field.

From the *Main Menu*, press the **F4** key, then press **3**. The *PBX Functions* screen appears. See Figure 2-9. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.

At the top of the screen in the left corner is a place to enter the system code. This is a 3-character code used to define which telephone system the VX2 system is being integrated with. This code must be the same code used on the *Line Set-up* screen and the *PBX Parameters* screen (*System code* and *PBX code* are the same thing).

1. Enter the 3-character system (PBX) code. For example, **IDS** for the EXECUTONE IDS. The cursor moves to *Function*.
2. Enter **MWI**. The system prompts for confirmation. Press **Y**. The present *PBX Functions* programming is displayed.
3. Enter the dial codes for *DTMF Set On* or *Off* for the particular telephone system.
4. Press the down arrow key until the cursor reaches *Use Port*.
5. Enter the port number(s) which are to be used for turn on and off the message waiting indicator. Press the **RETURN** key after each entry. If no ports are entered, the system uses all ports for MWI.
6. Press the **F5** key. The system prompts for confirmation. Press **Y** if all information is correct. Press **N** to cancel the request to save the information.
7. Press the **ESCAPE** key to return to the *Main Menu*.

2.10.2 OUTDIAL

The *PBX Functions* screen is used to designate which ports are to be used to place outdial calls. From the *Main Menu*, press the **F4** key, then press **3**. The *PBX Functions* screen appears. See Figure 2-9. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.

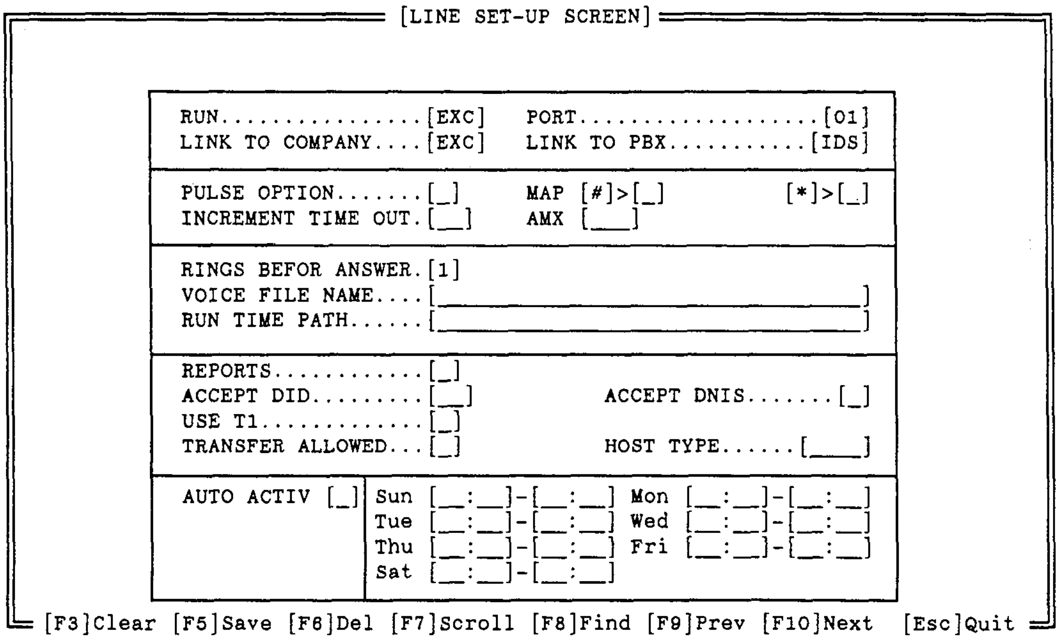
At the top of the screen in the left corner is a place to enter the system code. This is a 3-character code used to define which telephone system the VX2 system is being integrated with. This code must be the same code used on the *Line Set-up* screen and the *PBX Parameters* screen (*System code* and *PBX code* are the same thing).

1. Enter the 3-character system (PBX) code. For example, **IDS** for the EXECUTONE IDS. The cursor moves to *Function*.
2. Enter **OCL**. The system prompts for confirmation. Press **Y**. The present *PBX Functions* programming is displayed.
3. Press the down arrow key until the cursor reaches *Use Port*.
4. Enter the port number(s) which are to be used for outdial. Press the **RETURN** key after each entry. If no ports are entered, the system uses all ports for outdial.
5. Press the **F5** key. The system prompts for confirmation. Press **Y** if all information is correct. Press **N** to cancel the request to save the information.

2.11 LINE SET-UP SCREEN

The *Line Set-up* screen is used to **link** a **port** with a **Company** (usually EXC) and a **PBX** based on the 3-character code in the *Run* field. The *Run* field at the top of the screen corresponds to the *Run* field on the *Run Dialogue* screen. When a call is answered on a port, the *Line Set-up* screen programmed with the same 3-character **Run** code as on the *Run Dialogue* screen for that port is used to process the call. This *Line Set-up* screen tells the system which *PBX Parameter* and *PBX Function* screens to use, and which 3-character Company code to use (e.g., which *Company Parameters* screen, which mailbox numbers, etc.). The *Line Set-up* screens are pre-programmed for a number of PBXs and the information on the screens should not normally be changed.

The fields on the *Line Set-up* screen used for Release 2.0 are **RUN, PORT, LINK TO COMPANY, LINK TO PBX,** and **RINGS BEFOR ANSWER.** The remaining fields are deliberately left blank. Do NOT program anything in these fields.



```
[LINE SET-UP SCREEN]

RUN...............[EXC]   PORT..................[01]
LINK TO COMPANY....[EXC]   LINK TO PBX...........[IDS]

PULSE OPTION.......[_]    MAP [#]>[_]          [*]>[_]
INCREMENT TIME OUT.[__]   AMX [___]

RINGS BEFOR ANSWER.[1]
VOICE FILE NAME....[                                  ]
RUN TIME PATH......[                                  ]

REPORTS............[_]
ACCEPT DID.........[__]         ACCEPT DNIS.......[_]
USE T1.............[_]
TRANSFER ALLOWED...[_]          HOST TYPE......[____]

AUTO ACTIV [_] Sun [__:__]-[__:__] Mon [__:__]-[__:__]
               Tue [__:__]-[__:__] Wed [__:__]-[__:__]
               Thu [__:__]-[__:__] Fri [__:__]-[__:__]
               Sat [__:__]-[__:__]

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 2-10 Line Set-up Screen Release 2.0

2.12 INTEGRATING THE VX2 AND A TELEPHONE SYSTEM

If the telephone system you are connecting the VX2 system to is not listed on the *Auto Integration* (*PBX Selection*) screen, but does support integration, select **EXC** on the *Auto Integration* screen. Then perform the following:

- Create a 3-character code to designate the telephone system.
- Create and save a *PBX Parameter* and *PBX Function* screen using the created 3-character code.
- Change the *Link to PBX* field on the *Line Set-up* screen (*Run* field = EXC) for each of the ports in the system to the selected 3-character code.

2.13 SUPPORTING INTEGRATION

A telephone system supports integration to the VX2 if the following qualifications are met:

- Using a dial code, the telephone system can be told to turn on and turn off a message waiting indicator on a telephone.
- The telephone system can forward calls from a station to the VX2 system and transmit a station identifier code when the call is answered by the VX2 system.

2.14 MAILBOXES

Before starting the system, you may wish to enter classes of service and mailbox numbers. Refer to the *Mailboxes* chapter for this information.

2.15 STARTING THE SYSTEM

Once programming is completed, the system must be started again to begin processing calls. From the *Main Menu*,

1. Press **F3** to reach the *Dialogue* menu.
2. Press **1**. The *Run Dialogue* screen appears with the cursor in the upper left corner. The installed ports appear on the screen.
3. Press **F5**. The system prompts for confirmation.
4. Press **F10** or **F9** to select the correct *Run* screen.
5. Press **Y**. The system prompts to start running.
6. Press **RETURN**. The system is now running and ready to process calls.
7. If you wish, press the **F6** key to hide the *Run Dialogue* menu. Press **F7** to display the screen after it has been hidden.

Section 3 - Mailboxes

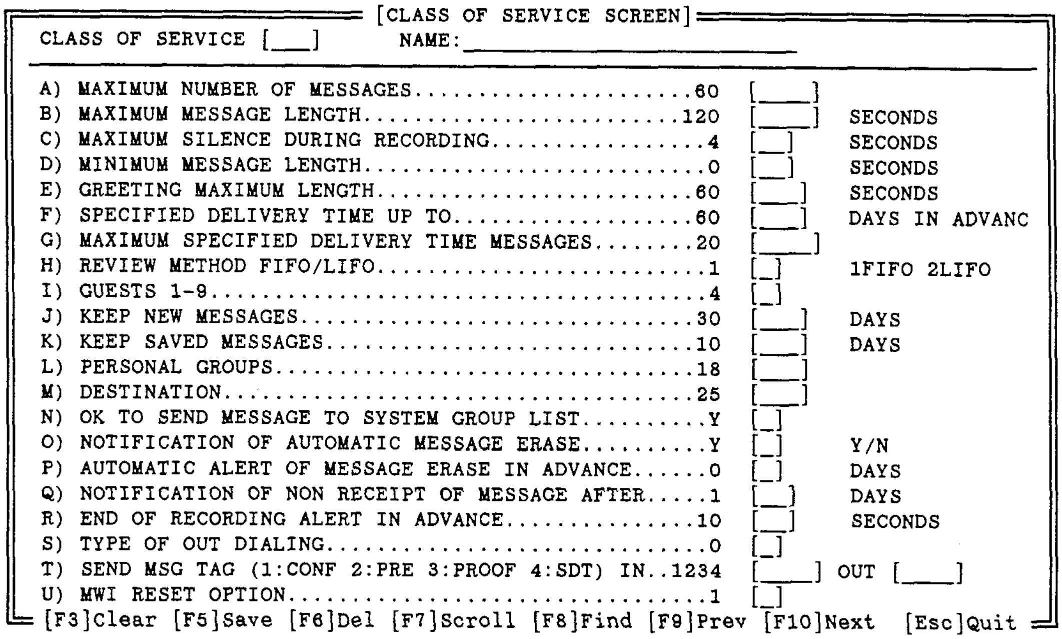
3.1 INTRODUCTION

There are two programming screens the system administrator uses to add, modify, or delete mailboxes. There is a *Mailbox Set-up* screen which is used to program the mailbox, and associate the mailbox with an extension number in the telephone system. The *Class of Service* programming screen is used to program various features and system resources for groups of mailboxes rather than having to program each mailbox individually.

NOTE: A Class of Service must be created before it is used on the Mailbox screen.

3.2 CLASS OF SERVICE

The INFOSTAR/VX2 allows you to establish multiple classes of service through which you grant or restrict access to various features and system resources. As system administrator you may specify different classes of service and then assign each mailbox to one of these classes. The system has two default classes of service. COS 100 is used for general subscriber mailboxes. COS 700 is used to define the system administrator's mailboxes. Provided below are the various features controlled by the classes of service:



```
 CLASS OF SERVICE [___]      NAME:____________________________
 
 A) MAXIMUM NUMBER OF MESSAGES......................60  [____]
 B) MAXIMUM MESSAGE LENGTH.........................120  [____]  SECONDS
 C) MAXIMUM SILENCE DURING RECORDING.................4  [__]    SECONDS
 D) MINIMUM MESSAGE LENGTH...........................0  [__]    SECONDS
 E) GREETING MAXIMUM LENGTH.........................60  [___]   SECONDS
 F) SPECIFIED DELIVERY TIME UP TO...................60  [___]   DAYS IN ADVANC
 G) MAXIMUM SPECIFIED DELIVERY TIME MESSAGES........20  [____]
 H) REVIEW METHOD FIFO/LIFO..........................1  [_]     1FIFO 2LIFO
 I) GUESTS 1-9.......................................4  [_]
 J) KEEP NEW MESSAGES...............................30  [___]   DAYS
 K) KEEP SAVED MESSAGES.............................10  [___]   DAYS
 L) PERSONAL GROUPS.................................18  [___]
 M) DESTINATION.....................................25  [___]
 N) OK TO SEND MESSAGE TO SYSTEM GROUP LIST..........Y  [_]
 O) NOTIFICATION OF AUTOMATIC MESSAGE ERASE..........Y  [_]     Y/N
 P) AUTOMATIC ALERT OF MESSAGE ERASE IN ADVANCE......0  [_]     DAYS
 Q) NOTIFICATION OF NON RECEIPT OF MESSAGE AFTER.....1  [__]    DAYS
 R) END OF RECORDING ALERT IN ADVANCE...............10  [__]    SECONDS
 S) TYPE OF OUT DIALING..............................0  [_]
 T) SEND MSG TAG (1:CONF 2:PRE 3:PROOF 4:SDT) IN..1234  [____] OUT [____]
 U) MWI RESET OPTION.................................1  [_]
```

[CLASS OF SERVICE SCREEN]
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next [Esc]Quit

Figure 3-1 Class Of Service Programming Screen

CLASS OF SERVICE

This is the class of service the information on the screen is for. The COS is a three digit number which can range from 001 to 999. To avoid confusion, program the smallest number of classes of service necessary for your installation.

NAME

Each class of service should have a descriptive name assigned to it (e.g., secretary class, executive class, etc.). This name is displayed each time you call up an individual class of service programming screen. The name may be up to 34 characters length, and must be unique.

MAXIMUM NUMBER OF MESSAGES

This is the maximum number of messages a mailbox can accommodate. A class of service can be programmed for a maximum of 60 messages. This value can be used to limit the amount of disk space a mailbox can take up.

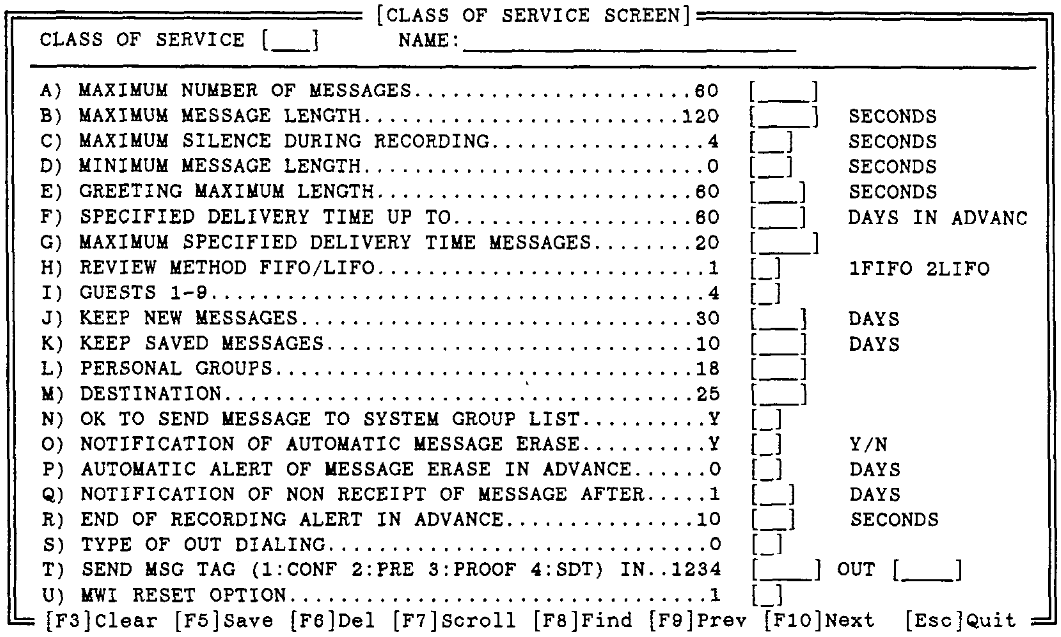
MAXIMUM MESSAGE LENGTH

This value defines the maximum length of a single message for each class of service. A message must be at least as long as the *Minimum Length*, and can be at most 9999 seconds long. This value is entered in seconds. The following illustrates the effect of *Maximum Message Length* on a mailbox. Example: Mailbox 3003 has a COS allowing a *Maximum Message Length* of 20 seconds.

- Mailbox 3003 may **record and send** messages of up to 20 seconds in duration.
- Mailbox 3003 may receive messages of longer than 20 seconds from mailbox holders having a COS with a greater *Maximum Message Length* value.
- Non-subscribers may leave messages of up to 20 seconds for mailbox 3003.

MAXIMUM SILENCE DURING RECORDING

While recording a message, the system listens for silence. If the system detects a silent period for the amount of time programmed in this field, it presumes the message is ended. This field should be left programmed to 4.



```
                  [CLASS OF SERVICE SCREEN]
 CLASS OF SERVICE [___]     NAME:______________________
 -------------------------------------------------------------------
 A) MAXIMUM NUMBER OF MESSAGES......................60  [____]
 B) MAXIMUM MESSAGE LENGTH.........................120  [____]  SECONDS
 C) MAXIMUM SILENCE DURING RECORDING.................4  [__]    SECONDS
 D) MINIMUM MESSAGE LENGTH...........................0  [__]    SECONDS
 E) GREETING MAXIMUM LENGTH.........................60  [___]   SECONDS
 F) SPECIFIED DELIVERY TIME UP TO...................60  [___]   DAYS IN ADVANC
 G) MAXIMUM SPECIFIED DELIVERY TIME MESSAGES........20  [____]
 H) REVIEW METHOD FIFO/LIFO..........................1  [_]     1FIFO 2LIFO
 I) GUESTS 1-9.......................................4  [_]
 J) KEEP NEW MESSAGES...............................30  [___]   DAYS
 K) KEEP SAVED MESSAGES.............................10  [___]   DAYS
 L) PERSONAL GROUPS.................................18  [___]
 M) DESTINATION.....................................25  [___]
 N) OK TO SEND MESSAGE TO SYSTEM GROUP LIST..........Y  [_]
 O) NOTIFICATION OF AUTOMATIC MESSAGE ERASE..........Y  [_]     Y/N
 P) AUTOMATIC ALERT OF MESSAGE ERASE IN ADVANCE......0  [_]     DAYS
 Q) NOTIFICATION OF NON RECEIPT OF MESSAGE AFTER.....1  [__]    DAYS
 R) END OF RECORDING ALERT IN ADVANCE...............10  [__]    SECONDS
 S) TYPE OF OUT DIALING..............................0  [_]
 T) SEND MSG TAG (1:CONF 2:PRE 3:PROOF 4:SDT) IN..1234  [____] OUT [____]
 U) MWI RESET OPTION.................................1  [_]
 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 3-2 Class Of Service Programming Screen

MINIMUM MESSAGE LENGTH

A message must be at least this value in seconds before it is considered a valid message. This value is entered in seconds. Messages shorter than this value are not saved.

GREETING MAXIMUM LENGTH

The class of service allows you to establish the *maximum length of mailbox greetings*. This value may be any value between 15 seconds and 999 seconds. It applies to both mailbox and temporary greetings. This value is entered in seconds.

SPECIFIED DELIVERY TIME UP TO

Specified Delivery Time is a feature that permits a subscriber to record a message and have the system deliver the message sometime in the future. *SDT Up To* provides a limitation on how far in advance a subscriber can send a message. This value is entered in days. The maximum value is 60 days.

MAXIMUM SPECIFIED DELIVERY TIME MESSAGES

Maximum Specified Delivery Time. This limits the number of messages a subscriber can have marked for "specified delivery time." The maximum value that can be programmed is 60 messages.

REVIEW METHOD FIFO/LIFO

Normally the first message sent to a subscriber's mailbox is the first message the subscriber hears. This value is used to change the order in which a subscriber hears messages. If this value is 1, the normal first in, first out method is used. If this value is 2, the last message delivered to a mailbox is the first message heard, and messages play in the reverse order they entered the mailbox.

NOTE: Priority messages are delivered first regardless of review method.

GUESTS 1-9

The subscriber can have up to 9 Guest mailboxes. Guest mailbox number 1 is a mailbox that has secretary privileges only. A secretary mailbox can only play the envelope information of messages contained in the subscriber's mailbox. The secretary mailbox cannot play the actual messages in the subscriber's mailbox, and cannot send or receive messages. Guest mailboxes 2-9 are reserved for guests. This value is used to limit the number of guest mailboxes a subscriber can activate.

KEEP NEW MESSAGES

New messages can be stored for up to 60 days. This value is used to limit the number of days a message is kept without being heard before it is automatically erased by the system. If a message is not heard before this amount of time expires, the message will be erased even though it has not been heard. This value is entered in days.

KEEP SAVED MESSAGES

Saved messages can be stored for up to 60 days. This value is used to limit the number of days a saved message is kept before it is automatically erased by the system. This value is entered in days. This value is used to limit the amount of disk space a subscriber's mailbox takes up.

PERSONAL GROUPS

Specify a maximum number of group lists (up to 19) which a subscriber may establish.

DESTINATION

The maximum number of destinations per group list. Both the number of group lists and the number of destinations per list refer to personal group lists established and used by individual subscribers.

OK TO SEND MESSAGE TO SYSTEM GROUP LIST

This option is used to permit a subscriber to use the *System Group Lists* as a destination. This option requires a Y (yes) or N (no).

NOTIFICATION OF AUTOMATIC MESSAGE ERASE

This option is used to determine if a notification is sent to a subscribers mailbox by the system when a message has been, or is about to be, automatically erased. This option requires a Y (yes) or N (no). A Y (yes) permits notifications to be sent.

AUTOMATIC ALERT OF MESSAGE ERASE IN ADVANCE

Saved messages are stored for the number of days specified in the *Keep Saved Messages* field. The *Automatic Alert Of Message Erase In Advance* field is used in conjunction with the *Notification Of Automatic Message Erase* option. The value entered specifies the number of days before the scheduled erase date that an "erased message" notification is sent to the subscriber.

NOTIFICATION OF NON RECEIPT OF MESSAGE AFTER

One of the delivery options available to mailbox holders is "notification of non-delivery." The value entered for *Notification Of Non Receipt Of Message After* specifies the number of days the system waits for the destination mailbox to listen to the message before placing a notification of non-delivery in the sending subscriber's mailbox.

END OF RECORDING ALERT IN ADVANCE

When recording a message, the system alerts the mailbox holder when the end of the allowed recording time is near. This alert is a short beep. The alert tone is also played to an outside caller leaving a message in the subscriber's mailbox. The value programmed for the *End of Recording Beep* is how long before the end of the recording time the system alerts the subscriber. This value is entered in seconds.

TYPE OF OUT DIALING

This parameter is not used at this time, and should not be programmed.

SEND MSG TAG

Defines which message delivery options are permitted for messages sent to mailboxes with this class of service. There are two fields to enter. The field labeled IN refers to messages sent by subscribers. Enter a 1 to allow the confidential option. Enter a 2 to allow the priority option. Enter a 3 to allow proof of delivery. Enter a 4 to allow "specify delivery time." The field labeled OUT refers to messages sent by non-subscribers. Enter a 1 to allow the confidential option. Enter a 2 to allow the priority option. Options 3 and 4 have no function for messages sent by non-subscribers.

MWI RESET OPTION

This option effects when a message waiting indication is sent to the telephone system for mailboxes with this class of service. If this field contains a 1, the first message received in the mailbox will cause the MWI turn on code to be sent to the telephone system. The MWI turn off code will not be sent to the telephone system until all new messages have been acted upon (saved or erased).

If this field contains a 2, each new message received in the mailbox will cause the MWI turn on code to be sent to the telephone system. The MWI turn off code will be sent to the telephone system after a valid mailbox access code has been entered for the mailbox.

3.2.1 ESTABLISH CLASSES OF SERVICE

Classes of Service are numbered from 001 to 999. The INFOSTAR/VX2 has been shipped with two predefined classes of service, one for standard mailboxes (COS 100) and one for the system administrator's mailboxes (COS 700). You may establish other classes of service, for needs that have not been predefined.

From the *Main Menu* press the **F1** key, then press **6**. The *Class of Service* programming screen appears. See Figure 3-1. The cursor should be in the *COS* field.

4. Enter the 3-digit number of the class of service you are establishing. It is recommended to use a number between 101 and 199. The system informs you that the COS does not exist, "Information not found."
5. Press the **RETURN** key. The cursor moves to the *Name* field.
6. Enter a name for the new class of service up to 34 characters, then press the **RETURN** key. The cursor moves to the first field.
7. Enter the desired value, then press the **RETURN** key.
8. Program the remaining fields with the values desired for this class of service. The cursor moves to the next field when a field is full. If the desired value does not fill a field, press the **RETURN** key.
9. When all fields are complete, press the **F5** key to save the screen. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something.
10. After the first Class of Service has been saved, the screen does not clear. This is so the existing values can be used as a model for the next.

NOTE: Be careful not to overwrite an existing Class of Service and then save it.

NOTE: The pre-defined Class of Service (100) can be used as a model. Enter 100 for Class of Service, then save it. The parameters remain on the screen. Enter the number of the Class to be defined, and continue from step 6.

3.2.2 MODIFY CLASSES OF SERVICE

You may change any of the established classes of service (including the predefined ones) to meet your own subscriber's needs by simply entering new parameter's in place of existing values.

From the *Main Menu* press the **F1** key, then press **6**. The *Class of Service* programming screen appears. See Figure 3-1. The cursor should be in the *COS* field.

1. Enter the 3-digit number of the class of service you wish to modify. The system prompts for confirmation. If the system informs you "Information not found," the COS number entered does not exist.
2. Enter **Y**. The present programming for this COS appears.
3. Using either the **RETURN** key or the **ARROW** keys, move the cursor to the field to be changed.
4. Press the **F1** key to clear the field.

5. Enter the new value, and press the **RETURN** key if the value does not fill the field.
6. Program the remaining fields with the values desired for this class of service. The cursor moves to the next field when a field is full. If the desired value does not fill a field, press the **RETURN** key.
7. When **all** fields are complete, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something.
8. Press the ESCAPE key to return to the *Main Menu.*

3.2.3 DELETE CLASSES OF SERVICE

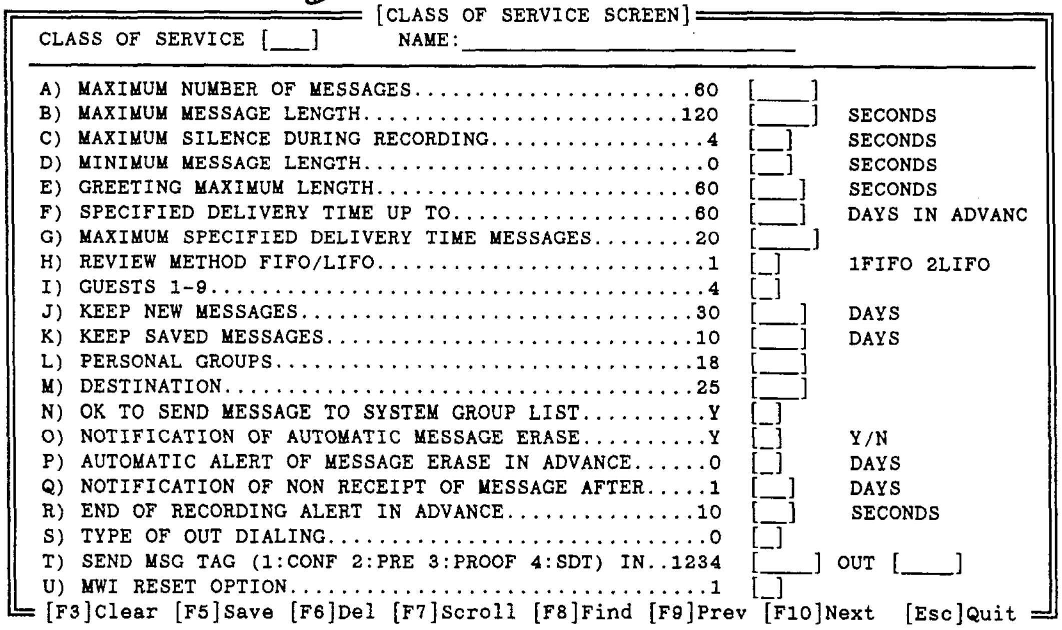
You may delete any of the established classes of service.

From the *Main Menu* press the **F1** key, then press **6**. The *Class of Service* programming screen appears. See Figure 3-1. The cursor should be in the *COS* field.

1. Enter the 3-digit number of the class of service you wish to delete. The system prompts for confirmation. If the system informs you "Information not found," the COS number entered does not exist.
2. Press **Y**. The present programming for this COS appears.
3. Press the **F6** key. The system prompts for confirmation.
4. Press **Y**. The COS is deleted.
5. Press the **ESCAPE** key to return to the *Main Menu.*

✓ GLOBAL SETTINGS

CREATE ADDITIONAL CLASS FOR DIFFERENT OPTIONS



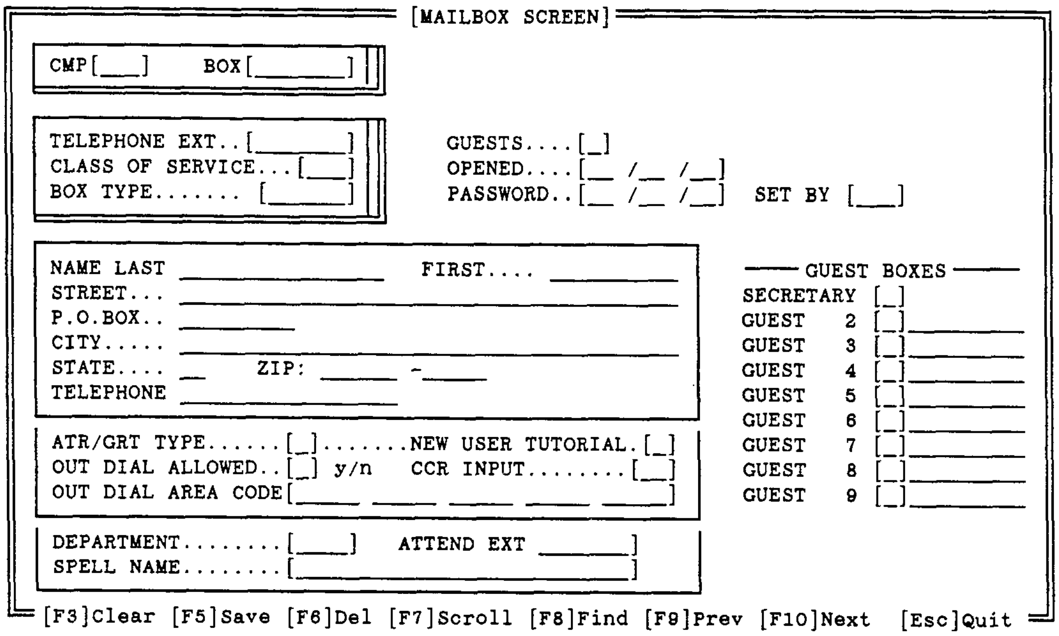
```
============== [CLASS OF SERVICE SCREEN] ==============
 CLASS OF SERVICE [___]      NAME:_________________________
 ----------------------------------------------------------
 A) MAXIMUM NUMBER OF MESSAGES......................60  [____]
 B) MAXIMUM MESSAGE LENGTH.........................120  [____]  SECONDS
 C) MAXIMUM SILENCE DURING RECORDING.................4  [__]    SECONDS
 D) MINIMUM MESSAGE LENGTH...........................0  [__]    SECONDS
 E) GREETING MAXIMUM LENGTH.........................60  [___]   SECONDS
 F) SPECIFIED DELIVERY TIME UP TO...................60  [___]   DAYS IN ADVANC
 G) MAXIMUM SPECIFIED DELIVERY TIME MESSAGES........20  [____]
 H) REVIEW METHOD FIFO/LIFO..........................1  [_]     1FIFO 2LIFO
 I) GUESTS 1-9.......................................4  [_]
 J) KEEP NEW MESSAGES...............................30  [___]   DAYS
 K) KEEP SAVED MESSAGES.............................10  [___]   DAYS
 L) PERSONAL GROUPS.................................18  [___]
 M) DESTINATION.....................................25  [___]
 N) OK TO SEND MESSAGE TO SYSTEM GROUP LIST..........Y  [_]
 O) NOTIFICATION OF AUTOMATIC MESSAGE ERASE..........Y  [_]     Y/N
 P) AUTOMATIC ALERT OF MESSAGE ERASE IN ADVANCE......0  [_]     DAYS
 Q) NOTIFICATION OF NON RECEIPT OF MESSAGE AFTER.....1  [__]    DAYS
 R) END OF RECORDING ALERT IN ADVANCE...............10  [__]    SECONDS
 S) TYPE OF OUT DIALING..............................0  [_]
 T) SEND MSG TAG (1:CONF 2:PRE 3:PROOF 4:SDT) IN..1234  [____] OUT [____]
 U) MWI RESET OPTION.................................1  [_]
= [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit =
```

Figure 3-3 Class Of Service Programming Screen

3.3 MAILBOX SET-UP SCREEN

The *Mailbox Set-up* screen is used to add, modify, or delete individual subscribers' mailboxes. The screen is also used to define a mailbox's type, class of service, and the name of the mailbox holder. The name of a mailbox holder is entered so that the system can use the *Dial By Name* feature. System administrator's mailboxes must also be added to the system using the *Mailbox Set-up* screen.

When a mailbox has been added, the system assigns it a temporary access code. Write this code down and give it to the mailbox owner. The temporary access code is needed to access the mailbox for the first time. The mailbox owner then changes the access code as part of the *first time user* setup. If this temporary access code is lost before a subscriber uses the mailbox for the first time, the system administrator can reset the password using the *System Administrator's Mailbox*. The following fields need to be programmed for each mailbox number.

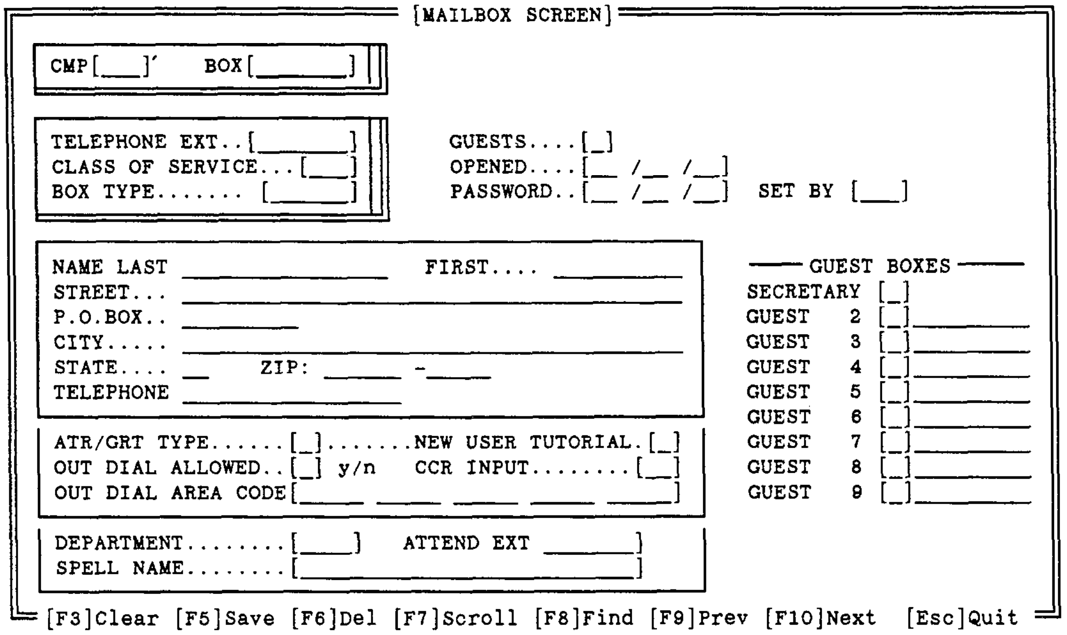


```
[MAILBOX SCREEN]
CMP[___]    BOX[_______]

TELEPHONE EXT..[_______]        GUESTS....[_]
CLASS OF SERVICE...[___]        OPENED....[__ /__ /__]
BOX TYPE....... [______]        PASSWORD..[__ /__ /__]  SET BY [___]

NAME LAST ____________   FIRST.... _________    ---- GUEST BOXES ----
STREET... ______________________________        SECRETARY [_]
P.O.BOX.. _______                               GUEST   2 [_]________
CITY..... ______________________________        GUEST   3 [_]________
STATE.... __    ZIP: _____ -_____               GUEST   4 [_]________
TELEPHONE _____________                         GUEST   5 [_]________
                                                GUEST   6 [_]________
ATR/GRT TYPE......[_].......NEW USER TUTORIAL.[_]   GUEST   7 [_]________
OUT DIAL ALLOWED..[_] y/n  CCR INPUT........[__]    GUEST   8 [_]________
OUT DIAL AREA CODE[____ ____ ____ ____ ____]        GUEST   9 [_]________

DEPARTMENT........[___]   ATTEND EXT ______]
SPELL NAME........[______________________]
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 3-4 Mailbox Set-up Screen

CMP	The 3-digit code for the name of the company. At present, enter **EXC**.
BOX	The number of the mailbox you are programming. The length of a mailbox is defined on the *Company Parameters* programming screen. The mailbox number can have up to 7 digits.
TELEPHONE EXT	The extension number of the telephone system this mailbox is associated with.
CLASS OF SERVICE	The class of service for this mailbox. The meaning of each class of service is defined on the *Class of Service* programming screen. The class of service must be a 3-digit entry.
BOX TYPE	The Box Type defines the function of the mailbox and the task it is to perform when called. A subscriber mailbox is type 1. See the following *Section 3.3.1 Mailbox Types* for a complete list of available mailbox types.

GUESTS	The maximum number of guests is programmed on the Class of Service screen. This field is used to increase the number of guests a mailbox is permitted to have (override the Class of Service). Enter the maximum number of guests allowed in this field.
OPENED	The date the mailbox was added to the system.
PASSWORD	The date the access code was issued or last changed.
SET BY	This field indicates whether the password was set from the keyboard (KBD) or from a telephone (TEL).
NAME LAST, FIRST	This parameter identifies the mailbox when subscribers or callers use the *Dial By Name* feature. The last name may be up to 16 characters long, and the first name up to 10 characters.
STREET	The subscriber's business or home address.
P.O. BOX	The post office box if applicable.
CITY	The city in which the subscriber lives.
STATE	The state in which the subscriber lives.
ZIP CODE	The business or home zip code.
TELEPHONE	The business or home telephone number of the subscriber.
ATR/GRT TYPE	This field is not used at this time, and should not be programmed.
OUT DIAL ALLOWED	Enter a Y in this field if the mailbox is allowed to use the outdial feature. If this field is blank, or contains N, outdial is not allowed.
OUT DIAL AREA CODE	This field is not used at this time, and should not be programmed.
NEW USER TUTORIAL	Whether or not to play the *New User Tutorial* the first time the mailbox is used. This field takes a Y or N entry.
CCR INPUT	This field is not used at this time, and should not be programmed.
DEPARTMENT	The department code for the mailbox may be up to 4 characters long including blank spaces. This is useful for arranging the mailbox numbers into departments.
SPELL NAME	The system uses this field to display the digits that are to be dialed when using *Dial By Name* to call this mailbox. You can not program this field.
ATTEND EXT	This field is used to identify which telephone system extension should serve as an attendant for calls to this mailbox. The system transfers callers to these attendants when the caller presses 0, or when the caller has made too many incorrect entries. Ideally, the attendant should be an answering position or center located in close proximity to the subscribers so that he or she could be reached to accept an urgent call.
GUEST BOXES	These fields are for informational purposes only, and do not require programming. These fields show the number of guest access codes a subscriber has active in the mailbox. A "Y" appears when an access code for the guest has been entered.



```
                        [MAILBOX SCREEN]
 CMP[___]'   BOX[________]

 TELEPHONE EXT..[________]     GUESTS....[_]
 CLASS OF SERVICE...[___]      OPENED....[__ /__ /__]
 BOX TYPE....... [______]      PASSWORD..[__ /__ /__]  SET BY [___]

 NAME LAST ______________   FIRST.... _________     ---- GUEST BOXES ----
 STREET... __________________________________      SECRETARY [_]
 P.O.BOX.. ________                                GUEST   2 [_]________
 CITY..... __________________________________      GUEST   3 [_]________
 STATE.... __   ZIP: _____ -_____                  GUEST   4 [_]________
 TELEPHONE _______________                         GUEST   5 [_]________
                                                   GUEST   6 [_]________
 ATR/GRT TYPE......[_].......NEW USER TUTORIAL.[_] GUEST   7 [_]________
 OUT DIAL ALLOWED..[_] y/n   CCR INPUT........[__] GUEST   8 [_]________
 OUT DIAL AREA CODE[____ ____ ____ ____ ____]      GUEST   9 [_]________

 DEPARTMENT........[____]  ATTEND EXT _______]
 SPELL NAME........[__________________________]
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 3-5 Mailbox Set-up Screen

3.3.1 MAILBOX TYPES

The Mailbox Type defines the function of a mailbox. A number of mailbox types have been added to the system since software release 1.3.3. The following box types are available in the system:

Type 1	is a regular subscriber mailbox.
Type 2	is a subscriber mailbox, however, after the mailbox greeting is played, there are no system prompts, just the tone to begin recording.
Type 3	is a subscriber mailbox with prompts, however, the system greeting is played before the mailbox greeting. This is used for DID calls to notify the caller of company reached in addition to the subscriber's greeting.
Type 4	is a subscriber mailbox, however, the system greeting is played before the mailbox greeting, there are no system prompts, just the tone to begin recording. This is used for DID calls to notify the caller of company reached in addition to the subscriber's greeting.
Type 5	is a subscriber mailbox, however, after the mailbox greeting is played, the caller is given a choice of dialing 1 to leave a message, or 0 to reach the operator. If nothing is dialed, the caller is transferred to the operator.
Type 10	is a system administrator mailbox.
Type 11	calls to mailboxes with this type are routed to the voice mail entry point for subscribers. This type is used with Custom Call Routing.
Type 12	calls to mailboxes with this type are routed to the voice mail entry point for non-subscribers. This type is used with Custom Call Routing.
Type 13	routes calls to the entry point for auto attendant spell by name, however, there is no system introduction.
Type 14	this is a special type used when Custom Call Routing is to be used as an auto attendant. The DTMF digit used in CCR to reach a mailbox with this type is taken as the leading digit in the extension number. The system waits for the remaining digits to be dialed (based on the number of digits in an extension number from the *PBX Parameters* screen) then transfers the call to that extension.

Type 15	this is a special type to be used when CCR is to route callers to a specific mailbox. The DTMF digit used in CCR to reach a mailbox with this type is taken as the leading digit in the mailbox number. The system waits for the remaining digits to be dialed (based on the number of digits in a mailbox number from the *PBX Parameters* screen) then routes the call to that mailbox.
Type 200	this is a listen only mailbox. Calls to mailboxes with this type hear the mailbox greetings, and are then disconnected. The mailbox greetings are played in order (greeting 1, greeting 2, etc.)
Type 201	this is a listen and reply mailbox. Calls to mailboxes with this type hear the mailbox greeting, and are then prompted to leave a message.
Type 202	this is a listen and transfer mailbox. Calls to mailboxes with this type hear the mailbox greeting, and are then transferred to the extension programmed as attendant for the mailbox.
Type 300	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 1 Message 1.
Type 301	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 1 Message 1.
Type 302	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 2 Message 1.
Type 303	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 3 Message 1.
Type 304	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 4 Message 1.
Type 305	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 5 Message 1.
Type 306	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 6 Message 1.
Type 307	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 7 Message 1.
Type 308	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 8 Message 1.
Type 309	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 9 Message 1.
Type 310	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 10 Message 1.
Type 311	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 11 Message 1.
Type 312	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 12 Message 1.
Type 313	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 13 Message 1.
Type 314	calls to mailboxes with this type are routed to the Custom Call Routing scheme beginning with Record 14 Message 1.
Type 400	calls to mailboxes with this type are routed to the starting point for Auto Attendant without spell by name. This is equivalent to "T AUTO1 0001" on the *Run Dialogue* screen.
Type 401	calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. This is equivalent to "T AUTOS 0001" on the *Run Dialogue* screen.

Type 402 calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail. However, it prompts the caller to spell the subscribers name instead of asking for the mailbox number. This is equivalent to "T AUTOM 0001" on the *Run Dialogue* screen.

Type 403 calls to mailboxes with this type are routed to the starting point for Auto Attendant. However, the mailbox personal greeting is played instead of the system greeting.

Type 404 calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. However, the mailbox personal greeting is played instead of the system greeting.

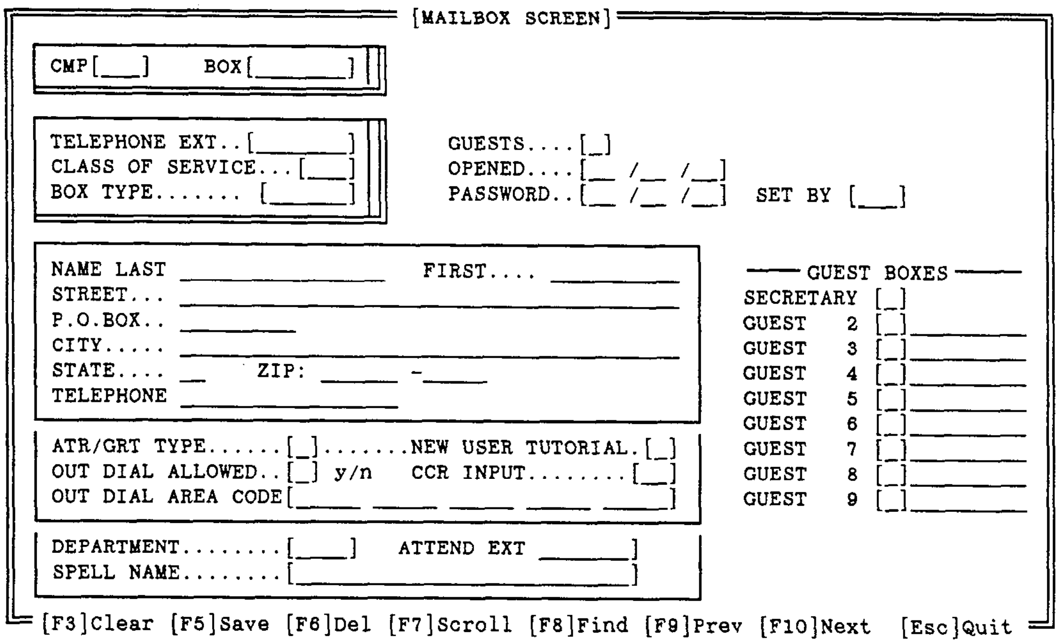
Type 405 calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail using spell by name. However, the mailbox personal greeting is played instead of the system greeting.

3.3.2 ADDING MAILBOXES

Mailbox numbers can be any number in the range chosen for the system. The range is decided by the length of a mailbox number. The default value for mailbox numbers is 4. Using the default value, mailboxes can range from 0001 to 9999.

From the *Main Menu* press the **F1** key, then press **2**. The *Mailbox Set-up* screen appears. See Figure 3-4. The cursor should be in the *Cmp* field.

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. To add a mailbox to the system, enter a unique mailbox number not currently used by any subscriber. It is recommended to use the same number for a mailbox as the subscriber's telephone extension number. Enter the desired mailbox number using the number of digits in the length of the mailbox, then press the **RETURN** key. The system informs you that the mailbox does not exist, "Information not found." Attempting to enter a mailbox number already issued results in a message "Information found display it (y/n) ?" Press the **RETURN** key. The cursor moves to the *Telephone* field.

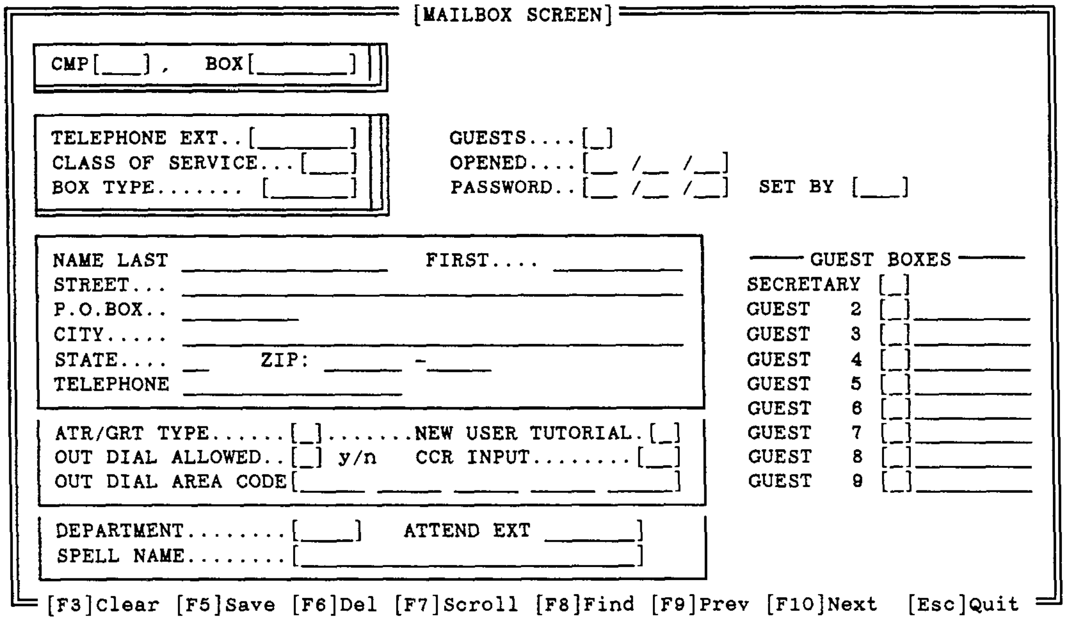


```
                              [MAILBOX SCREEN]
CMP[___]   BOX[_______]

TELEPHONE EXT..[_______]       GUESTS....[_]
CLASS OF SERVICE...[___]       OPENED....[__ /__ /__]
BOX TYPE....... [______]       PASSWORD..[__ /__ /__]   SET BY [___]

NAME LAST ______________     FIRST.... _________      ---- GUEST BOXES ----
STREET... __________________________________          SECRETARY [_]
P.O.BOX.. _______                                     GUEST   2 [_]________
CITY..... __________________________________          GUEST   3 [_]________
STATE.... __   ZIP: _____ -_____                      GUEST   4 [_]________
TELEPHONE _______________                             GUEST   5 [_]________
                                                      GUEST   6 [_]________
ATR/GRT TYPE......[_].......NEW USER TUTORIAL.[_]     GUEST   7 [_]________
OUT DIAL ALLOWED..[_] y/n  CCR INPUT........[__]      GUEST   8 [_]________
OUT DIAL AREA CODE[____ ____ ____ ____ _____]         GUEST   9 [_]________

DEPARTMENT........[___]  ATTEND EXT _______]
SPELL NAME........[_________________________]

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 3-6 Mailbox Set-up Screen

3. The *Telephone Ext.* field contains the number entered as the mailbox number. The system presumes that mailbox numbers and telephone extension numbers are the same. If this is not so, press **F1** to clear the field, and enter the telephone extension number associated with this mailbox. Press the **RETURN** key. The cursor moves to the *Class of Service.*
4. Enter the desired 3-digit class of service for this mailbox. COS 100 is used for standard mailboxes. Enter 700 for the system administrator's mailboxes. The cursor moves to *Box Type.*
5. Enter the desired *Box Type*. Use Box type 1 for subscribers' mailboxes.
6. Press the **RETURN** key. The cursor reaches *Name Last.*
7. Enter the last name of the mailbox owner, then press the RETURN key. This information is used for the *Dial By Name* feature and care should be taken to spell the names correctly. The *last name* of the mailbox may be up to 16 characters in length and must be unique. *Dial By Name* allows callers and subscribers to spell the name of the destination they wish to reach instead of entering a number. In order to make this feature easier to use, enter nicknames (e.g. Bob instead of Robert) if these names are commonly used by business associates. MAKE SURE TO SPELL NAMES CORRECTLY. Misspelling mailbox names destroys the effectiveness of the *Dial By Name* feature. If more than one person has the same name, a letter or number must be entered to uniquely identify the name. Middle initials or department names can be used for this purpose. For example, if there is one John Smith in the Sales department and another John Smith in the Service department, enter the names as SMITH, JOHN SERVICE and SMITH, JOHN SALES. In addition, encourage subscribers with the same name to record their name and department when initializing their mailboxes. For example, John Smith in the Sales department should record his name as "John Smith, Sales." These steps ensure that subscribers and callers address messages correctly.
8. Enter the first name of the mailbox owner, then press the **RETURN** key.
9. Enter the address and telephone number of the mailbox owner if desired. Press the **RETURN** key after each entry.
10. Press the **RETURN** key until the cursor reaches *New User Tutorial.*
11. Enter a **Y** to play the *New User Tutorial* the first time the mailbox is used. Press **N** or the **RETURN** key if the *New User Tutorial* is not to be played. The cursor moves to *Out Dial Allowed.*
12. Enter a **Y** if this subscriber is allowed to use the optional outdial feature. Press **N** or the **RETURN** key if the subscriber is not allowed to use outdial.
13. Press the **RETURN** key until the cursor reaches *Department.*
14. Enter a 4-digit department number for this mailbox. This department number is for informational purposes only, and has no use at the present time. The cursor moves to the *Attend Ext* field.
15. Enter the telephone extension number serving as attendant for this mailbox, then press the RETURN key.
16. Do **NOT** enter anything in the *Spell Name* field. The system will fill in this field after the mailbox has been saved if there are characters in the *Name Last & First* fields.
17. When all fields are complete, press the **F5** key to save the screen. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something.
18. To start a new mailbox, press the **F3** key, and answer **Y.**

NOTE: If the system is off-line, the auto-increment feature can be used when adding mailboxes. After the screen clears, press the RETURN key. Programming for the next sequential mailbox will appear.



```
[MAILBOX SCREEN]
CMP[___] ,  BOX[________]

TELEPHONE EXT..[________]        GUESTS....[_]
CLASS OF SERVICE...[___]         OPENED....[__ /__ /__]
BOX TYPE....... [______]         PASSWORD..[__ /__ /__]  SET BY [___]

NAME LAST ______________  FIRST.... _________    ──── GUEST BOXES ────
STREET... __________________________________     SECRETARY [_]
P.O.BOX.. ________                               GUEST   2 [_]________
CITY..... __________________________________     GUEST   3 [_]________
STATE.... __    ZIP: _____ -_____                GUEST   4 [_]________
TELEPHONE _______________                        GUEST   5 [_]________
                                                 GUEST   6 [_]________
ATR/GRT TYPE......[_].......NEW USER TUTORIAL.[_] GUEST  7 [_]________
OUT DIAL ALLOWED..[_] y/n   CCR INPUT........[__] GUEST  8 [_]________
OUT DIAL AREA CODE[____ ____ ____ ____ _____]    GUEST   9 [_]________

DEPARTMENT........[____]  ATTEND EXT ______]
SPELL NAME........[________________________]
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 3–7 Mailbox Set-up Screen

3.3.3 MODIFYING MAILBOXES

From the *Main Menu* press the **F1** key, then press **2**. The *Mailbox Set-up* screen appears. The cursor should be in the *Cmp* field.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records.

---

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. Enter the mailbox number to be modified. The system prompts for confirmation. If the system informs you "Information not found," the mailbox number entered does not exist.
3. Enter **Y**. The present programming for this mailbox appears.
4. Using either the **RETURN** key or the **ARROW** keys, move the cursor to the field to be changed.
5. Press the **F1** key to clear the field.
6. Enter the new information, and press the **RETURN** key if the value does not fill the field.
7. Program the remaining fields with the values desired for this mailbox. The cursor moves to the next field when a field is full. If the desired value does not fill a field, press the **RETURN** key.
8. When **all** fields are complete, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something.
9. Press the **ESCAPE** key to return to the *Main Menu*.

3.3.4 DELETE A MAILBOX

You may delete any of the mailboxes.

From the *Main Menu* press the **F1** key, then press **2**. The *Mailbox Set-up* screen appears. The cursor should be in the *Cmp* field.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records.

---

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. Enter the mailbox number to be deleted. The system prompts for confirmation. If the system informs you "Information not found," the mailbox number entered does not exist.
3. Enter **Y**. The present programming for this mailbox appears.
4. Press the **F6** key. The system prompts for confirmation.
5. Press **Y**. The mailbox messages are deleted.
6. Press **Y** again. The mailbox is deleted.
7. Press the **ESCAPE** key to return to the *Main Menu*.

Class of Service Configuration Sheet

Date ___/___/___

CLASS OF SERVICE [___] Name [____________________________]

A) MAXIMUM NUMBER OF MESSAGES.......................60 [_________]
B) MAXIMUM MESSAGE LENGTH.........................120 [_________] SECONDS
C) MAXIMUM SILENCE DURING RECORDING.................4 [_________] SECONDS
D) MINIMUM MESSAGE LENGTH...........................0 [_________] SECONDS
E) GREETING MAX LENGTH.............................60 [_________] SECONDS
F) SPECIFIED DELIVERY TIME UP TO...................60 [_________] DAYS
G) MAXIMUM SPECIFIED DELIVERY TIME MESSAGES........20 [_________]
H) REVIEW METHOD FIFO/LIFO..........................1 [___] 1FIFO 2LIFO
I) GUESTS 1-9.......................................4 [___]
J) KEEP NEW MESSAGES...............................30 [_________] DAYS
K) KEEP SAVED MESSAGES.............................10 [_________] DAYS
L) PERSONAL GROUPS.................................18 [_________]
M) DESTINATION.....................................25 [_________]
N) OK TO SEND MESSAGE TO SYSTEM GROUP LIST..........Y [___] Y/N
O) NOTIFICATION OF AUTOMATIC MESSAGE ERASE..........Y [___] Y/N
P) AUTOMATIC ALERT OF MESSAGE ERASE IN ADVANCE......0 [___] DAYS
Q) NOTIFICATION OF NON RECEIPT OF MESSAGE AFTER.....1 [___] DAYS
R) END OF RECORDING ALERT IN ADVANCE...............10 [_________] SECONDS
S) TYPE OF OUTDIALING...............................0 [___]
T) SEND MSG TAG (1:CONF 2:PRE 3:PROOF 4:SDT) IN..1234 [_________] OUT [_________]
U) MWI RESET OPTION.................................1 [_]

This page may be copied as needed.

Mailbox Configuration Sheet

Company ____ (EXC) Date ___/___/___

Mailbox	Telephone Extension	Temp. * Password	Class	Box Type	Name	New User	Out Dial	Dpt.	Atd. Ext.	Gst.

* The system assigns a temporary password after the mailbox is created. You may enter that password here for reference.

This page may be copied as needed.

Section 4 – System Administration

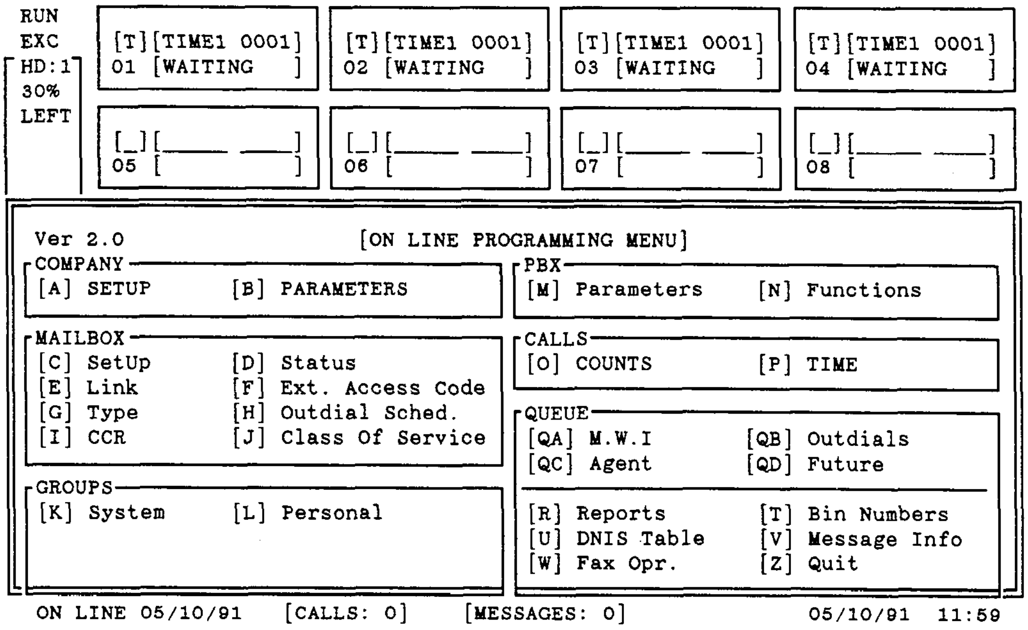
4.1 INTRODUCTION

In addition to the programming necessary to make the system function, the system administrator can program both system and personal group lists. This section also includes instructions for on–line programming.

4.2 ON–LINE PROGRAMMING

Many of the system administrator's programming activities can be accomplished while the system is running and processing calls. The programming screens listed on the *On Line Programming Menu* can be accessed.

To reach any of these programming screens, press the **F8** key while the system is running. A menu appears on the bottom of the screen. See Figure 4–1. From this menu, press the key for the desired programming screen, e.g., C for the *Mailbox Set–up* screen. When you have completed your programming, press the **Z** key to return to the *Run Dialogue* screen.



```
RUN
EXC    [T][TIME1 0001]  [T][TIME1 0001]  [T][TIME1 0001]  [T][TIME1 0001]
HD:1   01 [WAITING   ]  02 [WAITING   ]  03 [WAITING   ]  04 [WAITING   ]
30%
LEFT   [_][_____ ____]  [_][_____ ____]  [_][_____ ____]  [_][_____ ____]
       05 [          ]  06 [          ]  07 [          ]  08 [          ]

 Ver 2.0                    [ON LINE PROGRAMMING MENU]
 COMPANY                                  PBX
 [A] SETUP          [B] PARAMETERS        [M] Parameters     [N] Functions

 MAILBOX                                  CALLS
 [C] SetUp          [D] Status            [O] COUNTS         [P] TIME
 [E] Link           [F] Ext. Access Code
 [G] Type           [H] Outdial Sched.    QUEUE
 [I] CCR            [J] Class Of Service  [QA] M.W.I        [QB] Outdials
                                          [QC] Agent        [QD] Future
 GROUPS
 [K] System         [L] Personal          [R] Reports        [T] Bin Numbers
                                          [U] DNIS Table     [V] Message Info
                                          [W] Fax Opr.       [Z] Quit

 ON LINE 05/10/91   [CALLS: 0]   [MESSAGES: 0]              05/10/91  11:59
```

Figure 4–1 On–line Programming Screen

4.3 SYSTEM GROUP LISTS

For sending messages to the same group of people on a regular basis, group lists save time and effort. Group lists allow subscribers to record a message once, and send it simultaneously to multiple destinations. Messages are recorded and sent like any other messages and may have the same delivery options like *priority*, *confidential*, etc.

As system administrator you may establish up to 50 system group lists. System group lists, like personal group lists established by individual subscribers, enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination for a message. System group lists, unlike personal group lists, can be shared by many subscribers and can accommodate many more mailbox numbers. Access to system group lists is granted by class of service. System group lists are numbered 30-79.

The system administrator is responsible for recording a name or title for each system group list. This is accomplished using the system administrator's mailbox. The members of the group list can be entered using the system administrator's mailbox (see the *System Administrator's Mailbox* section), or using the monitor and keyboard.

4.3.1 ESTABLISHING A SYSTEM GROUP LIST

System group lists are numbered 30-79. There are no pre-programmed system group lists.

From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. See Figure 4-2. Press 1. The *System Group* programming screen appears. See Figure 4-3.

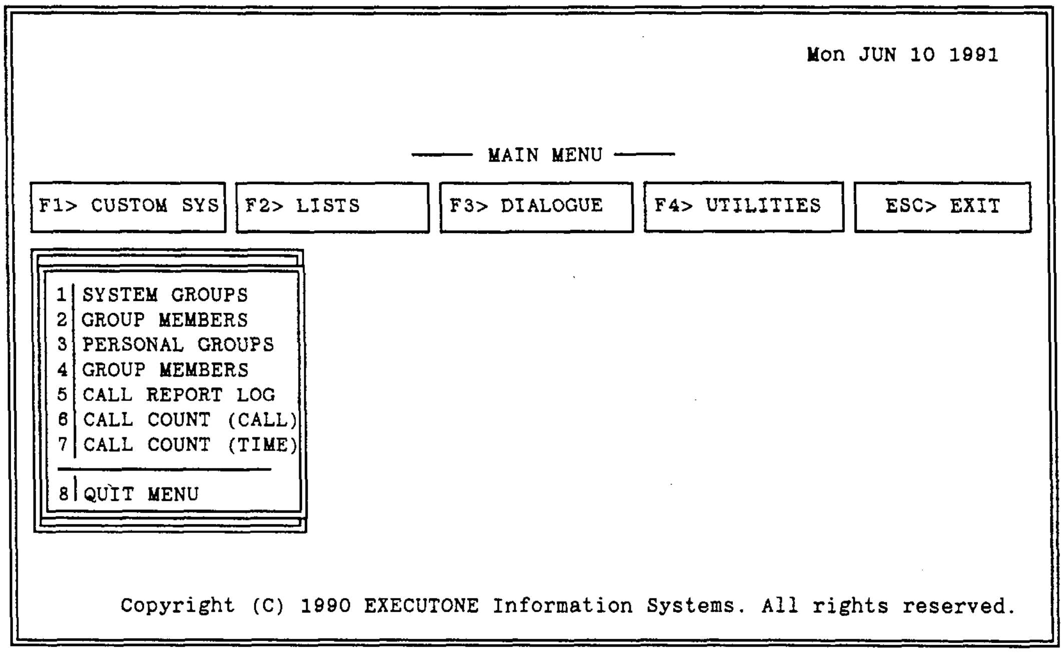

Mon JUN 10 1991
MAIN MENU
F1> CUSTOM SYS
F2> LISTS
F3> DIALOGUE
F4> UTILITIES
ESC> EXIT
1 SYSTEM GROUPS
2 GROUP MEMBERS
3 PERSONAL GROUPS
4 GROUP MEMBERS
5 CALL REPORT LOG
6 CALL COUNT (CALL)
7 CALL COUNT (TIME)
8 QUIT MENU

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Figure 4-2 Group List Menu

1. Enter **EXC** for the company. The cursor moves to *Group*.
2. Enter the number of the group you are establishing, and press the **RETURN** key. The system informs you that the group does not exist, "Information not found." Attempting to enter an existing group number results in a message "Information found display it (y/n) ?"
3. Press the **RETURN** key.
4. Enter a name for the group in the *Name* field.
5. Press the **F5** key to save the screen, then press **Y** to confirm.
6. Press the **ESCAPE** key. The *Group List* menu appears.
7. Press **2**. The *System Group Members* screen appears. See Figure 4-4.
8. Enter **EXC** for the company. The cursor moves to *Group*.
9. Enter the number of the group you just established, and press the **RETURN** key. The cursor moves to the first member position, and displays the name of the group (from the *Name* field of the previous screen).

10. Enter the mailbox numbers that are to be members of this group, pressing the **RETURN** key after each one. If you make a mistake use the backspace key to correct it. If you notice a mistake in a previously programmed mailbox, use the arrow keys to move to it. Press **F1** to erase the mailbox field and start over. After the mailbox has been entered, the *mailbox* number and the *last name* of the subscriber appear at the lower left edge of the screen.
11. When all the desired mailboxes have been entered, press the **F5** key (save), then press **Y** to confirm.
12. To enter another group, move the cursor to *Group*, press the **F1** key, and enter the new group to be programmed. The group must have already been established using the *System Group* programming screen.
13. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

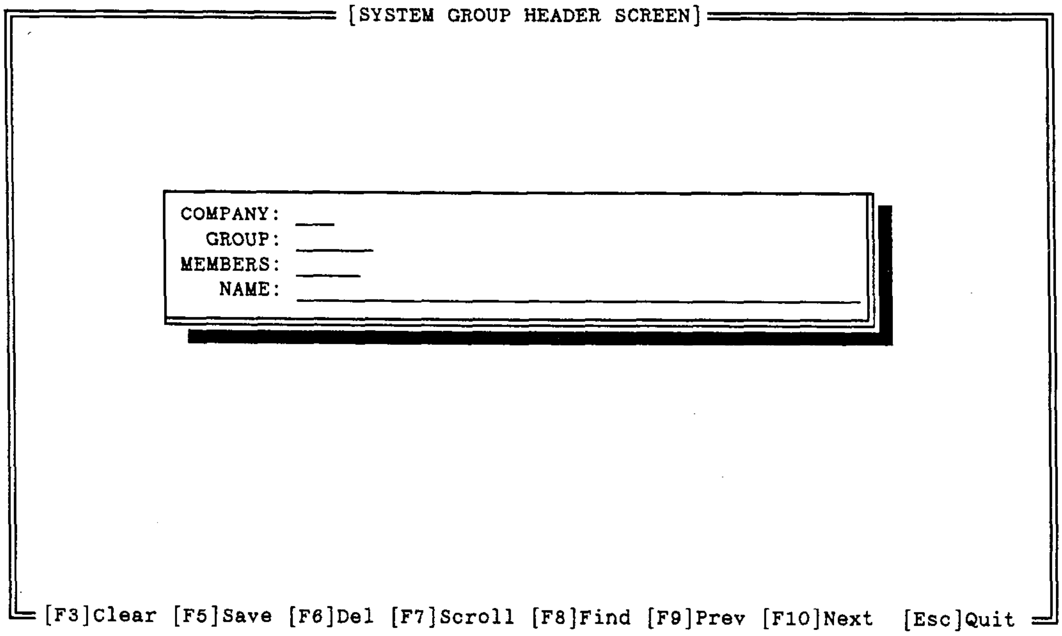
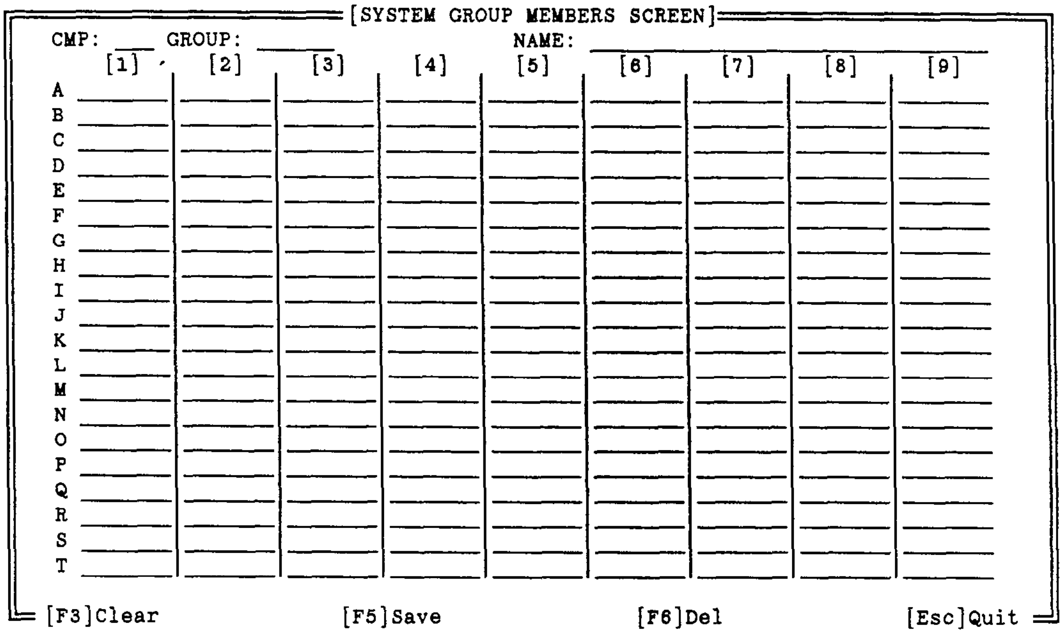

[SYSTEM GROUP HEADER SCREEN]
COMPANY:
GROUP:
MEMBERS:
NAME:
[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next [Esc]Quit

Figure 4-3 System Group Programming Screen



```
[SYSTEM GROUP MEMBERS SCREEN]
CMP: ___ GROUP: ______          NAME: ____________________________
     [1]      [2]      [3]      [4]      [5]      [6]      [7]      [8]      [9]
A  _______  _______  _______  _______  _______  _______  _______  _______  _______
B  _______  _______  _______  _______  _______  _______  _______  _______  _______
C  _______  _______  _______  _______  _______  _______  _______  _______  _______
D  _______  _______  _______  _______  _______  _______  _______  _______  _______
E  _______  _______  _______  _______  _______  _______  _______  _______  _______
F  _______  _______  _______  _______  _______  _______  _______  _______  _______
G  _______  _______  _______  _______  _______  _______  _______  _______  _______
H  _______  _______  _______  _______  _______  _______  _______  _______  _______
I  _______  _______  _______  _______  _______  _______  _______  _______  _______
J  _______  _______  _______  _______  _______  _______  _______  _______  _______
K  _______  _______  _______  _______  _______  _______  _______  _______  _______
L  _______  _______  _______  _______  _______  _______  _______  _______  _______
M  _______  _______  _______  _______  _______  _______  _______  _______  _______
N  _______  _______  _______  _______  _______  _______  _______  _______  _______
O  _______  _______  _______  _______  _______  _______  _______  _______  _______
P  _______  _______  _______  _______  _______  _______  _______  _______  _______
Q  _______  _______  _______  _______  _______  _______  _______  _______  _______
R  _______  _______  _______  _______  _______  _______  _______  _______  _______
S  _______  _______  _______  _______  _______  _______  _______  _______  _______
T  _______  _______  _______  _______  _______  _______  _______  _______  _______
[F3]Clear                [F5]Save                [F6]Del                [Esc]Quit
```

Figure 4-4 System Group Members Programming Screen

4.3.2 MODIFY A SYSTEM GROUP LIST

System group lists are numbered 30–79.

From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. Press **2**. The *System Group Members* programming screen appears.

1. Enter **EXC** for the company. The cursor moves to *Group*.
2. Enter the number of the group you wish to modify, and press the **RETURN** key. The system displays the members of the group. The cursor moves to the first member position.
3. To add a member, move the cursor to the next empty position, and enter the mailbox numbers that are to be members of this group, pressing the **RETURN** key after each one.

   To delete a member, move the cursor to the desired mailbox, the press the **F1** key. The field is cleared.
4. When all the desired changes have been made, press the **F5** key (save), then press **Y**.
5. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

4.3.3 ERASE AN ENTIRE SYSTEM GROUP LIST

System group lists are numbered 30–79.

From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. Press **1**. The *System Group* programming screen appears.

1. Enter **EXC** for the company. The cursor moves to *Group*.
2. Enter the number of the group you wish to erase, and press the **RETURN** key. The system prompts for confirmation. Press **Y**.
3. Press the **F6** key (delete), then press **RETURN**. The system prompts to delete the record.
4. Press the **Y** key to confirm.

5. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

4.4 PERSONAL GROUP LISTS

As system administrator you may establish personal group lists for subscribers. The number of group lists a subscriber may have is programmed by *Class of Service* up to 19. Personal group lists enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination for a message. Personal group lists are numbered 11–29.

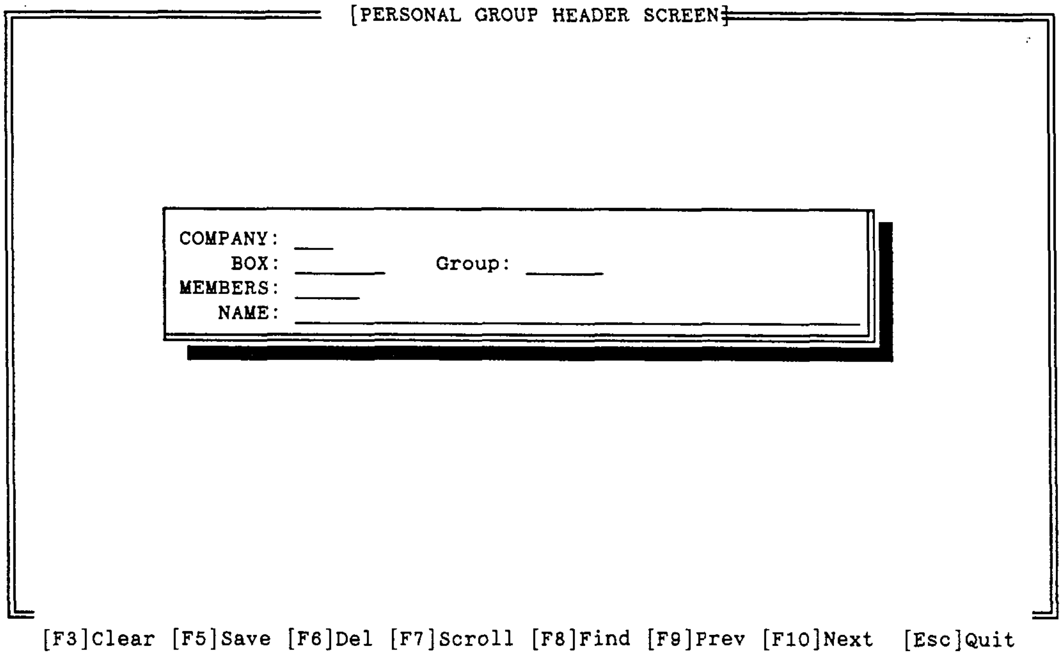
The individual subscriber is responsible for recording a name or title for each personal group list. The members of the group list can be entered using the subscriber's mailbox (see the *Mailbox* section), or using the monitor and keyboard.

4.4.1 ESTABLISHING A PERSONAL GROUP LIST

Personal group lists are numbered 11–29. There are no pre-programmed personal group lists.

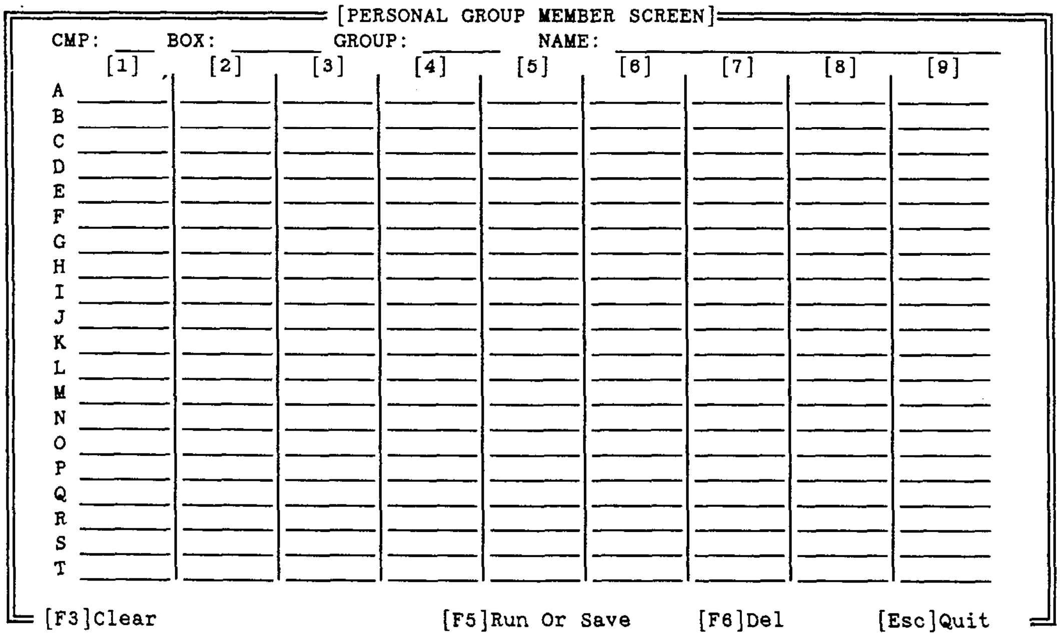
From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. Press **3**. The *Personal Group* programming screen appears. See Figure 4-5.

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. Enter the mailbox number this list is being established for, then press the **RETURN** key. The cursor moves to *Group*.
3. Enter the number of the group you are establishing, and press the **RETURN** key. The system informs you that the group does not exist, "Information not found." Attempting to enter an existing group number results in a message "Information found display it (y/n) ?"
4. Enter a name for the group in the *Name* field.
5. Press the **RETURN** key.
6. Press the **F5** key to save the screen, then press **Y** to confirm.



```
[PERSONAL GROUP HEADER SCREEN]

COMPANY: ___
    BOX: ______        Group: ______
MEMBERS: ____
   NAME: ______________________________________

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 4–5 Personal Group Programming Screen



```
                    [PERSONAL GROUP MEMBER SCREEN]
  CMP: ___  BOX: _______  GROUP: ______   NAME: ____________________
      [1]      [2]      [3]      [4]      [5]      [6]      [7]      [8]      [9]
  A
  B
  C
  D
  E
  F
  G
  H
  I
  J
  K
  L
  M
  N
  O
  P
  Q
  R
  S
  T
 [F3]Clear                    [F5]Run Or Save    [F6]Del        [Esc]Quit
```

Figure 4-6 Personal Group Members Programming Screen

7. Press the **ESCAPE** key. The *Group List* menu appears.
8. Press **4**. The *Personal Group Members* screen appears. See Figure 4-6.
9. Enter **EXC** for the company. The cursor moves to *Box*.
10. Enter the mailbox number this list is being established for, then press the **RETURN** key. The cursor moves to *Group*.
11. Enter the number of the group you just established, and press the **RETURN** key. The cursor moves to the first member position, and displays the name of the group (from the *Name* field of the previous screen).
12. Enter the mailbox numbers that are to be members of this group, pressing the **RETURN** key after each one. If you make a mistake use the backspace key to correct it. If you notice a mistake in a previously programmed mailbox, use the arrow keys to move to it. Press **F1** to erase the mailbox field and start over. After the mailbox has been entered, the *mailbox* number and the *last name* of the subscriber appear at the lower left edge of the screen.
13. When all the desired mailboxes have been entered, press the **F5** key (save), then press **Y** to confirm.
14. To enter another group, move the cursor to *Group*, press the **F1** key, and enter the new group to be programmed. The group must have already been established using the *Personal Group* programming screen.
15. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

4.4.2 MODIFY A PERSONAL GROUP LIST

From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. Press **4**. The *Personal Group Members* programming screen appears.

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. Enter the mailbox number this list is being modified for, then press the **RETURN** key. The cursor moves to *Group*.
3. Enter the number of the group you wish to modify, and press the **RETURN** key. The system displays the members of the group. The cursor moves to the first member position.
4. To add a member, move the cursor to the next empty position, and enter the mailbox numbers that are to be members of this group, pressing the **RETURN** key after each one.

   To delete a member, move the cursor to the desired mailbox, the press the **F1** key. The field is cleared.
5. When all the desired changes have been made, press the **F5** key, then press **Y**.
6. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

4.4.3 ERASE AN ENTIRE PERSONAL GROUP LIST

From the *Main Menu* press the **F1** key, then press **9**. A second menu appears. Press **3**. The *System Group* programming screen appears.

1. Enter **EXC** for the company. The cursor moves to *Box*.
2. Enter the mailbox number this list is being erased for, then press the **RETURN** key. The cursor moves to *Group*.
3. Enter the number of the group you wish to erase, and press the **RETURN** key. The system prompts for confirmation. Press **Y**.
4. Press the **F6** key (delete), then press **RETURN**. The system prompts to delete the record.
5. Press **Y**.
6. To return to the *Main Menu*, press the **ESCAPE** key, then press **8**.

Section 5 – System Administrator Mailboxes

5.1 INTRODUCTION

The system administrator mailboxes allow access to special features. These non–standard mailboxes have a unique main menu that provides options which are dedicated to the system administrator's needs and functions.

NOTE: System administrator's mailboxes cannot receive or send messages.

5.2 SYSTEM ADMINISTRATOR'S OPTIONS

From the Main Menu of the system administrator's mailbox, there are options to:

- Select a standard sign-on (opening) greeting, or record a custom system greeting for the system
- Create or erase a broadcast message
- Add/Delete mailboxes
- Reset mailbox passwords
- Record greetings for any mailbox in the system
- Reset message waiting indicators
- Manage group distribution lists
- Set system date and time

A system administration mailbox is accessed in the same manner as a regular mailbox. Use of these special functions is as easy as using any of the system's standard subscriber features. Upon entering a system administrator mailbox, you are prompted by the system for the keys that you need to dial.

5.3 SYSTEM GREETINGS

The sign-on greeting is the first announcement callers hear when they reach the system. The callers may have dialed the system's access number directly or may have been forwarded to the VX2 system when the persons they called are busy or away from their desks. (On *integrated* systems, callers forwarded to the system hear a subscriber's personal greetings.)

The INFOSTAR/VX2 is shipped with the following standard sign-on greeting:

> "Good Morning (Afternoon or Evening). You have reached the INFOSTAR/VX voice processing system. Dial the mailbox number of the person you are calling. If you are a subscriber, dial pound."

In addition, the system administrator may want the option of recording several different greetings for each time of the day to provide callers with information and instructions. The greeting list is composed of five selections:

Greeting 1
Greeting 2
Greeting 3
Greeting 4
Override Greeting

The first four greetings can be programmed to play on any day of the week, and between certain hours. The fifth greeting is designed to override the programming of the first four greetings and is designed to deliver urgent information to the caller. The fifth greeting can be programmed to play on only one day, and plays all day. This programming is accomplished on the *Company Parameters* screen.

5.3.1 SAMPLE GREETINGS

Greeting 1:

"Good Morning. This is the XYZ Publishing Company. Please dial the number of the person you're calling. If you have a mailbox on this system, please dial pound."

Greeting 2:

"Good Afternoon. You have reached the XYZ Publishing Company. Please dial the number of the person you're calling. If you have a mailbox on this system, please dial pound."

Greeting 3:

"Good Evening. You have reached the XYZ Publishing Company. Please dial the number of the person you're calling. If you have a mailbox on this system, please dial pound."

NOTE: While the above examples contain the same message and instructions, the recordings have been programmed for different times of the day.

5.3.2 RECORDING SYSTEM GREETINGS

Should you wish to customize the system greeting to meet your organization's individual needs, you can record your own system sign-on using a system administrator mailbox as follows:

[1] Greetings → [2] Record → [1] Greeting 1 → Record the greeting, then press [#] → System replays greeting
[2] Greeting 2
[3] Greeting 3
[4] Greeting 4
[5] Override Greeting

If you choose to record a customized greeting, you should remember to tell subscribers to "dial the [#] key (pound key) on your dial pad." This is important for new subscribers who might get confused about how to enter their own mailboxes instead of leaving a message for someone else.

Outside callers who have never encountered a voice message system before should be given clear instructions on what to do when they reach the system. Since mailbox numbers are generally assigned to be the same as the extension numbers, a caller can leave a message in the correct mailbox by re-dialing the extension number. Customizing the system sign-on greeting permits you to give more explicit directions to the outside caller, e.g., "Please enter the last 3 digits of the number you are calling, or press "0" for operator assistance."

Once you have recorded a customized sign-on greeting, you still have the option of returning to the standard sign-on greeting or recording a new customized greeting at any time.

5.3.3 PLAYING SYSTEM GREETINGS

You may play any of the system greetings at any time.

[1] → [1] Listen → [1] Greeting 1 → The greeting is played
[2] Greeting 2
[3] Greeting 3
[4] Greeting 4
[5] Override Greeting

5.3.4 ERASING SYSTEM GREETINGS

You may erase any of the system greetings at any time.

[1] → [3] Erase → [1] Greeting 1
[2] Greeting 2
[3] Greeting 3
[4] Greeting 4
[5] Override Greeting

5.4 BROADCAST MESSAGE

As system administrator you have the ability to automatically send a message to every subscriber on the system. Broadcast messages, unlike regular messages, are not delivered into the main part of subscribers' mailboxes. Instead, the broadcast message is played automatically after subscribers enter their access codes.

5.4.1 SENDING A BROADCAST MESSAGE

To send a broadcast message, dial:

[2] → [2] Record → Record your broadcast message [#] → [#] → System replays broadcast message

Subscribers cannot save a broadcast message, nor can they skip listening to the broadcast message. The message can be replayed after the subscriber has heard it all the way through, but the subscriber must erase the broadcast message in order to continue on to any of the system's standard features. Because a broadcast message is not delivered into a subscriber's regular mailbox, this type of message does not reduce the total number of messages that a mailbox can accommodate.

Broadcast messages appear in the mailboxes of new subscribers who were added to the system *after* the original broadcast was sent.

5.4.2 LISTENING TO A BROADCAST MESSAGE

The system may only have one broadcast message effective at any time. To listen to the existing broadcast message, dial:

[2] → [1] Listen → System replays broadcast message

5.4.3 TO ERASE A BROADCAST MESSAGE

The system gives you the opportunity to erase a broadcast message whenever the information in the message becomes out-dated or you have a new message to send.

To erase a broadcast message dial:

[2] → [3] Erase → System confirms broadcast message has been erased.

An existing broadcast message is deleted automatically when a new one is recorded.

Since broadcast messages cannot be interrupted or skipped by subscribers, they should be used sparingly. The maximum length of a broadcast message is limited to one minute and cannot be adjusted. In many instances, a large group distribution list may be a better vehicle for sending a message.

5.5 MAILBOX ADMINISTRATION

If it is inconvenient to stop the system to add or delete a mailbox, the system administrator's mailboxes can be used to add/delete mailboxes. The information needed on the *Mailbox Set-up* screen can then be added at a later time. The system administrator's mailboxes can also be used to reset a forgotten mailbox access code.

5.5.1 RESET ACCESS CODES

If a subscriber forgets their access code, or if a subscriber no longer has access to the system, the system administrator can reset the access code of a mailbox without having to delete the mailbox and its messages.

[3] Mailbox Administration → [1] Reset Access code → Dial mailbox number to reset → Dial new access code

5.5.2 ADD MAILBOXES

To add a mailbox to the system using the system administrator's mailbox:

[3] Mailbox Administration → [2] Add mailbox → Dial mailbox number to add → Dial extension number → [#] →

Dial attendant extension number → Dial mailbox type → Dial class of service → Dial department number

5.5.3 DELETE MAILBOXES

To delete a mailbox using the system administrator's mailbox:

[3] Mailbox Administration → [3] Delete mailbox → Dial mailbox number to delete → [#] To confirm

[*] To cancel and continue

5.5.4 RECORDING MAILBOX GREETINGS

Should you wish to record greetings for certain mailboxes (including subscribers' mailboxes), you can record a greeting using a system administrator mailbox as follows:

3 → 8 Mailbox Greetings → Enter mailbox number → 2 Record → 1 Greeting 1 → Record the greeting, then press #
2 Greeting 2
3 Greeting 3
4 Greeting 4
5 Greeting 5
6 Greeting 6
7 Greeting 7

NOTE: For subscriber mailboxes, greeting 1 is the mailbox greeting. Greeting 2 is the mailbox name. Greeting 3 is the temporary greeting.

5.5.5 RESET MESSAGE WAITING INDICATOR

The system administrator can reset the message waiting indicator of a mailbox. The system dials the appropriate code (turn on if there are new messages in the mailbox, turn off if there are no new messages in the mailbox).

3 Mailbox Administration → 9 Reset MWI → Dial mailbox number to reset

5.6 SYSTEM GROUP LISTS

As system administrator, you may establish up to 50 system group lists. System group lists, like personal group lists established by individual subscribers, enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination for a message. System group lists, unlike personal group lists, can be shared by many subscribers and can accommodate many more mailbox numbers. Access to system group lists is granted by class of service. System group lists are numbered 30–79.

5.6.1 LIST GROUP MEMBERS

The members of a system group can be listed using the system administrator's mailbox.

4 System Group Lists → 1 List Members → Dial group number → Name and members of group are played.

5.6.2 ESTABLISHING GROUP LISTS

System distribution list *numbers* range from 30 to 79 (numbers 11 through 29 are reserved for personal distribution lists). If you are creating a new list, it is a good idea to verbally record the name of the system distribution list. Like a personal distribution list, the recorded name of the system distribution list plays to subscribers when they enter the list's number as the destination to which they wish to send their messages.

You should record and distribute the system distribution lists either as part of your organization's telephone directory or as a separate document.

$\boxed{4}$ System Group Lists → $\boxed{2}$ → Dial group number → Record group name $\boxed{\#}$ → $\boxed{1}$ Add or Erase Mailboxes → $\boxed{*}$ When done
$\boxed{2}$ Rename group list

5.6.3 ERASE GROUP LIST

If a system group list is no longer needed, it may be erased.

$\boxed{4}$ System Group Lists → $\boxed{3}$ Erase Group List → Dial group number → Group list is erased

5.6.4 MODIFY GROUP LIST

When the time comes to add or remove mailbox numbers from a system group list, or if you would like to record a new name for an existing group dial the following.

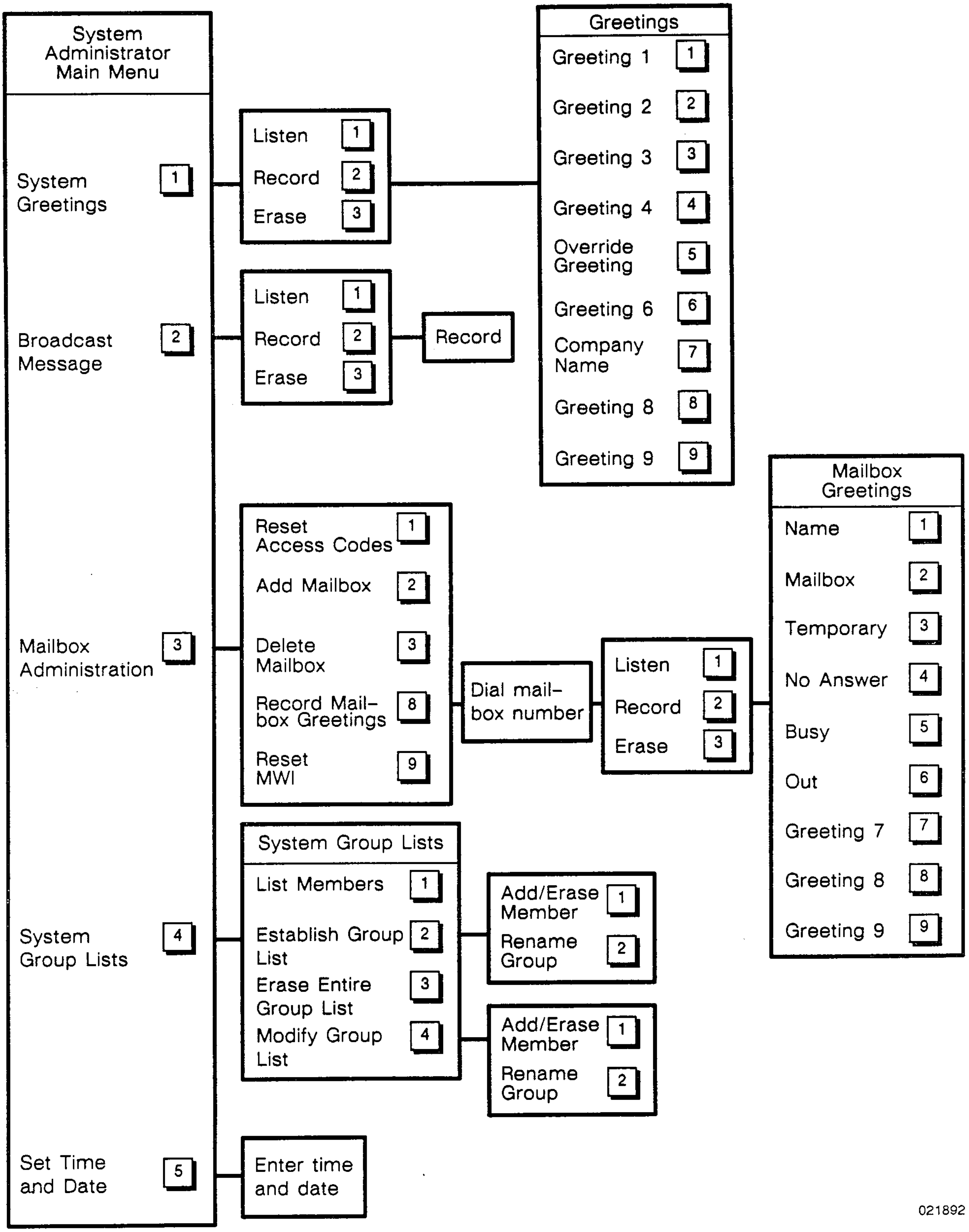
$\boxed{4}$ System Group Lists → $\boxed{4}$ → Dial group number → $\boxed{1}$ Add or Erase Mailboxes → $\boxed{*}$ When done
$\boxed{2}$ Rename group list

5.7 SET DATE AND TIME

The system administrator's mailbox can be used to set the system date and time.

$\boxed{5}$ Set date and time → Follow prompts to set system date and time

To Enter The System Administrator's mailbox:
Dial #, the mailbox number and access code.


System Administrator Main Menu
System Greetings 1
Broadcast Message 2
Mailbox Administration 3
System Group Lists 4
Set Time and Date 5
Listen 1
Record 2
Erase 3
Listen 1
Record 2
Erase 3
Record
Greetings
Greeting 1 1
Greeting 2 2
Greeting 3 3
Greeting 4 4
Override Greeting 5
Greeting 6 6
Company Name 7
Greeting 8 8
Greeting 9 9
Reset Access Codes 1
Add Mailbox 2
Delete Mailbox 3
Record Mail-box Greetings 8
Reset MWI 9
Dial mail-box number
Listen 1
Record 2
Erase 3
Mailbox Greetings
Name 1
Mailbox 2
Temporary 3
No Answer 4
Busy 5
Out 6
Greeting 7 7
Greeting 8 8
Greeting 9 9
System Group Lists
List Members 1
Establish Group List 2
Erase Entire Group List 3
Modify Group List 4
Add/Erase Member 1
Rename Group 2
Add/Erase Member 1
Rename Group 2
Enter time and date
021892

Section 6 – Operation

6.1 INTRODUCTION

The INFOSTAR™/VX2 is designed to meet the needs of a wide range of users. This section provides a detailed reference guide on the system's voice messaging features. Within each description of a feature is a short guide to using the feature. The guide contains the dial pad key to press (for example, 1), plus any other steps required for the feature. Some features present the subscriber with a choice of options. These choices are listed vertically.

6.2 GENERAL OPERATION

There are a number of general rules of operation that apply no matter what part of the system a subscriber or outside caller is using.

6.2.1 SYSTEM PROMPTS

The INFOSTAR/VX2 communicates to subscribers and outside callers via prompts. These prompts outline a caller's choices at any given point or give helpful explanations about the system.

As subscribers become more familiar with the system, they know which keys to press without hearing the entire prompt. At these times they can press the correct key and interrupt the prompt.

It is also possible to "key ahead," i.e., enter several commands very quickly without waiting for the system to respond. For example, when the system first answers, subscribers enter #, their mailbox numbers and passwords to advance to the Main Menu.

The system does not allow interruption of certain prompts. For example, the system does not permit interruption of a recorded name when it is played after entering a destination. This prevents subscribers from sending a message to the wrong destination.

6.2.2 IF NO RESPONSE FROM THE USER

The system is programmed to respond when *any* of the 12 keys on a DTMF dial pad are pressed. If no key is pressed in response to a prompt the system assumes the user is confused. The system repeats the user's options through a prompt. If there is still no response, the system automatically transfers a non–subscriber to an attendant, or politely disconnects a subscriber from the call.

6.2.3 IF TOO MANY ERRORS

The system counts the number of errors (incorrect key presses) that a user makes. If the count exceeds a certain number (usually 3) the caller is politely disconnected.

6.2.4 WHY THE SYSTEM TRANSFERS USERS AUTOMATICALLY

There are three reasons for an automatic transfer to an attendant:

- In the telephone answering mode, callers might not be able to respond to the system's prompts because they have rotary dial phones. Help is needed from someone who can enter touch-tones for them.
- Callers could be confused about what to do. Getting a brief explanation often helps.
- The VX2 tries to get people to use the system efficiently so that many people can have access to its lines. People who continually take too long to respond to prompts might cause other callers to encounter busy signals. They should be encouraged to get help before using that part of the system.

6.2.5 ALLOWABLE TIME BETWEEN KEYS WHEN ENTERING NUMBERS

There are a number of places in the system where numbers must be entered: mailbox numbers, group list numbers, phone numbers, and times, for example. The system waits a few seconds between numbers, and if no additional key is entered in the allowable time, the system assumes that there are no more digits. The system then responds based on the digits it received. If, for example, when entering mailbox 563 as a destination, if there is too long a pause between the 6 and 3, the system will think that the destination is system group list 56. The system always confirms the destination and gives the subscriber a chance to correct any mistake (using [*] to cancel the last input).

6.2.6 THE [#] KEY AS A NUMBER TERMINATOR

For the person who does not want to wait for the system's timer to automatically signal the end of a number, the [#] key can be entered to mark the end of an entry—even though it is not required. This step is useful for entries with a variable number of digits, such as access codes.

6.2.7 THE [#] KEY AS A RECORDING TERMINATOR

When the system does not know how long an action will take (e.g., recording a message or personal greeting), the system *requires* use of a [#] key to indicate the end of the action. If the system hears a certain amount of silence, it assumes that the [#] key was inadvertently omitted. The system reminds the caller to press [#] if the desired action has been completed. (If there is a very noisy telephone circuit or loud background noise, the system may think that the person is still talking.)

6.2.8 DIALING [*] TO HANG UP

When subscribers end a system session, they should dial the [*] key as many times as it takes for the system to say "Exiting the system. Good-bye." The system is always listening for silence on the line and hangs up automatically when it realizes that no one is there. It can hang up a few seconds faster if subscribers dial [*]. Saving a few seconds of connect time for each subscriber results in higher system availability for all users.

6.3 FIRST TIME USE

The system teaches new subscribers the basics during their first sessions by means of a new user tutorial. The first time a mailbox is used, the subscriber must go through the entire tutorial. Every new subscriber is given a mailbox number and a temporary access code. When new subscribers enter their mailboxes for the first time, the system helps them establish permanent access codes, and record their names for the mailboxes.

6.4 SPECIAL SYSTEM NOTICES

As soon as subscribers enter their mailboxes, they may hear certain system notices that are played automatically.

6.4.1 BROADCAST

Broadcast messages are recorded by the system administrator and are sent to all subscribers. These messages contain important announcements about the system (e.g., "The following system enhancements will be available to all subscribers effective ...") or the company (e.g., "Tomorrow will be a half-day holiday."). Subscribers *must* listen to broadcast messages.

6.4.2 ERASED MESSAGE NOTICES

An erased message notice informs a subscriber that a message was automatically erased, or is about to be erased. An erased message notice may be skipped. Subscribers cannot save these messages and skipping them simply saves subscribers from having to listen to the entire notice.

6.4.3 CONFIRMATION NOTICES

Subscribers may request **confirmation** from the system regarding the status of messages they sent.

There are two types of confirmation notices:

- A positive confirmation of receipt. This notice indicates that the recipient has listened to at least part of the message sent. This notice is generated only if the original message was sent with the "proof of delivery" option.
- A notification of an undelivered message. This notice indicates that a message has resided in the recipient's mailbox for X days and that it has not been listened to. The number of days ("X") is determined on a per class of service basis by the system administrator. This notice may be generated only if the original message was sent with the "notification of non-delivery" delivery option.

Confirmation notices may be skipped.

6.5 MESSAGE PLAYBACK FEATURES

The system provides subscribers with a wide range of capabilities to facilitate playing and responding to messages in their mailboxes. Messages in subscriber mailboxes come from several places: from non-subscribers who leave messages in the telephone answering mode, from other subscribers, or from special limited-use subscribers called guest users.

6.5.1 ORDER OF REVIEW

Messages are presented to the subscriber in the following order: broadcast messages, confirmation messages, new messages (priority messages first), skipped messages, and saved messages. The oldest messages within each category are played first (but can be changed to newest messages first using the *Mailbox Set-up* screen).

After the last new message has been presented to the subscriber, the system searches the mailbox to see if there are any remaining new messages to be reviewed. In particular, if new messages arrive during message review, they are presented in the same order as before (priority, normal, etc.) but are labeled "skipped." Thus, if a new priority message arrives after the subscriber has passed priority messages during message playback, this new message is played after all other new messages and is labeled *skipped*.

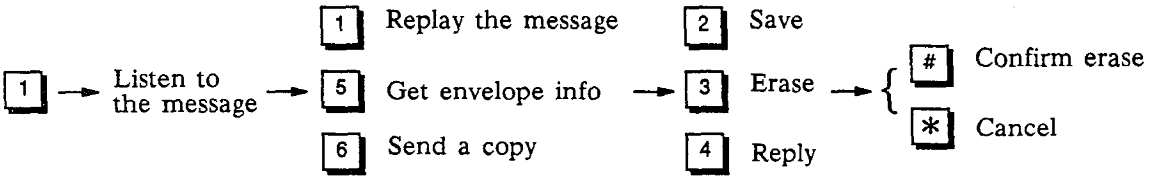
6.5.2 FEATURES AVAILABLE WHILE LISTENING TO MESSAGES

After subscribers elect to play their messages, they have a number of options:

- Replay the message
- Save the message
- Erase the message
- Reply to the message
- Obtain envelope information
- Send a copy of the message to another subscriber
- Rewind 5 seconds
- Pause and restart
- Forward 5 seconds
- Skip through messages
- Review previous message
- Cancel message review

6.5.3 REVIEW A MESSAGE

- Listen to the message.
- Replay, reply, or send a copy of the message (if desired).
- Erase or save the original message.



6.5.4 WHILE LISTENING TO A MESSAGE

Any feature that is available after a message has been reviewed can be used while listening to the message. In addition to those features, a message can be skipped or the review can be canceled. If you attempt to erase a message before it is finished playing, the system prompts for confirmation.

Skipping a Message

Subscribers with limited time may use the skip feature to scan through their messages, or to look for an important message from a certain person. There are two variations on this form of message scanning:

- Listen to the first few seconds of each message, then skip to the next message. Repeat this process for each message.
- Listen to message envelope information as soon as each message begins to play, then skip to the next message. It is not necessary to listen to the entire envelope.

NOTE: The envelope information for messages may also be scanned through use of the secretary access code.

A subscriber may skip to the next message at any time by dialing # twice. Skipping a message means that it retains its original place in the new message queue. It is available for review as a skipped message during this session or as a new message in a subsequent session.

1 → During Review → # # → Next Message

1 → 5 → Listen to envelope info → # # → Next Message

The system plays skipped messages (if any) after new messages and before saved messages. After dialing 1 to play, subscribers may skip to saved messages directly by dialing # and 0 closely together.

NOTE: If a message is skipped, and the sender does a "check receipt," the message is considered undelivered and can be erased by the sender.

Cancelling Play of Messages

A subscriber may cancel message playing while listening to messages by dialing *. Any message not completely reviewed remains in the new message queue. If a subscriber forgets to dial * to cancel play and just hangs up, all partially listened to messages also remain in the new message queue.

6.5.5 PLAYBACK CONTROLS

As subscribers become more and more comfortable leaving voice messages, the length and complexity of messages increases. Sometimes an important phone number is embedded in a three-minute message. As subscribers become more experienced, they will want to control the playback of the messages they receive.

The system playback controls are designed to give exactly that flexibility. With playback controls, a subscriber can scan through a three or five minute message to find a phone number without listening to the whole message. After dialing 1 to listen to a message, subscribers have the playback controls listed below:

1 Rewind to the beginning of the message

7 Rewind 5 seconds

8 Pause and restart the message

9 Forward 5 seconds

Skip to the next message

6.5.6 EXPERT MODE FEATURES

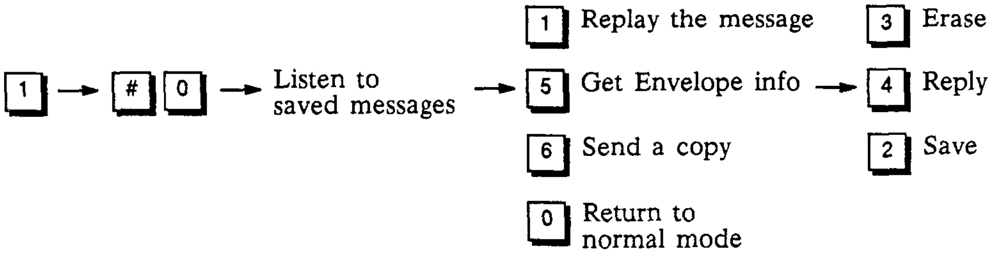
There are a number of features which help to automate the review of messages:

- Skip to saved messages
- Automatically play all messages and mark them as skipped.
- Automatically play all messages and save them
- Automatically play all messages and erase them
- Automatically scan the envelope information for all messages.
- Play previous message

The auto mode can be changed back to the normal mode at any time by dialing 0.

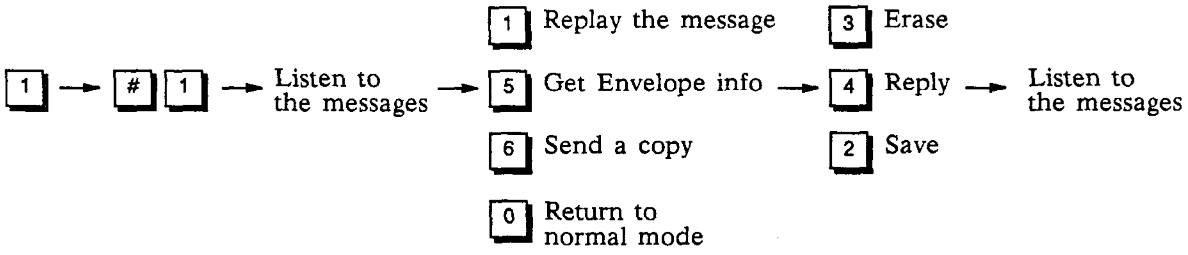
Skip to saved messages

If subscribers wish to bypass the new messages in their mailbox, they can skip the new messages and go directly to their saved messages.



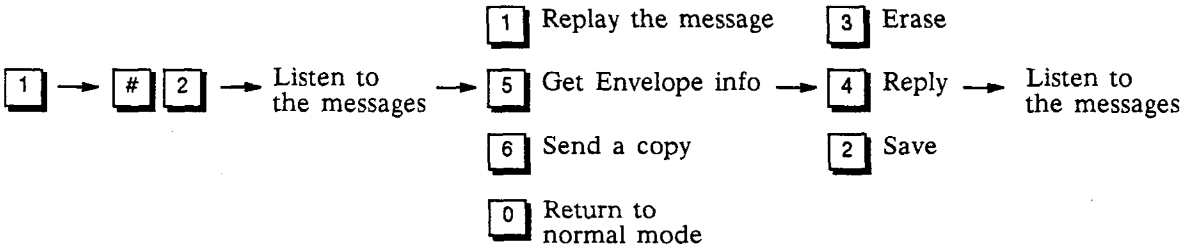
Auto Listen/Skip

When messages are listened to using Auto Listen/Skip, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are considered skipped, and appear as new messages the next time the subscriber listens to messages.


1
# 1
Listen to the messages
1 Replay the message
5 Get Envelope info
6 Send a copy
0 Return to normal mode
3 Erase
4 Reply
2 Save
Listen to the messages

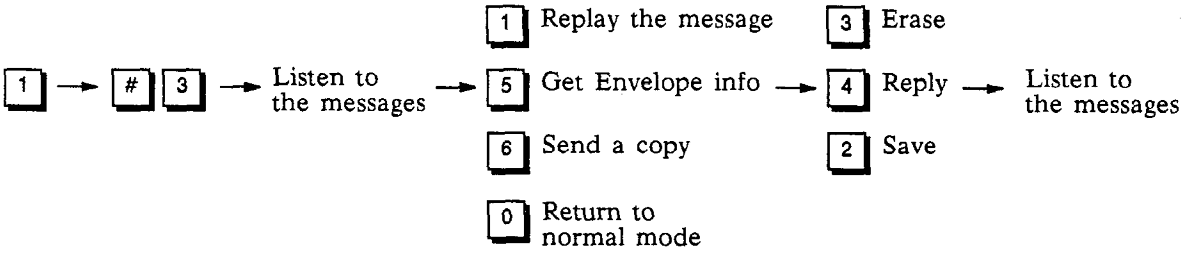
Auto Listen/Save

When messages are listened to using Auto Listen/Save, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are saved after they are played.


1
# 2
Listen to the messages
1 Replay the message
5 Get Envelope info
6 Send a copy
0 Return to normal mode
3 Erase
4 Reply
2 Save
Listen to the messages

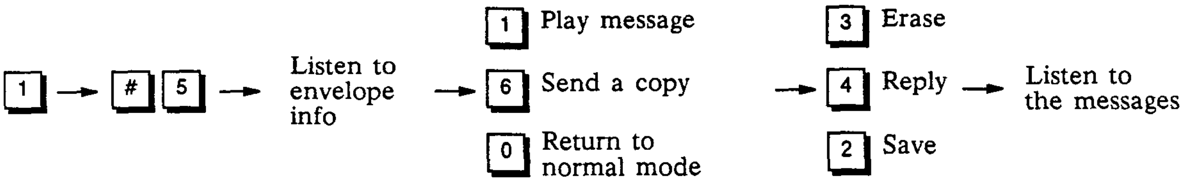
Auto Listen/Erase

When messages are listened to using Auto Listen/Erase, the system plays all messages one after the other until interrupted by the subscriber. Messages listened to in this fashion are erased after they are played. After Auto Listen/Erase is selected, the system plays a message to remind the subscriber that messages will be automatically deleted after being played.


1
# 3
Listen to the messages
1 Replay the message
5 Get Envelope info
6 Send a copy
0 Return to normal mode
3 Erase
4 Reply
2 Save
Listen to the messages

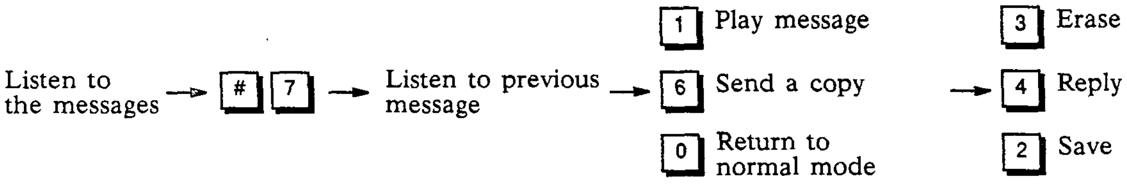
Auto Scan Envelope Information

The envelope information of all messages can be played without listening to the messages themselves. While the envelope information is playing any of the playback commands can be used. The envelope information can be interrupted and the message played, saved, replied to, etc. After the interruption, the system then continues playing envelope information for the remaining messages.


1
#
5
Listen to envelope info
1 Play message
6 Send a copy
0 Return to normal mode
3 Erase
4 Reply
2 Save
Listen to the messages

Play previous message

During message review, a subscriber may backup and play the previous message.


Listen to the messages
#
7
Listen to previous message
1 Play message
6 Send a copy
0 Return to normal mode
3 Erase
4 Reply
2 Save

6.5.7 AFTER LISTENING TO A MESSAGE

Replaying a Message

At the end of a message (when the system prompts with the "After Listening" menu) a subscriber can replay that message in its entirety.

1 → End of message → 1 → Message replays

Save

If the message needs to be acted on later, it may be saved. Saved messages are kept in a separate queue. They will be played after new messages. The procedures for returning a message to storage and for storing a new message are the same.

1 → End of message → 2 → Message is saved

Erase

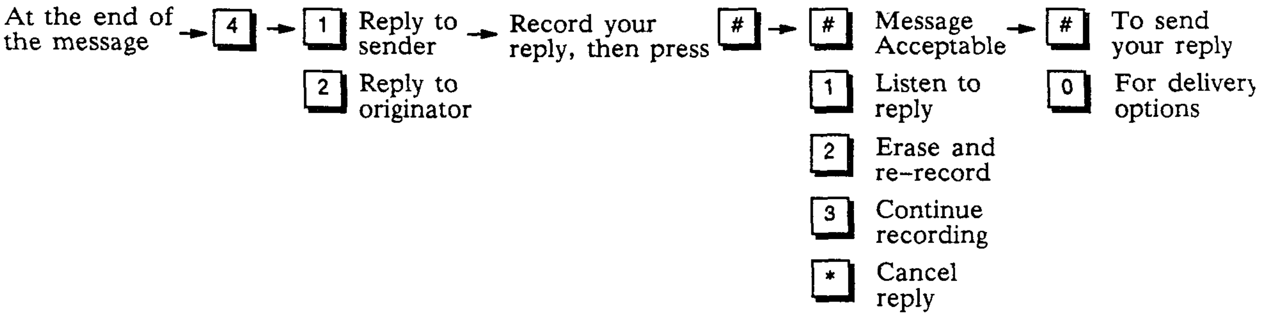
If the message does not require action, it should be erased. Erasing messages keeps the mailbox clear and reduces the need for additional system storage capacity.

1 → End of message → 3 → { # Confirm erase → Message is erased
* Cancel

NOTE: Once a message has been erased, it cannot be retrieved.

Reply to a Message

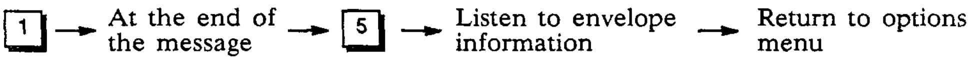
A subscriber can send a reply to a message by dialing one key. If the message has been copied from another subscriber, the reply can be sent to the person who originally sent the message, or to the person who sent the copy of the message. **Replies may only be sent to messages from subscribers received in the voice mail mode. Therefore, subscribers should enter their own mailbox before sending messages, so recipients may conveniently reply.**



At the end of the message
4
1
Reply to sender
2
Reply to originator
Record your reply, then press
#
#
Message Acceptable
1
Listen to reply
2
Erase and re-record
3
Continue recording
*
Cancel reply
#
To send your reply
0
For delivery options

Envelope Information

Sometimes a subscriber wants to know details about a message: who sent it, the date and time it was delivered, and whether it is priority and/or confidential. This information is called the envelope information. It can be obtained immediately after the message ends by dialing $\boxed{5}$. After playing envelope information, the system automatically returns the subscriber to the point at which envelope information was requested.



1
At the end of the message
5
Listen to envelope information
Return to options menu

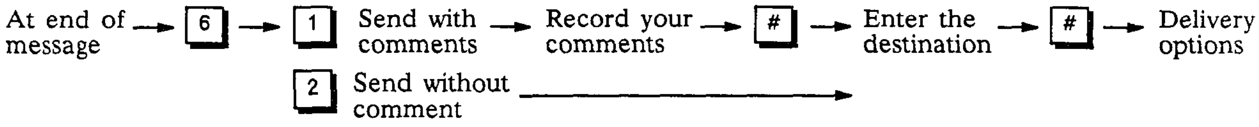
The time and date stamp on a new message always relates to message *delivery*.

For messages sent with one or more introductions, the system prompts for your choice of the sender or the person who originated the message.

NOTE: To skip envelope information and return to message review, dial $\boxed{\#}$ twice.

Send a Copy to Someone Else

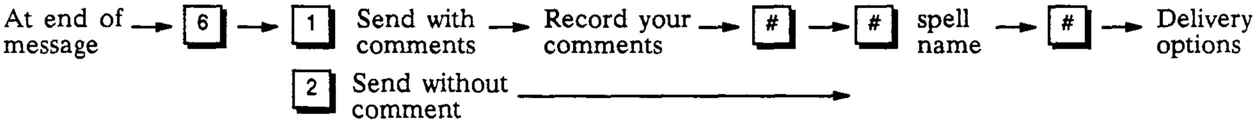
A subscriber may wish to send a copy of a message to another subscriber. In this situation, the subscriber may record introductory remarks and then send the remarks plus a copy of the message to another subscriber. Copies may be sent to one or more subscribers, including group distribution lists. A subscriber may send copies of messages that are received in either the voice mail mode or telephone answering mode.



At end of message
6
1
Send with comments
2
Send without comment
Record your comments
#
Enter the destination
#
Delivery options

Sending a Copy with Dial-By-Name

Subscriber may use Dial-By-Name when sending a copy of a message to another subscriber. The process is as follows:


At end of message
6
1
Send with comments
Record your comments
#
#
spell name
#
Delivery options
2
Send without comment

Check New Messages

If a subscriber attempts to exit from his or her mailbox before listening to at least two seconds of each new message, the system gives the subscriber a gentle reminder. The system states: "Check your mailbox for new messages." This reminder keeps subscribers from accidentally skipping or forgetting about important new messages. The system prompts to play the new messages or to exit.

6.6 MESSAGE SENDING FEATURES

Subscribers may send messages to a variety of destinations including themselves, other subscribers, a list of subscribers or any combination of these. To send a message:

- Record the message.
- Enter the destination(s).
- Send the message.

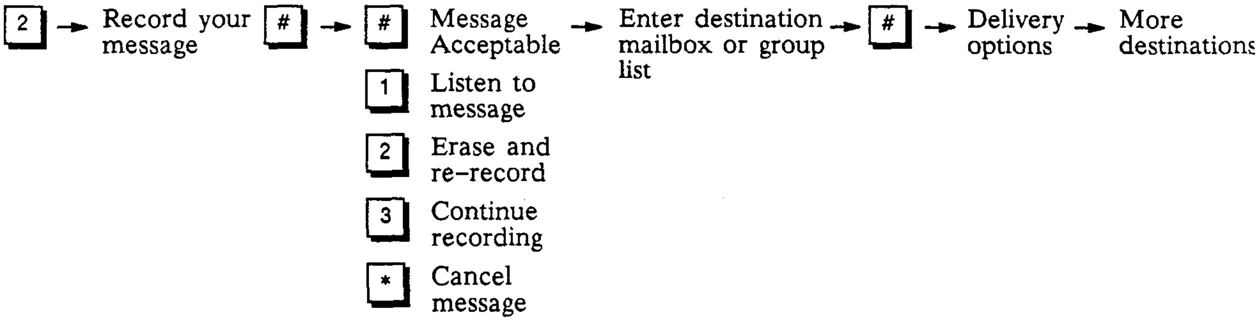
6.6.1 RECORDING A MESSAGE

Message Length Indication

Near the end of the allowed recording time (determined by class of service), a subscriber hears two beeps. About 10 seconds remain for completing the message. This time can be adjusted using the *Class of Service* programming screen. At the end of the allowed time for recording, the system prompts , "If this message is acceptable, dial pound ..."

Entering the Destination

A destination can be an individual subscriber's mailbox number or a personal or system group distribution list number. Messages may be sent to any of these individually or in combination with other destinations.

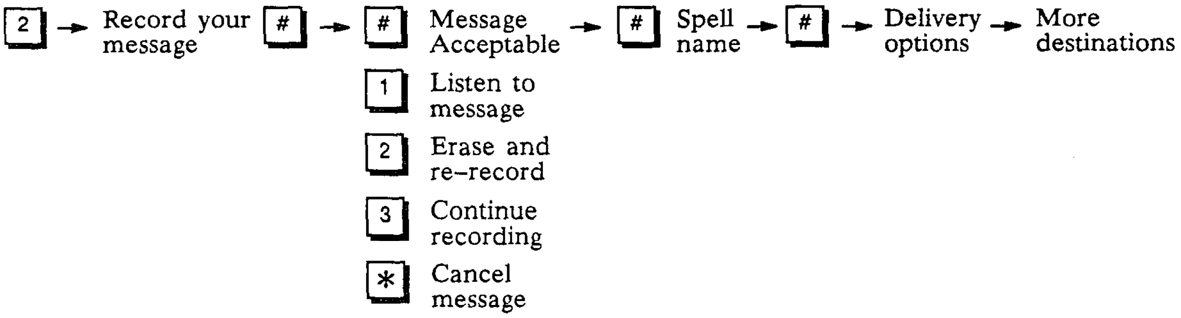

2
Record your message
#
#
Message Acceptable
Enter destination mailbox or group list
#
Delivery options
More destinations
1
Listen to message
2
Erase and re-record
3
Continue recording
*
Cancel message

After the destination has been entered, the system provides name verification of the address by playing the mailbox name or the name of the group list. The subscriber may cancel the destination by dialing *. If the destination is correct, the subscriber may either specify delivery options (see Section 6.6.2 - *Delivery Options*) or send the message by dialing #.

Dial-By-Name

Have you ever recorded a message and realized you forgot your mailbox directory? This experience can be extremely frustrating for subscribers who end up hanging up, losing the message they recorded, looking for a directory and then restarting the whole process. *Dial-By-Name allows subscribers to easily send messages without memorizing mailbox numbers.*

After the subscriber finishes recording the message, dial # twice to spell a name. As soon as the system finds an exact match for the name, the name is played to confirm the destination. The procedure for addressing a message by name follows:



When subscribers and callers spell a name to reach a destination instead of entering a number, the system tracks the amount of time between letters entered. If no additional key is entered within the allowable time span, the system responds with up to four destination options. For example, if the subscriber entered Smith, and four Smiths existed within the company, all four Smiths would be mentioned as possible destinations (e.g., For Jan Smith, dial one. For John Smith, dial two, etc.). If more than four options exist, the system prompts the caller to continue spelling the name. If no mailbox name matches the letters entered, the system prompts the caller to spell the name again.

If a caller or subscriber is spelling a name and dials #, the system assumes that the destination should be the exact match of the letters entered to that point. For example, imagine that three Smiths, Jane, Jan and Janie, exist within your company. If the caller dials 76484526 # (i.e., SMITHJAN#), the system assumes that Jan Smith is the exact destination. If the caller dialed the touch tone keys associated with SMITHJAN and paused, the system would offer all three Smiths as possible destinations. If the caller enters # before an exact match (e.g., SMITHJ#), the system gives the caller up to four destination options.

Group Distribution Lists

Both system and personal group distribution lists allow subscribers to send the same message to many subscribers at one time if class of service allows access to these lists. Each list has a unique number that is entered as a destination.

When sending to a large list, there may be a short delay before the system confirms that the message has been sent to all destinations.

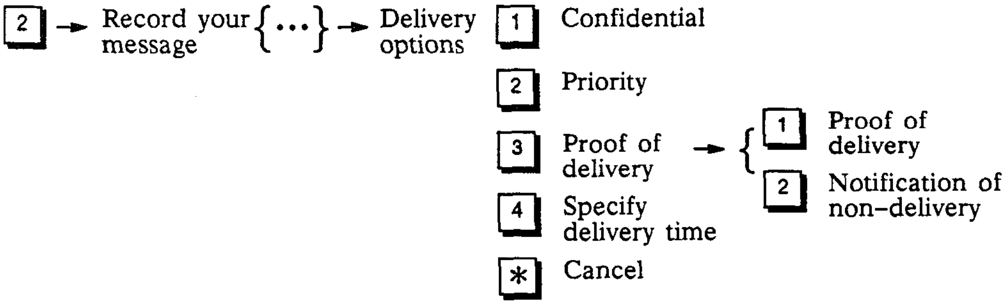
Sending the Message

Messages are sent to subscriber mailboxes by dialing #. Once a message has been sent, there is no way to cancel it. However, if you use the *Check Delivery* feature before the message is listened to, the message can be erased. See *Check Delivery*.

When all destinations have been entered, dialing * returns the subscriber to the Main Menu.

6.6.2 DELIVERY OPTIONS

Delivery options allow subscribers to have a greater degree of control over the messages they send. These options appear after the subscriber has selected a destination.



A subscriber may select delivery options after the destination is entered and before the message is sent. Once selected, a delivery option may be cancelled by dialing its number again (e.g., dialing $\boxed{2}$ the first time marks a message priority; dialing $\boxed{2}$ again removes the priority marking). It is, therefore, possible to have different delivery options for different destinations.

Confidential

A subscriber may mark a message confidential and thereby prevent the recipient from sending a copy of the message to any other subscriber.

Priority

A subscriber may mark a message for priority delivery. New priority messages will be presented for review after broadcast messages, but ahead of non-priority messages in the recipient's mailbox.

Proof of Delivery

If it is important for a subscriber to know precisely when a message is received, proof of delivery may be requested. When the recipient listens to the message, the subscriber who sent the message will be sent a short message giving the date and time the recipient listened to the message. The confirmation notice appears before the main menu in the subscriber's mailbox.

Notification of Non–delivery

Subscribers may request that the system notify them if messages they sent are not listened to within a pre-set period of time. If the allotted time period passes and a message remains unheard, the sender receives an "notification of non–delivery" with the name of the intended recipient. The time interval used for the notification of non–delivery feature is specified by the system administrator on the *Class of Service* programming screen.

NOTE: Messages may be marked for proof of delivery, or notification of non–delivery, but not both.

For purposes of proof of delivery, and notification of non–delivery, a message is considered "received" as soon as the recipient listens to any part of the message.

Use of this option on too many messages may result in a subscriber's mailbox becoming inundated with confirmations. It should only be used when it is essential to know **exactly** when a message has been received.

Specified Delivery Time

Subscribers may tell the system to deliver messages at a specific time in the future. This feature is especially useful for reminder messages or when information must be released at a specific time in the future.

The system first asks whether the subscriber wishes to specify a date (e.g., "January 31") or just the day of the week within the next week (e.g., "Wednesday"). A subscriber can dial $\boxed{1}$ to specify a specific date, or $\boxed{2}$ to specify a day in the coming week.

$\boxed{2}$ → Record your message $\{\ldots\}$ → Delivery options $\boxed{4}$ Enter delivery time → $\boxed{\#}$ Send message → More destinations

To enter the delivery time:

If over a week:

Dial $\boxed{1}$ then:

- Select month (Jan = 1, July = 7, Dec = 12, etc.)
- Select date (1 to 31)

OR

If within a week:

Dial $\boxed{2}$ then:

- Spell out day, using the first two letters (*Su*nday = 78, *Fr*iday = 37, etc.)

Set the hour and the minutes as either 3 or 4 digits.

- Set 2:00 as $\boxed{2}\boxed{0}\boxed{0}$
- Set 10:15 as $\boxed{1}\boxed{0}\boxed{1}\boxed{5}$

Press $\boxed{1}$ for AM or $\boxed{2}$ for PM.

Since most people are not familiar with 24-hour (military) time, the system only accepts time in 12-hour clock format. **Subscribers must specify the time for future delivery in the time zone of the system's location.**

Subscribers' classes of service determine whether or not they may specify delivery time for messages and the number of days in advance that messages may be sent.

Different Delivery Options Can Apply to Different Destinations

When sending to multiple destinations, the option(s) assigned to the previous destination (e.g., confidential, priority, proof of delivery and specify delivery time) apply to the next destination. To cancel a previous option, dial the number of that option again before sending the message to the next destination. This action turns the option off. In this way, the same message can be sent to two people with it going to one person as "priority," to another as "confidential," and to a third as "priority" and "confidential." Any combination of the options is possible.

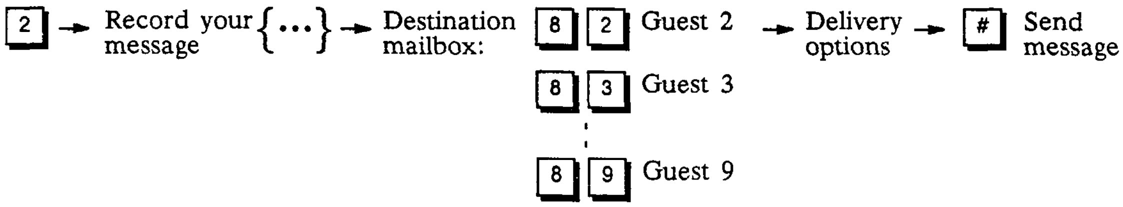
6.6.3 SEND TO GUEST MAILBOXES

Guest mailboxes allow a subscriber to send messages to people who are not subscribers.

Guests subscribers always have the following destination numbers:

Guest 2: $\boxed{8}\boxed{2}$ Guest 3: $\boxed{8}\boxed{3}$ ………………… Guest 9: $\boxed{8}\boxed{9}$

Messages may not be sent to guest destinations if the subscriber has not yet assigned the guest access codes. In this situation, the system prompts the subscriber to assign an access code or to cancel the destination. To send a message to a guest mailbox, use the following procedure:

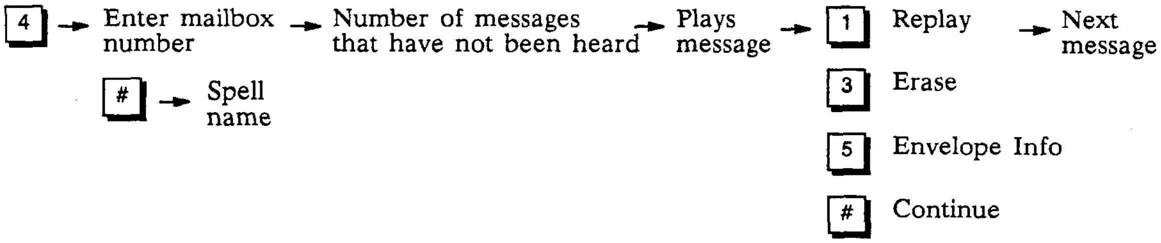

2
Record your message
{...}
Destination mailbox:
8 2 Guest 2
8 3 Guest 3
8 9 Guest 9
Delivery options
#
Send message

See *Personal Options* for more information on establishing access codes for guest mailboxes.

6.7 CHECK DELIVERY

The system gives subscribers an opportunity to determine whether or not their messages have been received. The check delivery feature of the system allows subscribers to check for proof of delivery by directing the system to play any messages from themselves which have not been saved or erased in a specified subscriber's mailbox. This after-the-fact method of confirmation generally provides much greater flexibility and convenience to the subscriber.

- Select Check Delivery from the Main Menu.
- Identify the recipient by entering his or her mailbox number, or by spelling their name.


4
Enter mailbox number
#
Spell name
Number of messages that have not been heard
Plays message
1 Replay
3 Erase
5 Envelope Info
# Continue
Next message

After entering the mailbox number, the system confirms the name of the person whose mailbox is being checked.

The total number of messages not listened to will be given. If a message has not been received, the system plays back any unheard messages in the mailbox, and gives the subscriber an opportunity to erase the messages.

NOTE: For purposes of "check delivery," a message is considered received after the recipient has acted on the message (saved or erased it). If the recipient has listened to the message, but has skipped it, check delivery will still report the message as undelivered, and you may still erase the message.

6.8 PERSONAL OPTIONS

The system has a variety of other powerful features which are accessed by subscribers from the Personal Options Menu. These features allow subscribers to tailor the system to their requirements.

6.8.1 GREETINGS AND NAME

Name

Subscribers record their names the first time their mailbox is used. The recording of the name will be used: (1) to verify destinations, (2) as part of a system-generated personal greeting, or (3) as verification when someone is creating or editing group lists. Recorded names may be changed by subscribers at any time.

$\boxed{3}$ → $\boxed{1}$ Greetings → $\boxed{2}$ Record → $\boxed{1}$ Name → Record your name → $\boxed{\#}$

Check to make sure that all subscribers' names are clearly recorded without excessive amounts of "silence" before or after the names.

Mailbox Greeting

A mailbox greeting is played to callers who enter a system mailbox in the telephone answering mode. This greeting enables subscribers to give callers information about their schedules and to encourage callers to leave detailed messages.

$\boxed{3}$ → $\boxed{1}$ Greetings → $\boxed{2}$ Record → $\boxed{2}$ Mailbox greeting → Record your mailbox greeting → $\boxed{\#}$

The maximum length of personal greeting is determined by a class of service parameter set by the system administrator.

What is a Good Mailbox Greeting?

A good mailbox greeting encourages callers to leave detailed messages (not just name and phone number) and gives them additional information that might be needed. It should present the kind of professional image that is appropriate for your particular organization. All of the following could be appropriate, depending on the situation:

> "Hi, this is Dennis Smythe. I'm sorry I'm not available, but if you leave me a detailed message along with your name and phone number, I'll be prepared to help you when I call you back."
>
> "Hello, this is Jim Creet. I'm out of town this week, but will call in at least once a day to pick up my messages. Please leave me a detailed message. If it is an emergency and you must talk to someone immediately, dial zero and someone will help you."

Standard System Greeting

If a personal greeting is not allowed by the subscriber's class of service, or if a mailbox greeting has not been recorded, the system uses the subscriber's recorded name and creates a standard system greeting. If the mailbox greeting is erased and not re-recorded, the system plays the standard greeting.

$\boxed{3}$ → $\boxed{1}$ Greetings → $\boxed{3}$ Erase

The standard system greeting may be chosen at any time by subscribers who have personal greetings allowed by class of service.

6.8.2 TEMPORARY GREETING

As customers and subscribers begin to appreciate the speed of information flow with voice mail, it is important to warn them when it may take longer then usual to respond to messages. The temporary greeting allows subscribers to give a special notice to outside callers and subscribers. The temporary greeting plays in place of the mailbox greeting when calls are answered in the telephone answering mode. The temporary greeting is played after the mailbox owner's name when selected as a destination by another subscriber. The greeting should emphasize that the subscriber will not be checking in for messages frequently. It might be used to direct callers to someone who could help them.

The prompting for telephone answering is slightly different if the caller has a temporary greeting. Callers hear the temporary greeting and are then prompted with the usual prompts.

When subscribers enter their mailboxes while a temporary greeting is in effect, they hear a message from the system that a temporary greeting is in effect. The system prompts subscribers to listen to the greeting [1], retain the greeting [2], or deactivate the greeting [3].

To establish a temporary greeting, from the main menu, dial:

[3] → [1] Greetings → [2] Record → [3] → Record your greeting → [#] → [2] Activate your temporary greeting
                                                                  [3] Deactivate your temporary greeting

6.8.3 ACCESS CODES

There is one access code that is associated with each subscriber mailbox. Each access code may be from 1 to 9 digits long. The system administrator can program a minimum and maximum length for mailbox access codes. **Zero should not be used as the first digit.** An initial, temporary access code is given to each subscriber and is used to enter the system for the very first time; it should not be used again.

To change access codes, subscribers use the *Personal Options* menu.

[3] → [2] Access codes → [2] Create/ Modify → [0] Mailbox access code → Enter access code → [#]
                                             [1] Secretary access code →
                                             [2] Guest 2 access code →
                                             ⋮
                                             [9] Guest 9 access code →

Delete an Access Code

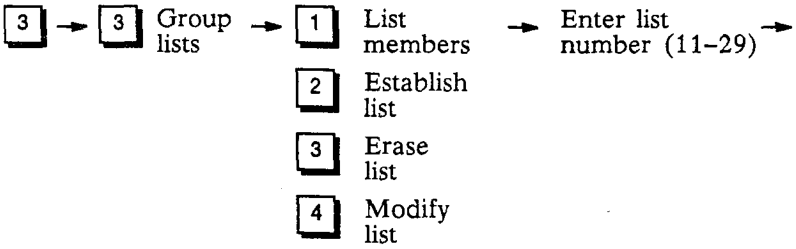
[3] → [2] Access codes → [3] Erase → [1] Secretary access code
                                     [2] Guest 2 access code
                                     ⋮
                                     [9] Guest 9 access code

6.8.4 NOTES ABOUT ACCESS CODES

All access codes should represent numbers that are easy for the user to remember yet not easily guessed by other people. This is especially true for personal access codes. Subscribers should be strongly discouraged from using birthdays, addresses, employee numbers, social security numbers, etc., since these numbers could be readily guessed by others. Subscribers should also be encouraged to change their access codes frequently. However, since access codes are associated with a given mailbox number, other subscribers may have the same access code(s) without any effect.

6.8.5 GROUP DISTRIBUTION LISTS

For sending messages to the same group of people on a regular basis, a group distribution list saves time. Group lists allow subscribers to record a message once and send it *simultaneously* to multiple destinations. Messages are recorded and sent like any other message and may have delivery options like confidential, priority, etc.



3 →
3 Group lists →
1 List members → Enter list number (11-29) →
2 Establish list
3 Erase list
4 Modify list

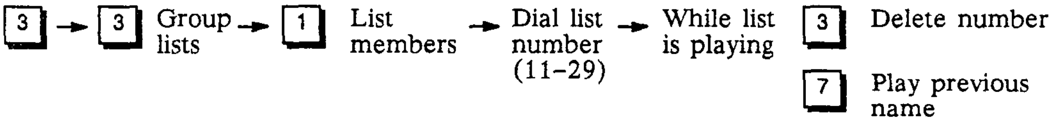
Each subscriber, depending on his or her class of service, may be allowed to create and use up to 19 lists of up to 25 subscribers each. In addition, subscribers may be given access to system group lists. These lists have names that are recorded by the subscriber or, in the case of system group lists, by the system administrator. The lists also have numbers that are used as destinations when sending messages. Personal group lists are numbered from 11 to 29 and system group lists are numbered from 30 to 79. An example of a personal group list might be:

Regional Managers	11
Kevin Jones	3922
Dan Smith	3267
Jim Fields	3721

Group lists may NOT be linked together, but subscribers may send the same message to several group lists in succession, if required.

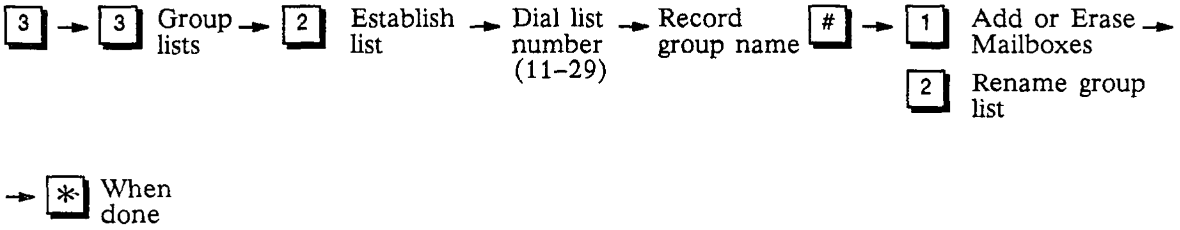
Listing Members

If a subscriber forgets the names of a particular list, the names of a list may be listened to.



3 →
3 Group lists →
1 List members →
Dial list number (11-29) →
While list is playing
3 Delete number
7 Play previous name

Establishing a Personal Group List



3 →
3 Group lists →
2 Establish list →
Dial list number (11-29) →
Record group name
# →
1 Add or Erase Mailboxes →
2 Rename group list
→ * When done

Erasing Existing Lists

Subscribers may erase an entire personal group distribution list.

$\boxed{3}$ → $\boxed{3}$ Group lists → $\boxed{3}$ Erase list → Dial list number (11–29)

Modifying Existing Lists

By selecting to modify a list, a subscriber can either add or delete a particular person's mailbox from the list or ask the system to rename the group list. If a subscriber's mailbox is already on the list, entering the number again will remove it. If it is not on the list, the mailbox will be added. The recorded name of a list can be changed or re-recorded at any time without affecting the contents of the list.

$\boxed{3}$ → $\boxed{3}$ Group lists → $\boxed{4}$ Modify list → Dial list number (11–29) →
- $\boxed{1}$ Add or Erase Mailboxes → $\boxed{*}$ When done
- $\boxed{2}$ Rename group list → Record new name $\boxed{\#}$

6.9 OUTDIAL

The system uses the optional outdial feature to call subscribers and notify them that a new message has been received in their mailbox. Subscribers can control how they want this feature to work. A subscriber specifies:

- The telephone number where they can be reached. This number may be a telephone system (or Centrex) extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.

NOTE: If the telephone number is a PBX extension, be aware of call forwarding. The outdial call should not be call forwarded back to the VX2. Otherwise, the outdial message will be recorded as a new message. Make certain the timer for call forward – no answer is longer than the VX2's timer for an unanswered call (default value is 4 rings).

- An alternate telephone number.
- The type of message that causes an outdial call. A subscriber can specify either all new messages, or only priority new messages. In addition, a subscriber can limit outdialing to messages from a member of a group list, or from a particular mailbox.
- How long the system waits after the message has been received before placing the outdial call.
- A schedule of when the system is allowed to call the subscriber.
- The number of times the system is to attempt to reach the subscriber.

A subscriber controls the outdial feature via telephone using the message notification portion of the *Personal Options* menu.

Each mailbox user may establish 2 outdial schedules and an override schedule for weekdays and for weekends. Schedules 1 and 2 can be programmed to accommodate time gaps in the same day. For example, I want the system to call me at home from 6:00 am to 8:00 am and then again from 6:00 pm to 8:00 pm. Schedule 3 is the override schedule.

When a subscriber selects outdialing (4 under Personal Options) the system tells the user if outdial is active. If a user has activated Schedule 3 (the override schedule), the system will tell the user that too.

The system allows each mailbox user to specify up to 9 *outdial bins* (numbered 1–9), each of which can contain an extension number, telephone number, or pager sequence. Each outdial bin may contain up to 46 digits. A mailbox user may enter a pause (required in some pager sequences) by entering *.

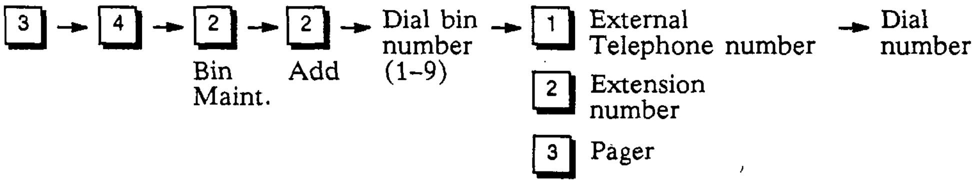
A user may specify an alternate bin number. If the system fails to reach a user at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify the user at the alternate bin destination using the same number of attempts. If after this, the system still has not reached the user, no further attempts are made.

6.9.1 OUTDIAL BINS

The first task in creating an outdial schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on a PBX (or Centrex), a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in system memory in locations called *outdial bins*. You may store up to 9 telephone numbers. These bins are labeled 1 through 9.

Do not include the dial access code (e.g., 9) needed to reach an outside line in an outdial bin. This information is already programmed into the system.

CREATING AN OUTDIAL BIN



To create an Outdial bin:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 2 for bin number maintenance.
3. Press 2 to add a bin number.
4. Dial the desired bin number (1–9).
5. Dial the type of number to be added (1 – external telephone number or voice pager, 2 – extension number, or 3 – pager).
6. Dial the telephone number. Use the * to insert a pause.
7. If the number is correct, press # when prompted.

REVIEW AN OUTDIAL BIN

$\boxed{3}$ →	$\boxed{4}$ →	$\boxed{2}$ →	$\boxed{1}$ →	Dial bin number
		Bin Maint.	Review	(1–9)

To review the contents of an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.
3. Press $\boxed{1}$ to review a bin number.
4. Dial the desired bin number (1–9).

ERASE AN OUTDIAL BIN

$\boxed{3}$ →	$\boxed{4}$ →	$\boxed{2}$ →	$\boxed{3}$ →	Dial bin number
		Bin Maint.	Erase	(1–9)

To erase an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.
3. Press $\boxed{3}$ to erase a bin number.
4. Dial the desired bin number (1–9).

MODIFY AN OUTDIAL BIN

$\boxed{3}$ →	$\boxed{4}$ →	$\boxed{2}$ →	$\boxed{4}$ →	Dial bin number
		Bin Maint.	Modify	(1–9)

To modify the contents of an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.
3. Press $\boxed{4}$ to modify a bin number.
4. Dial the desired bin number (1–9). The system plays the current contents of the bin. If the contents are correct, dial $\boxed{\#}$. If the contents are not correct, dial $\boxed{*}$. The system will prompt for new information.

6.9.2 OUTDIAL ADMINISTRATION

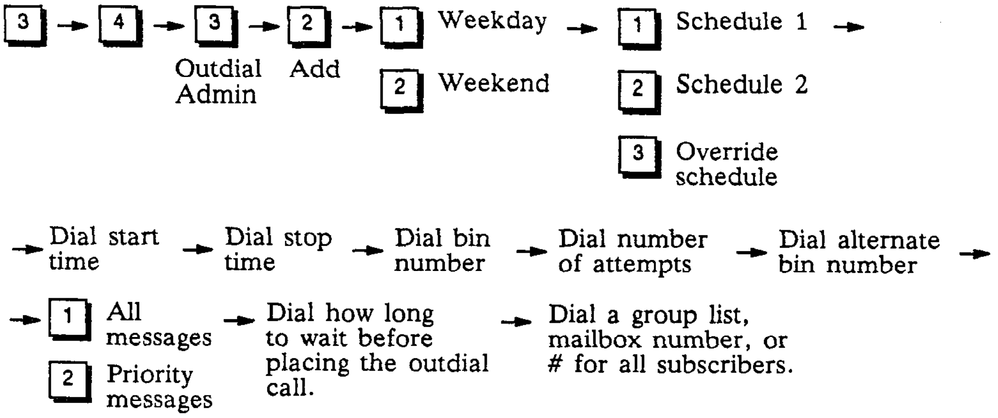
The outdial administration selection is used to program the schedules used by outdial when attempting to reach a subscriber. Each subscriber can program an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps in the day. The schedules are allowed to overlap.

In addition, there is an override schedule (schedule 3) for weekdays and one for weekends. When the override schedule is programmed, it takes the place of schedules 1 and 2.

Each schedule is programmed with:

- a start and stop time
- the outdial bin number containing the telephone number where a subscriber can be reached
- the number of times to attempt to reach a subscriber
- an alternate bin number (optional)
- the type of message (all or priority) which causes an outdial
- how long after a message has been received to place the outdial
- message senders who cause an outdial (subscribers in a particular group list, a specific mailbox number, or any new message.)

ADD AN OUTDIAL SCHEDULE

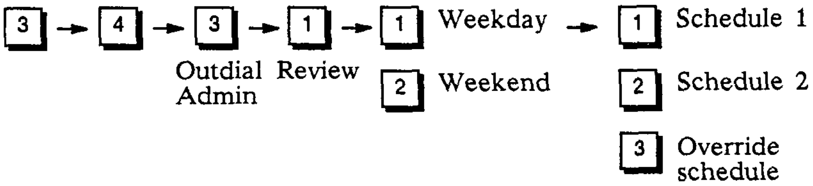

3
4
3
Outdial Admin
2
Add
1
Weekday
2
Weekend
1
Schedule 1
2
Schedule 2
3
Override schedule
Dial start time
Dial stop time
Dial bin number
Dial number of attempts
Dial alternate bin number
1
All messages
2
Priority messages
Dial how long to wait before placing the outdial call.
Dial a group list, mailbox number, or # for all subscribers.

To add an outdial schedule:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{3}$ for outdial administration.
3. Press $\boxed{2}$ to add a schedule.
4. Press $\boxed{1}$ for a weekday schedule, or press $\boxed{2}$ for a weekend schedule.
5. Dial the number of the schedule to be programmed (1, 2, or 3 – override schedule). Schedule 4 – Wake up is not used at this time.
6. Dial the time when you will start accepting calls as a 3-digit or 4-digit number in 24-hour clock format (i.e., military time). For example, 2 p.m. is enter as 1400.
7. Dial the time when you will stop accepting calls as a 3-digit or 4-digit number in 24-hour clock format (i.e., military time). For example, 8 p.m. is enter as 2000.
8. Dial the desired bin number (1-9).
9. Dial the number of attempts to reach you (this number must be at least 1).
10. Dial an alternate bin number if desired, press $\boxed{0}$ for no alternate, or press $\boxed{\#}$ to skip.

11. Press $\boxed{1}$ for all messages, or press $\boxed{2}$ for only priority messages.
12. Dial how long the system is to wait after receiving a non-priority message before outdialing to you. Dial 1–9 for hours, or 10–99 for minutes. Dial 00 for immediate notification. (The system skips this step if requested notification is for priority messages only.)
13. Dial how long the system is to wait after receiving a priority message before outdialing to you. Dial 1–9 for hours, or 10–99 for minutes. Dial 00 for immediate notification.
14. Dial a group list number, a mailbox number, or $\boxed{\#}$ for all subscribers.

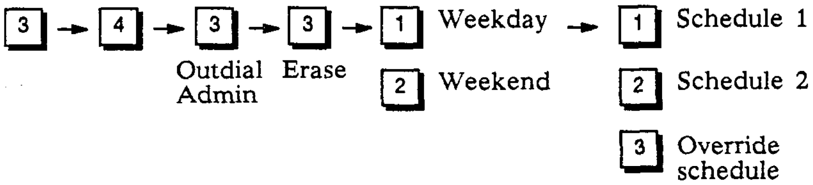
REVIEW AN OUTDIAL SCHEDULE


3
4
3
1
1 Weekday
1 Schedule 1
Outdial Admin
Review
2 Weekend
2 Schedule 2
3 Override schedule

To review an outdial schedule:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{3}$ for outdial administration.
3. Press $\boxed{1}$ to review a schedule.
4. Press $\boxed{1}$ for a weekday schedule, or press $\boxed{2}$ for a weekend schedule.
5. Dial the number of the schedule to be reviewed (1, 2, or 3 (override schedule)). Schedule 4 – Wake up is not used at this time.

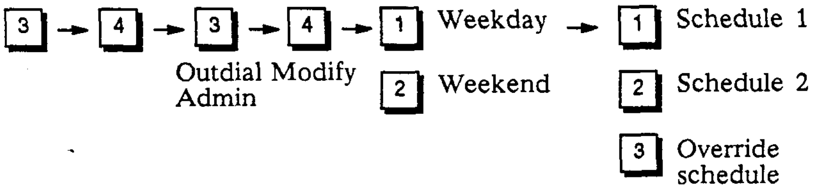
ERASE AN OUTDIAL SCHEDULE


3
4
3
3
1 Weekday
1 Schedule 1
Outdial Admin
Erase
2 Weekend
2 Schedule 2
3 Override schedule

To erase an outdial schedule:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{3}$ for outdial administration.
3. Press $\boxed{3}$ to erase a schedule.
4. Press $\boxed{1}$ for a weekday schedule, or press $\boxed{2}$ for a weekend schedule.
5. Dial the number of the schedule to be erased (1, 2, or 3 (override schedule)). Schedule 4 – Wake up is not used at this time.

MODIFY AN OUTDIAL SCHEDULE


3
4
3
4
1 Weekday
1 Schedule 1
Outdial Admin
Modify
2 Weekend
2 Schedule 2
3 Override schedule

To modify an outdial schedule:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 3 for outdial administration.
3. Press 4 to modify a schedule.
4. Press 1 for a weekday schedule, or press 2 for a weekend schedule.
5. Dial the number of the schedule to be modified (1, 2, or 3 (override schedule)). Schedule 4 – Wake up is not used at this time. The system plays the schedule, and request confirmation for each entry. Press # if the entry is correct, or press * and change the entry as needed.

6.9.3 TURN OUTDIAL ON/OFF

Once the desired outdial schedules have been programmed, outdial can be turned on and off whenever desired. Outdial On/Off is a toggle. If outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.

3 → 4 → 1
Activate/Deactivate

To turn outdial on or off:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 1.

6.9.4 ANSWERING AN OUTDIAL CALL

When the system places an outdial call, it waits until it detects that the call has been answered. As soon as the call is answered the system plays, "This is the (recorded company name) voice mail system with a message for (recorded mailbox name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now."

NOTE: The system uses your recorded name as part of the outdial greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your access code, then press # and listen to your messages.

NOTE: If an outdial call is answered and whoever answers the call dials a * in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the subscriber's mailbox that outdial has been turned off. Outdial remains off until the subscriber turns it back on. See Section 9.5.3 – ***Turn Outdial On/Off.***

6.9.5 THINGS TO KNOW ABOUT THE OUTDIAL SCHEDULE

When a call is received in a your mailbox, the system first checks to see if outdial notification is turned on. If it is, the system checks to see if you are using the mailbox (no outdials will be made if you are using your mailbox when a message is received). If not, the system checks your outdial schedule to determine if the message received matches the message type (priority, all, from a group list, etc.) of a schedule. The system then determines when to begin the outdial process.

If there is nothing programmed for "normal message call after" or "priority message call after" (depending upon the type of message), the system queues the outdial process immediately and follows the schedule(s) in effect at the time (weekday, weekend, schedule 1, etc.).

If there is a value programmed for "normal message call after" or "priority message call after," that value is added to the time the message is received and then compared to the schedule start and stop times. If the time falls within the schedule, the outdial process is queued for the delayed delivery time. If the time falls outside of the start and stop time, the system queues the outdial for the next scheduled time you are available for an outdial call based on all outdial schedules for the mailbox.

If you retrieve all new messages from your mailbox while an outdial is in queue, the outdial attempt will be canceled.

The system knows an outdial was successful when your mailbox access code is dialed. If the system was not successful on an outdial attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempts to outdial to you.

NOTE: **If the system is dialing a pager number (Tel Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid access code is entered.**

6.10 RETURN TO ATTENDANT

Many systems are configured to allow callers to be transferred from the system to persons who can assist them (e.g., telephone system attendant, department secretary, etc.). The system also automatically returns callers to attendants if they make too many consecutive mistakes.

The system allows you to establish different attendants for different subscribers. When outside callers enter a subscriber's mailbox and wish to reach an attendant, they dial [0]. The call is transferred to the attendant who serves the called subscriber.

6.11 TELEPHONE ANSWERING MODE

We've just seen how powerful a tool the system is for subscribers, but what about non-subscribers? How do they use the system to leave messages for subscribers?

6.11.1 SHORTCUT FOR NON-SUBSCRIBERS

Non-subscribers who know the desired mailbox number and who do not require a two-way conversations, may call the system's access number (i.e., the system's phone number), enter the appropriate mailbox number, and leave a message. Once they have entered the mailbox number, they can dial [#] to skip the personalized greeting.

6.11.2 CALLS FORWARDED TO THE SYSTEM

The system can answer phones that are forwarded to it. Some system subscribers may want their phones answered by the system, while other subscribers may want their phones answered by a secretary. That choice is up to each individual subscriber and is controlled by the forwarding patterns in the PBX or Centrex.

Station Identification

Certain systems will be **interfaced** with the telephone system and the system will *not* know the identity of the phone that was forwarded to it. On interfaced systems, when the system answers the phone, the caller is prompted to enter the number of the person called. The caller then must give the system the identity of the extension originally called. Except where two or more persons share an extension, mailbox numbers and extension numbers should always be the same for interfaced units.

If the call went to an attendant first, the attendant should advise the caller of the called party's mailbox number. In this way the caller knows what to enter if the call is forwarded to the system.

The system is **integrated** with some types of telephone systems and automatically knows the identity of the called party. In this instance, callers immediately hear the personal greetings of the persons they are trying to reach.

Greeting Played

Once the identity of the forwarded phone is known to the system, the system plays the subscriber's personal greeting. The system is then prepared to record a message from the caller. Dialing * during the personal greeting cancels entry into this mailbox and allows the caller to enter another mailbox number (or # for subscriber entry). Dialing # during the personal greeting skips the greeting and takes the caller directly to the recording tone.

Recording Messages and Reviewing the Recording

Upon hearing the tone, a caller should begin recording a message. Dialing * before any other key erases the message and instructs the caller to re-record the message. Dialing 0 immediately sends the message and tells the system to transfer the caller to an operator, if available. If callers forget to dial a key at the end of their messages and just hang up, their messages are still sent.

If the caller dials # at the end of his or her message, the following choices are given.

> "If this message is acceptable, dial pound. To listen to your message, dial one. To erase and re-record, dial two. To continue recording, dial three. To cancel dial star."

The caller can listen to the message a number of times and can keep modifying it, as desired. These options give the caller the ability to get the message just right and help eliminate the fear that a few people have about "talking to machines."

If the caller hangs up at any time while recording and reviewing their message, whatever was recorded will be sent.

Options After Sending a Message

After callers leave messages for subscribers in the telephone answering mode, they are presently given the options of disconnecting or leaving messages for other subscribers. In particular, callers are presented with the following options:

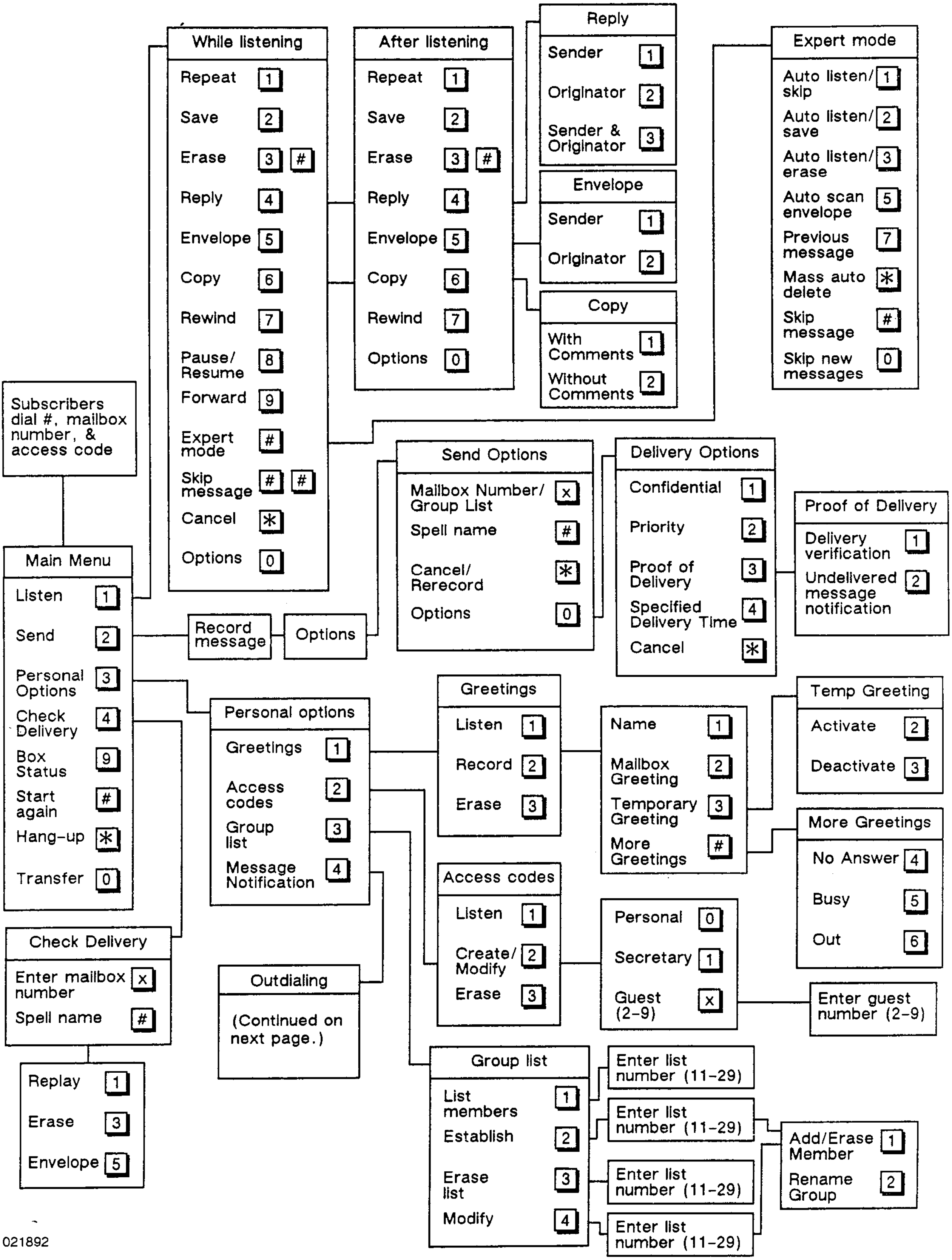
> "To disconnect, dial star. To continue, dial pound."

If the caller dials #, he or she will be asked for a new mailbox number.

6.11.3 TRANSFER TO OPERATOR

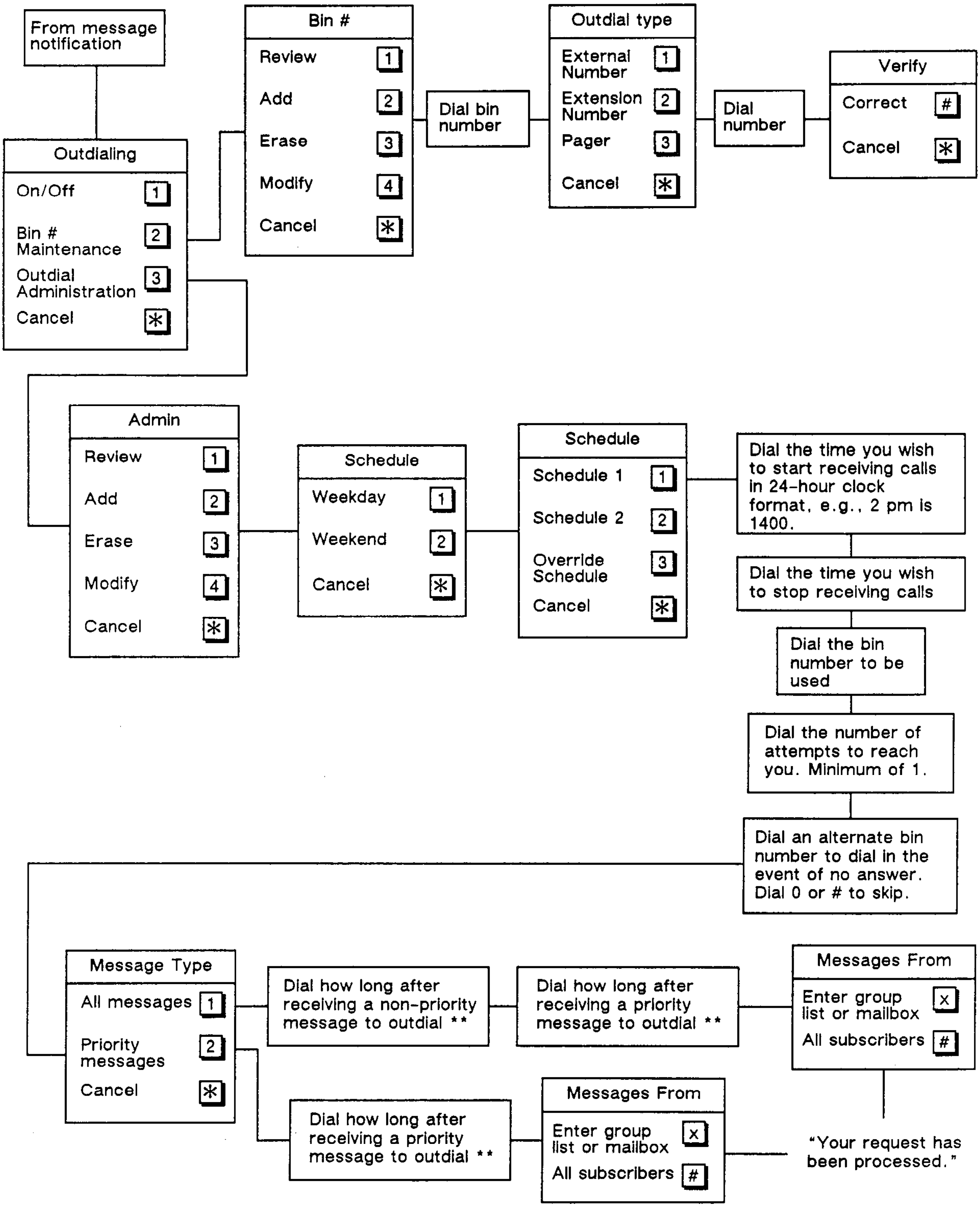
If a caller wishes to reach someone, and not leave a message, they can dial zero while the greeting is playing. When a caller dials 0, the system plays a prompt instructing the caller to enter an extension number or press zero to reach an operator.

Command Summary


Subscribers dial #, mailbox number, & access code
Main Menu
Listen 1
Send 2
Personal Options 3
Check Delivery 4
Box Status 9
Start again #
Hang-up *
Transfer 0
While listening
Repeat 1
Save 2
Erase 3 #
Reply 4
Envelope 5
Copy 6
Rewind 7
Pause/ Resume 8
Forward 9
Expert mode #
Skip message # #
Cancel *
Options 0
After listening
Repeat 1
Save 2
Erase 3 #
Reply 4
Envelope 5
Copy 6
Rewind 7
Options 0
Reply
Sender 1
Originator 2
Sender & Originator 3
Envelope
Sender 1
Originator 2
Copy
With Comments 1
Without Comments 2
Expert mode
Auto listen/ skip 1
Auto listen/ save 2
Auto listen/ erase 3
Auto scan envelope 5
Previous message 7
Mass auto delete *
Skip message #
Skip new messages 0
Record message
Options
Send Options
Mailbox Number/ Group List x
Spell name #
Cancel/ Rerecord *
Options 0
Delivery Options
Confidential 1
Priority 2
Proof of Delivery 3
Specified Delivery Time 4
Cancel *
Proof of Delivery
Delivery verification 1
Undelivered message notification 2
Personal options
Greetings 1
Access codes 2
Group list 3
Message Notification 4
Greetings
Listen 1
Record 2
Erase 3
Name 1
Mailbox Greeting 2
Temporary Greeting 3
More Greetings #
Temp Greeting
Activate 2
Deactivate 3
More Greetings
No Answer 4
Busy 5
Out 6
Access codes
Listen 1
Create/ Modify 2
Erase 3
Personal 0
Secretary 1
Guest (2-9) x
Enter guest number (2-9)
Check Delivery
Enter mailbox number x
Spell name #
Replay 1
Erase 3
Envelope 5
Outdialing
(Continued on next page.)
Group list
List members 1
Establish 2
Erase list 3
Modify 4
Enter list number (11-29)
Enter list number (11-29)
Enter list number (11-29)
Enter list number (11-29)
Add/Erase Member 1
Rename Group 2

021892

Command Summary


From message notification
Outdialing
On/Off 1
Bin # Maintenance 2
Outdial Administration 3
Cancel *
Bin #
Review 1
Add 2
Erase 3
Modify 4
Cancel *
Dial bin number
Outdial type
External Number 1
Extension Number 2
Pager 3
Cancel *
Dial number
Verify
Correct #
Cancel *
Admin
Review 1
Add 2
Erase 3
Modify 4
Cancel *
Schedule
Weekday 1
Weekend 2
Cancel *
Schedule
Schedule 1 1
Schedule 2 2
Override Schedule 3
Cancel *
Dial the time you wish to start receiving calls in 24-hour clock format, e.g., 2 pm is 1400.
Dial the time you wish to stop receiving calls
Dial the bin number to be used
Dial the number of attempts to reach you. Minimum of 1.
Dial an alternate bin number to dial in the event of no answer. Dial 0 or # to skip.
Message Type
All messages 1
Priority messages 2
Cancel *
Dial how long after receiving a non-priority message to outdial **
Dial how long after receiving a priority message to outdial **
Messages From
Enter group list or mailbox X
All subscribers #
Dial how long after receiving a priority message to outdial **
Messages From
Enter group list or mailbox X
All subscribers #
"Your request has been processed."

** NOTE: Dial 1-digit (1-9) for how long after in hours
Dial 2-digit (10-99) for how long after in minutes
Dial 00 for immediate outdial.

021892

Section 7 – Auto Attendant

7.1 INTRODUCTION

This section explains how to setup and use the system's automated attendant, which allows callers to route themselves to extensions on the PBX without operator assistance.

The system's *automated attendant* feature may be used to answer calls to a company's main number (or alternate main number). Depending upon how the automated attendant is set up, callers may then be directed to either enter an extension number, spell a subscriber's name, enter a subscriber's mailbox number, or spell a subscriber's name to reach a mailbox.

The automated attendant allows calls to be routed to the appropriate telephone system extension, or system mailbox, without operator assistance. Automated attendant can help eliminate the bottleneck of calls at the attendant console during peak traffic hours, and allows callers to reach the destination they need very quickly. If a caller is unfamiliar with extension numbers, the automated attendant can be programmed to prompt callers to spell the person's name and then connect the call. Auto attendant can be used to:

- Answer all calls to a company's/departments main number.
- Answer overflow calls from the operator.
- Answer calls from employees and frequent callers on an alternate number.
- Answer calls to the main number when the switchboard is unattended.

7.2 HOW CALLERS USE AN AUTOMATED ATTENDANT

The VX2 system must be attached to a telephone system or Centrex using extension appearances in order for the automated attendant feature to function. The extension is connected to a VX2 port programmed for automated attendant tasks.

Once callers reach the automated attendant, they simply dial the appropriate extension or mailbox number. If callers are unfamiliar with extension or mailbox numbers on your system, you can create an automated attendant that allows callers to spell the name of a person.

Callers may be given the option of reaching an attendant (operator) if they require "live" assistance. Callers are transferred to an attendant when they press "0" on their touch-tone key pads. Callers using rotary dial telephones are automatically transferred to an attendant after a brief time-out period.

NOTE: All calls transferred from the VX2 system back to the telephone system are transferred unsupervised and unscreened.

7.3 SETTING UP AN AUTOMATED ATTENDANT

An automated attendant may be set up in several different ways.

- The system ports can be programmed for automated attendant tasks. With this method, when the system answers, a caller is greeted with the either a standard automated attendant greeting, or with a customized system greeting.
- Individual mailboxes can be set up with automated attendant tasks. This method is usually used for calls which are forwarded from a telephone system extension to a specific mailbox. The mail-

box can then greet the caller with the automated attendant greeting. This is useful for setting up departmental automated attendants.

- Custom Call Routing can be used to perform automated attendant tasks.

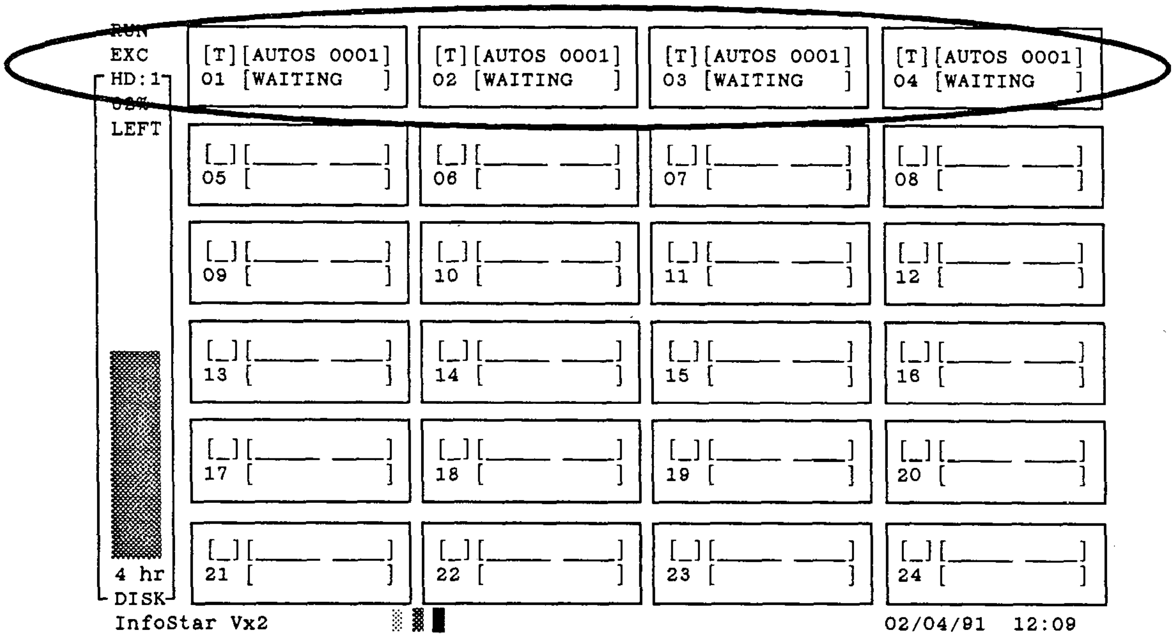
Regardless of which method is used there are two basic steps are required to set up an Automated Attendant.

- Program the system's ports or mailboxes for Automated Attendant use.
- Create greetings which give callers dialing instructions.

7.4 PROGRAM SYSTEM PORTS

Each of the system ports can be programmed to route the call to the voice mail task, auto attendant tasks, or to Custom Call Routing tasks. There are three types of auto attendant tasks. The first accepts only dialed extensions numbers. The second permits the caller to chose between dialing by extension number or dialing by name. The third permits the caller to dial a mailbox number or spell the name of a mailbox holder. This programming is accomplished on the *Run Dialogue* screen.

To change the tasks on the *Run Dialogue* screen, if the system is running, the system must be taken off-line. If the system is not running, from the *Main Menu*, press the **F3** key, then press **1**. The system is taken off-line by pressing **F4** then **F7** and then the **ESCAPE** key. When the **ESCAPE** key is pressed, system message processing stops. The system prompts for confirmation to stop running. Press Y. The *Dialogue* screen appears.



```
RUN
EXC    [T][AUTOS 0001]  [T][AUTOS 0001]  [T][AUTOS 0001]  [T][AUTOS 0001]
HD:1   01 [WAITING   ]  02 [WAITING   ]  03 [WAITING   ]  04 [WAITING   ]
02%
LEFT   [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       05 [         ]   06 [         ]   07 [         ]   08 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       09 [         ]   10 [         ]   11 [         ]   12 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       13 [         ]   14 [         ]   15 [         ]   16 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       17 [         ]   18 [         ]   19 [         ]   20 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
4 hr   21 [         ]   22 [         ]   23 [         ]   24 [         ]
DISK
InfoStar Vx2                                          02/04/91  12:09
```

Figure 7-1 Run Dialogue Screen Programmed For Auto Attendant With Spell By Name

At the top of the screen in the left corner is a place to enter the run code. This is a 3-digit code used to define which *Line Set-up* screen to use.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering information to find a record.

---

1. If the screen is blank, enter the 3–character run code for your application (this is usually **EXC**). The system prompts for confirmation. Press **Y**. The present programming is displayed.
2. Move the cursor to the larger of the two fields for the port to be made an auto attendant port.
3. Press the **F1** key to clear the field.

- If the port is to be used for "dial extension number", enter **AUTO1 0001**. If the port is to be used for "dial extension number or spell subscriber's name", enter **AUTOS 0001**.If the port is to be used for "dial mailbox number or spell subscriber's name", enter **AUTOM 0001**.

NOTE: The programming for a standard voice mail port is TIME1 0001.

4. Then press the **RETURN** key.
5. Move the cursor to the next port to be programmed, and repeat the process.

NOTE: Program only the ports that have hardware (telephone interface boards) installed.

6. When all ports have been programmed, press the **F5** key to save the information.
7. Press **Y** when the system prompts for confirmation. Press the **RETURN** key to start the system.

7.5 RECORD A GREETING

The sign-on greeting is the first announcement callers hear when they reach the system. This greeting must contain information on how the caller is to proceed, and reassurance that if they do not dial anything, the call will be transferred to someone who can help. Until custom greetings are recorded, the system uses a standard greeting. The standard greeting used depends upon which of the tasks is programmed for the port.

The system plays the following standard sign-on greeting for "**T AUTOS 0001** – dial extension number or spell subscriber's name":

> "Good Morning (Afternoon or Evening), to call an extension, dial the extension number now. Or, to spell a subscriber's name, dial 1."

The following standard sign-on greeting is used for "**T AUTO1 0001** – dial extension number only":

> "Good Morning (Afternoon or Evening), dial the extension number of the person you are calling. To reach an operator, dial 0."

The system plays the following standard sign-on greeting for "**T AUTOM 0001** – dial mailbox number or spell subscriber's name":

> "Good Morning (Afternoon or Evening). Dial the mailbox number of the person you are calling. If you are a subscriber, dial pound."

After the caller dials the extension number, the system plays:

> "Please hold while I transfer your call."

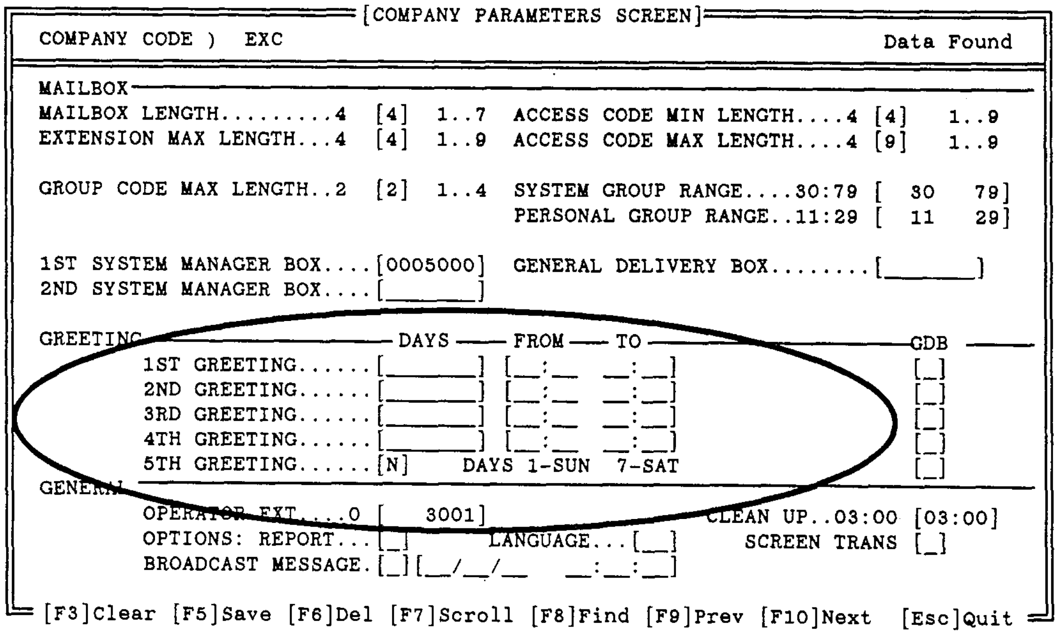
If a caller waits more than 3 seconds before dialing, the system plays the following message, then transfers the call.

> "I will transfer you to an operator, please hold."

The system administrator may want the option of recording several different greetings for each time of the day to provide callers with information and instructions. The greeting list is composed of five selections:

Greeting 1
Greeting 2
Greeting 3
Greeting 4
Override Greeting

The first four greetings can be programmed to play on any day of the week, and between certain hours. The fifth greeting is designed to override the programming of the first four greetings and is designed to deliver urgent information to the caller. The fifth greeting can be programmed to play on only one day, and plays all day. This programming is accomplished on the *Company Parameters* screen.



```
═══════════════════[COMPANY PARAMETERS SCREEN]═══════════════════
 COMPANY CODE )  EXC                                    Data Found
══════════════════════════════════════════════════════════════════
 MAILBOX──────────────────────────────────────────────────────────
 MAILBOX LENGTH.........4  [4]  1..7  ACCESS CODE MIN LENGTH....4 [4]   1..9
 EXTENSION MAX LENGTH...4  [4]  1..9  ACCESS CODE MAX LENGTH....4 [9]   1..9

 GROUP CODE MAX LENGTH..2  [2]  1..4  SYSTEM GROUP RANGE....30:79 [  30   79]
                                      PERSONAL GROUP RANGE..11:29 [  11   29]

 1ST SYSTEM MANAGER BOX....[0005000]  GENERAL DELIVERY BOX........[_______]
 2ND SYSTEM MANAGER BOX....[_______]

 GREETING─────────────── DAYS ─── FROM ── TO ──────────────GDB ───
         1ST GREETING......[_______] [__:__  __:__]              [_]
         2ND GREETING......[_______] [__:__  __:__]              [_]
         3RD GREETING......[_______] [__:__  __:__]              [_]
         4TH GREETING......[_______] [__:__  __:__]              [_]
         5TH GREETING......[N]     DAYS 1-SUN  7-SAT             [_]
 GENERAL──────────────────────────────────────────────────────────
         OPERATOR EXT....0 [   3001]                CLEAN UP..03:00 [03:00]
         OPTIONS: REPORT...[_]       LANGUAGE...[__]    SCREEN TRANS [_]
         BROADCAST MESSAGE.[_][__/__/__    __:__:__]
══ [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit ══
```

Figure 7-2 Company Parameters Screen

7.5.1 SAMPLE GREETINGS

Greeting 1:

"Good Morning. This is the XYZ Publishing Company. Please dial the number of the person you're calling. To reach an operator, press zero."

Greeting 2:

"Good Afternoon. You have reached the XYZ Publishing Company. Please dial the number of the person you're calling. To reach an operator, press zero."

Greeting 3:

"Good Evening. You have reached the XYZ Publishing Company. Please dial the number of the person you're calling. To reach an operator, press zero."

7.5.2 RECORDING SYSTEM GREETINGS

Should you wish to customize the system greetings to meet your organization's individual needs, you can record your own system sign-on using a system administrator mailbox as follows:

1 Greetings → 2 Record → 1 Greeting 1 → Record the greeting, then press # → System replays greeting
2 Greeting 2
3 Greeting 3
4 Greeting 4
5 Override Greeting

NOTE: Outside callers who have never encountered an auto attendant before should be given clear instructions on what to do when they reach the system. Customizing the system sign-on greeting permits you to give more explicit directions to the outside caller, e.g., "Please enter the last three digits of the number you are calling, or press zero for operator assistance."

Once you have recorded a customized sign-on greeting, you still have the option of returning to the standard sign-on greeting or recording a new customized greeting at any time.

7.5.3 PLAYING SYSTEM GREETINGS

You may play any of the system greetings at any time.

1 → 1 Listen → 1 Greeting 1 → The greeting is played
2 Greeting 2
3 Greeting 3
4 Greeting 4
5 Override Greeting

7.5.4 ERASING SYSTEM GREETINGS

You may erase any of the system greetings at any time.

1 → 3 Erase → 1 Greeting 1
2 Greeting 2
3 Greeting 3
4 Greeting 4
5 Override Greeting

7.6 PROGRAM A MAILBOX FOR AUTOMATED ATTENDANT

A group of *mailbox types* are available to use a mailbox as a starting point for automated attendant. A mailbox can be used as a starting point if a call is forwarded from the telephone system directly to a mailbox, or if the mailbox is a destination from a Custom Call Routing plan.

The *mailbox type* defines the function of a mailbox. Create a mailbox with the desired mailbox type using the *Mailbox Set-up* screen. The following box types can be used as starting points for automated attendant:

Type 400	calls to mailboxes with this type are routed to the starting point for Auto Attendant without spell by name. This is equivalent to "T AUTO1 0001" on the *Run Dialogue* screen.
Type 401	calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. This is equivalent to "T AUTOS 0001" on the *Run Dialogue* screen.
Type 402	calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail. However, it prompts the caller to spell the subscribers name instead of asking for the mailbox number. This is equivalent to "T AUTOM 0001" on the *Run Dialogue* screen.
Type 403	calls to mailboxes with this type are routed to the starting point for Auto Attendant. However, the mailbox personal greeting is played instead of the system greeting.
Type 404	calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. However, the mailbox personal greeting is played instead of the system greeting.
Type 405	calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail using spell by name. However, the mailbox personal greeting is played instead of the system greeting.

NOTE: If mailbox types 403, 404, or 405 are used, the sign-on greeting giving callers instructions must be recorded using the mailbox greeting. The system greetings (standard or customized) are not played with these type mailboxes.

7.7 RECORDING A MAILBOX GREETING

If mailbox types 400, 401, or 402 are used, either the standard system greeting or a customized greeting is played when a call is sent to mailboxes with these types. See Section 7.5 – *Record A Greeting*.

To record a greeting for mailbox types 403, 404, or 405 the *Personal Options* menu of the mailbox is used. After the mailbox is created, access the mailbox and record an appropriate greeting.

$\boxed{3}$ → $\boxed{1}$ Greetings → $\boxed{2}$ Record → $\boxed{2}$ Mailbox greeting → Record your mailbox greeting → $\boxed{\#}$

The maximum length of a mailbox greeting is determined by a class of service parameter set by the system administrator.

7.8 TEST THE APPLICATION

Before allowing external callers and employees to use this application, make sure each step of the application is tested:

Call the system, and make certain the appropriate greeting is played. Enter an extension and see that the system transfers the call to the appropriate phone. When the phone rings, pick up the phone and ensure that the call is transferred.

If you encounter problems, contact your local support representative.

7.9 TRAIN SUBSCRIBERS AND OUTSIDE CALLERS

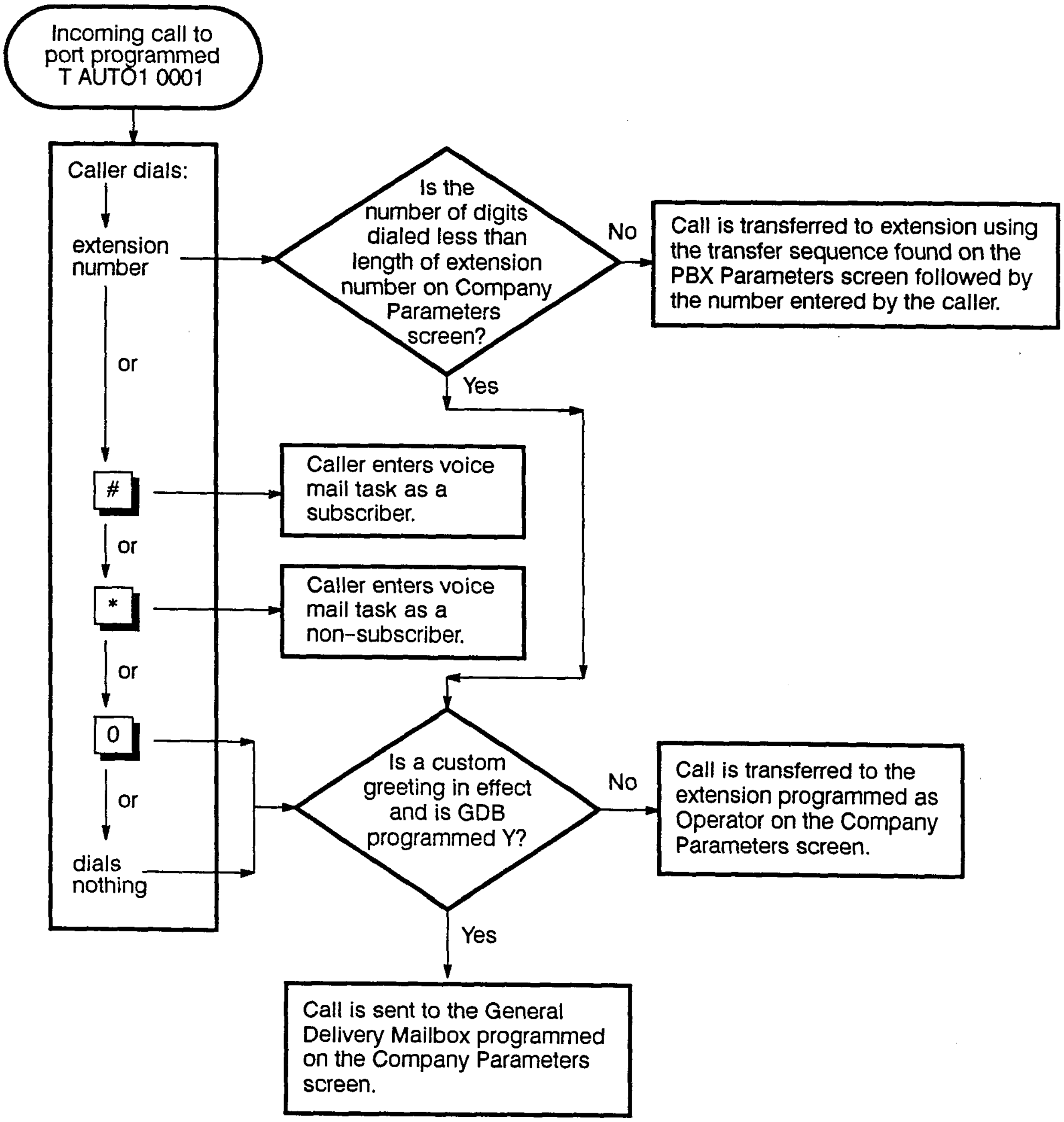
Once the application is completed, it is critical to train callers and employees about the system's auto attendant application before they first encounter it. Options for training include:

- Formal training session
- Voice messages to inform employees
- Memos or letters

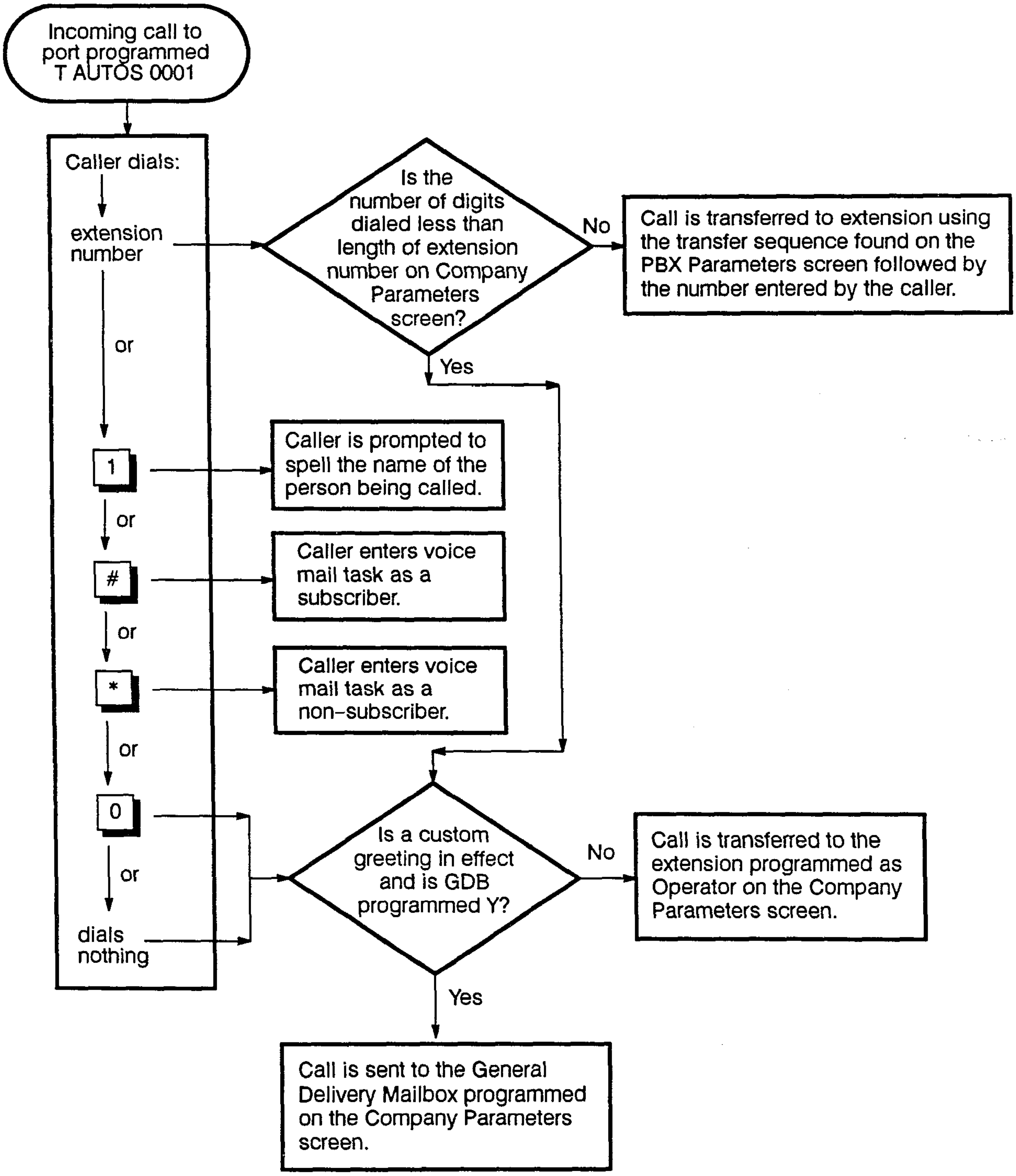
In each form of training it is important to emphasize the benefits the caller will obtain from the new application. Often, if callers understand the benefits of a new process, they are much more willing to participate.

Explain the benefits of automated attendant to both employees and outside callers before implementing the system. Outside callers should be informed that automated attendant allows them to reach a person more quickly, without waiting on hold.

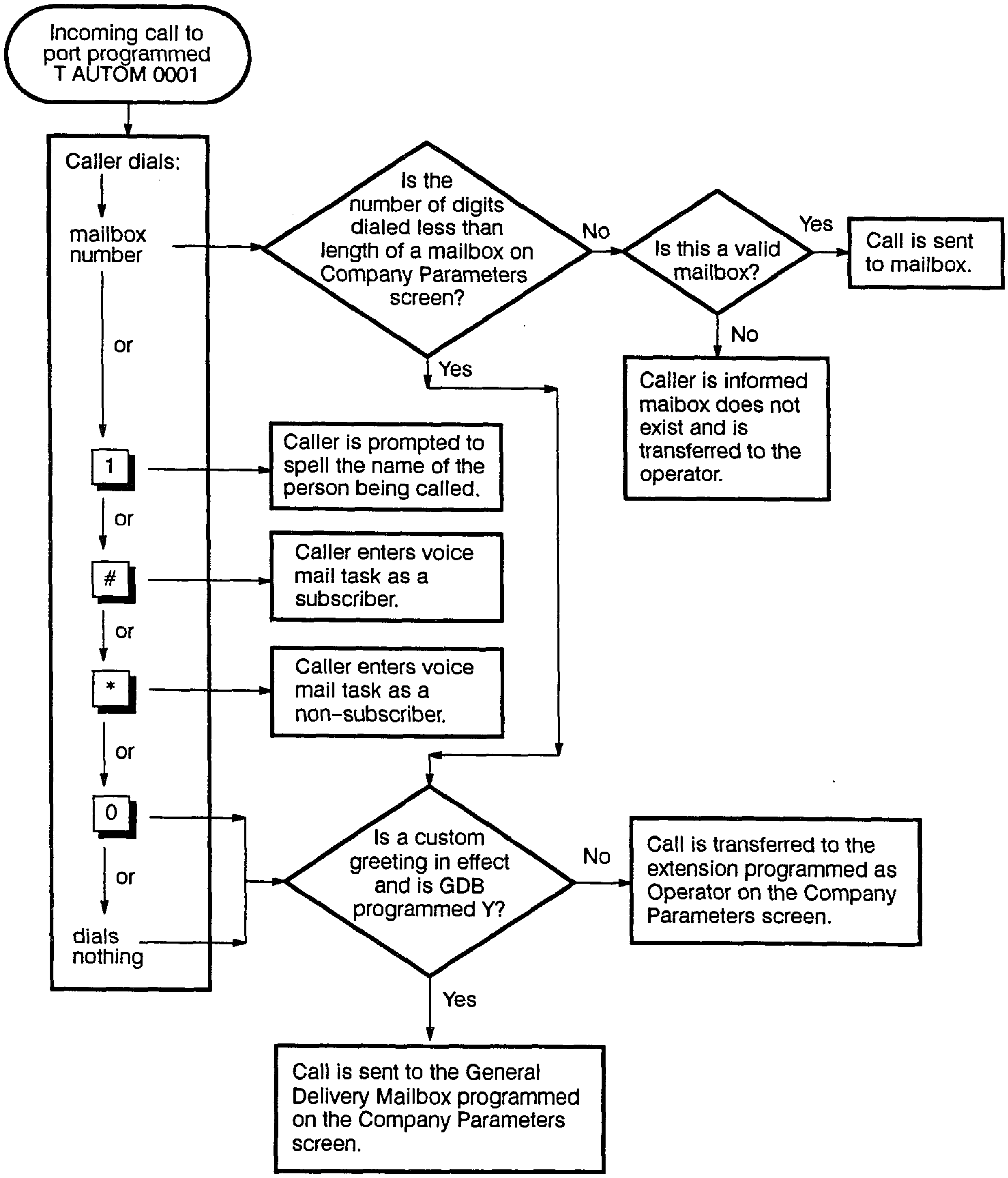
AUTOMATED ATTENDANT
T AUTO1 0001


Incoming call to port programmed T AUTO1 0001
Caller dials:
extension number
or
#
or
*
or
0
or
dials nothing
Is the number of digits dialed less than length of extension number on Company Parameters screen?
No
Call is transferred to extension using the transfer sequence found on the PBX Parameters screen followed by the number entered by the caller.
Yes
Caller enters voice mail task as a subscriber.
Caller enters voice mail task as a non-subscriber.
Is a custom greeting in effect and is GDB programmed Y?
No
Call is transferred to the extension programmed as Operator on the Company Parameters screen.
Yes
Call is sent to the General Delivery Mailbox programmed on the Company Parameters screen.

AUTOMATED ATTENDANT
T AUTOS 0001


Incoming call to port programmed T AUTOS 0001
Caller dials:
extension number
or
1
or
#
or
*
or
0
or
dials nothing
Is the number of digits dialed less than length of extension number on Company Parameters screen?
No
Call is transferred to extension using the transfer sequence found on the PBX Parameters screen followed by the number entered by the caller.
Yes
Caller is prompted to spell the name of the person being called.
Caller enters voice mail task as a subscriber.
Caller enters voice mail task as a non-subscriber.
Is a custom greeting in effect and is GDB programmed Y?
No
Call is transferred to the extension programmed as Operator on the Company Parameters screen.
Yes
Call is sent to the General Delivery Mailbox programmed on the Company Parameters screen.

AUTOMATED ATTENDANT
T AUTOM 0001


Incoming call to port programmed T AUTOM 0001
Caller dials:
mailbox number
or
1
or
#
or
*
or
0
or
dials nothing
Is the number of digits dialed less than length of a mailbox on Company Parameters screen?
No
Is this a valid mailbox?
Yes
Call is sent to mailbox.
No
Caller is informed maibox does not exist and is transferred to the operator.
Yes
Caller is prompted to spell the name of the person being called.
Caller enters voice mail task as a subscriber.
Caller enters voice mail task as a non-subscriber.
Is a custom greeting in effect and is GDB programmed Y?
No
Call is transferred to the extension programmed as Operator on the Company Parameters screen.
Yes
Call is sent to the General Delivery Mailbox programmed on the Company Parameters screen.

Section 8 – Custom Call Routing

8.1 INTRODUCTION

Voice messaging and automated attendant are basic functions of the INFOSTAR/VX2. The real power of the system is provided by *Custom Call Routing* or CCR. Using CCR, the VX2 system can answer a call, play a greeting (providing a list of destinations), and then wait for the caller to press a digit. The caller uses the dial pad of a DTMF telephone to select a destination. Based on the digit the caller presses, CCR then routes the call to the appropriate destination. CCR can be programmed to route the call even if the caller does not press a digit. CCR allows you to combine the call routing capabilities of your telephone system and the capabilities of the VX2 with single digit dialing. For example, have you ever called a company and were answered by a message similar to the one below. This is CCR at work.

"Thank you for calling ABC Company. If you would like to place an order, press one. If you wish to ask a question about an order already placed, press two. If you wish to leave your name and address to receive a catalog, please press three. If you wish to speak with an operator, please press zero or stay on the line."

With a properly designed Custom Call Routing plan, your callers are promptly and courteously answered. They can then be routed to specific people, departments, prerecorded messages (bulletin board mailboxes), or subscriber mailboxes. Custom Call Routing can be used in a variety of ways:

- As an automated attendant to answer calls and transfer the caller to the desired extension number or department.
- As a departmental answering position to direct callers to specific people, to leave messages for specific people, or to recorded information of interest to the caller.
- As a directory to present callers with a menu of choices for listening to messages on different topics.
- To circumvent unique problems integrating the VX2 with certain telephone systems. See Section 8.2.4 – *Special Considerations*.

These are only a few of the ways in which CCR can be used. A Custom Call Routing plan can be simple or complex depending on your business requirements. There are two basic components to CCR:

CCR Mailbox This is where the destinations are programmed for each digit a caller may dial. CCR Mailboxes are programmed by the system administrator using the monitor and keyboard. Each CCR Mailbox has 7 messages/greetings/menus associated with it.

Menu This is the recorded greeting used to give instructions/choices to the caller. There is one menu for each CCR Mailbox. Menus are recorded using the system administrator's mailbox and the monitor and keyboard.

NOTE: When creating the CCR plan, the first greeting (menu) is always programmed in record one message one. Use the next six messages in the first record before proceeding to the next CCR record.

The following steps are used to create a CCR plan:

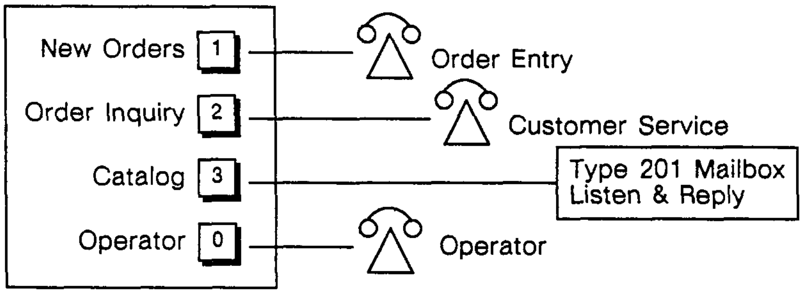
- Design the routing plan and menus (greetings)
- Program the plan into the system
- Record greetings for each menu
- Program the system to use the CCR plan
- Test the routing plan.

8.2 DESIGNING THE ROUTING PLAN

The first decision you need to make is where you wish to route callers. Once you know where calls are to go, you can design a plan which permits a caller to reach the destination in the shortest, yet most logical, manner. A greeting/menu must be recorded for each CCR Mailbox used in the plan. A menu may include up to 12 choices, one for each digit of the DTMF dial pad of a telephone. However, you may wish to limit the choices to 9, and leave the digits 0,* and # for specific uses. See Section 8.2.4 - *Special Considerations* before deciding to use digits 0, * and # in a menu. The next decision is on which days and at what times CCR is to be active, and how calls are to be handled when CCR is not active. CCR can be turned on/off based on the day of the week and the time of day.

Once you have decided on the destinations available to a caller, it is best to draw a general diagram of the CCR plan. As the plan develops you can go back and add specific information. Use boxes to represent mailboxes/extension numbers and menus, and lines to represent call flow. For example:

> "Thank you for calling ABC Company. If you would like to place an order, press one. If you wish to ask a question about an order already placed, press two. If you wish to leave your name and address to receive a catalog, please press three. If you wish to speak with an operator, please press zero or stay on the line."



8.2.1 WHERE TO ROUTE CALLERS?

There are 3 basic destinations available:

☐ CCR can transfer a call back to a number in the telephone system. This can be an extension number or an other number valid in the telephone system (e.g., a hunt group number).

☐ CCR can route a call to a mailbox within the VX2 system. This mailbox can be a subscriber mailbox, a bulletin board mailbox, or any other special application mailbox. The function of the mailbox is defined using the *Mailbox Type*. See Section 8.3.1 - *Mailbox Types* for more details.

☐ CCR can send the call to another CCR Mailbox. A call is routed to another CCR Mailbox when you wish to have more than one menu presented to a caller.

NOTE: CCR can route calls to any valid number in the telephone system not just an extension number. If the telephone system is so equipped, calls can be routed to hunt groups, ACD groups, etc.

8.2.2 HOW DO CALLS GET TO CCR?

Calls can reach CCR either directly from the *Run Dialogue* screen when the screen is programmed with one of the CCR starting points as a task, or calls can be transferred (or forwarded) to specific mailboxes programmed with one of the CCR *mailbox types* (e.g., mailbox type 301).

8.2.3 WHEN SHOULD CCR BE ACTIVE?

The next decision to make is when should a CCR mailbox be active. Do you want your calls answered by CCR all the time, or just on certain days of the week or time of day? How do you want your calls answered if the CCR mailbox is not active? Do you want one CCR menu played on one day and another CCR menu played on another day? The *Open* and *Other Times Goto* fields of the *CCR Mailbox* screen are used to program when each CCR mailbox is active and what to do when it is not active. The *Other Times Goto* field is programmed with the same 3 basic destinations as in Section 8.2.1 - *Where to route callers*?

8.2.4 SPECIAL CONSIDERATIONS

SUBSCRIBERS AND FORWARDED CALLS

When CCR is in use, all calls to the system are answered by CCR. The main CCR menu is played and the call is routed based on the digits dialed into the VX2. This is fine if all you want the system to do is answer your outside line calls. **What about your voice mail subscribers and calls forwarded from the telephone system to an extension's mailbox?** A means must be provided for these calls to reach the voice mail functions of the system. This is why it was suggested that the * and # digits not be used as choices on the main CCR menu. In order to be consistent with the operation of the Auto Attendant function of the system, it is suggested that the * digit be used to route callers to the non-subscriber voice mail function and the # digit be used to route callers to the subscriber voice mail function. This is accomplished by creating a type 12 mailbox and assigning this mailbox number as the destination for *. Create a type 11 mailbox and assign this mailbox number as the destination for #. It is only a suggestion that these digits be used for this function. If your telephone system cannot send these digits to the VX2, you may use any digits that the telephone system can send.

SOLUTIONS TO INTEGRATION PROBLEMS

Suppose you wished to use the system as an Automated Attendant and retain the voice mail function, but your telephone system cannot send a * before dialing the mailbox number. However, your telephone system can be programmed to send a digit other than *. Select the digit to be used route a call to the voice mail function, for example, use 9. Answer calls using CCR instead of auto attendant.

On the main CCR Mailbox

- ☐ Program the digit 9 to route calls to the voice mail function using a mailbox created with mailbox type 12 (non-subscriber voice mail) as the destination.
- ☐ Program the digit that is the same as the leading digit in the telephone system extension number with a mailbox number created with mailbox type 14. For example, if your telephone system extension numbers begin with a 5, program the digit 5 on the *CCR Mailbox* screen to a mailbox destination which is a type 14 mailbox.
- ☐ Program the remaining digits on the *CCR Mailbox* screen as needed. For example, program 0 to route calls to the telephone system attendant.

NOTE: Remember to record your greeting for the CCR menu to indicate the automated attendant function.

OPERATOR

The 0 digit on each *CCR Mailbox* screen should be programmed to route the caller to an extension in the telephone system. This extension would normally be the system attendant, or someone who can help a caller.

CALLER DIALING ERRORS

CCR also allows you to define where a caller should be routed if they make too many mistakes dialing, or if they do not dial anything at all. The *CCR Mailbox* screen is used to define how many dialing errors is too many (usually 2 or 3) and what to do with the call next. If the caller does not dial anything, they are either using a rotary telephone, using a telephone which does not send DTMF after a connection is made, or are confused about what to dial. These calls should be routed immediately to someone who can help.

MULTIPLE STARING POINTS

The first 14 CCR Mailboxes can be used to start a CCR plan and should be reserved as starting points. Why have different starting points for CCR? So that a company can provide different menus (and choices) to callers based on circumstances outside the VX2. Suppose several departments in a company wish to use CCR to greet their callers with a department greeting and menu rather than a company greeting. Using multiple starting points for CCR, this can be accomplished. One extension in each of the departments can be forwarded to a mailbox which is programmed for a mailbox type between 301 and 314 (see Section 8.3.1 – *Mailbox Types* for more details). Each department can design their own CCR plan without interfering with other departments.

NOTE: If you design a CCR plan which is going to use more than one menu, remember CCR Mailboxes 1 to 14 are starting points and should not be used as destinations from another CCR menu. Use CCR mailbox 15 and above to be the second, third, etc. menu. This is so the starting points are available should you wish to use them in the future, and so a call is not accidently routed to the starting point for a different CCR plan.

8.2.5 SUGGESTIONS

The following suggestions may help in the design of your routing plan:

- Keep the number of menus to a minimum. If a caller has to press too many digits to reach a destination, they may hang up in frustration.
- Give clear but short instructions in a menu greeting.
- Give the caller a way to exit CCR and reach an operator.
- Make certain a caller can reach someone if they cannot dial DTMF digits.

The configuration sheet at the end of this chapter can be used to help plan your CCR plan. Make as many copies of this sheet as needed to design the plan.

8.3 CREATE THE REQUIRED MAILBOXES

After you have designed the CCR plan, create any additional mailboxes you require. For example, to use bulletin board mailboxes, these mailboxes must be created using mailbox types 201, 202, or 203. Mailboxes are created using the *Mailbox Set-up* screen. Create mailboxes to use as destinations for # and *. You may wish to use mailbox numbers outside the range of your subscriber mailboxes for these special purpose mailboxes. See Section 3 – *Mailboxes* for detailed information on creating mailboxes.

8.3.1 MAILBOX TYPES

The *Mailbox Type* defines the function of a mailbox. A number of mailbox types have been added to the system since software release 1.3.3. The following is a complete list of box types in the system:

Type 1	is a regular subscriber mailbox.
Type 2	is a subscriber mailbox, however, after the mailbox greeting is played, there are no system prompts, just the tone to begin recording.
Type 3	is a subscriber mailbox with prompts, however, the system greeting is played before the mailbox greeting. This is used for DID calls to notify the caller of company reached in addition to the subscriber's greeting.
Type 4	is a subscriber mailbox, however, the system greeting is played before the mailbox greeting, there are no system prompts, just the tone to begin recording. This is used for DID calls to notify the caller of company reached in addition to the subscriber's greeting.
Type 5	is a subscriber mailbox, however, after the mailbox greeting is played, the caller is given a choice of dialing 1 to leave a message, or 0 to reach the operator. If nothing is dialed, the caller is transferred to the operator.
Type 10	is a system administrator mailbox.
Type 11	calls to mailboxes with this type are routed to the voice mail entry point for subscribers. This type is used with Custom Call Routing.
Type 12	calls to mailboxes with this type are routed to the voice mail entry point for non-subscribers. This type is used with Custom Call Routing.
Type 13	routes calls to the entry point for auto attendant spell by name, however, there is no system introduction.
Type 14	this is a special type used when Custom Call Routing is to be used as an auto attendant. The DTMF digit used in CCR to reach a mailbox with this type is taken as the leading digit in the extension number. The system waits for the remaining digits to be dialed (based on the number of digits in an extension number from the *PBX Parameters* screen) then transfers the call to that extension.
Type 15	this is a special type to be used when CCR is to route callers to a specific mailbox. The DTMF digit used in CCR to reach a mailbox with this type is taken as the leading digit in the mailbox number. The system waits for the remaining digits to be dialed (based on the number of digits in a mailbox number from the *PBX Parameters* screen) then routes the call to that mailbox.
Type 200	this is a listen only mailbox (bulletin board mailbox). Calls to mailboxes with this type hear the mailbox greetings, and are then disconnected. The mailbox greetings are played in order (greeting 1, greeting 2, etc.)
Type 201	this is a listen and reply mailbox (bulletin board mailbox). Calls to mailboxes with this type hear the mailbox greeting, and are then prompted to leave a message.
Type 202	this is a listen and transfer mailbox (bulletin board mailbox). Calls to mailboxes with this type hear the mailbox greeting, and are then transferred to the extension programmed as attendant for the mailbox.
Type 300	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 1 Message 1. This is equivalent to "T CCRB1 0001" on the *Run Dialogue* screen.

NOTE: Mailbox types 300 and 301 are identical. Type 300 is retained to maintain backward compatibility with previous software releases.

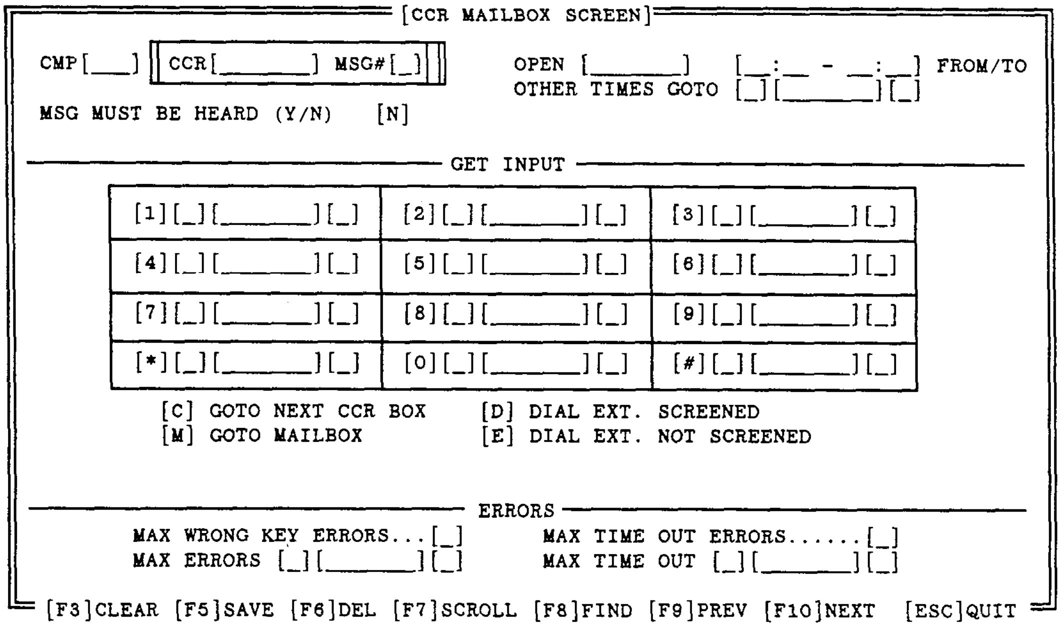
Type 301	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 1 Message 1. This is equivalent to "T CCRBX 0001" on the *Run Dialogue* screen.
Type 302	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 2 Message 1. This is equivalent to "T CCRBX 0002" on the *Run Dialogue* screen.
Type 303	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 3 Message 1. This is equivalent to "T CCRBX 0003" on the *Run Dialogue* screen.
Type 304	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 4 Message 1. This is equivalent to "T CCRBX 0004" on the *Run Dialogue* screen.
Type 305	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 5 Message 1. This is equivalent to "T CCRBX 0005" on the *Run Dialogue* screen.
Type 306	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 6 Message 1. This is equivalent to "T CCRBX 0006" on the *Run Dialogue* screen.
Type 307	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 7 Message 1. This is equivalent to "T CCRBX 0007" on the *Run Dialogue* screen.
Type 308	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 8 Message 1. This is equivalent to "T CCRBX 0008" on the *Run Dialogue* screen.
Type 309	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 9 Message 1. This is equivalent to "T CCRBX 0009" on the *Run Dialogue* screen.
Type 310	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 10 Message 1. This is equivalent to "T CCRBX 0010" on the *Run Dialogue* screen.
Type 311	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 11 Message 1. This is equivalent to "T CCRBX 0011" on the *Run Dialogue* screen.
Type 312	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 12 Message 1. This is equivalent to "T CCRBX 0012" on the *Run Dialogue* screen.
Type 313	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 13 Message 1. This is equivalent to "T CCRBX 0013" on the *Run Dialogue* screen.
Type 314	calls to mailboxes with this type are routed to the CCR beginning with CCR Mailbox 14 Message 1. This is equivalent to "T CCRBX 0014" on the *Run Dialogue* screen.
Type 400	calls to mailboxes with this type are routed to the starting point for Auto Attendant without spell by name. This is equivalent to "T AUTO1 0001" on the *Run Dialogue* screen.
Type 401	calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. This is equivalent to "T AUTOS 0001" on the *Run Dialogue* screen.
Type 402	calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail. However, it prompts the caller to spell the subscribers name instead of asking for the mailbox number. This is equivalent to "T AUTOM 0001" on the *Run Dialogue* screen.
Type 403	calls to mailboxes with this type are routed to the starting point for Auto Attendant. However, the mailbox personal greeting is played instead of the system greeting.
Type 404	calls to mailboxes with this type are routed to the starting point for Auto Attendant with spell by name. However, the mailbox personal greeting is played instead of the system greeting.
Type 405	calls to mailboxes with this type are routed to the starting point for non-subscriber voice mail using spell by name. However, the mailbox personal greeting is played instead of the system greeting.

8.4 CCR MAILBOX SCREEN

Once the CCR plan has been designed, the *CCR Mailbox* screen is used to enter the plan into system programming. Each CCR Mailbox can have 7 messages associated with it. **Each message is a CCR menu.** When a call is routed to a CCR mailbox from either the *Run Dialogue* screen, or from a mailbox with a CCR mailbox type (300–314), it is routed to the **first** message/menu of a CCR Mailbox. Each CCR Mailbox screen is divided into the following main areas:

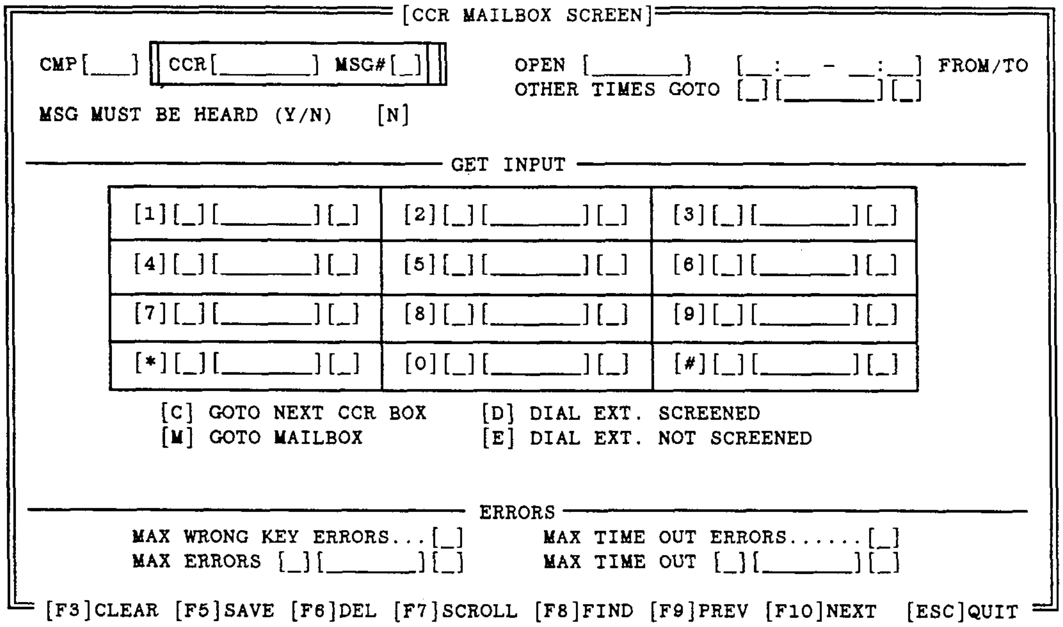
CMP	This field is used to program the 3–character company code this Mailbox is for. At present, program EXC in the *CMP* field.
CCR and MSG#	In the upper left corner is a box to enter the CCR mailbox number and message number. Each record can have seven messages (menus) associated with it.
OPEN	This field is used to program when the CCR menu (mailbox and message number) is active. This field can be programmed for any day(s) of the week and any time. The day of the week is programmed as a single digit where Sunday is 1, Monday is 2, Tuesday is 3, etc. The *From* and *To* time is programmed in 24–hour clock format (i.e., military time), e.g., 2 p.m. is 14:00. If the *Open* field is left blank, the menu is active at all times. If the menu is to be active 24 hours a day but only on certain days, program the *From* and *To* time as 00:00 to 23:59.
OTHER TIMES GOTO	Program where you wish calls to be routed when the CCR menu is not active. The same destination choices are available for *Other Times Goto* as for the *Get Input* area. See the *Get Input* description for valid entries.

NOTE: If there is an entry in the OPEN field, you must program a destination for OTHER TIMES GOTO. Otherwise, the system will disconnect the call when the CCR mailbox is not active.



```
                         [CCR MAILBOX SCREEN]

CMP[___] CCR[________] MSG#[_]        OPEN [_______]  [__:__ - __:__] FROM/TO
                                      OTHER TIMES GOTO [_][_______][_]
MSG MUST BE HEARD (Y/N)    [N]

------------------------------ GET INPUT ------------------------------

      [1][_][_______][_]    [2][_][_______][_]    [3][_][_______][_]
      [4][_][_______][_]    [5][_][_______][_]    [6][_][_______][_]
      [7][_][_______][_]    [8][_][_______][_]    [9][_][_______][_]
      [*][_][_______][_]    [0][_][_______][_]    [#][_][_______][_]

        [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
        [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED

------------------------------- ERRORS --------------------------------
      MAX WRONG KEY ERRORS...[_]       MAX TIME OUT ERRORS......[_]
      MAX ERRORS [_][_______][_]       MAX TIME OUT [_][_______][_]
[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8–1 CCR Mailbox Programming Screen



```
[CCR MAILBOX SCREEN]
CMP[___] CCR[________] MSG#[_]       OPEN [_______]  [__:__ - __:__] FROM/TO
                                     OTHER TIMES GOTO [_][________][_]
MSG MUST BE HEARD (Y/N)    [N]

------------------------------ GET INPUT ------------------------------
     [1][_][________][_]   [2][_][________][_]   [3][_][________][_]
     [4][_][________][_]   [5][_][________][_]   [6][_][________][_]
     [7][_][________][_]   [8][_][________][_]   [9][_][________][_]
     [*][_][________][_]   [0][_][________][_]   [#][_][________][_]
        [C] GOTO NEXT CCR BOX     [D] DIAL EXT. SCREENED
        [M] GOTO MAILBOX          [E] DIAL EXT. NOT SCREENED

-------------------------------- ERRORS --------------------------------
    MAX WRONG KEY ERRORS...[_]       MAX TIME OUT ERRORS......[_]
    MAX ERRORS [_][________][_]      MAX TIME OUT [_][________][_]
[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-2 CCR Mailbox Programming Screen

MSG MUST BE HEARD

Enter a Y in this field if you wish the entire menu/greeting to be played before the system listens for DTMF input. Enter an N if the caller can interrupt the menu/greeting and begin dialing at any time.

GET INPUT

This area is where the routing choices are programmed for each dialed digit. If a caller presses a digit for which there is no entry programmed, the system plays the message, "You have pressed an incorrect key," and repeats the menu/greeting. This area consists of three fields. Valid entries in the first field are **C** - another CCR menu, **M** - a mailbox, or **E** - a number in the telephone system. **E** is an unscreened, unsupervised transfer. The second field is the destination extension number/mailbox number. The third field is **only** used if the destination is another CCR menu. Enter the message number of the destination CCR mailbox in the third field. Examples:

[C] [0000001] [3] routes the call to CCR Mailbox 1 message/menu 3.
[M] [0003004] [_] routes the call to mailbox 3004.
[E] [0003025] [_] routes the call to 3025 in the telephone system.

NOTE: CCR can route calls to any valid number in the telephone system not just an extension number. If the telephone system is so equipped, calls can be routed to hunt groups, ACD groups, etc. Enter the digits CCR is to dial in the second field.

NOTE: The 4th destination, D is not used at this time and performs the same transfer as E.

MAX WRONG KEY

Enter the number of times a caller can press an incorrect key before being routed in the *Max wrong key errors* field.

MAX ERRORS

Enter the destination to route a caller who causes a *Max wrong key error*. The same destination choices are available as for the *Get Input* area. See the *Get Input* description for valid entries.

MAX TIME OUT ERRORS	Enter the number of times a caller can cause a time out (by not pressing a key within 5 seconds of the end of the menu greeting) before being routed to the *Max time out* destination.
MAX TIME OUT	Enter the destination to route a caller who causes a *Max time out error*. The same destination choices are available as for the *Get Input* area. See the *Get Input* description for valid entries.

NOTE: If there is no destination programmed for MAX ERRORS or MAX TIME OUT, the caller is transferred to the telephone system number programmed as operator on the Company Parameters screen.

8.4.1 ADDING A CCR MAILBOX

From the *Main Menu* press the **F1** key, then press **4**. The *CCR Mailbox* screen appears. See Figure 8–2. If there is an existing CCR Mailbox, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing records, the screen is blank.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the CCR Mailbox to be programmed, and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be programmed (always start with message 1). The system should display the message, "Information not found, press ◄┘ to continue."
4. Press the **RETURN** key.
5. Enter the days this CCR Mailbox/message # is to be active (enter 1 for Sunday, 2 for Monday, etc.). If the record is to be active at all times, leave the field blank.
6. Enter the start and stop times this CCR Mailbox/message # is to be active in 24–hour clock format (e.g. enter 2 p.m. as 14:00).
7. Enter the destination to route calls when this record is **NOT** active.
8. Use the **RETURN** key to move the cursor to *Msg Must Be Heard*.
9. Enter a **Y** if the caller must listen to the entire greeting/menu before dialing. Enter an **N** if the caller can interrupt the greeting/menu and begin dialing. The cursor moves to *Get Input*.
10. Enter the letter code (C, M, or E) for this dialed digit. The cursor moves to the next field.
11. Enter the number of the mailbox, extension, or CCR mailbox (depending upon the letter code used), then press the **RETURN** key. The cursor move to the next field.
12. If a CCR mailbox was entered in the previous step, enter the message number to route the call to. Otherwise, press the **RETURN** key.
13. Program the remaining dialed digits.
14. When **all** desired fields are complete, press the **F5** key to save the information. The system prompts for confirmation. Press **Y** to save, or **N** to return to the screen and change something.
15. To start a new record, press the **F3** key, and answer **Y**.

8.4.2 MODIFYING A CUSTOM CALL RECORD

From the *Main Menu* press the **F1** key, then press **4**. The *CCR Mailbox* screen appears. See Figure 8–2. If there is an existing CCR Mailbox, it is displayed. The cursor should be in the *Cmp* field. If this is not the record to be modified, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, CCR mailbox, etc. to find a record.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the CCR Mailbox to be modified, and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be modified. The system should display the message, "Information found, display it?"
4. Press the **RETURN** key.
5. Use the **RETURN** key to move the cursor to the field to be modified, and enter your changes.
6. When **all** desired fields are changed, press the **F5** key to save the information. The system prompts for confirmation. Press **Y** to save, or **N** to return to the screen and change something.
7. To clear the screen, press the **F3** key, and answer **Y**.

8.4.3 DELETE A CUSTOM CALL RECORD

From the *Main Menu* press the **F1** key, then press **4**. The *CCR Mailbox* screen appears. See Figure 8–2. If there is an existing CCR Mailbox, it is displayed. The cursor should be in the *Cmp* field. If this is not the record to be deleted, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, CCR mailbox, etc. to find a record.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the CCR Mailbox to be deleted, and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be deleted. The system should display the message, "Information found, display it?"
4. Press the **RETURN** key.
5. Press the **F6** key to delete, and then press **Y** to confirm.

NOTE: The recorded greeting associated with a CCR Mailbox/message number is NOT deleted when the record is deleted. The recording must be deleted using the System Administrator's mailbox.

8.5 RECORDING A MENU/GREETING

The greeting for each menu is recorded using **both** the system administrator's mailbox and the *CCR Mailbox* screen. To record a greeting:

NOTE: The system must be on line before recording the greetings for the CCR menus.

If you have been programming the system off line, perform the first 3 steps. If the system is already on line begin with step 4.

1. From the *Main Menu* press the **F3** key, then press **1**. The *Run Dialogue* screen appears.
2. Press the **F5** key, and then press **Y** to confirm.
3. Press the **RETURN** key to put the system on line.
4. Press the **F8** key. The *On Line Programming* menu appears.
5. Press the **I** key. The *CCR Mailbox* screen appears.
6. Select the CCR menu (CCR Mailbox and message number) to be recorded. The **F9** and **F10** keys can be used to scroll through the CCR Mailboxes.

   Or, you can press **F3**, and then **Y** to clear the screen. Enter **EXC** for the company, enter the CCR Mailbox number, press the **RETURN** key, and enter the number of the message (menu/greeting) to be recorded. The system should display the message, "Information found, display it?" Press the **Y** key.
7. Call the system from a nearby touch tone telephone.
8. When the system answers, press [#].
9. Enter the system administrator's mailbox number and access code.
10. Press [1] for greetings and [2] for record. The system is ready to record the greeting for the CCR Mailbox and message number **displayed on the monitor.**
11. Record the greeting, then press [#].

To record the next greeting, change the CCR menu (Mailbox number and message number) being displayed on the monitor, and record the next greeting. It is not necessary to exit the system and enter the system administrator's mailbox for each greeting. Just change the record being displayed on the monitor and follow the voice prompts to record a greeting.

8.6 PROGRAM THE SYSTEM TO USE CCR

After the CCR plan has been programmed into the system and all the greetings have been recorded, it is time to route your calls to CCR and test the design. Calls can reach CCR either directly from the *Run Dialogue* screen when the screen is programmed with one of the CCR starting points as a task, or calls can be transferred (or forwarded) to specific mailboxes programmed with one of the CCR *mailbox types* (e.g., mailbox type 301).

8.6.1 RUN DIALOGUE SCREEN

To program the *Run Dialogue* with the starting point of your CCR plan:

1. Take the system off line (press **F4**, **F7**, and then **ESCAPE**). The system prompts "START SHUT-DOWN PROCESS (Y/N)?"
2. Press the **Y** key. The system displays the *Run Dialogue* screen.
3. Using the **RETURN** key to move the cursor, enter the desired starting point for CCR. The **F1** key may be used to clear a field.
   Enter **T CCRBX 0001** to route calls to CCR Mailbox 1 message 1.
   Enter **T CCRBX 0002** to route calls to CCR Mailbox 2 message 1.
   Enter **T CCRBX 0003** to route calls to CCR Mailbox 3 message 1, etc.

NOTE: T CCRB1 0001 may also be used to route calls to CCR Mailbox 1 message 1 to maintain backward compatibility with older software releases.

---

4. Enter the new starting point for each of the system ports that are to route calls to CCR.
5. When all the ports have been programmed, save the information by pressing **F5** and then **Y**. If you wish to place the system on line, press the **RETURN** key. Otherwise, press the **ESCAPE** key.

8.6.2 SPECIFIC MAILBOXES

If you are using mailboxes to route calls to CCR (e.g., departmental CCR), create the necessary mailboxes using the *Mailbox Set-up* screen. The *mailbox type* is used to define the CCR starting point. Mailbox type 301 routes calls to CCR Mailbox 1 message 1. Type 302 routes calls to CCR Mailbox 2 message 1. Type 303 routes calls to CCR Mailbox 3 message 1, etc.

When using mailboxes to start CCR, the *Run Dialogue* screen is normally programmed for **T TIME1 0001**, or one of the auto attendant starting points.

8.7 TEST THE ROUTING PLAN

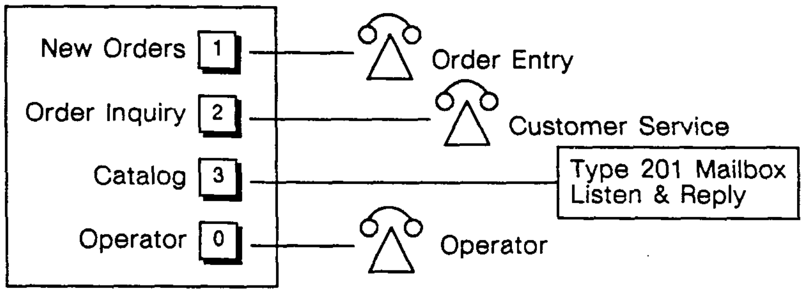
Call the system, listen to each of the menus you have created, and dial each of the choices on each menu. Make certain your call is routed to the desired destination.

NOTE: Certain telephone systems may not allow internal calls to be transferred. If your system is like this, use outside line calls to test the CCR plan.

8.8 EXAMPLE 1

Let's take the example that was described on the first two pages of this section, fill in the details and then program it into the system. This is the diagram from page 8.2.

> "Thank you for calling ABC Company. If you would like to place an order, press one. If you wish to ask a question about an order already placed, press two. If you wish to leave your name and address to receive a catalog, please press three. If you wish to speak with an operator, please press zero or stay on the line."

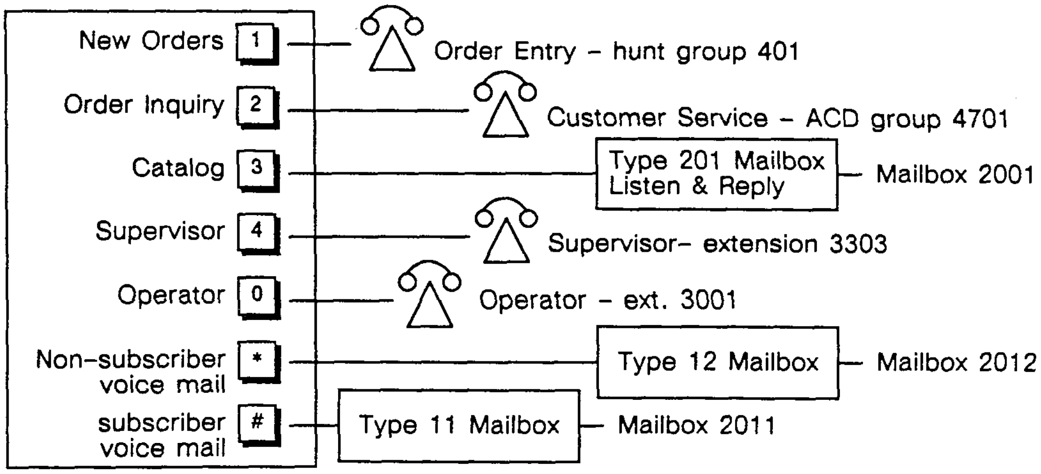

New Orders 1
Order Inquiry 2
Catalog 3
Operator 0
Order Entry
Customer Service
Type 201 Mailbox Listen & Reply
Operator

The telephone system used in this example has 4-digit extension numbers, three digit hunt groups, and 4-digit ACD (Automated Call Distribution) groups. Calls are transferred to the *Order Entry* department by dialing the hunt group pilot number 401. The *Customer Service* department is in an ACD group. Calls are transferred to this ACD group by dialing 4701. The extension number for the operator is 3001. Mailbox 2001 is to be used for Catalog requests. Mailbox 2002 is to be used for the after hours announcement. Incoming calls on selected outside lines are routed directly to the system (to CCR). Let's also add a selection to reach a Customer Service Supervisor who is at extension 3303.

The system is to be programmed to answer calls on all ports using the CCR menu described above during the company's business hours, Monday through Friday, 8:00 AM to 4:30 PM. After hours, and on weekends, calls are to be routed to a general announcement containing the company's business hours and other general information. The voice mail function of the system is to be retained. Mailbox numbers 2011 and 2012 are selected for the * and # functions.

Using this information, the diagram is now changed to:

> "Thank you for calling ABC Company. If you would like to place an order, press one. If you wish to ask a question about an order already placed, press two. If you wish to leave your name and address to receive a catalog, please press three. To reach a supervisor, please press four. If you wish to speak with an operator, please press zero or stay on the line."


New Orders 1
Order Inquiry 2
Catalog 3
Supervisor 4
Operator 0
Non-subscriber voice mail *
subscriber voice mail #
Order Entry - hunt group 401
Customer Service - ACD group 4701
Type 201 Mailbox Listen & Reply
Mailbox 2001
Supervisor- extension 3303
Operator - ext. 3001
Type 12 Mailbox
Mailbox 2012
Type 11 Mailbox
Mailbox 2011

8.8.1 CREATE THE MAILBOXES

Aside from subscriber mailboxes, the following special purpose mailboxes must be created. Use the *Mailbox Set-up* screen to create:

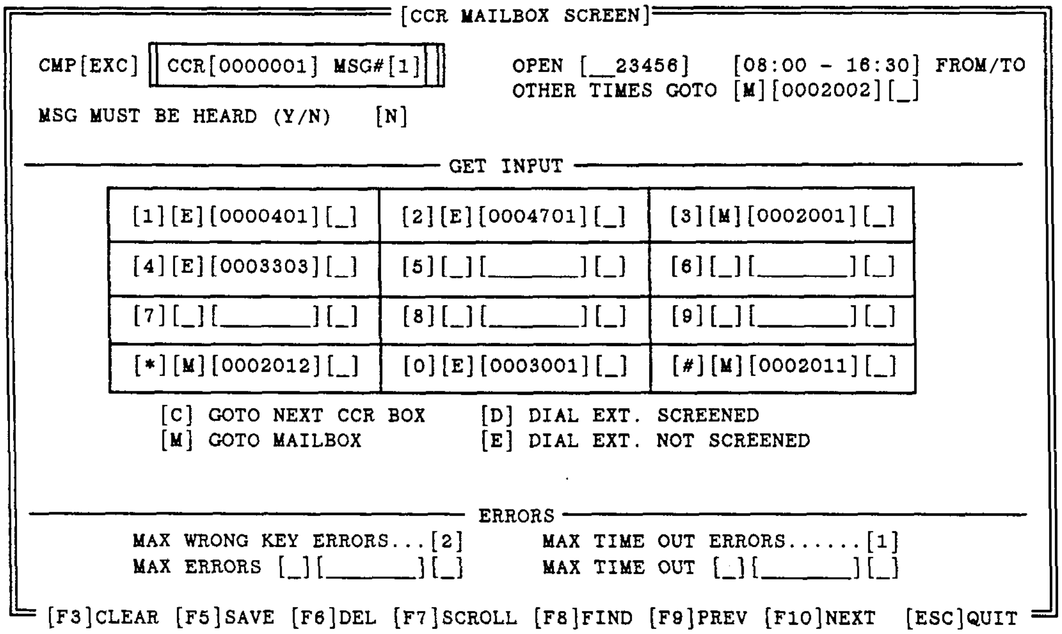
- Mailbox number 2001 with a type of 201. This is the listen and reply bulletin board mailbox.
- Mailbox number 2002 with a type of 200. This is the listen only bulletin board mailbox.
- Mailbox number 2011 with a type of 11. This is to route callers to the starting point for subscriber voice mail.
- Mailbox number 2012 with a type of 12. This is to route callers to the starting point for non-subscriber voice mail.

8.8.2 CREATE THE CCR MAILBOXES

This example requires a single CCR Mailbox to be created. If the system is off line system, from the *Main Menu* press the **F1** key, then press **4**. If the system is on line system, press **F8**, then **I**.The *CCR Mailbox* screen appears. See Figure 8-2. If there is an existing CCR Mailbox, it is displayed. Press F3, and then Y to clear the screen. If there are no existing records, the screen is blank.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter 1 for CCR, and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter **1** for the message number. The system should display the message, "Information not found, press ←┘ to continue."
4. Press the **RETURN** key.
5. Enter **23456** (Monday–Friday) for the days this CCR Mailbox/message # is to be active.
6. Enter **08:00** for the start time and **16:30** for the stop time this CCR Mailbox/message # is to be active in 24-hour clock format.
7. Enter **M 0002002** for the destination to route calls when this record is not active. This is the listen only mailbox for the after hours announcement.
8. Use the **RETURN** key to move the cursor to *Msg Must Be Heard*.
9. Enter an **N**. The cursor moves to *Get Input*.
10. Enter **E 0000401** for digit 1. This routes calls to the telephone system number 401 (a hunt group).
11. Enter **E 0004701** for digit 2. This routes calls to the telephone system number 4701 (an ACD group).
12. Enter **M 0002001** for digit 3. This routes calls to mailbox 2001 (the listen & reply mailbox).
13. Enter **E 0003303** for digit 4. This routes calls to the telephone system number 3303 (an extension).
14. Enter **M 0002012** for digit *. This routes calls to mailbox 2012 (non-subscriber voice mail).
15. Enter **E 0003001** for digit 0. This routes calls to the telephone system number 3001 (an extension).
16. Enter **M 0002011** for digit #. This routes calls to mailbox 2011 (subscriber voice mail).
17. Enter **2** for *Max Wrong Key Errors.*
18. Enter **1** for *Max Time Out Errors.*
19. Leave both *Max Errors* and *Max Time Out* blank. The calls are routed to the telephone system operator.

20. Press the **F5** key to save the information. The system prompts for confirmation. Press **Y** to save, or **N** to return to the screen and change something.



```
[CCR MAILBOX SCREEN]

CMP[EXC] CCR[0000001] MSG#[1]      OPEN [__23456]    [08:00 - 16:30] FROM/TO
                                   OTHER TIMES GOTO [M][0002002][_]
MSG MUST BE HEARD (Y/N)    [N]

-------------------------------- GET INPUT --------------------------------

      [1][E][0000401][_]   [2][E][0004701][_]   [3][M][0002001][_]
      [4][E][0003303][_]   [5][_][_______][_]   [6][_][_______][_]
      [7][_][_______][_]   [8][_][_______][_]   [9][_][_______][_]
      [*][M][0002012][_]   [0][E][0003001][_]   [#][M][0002011][_]

        [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
        [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED

---------------------------------- ERRORS ----------------------------------
      MAX WRONG KEY ERRORS...[2]       MAX TIME OUT ERRORS......[1]
      MAX ERRORS [_][_______][_]       MAX TIME OUT [_][_______][_]

[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-3 Example CCR Mailbox Screen

8.8.3 RECORD GREETINGS FOR THE BULLETIN BOARD MAILBOXES

Mailbox 2001 is the bulletin board mailbox to be used by customers requesting catalogs. Mailbox 2002 is the bulletin board mailbox to be used as the after hours greeting.

NOTE: The system must be on line to record the greetings.

To record bulletin board greetings for a mailbox, call the mailbox as a subscriber, enter the mailbox's access code, and follow the prompts to record a greeting.

Record a greeting similar to the following for mailbox 2001, "To receive an ABC Company catalog, at the tone, please leave your full name, mailing address, city, state, and zip code. A catalog will be mailed to you."

Record a greeting similar to the following for mailbox 2002, "Thank you for calling ABC Company. Our business hours are 8:00 AM to 4:30 PM Monday through Friday."

8.8.4 RECORD THE CCR MENU

If you have been programming the system off line, perform the first 3 steps. If the system is already on line begin with step 4.

1. From the *Main Menu* press the F3 key, then press **1**. The *Run Dialogue* screen appears.
2. Press the **F5** key, and then press **Y** to confirm.
3. Press the **RETURN** key to put the system on line.
4. Press the **F8** key. The *On Line Programming* screen appears.

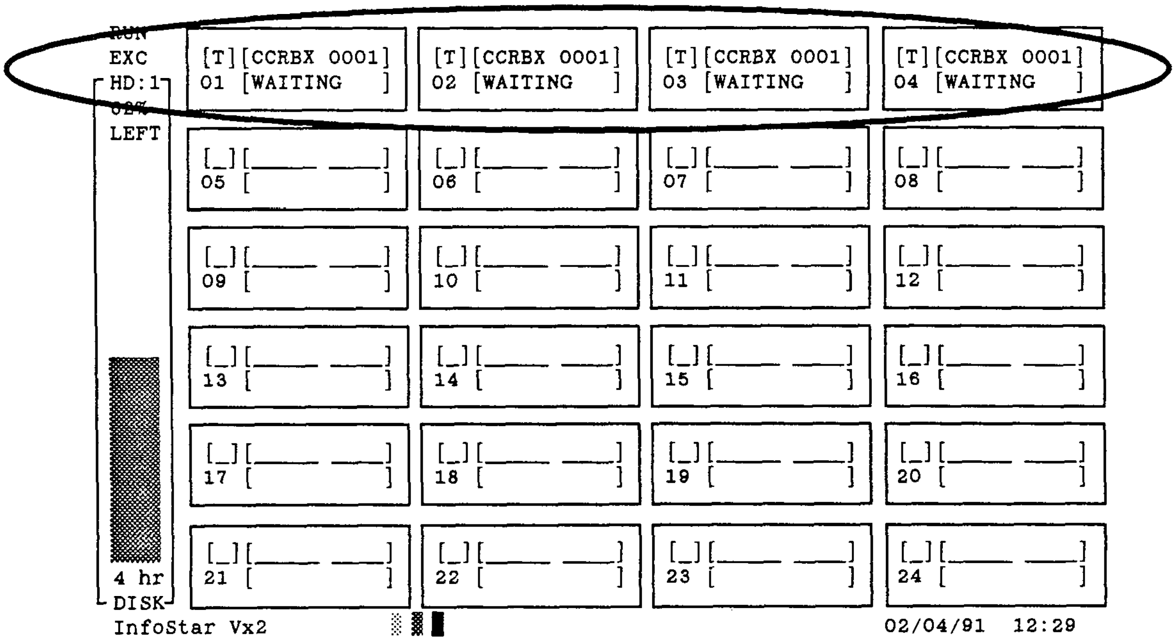
5. Press the **I** key. The *CCR Mailbox* screen appears.
6. Select CCR Mailbox **1** and message number **1**. The **F9** and **F10** keys can be used to scroll through the CCR Mailboxes.
7. Call the system from a nearby touch tone telephone.
8. When the system answers, press [#].
9. Enter the system administrator's mailbox number and access code.
10. Press [1] for greetings and [2] for record. The system is ready to record the greeting for the CCR Mailbox and message number displayed on the monitor.
11. Record a greeting similar to the following, then press [#].

    "Thank you for calling ABC Company. If you would like to place an order, press one. If you wish to ask a question about an order already placed, press two. If you wish to leave your name and address to receive a catalog, please press three. To reach a supervisor, please press four. If you wish to speak with an operator, please press zero or stay on the line."

8.8.5 PROGRAM RUN DIALOGUE SCREEN

Program the *Run Dialogue* with the starting point for this example:

1. Take the system off line (press **F4**, **F7**, and then **ESCAPE**). The system prompts "START SHUTDOWN PROCESS (Y/N)?"
2. Press the **Y** key. The system displays the *Run Dialogue* screen.
3. Using the **RETURN** key to move the cursor, enter **T CCRBX 0001** to route calls to CCR Mailbox 1 message 1. The **F1** key may be used to clear a field.
4. Enter the new starting point for each of the system ports.
5. When all the ports have been programmed, save the information by pressing **F5** and then **Y**. Press the **RETURN** key, to place the system on line.



```
RUN
EXC    [T][CCRBX 0001]  [T][CCRBX 0001]  [T][CCRBX 0001]  [T][CCRBX 0001]
HD:1   01 [WAITING   ]  02 [WAITING   ]  03 [WAITING   ]  04 [WAITING   ]
82%
LEFT   [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       05 [         ]   06 [         ]   07 [         ]   08 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       09 [         ]   10 [         ]   11 [         ]   12 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       13 [         ]   14 [         ]   15 [         ]   16 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
       17 [         ]   18 [         ]   19 [         ]   20 [         ]

       [_][____ ____]   [_][____ ____]   [_][____ ____]   [_][____ ____]
4 hr   21 [         ]   22 [         ]   23 [         ]   24 [         ]
DISK
InfoStar Vx2                                            02/04/91  12:29
```

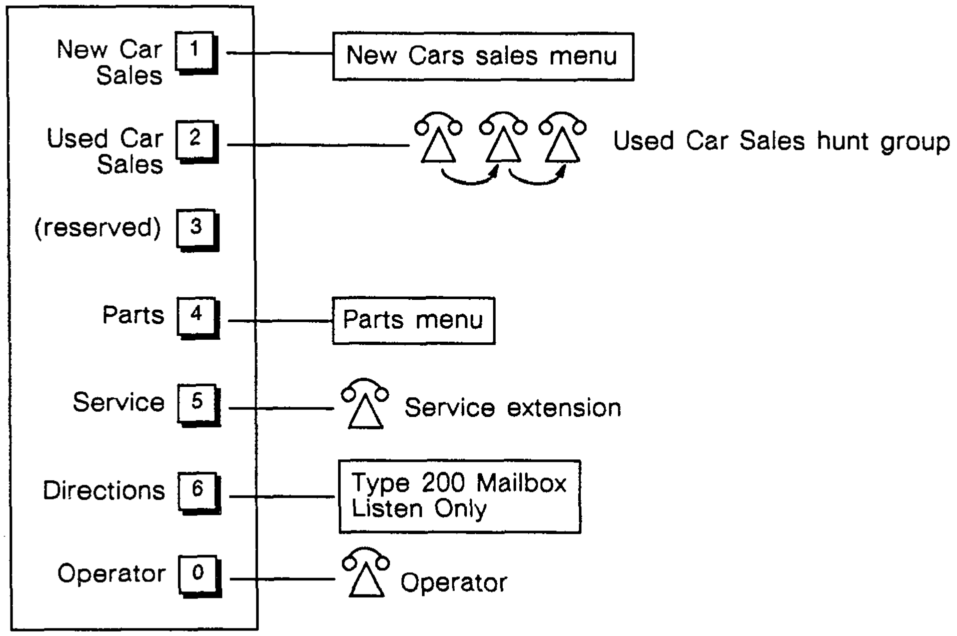
Figure 8–4 Example CCR Mailbox Screen

8.9 EXAMPLE 2

This example shows a CCR plan using hunt groups, extension numbers, bulletin board mailboxes, and other CCR menus as destinations. The telephone system administrator at a large car dealership wishes to design a Custom Call Routing plan. He wishes to route calls for new car sales, used car sales, parts department, and service department. The sales force in new car sales is divided by make of car (remember, this is only an example). The dealership sells three makes of cars: Chrysler, Ford, and GM (this is only an example). Calls for the parts department can be divided into pricing and availability calls, and calls checking on orders. All calls to the service department go to one extension. The system administrator also wishes to record directions on how to reach the dealership.

The CCR plan is to be in effect during business hours only. At other times, the callers are to be directed to a mailbox and requested to leave a message.

A general diagram would begin like the following:



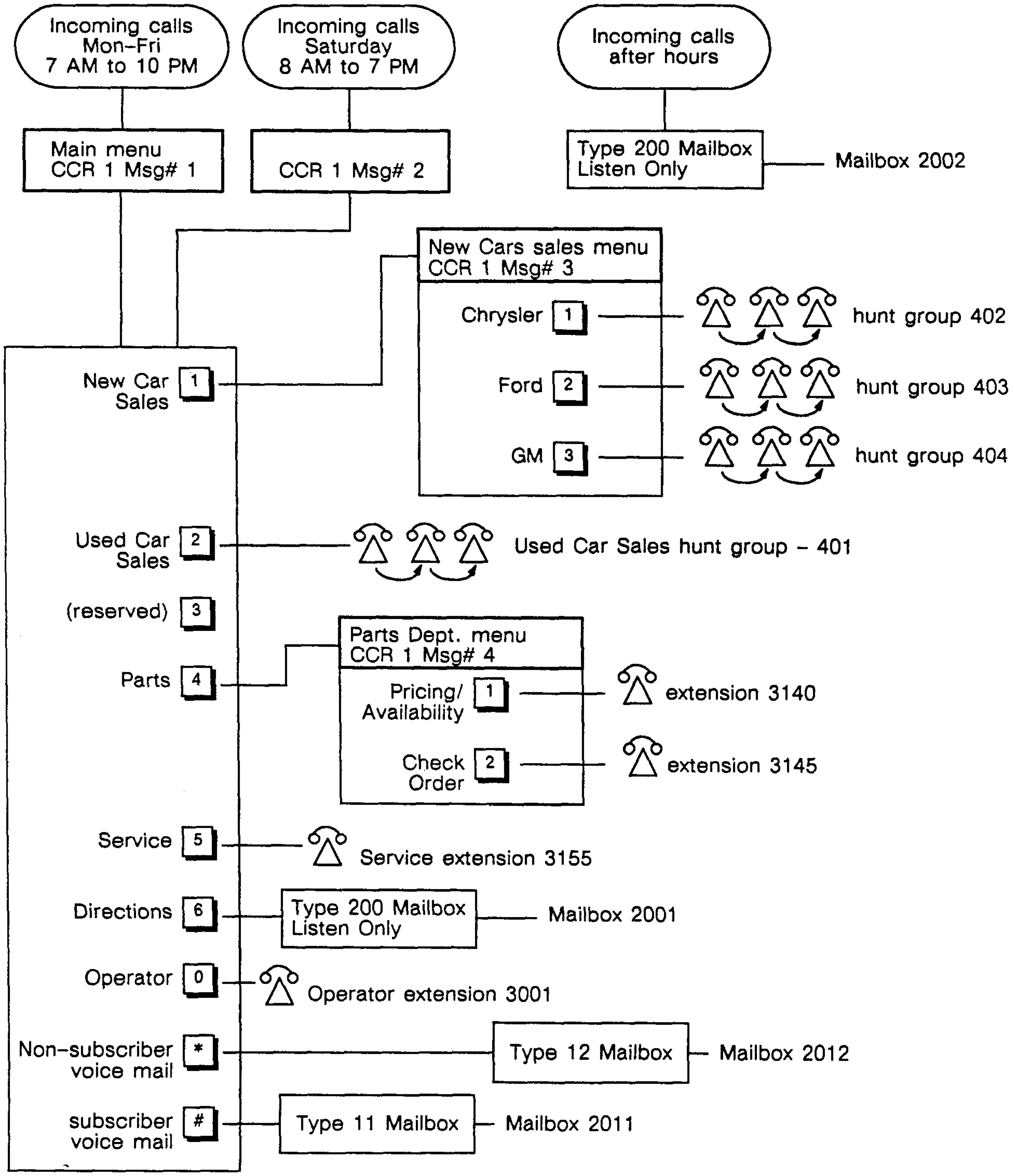
8.9.1 DESIGNING THE PLAN

The telephone system used in this example has 4-digit extension numbers 3001–3199, and three digit hunt groups. Calls are transferred to the *New Car Sales* department by dialing the hunt group pilot number:
Chrysler 402
Ford 403
GM 404.

The *Used Car Sales* department is hunt group 401. The parts department pricing extension is 3140. The extension to check on an order is 3145. The service department extension is 3155. The extension number for the operator is 3001. Mailbox 2001 is to be used for travel directions. Mailbox 2002 is to be used for the after hours announcement. Incoming calls on selected outside lines are routed directly to the system (to CCR).

The system is to be programmed to answer calls on all ports using the CCR menu described above during the company's business hours, Monday to Friday 7:00 AM to 10:00 PM and Saturday 8:00 AM to 7:00 PM. After hours, and on Sundays, calls are to be routed to a general announcement containing the company's business hours and other general information. The voice mail function of the system is to be retained. Mailbox numbers 2011 and 2012 are selected for the ⊠ and # functions.

Using this information, the diagram is now changed to:


Incoming calls Mon–Fri 7 AM to 10 PM
Incoming calls Saturday 8 AM to 7 PM
Incoming calls after hours
Main menu CCR 1 Msg# 1
CCR 1 Msg# 2
Type 200 Mailbox Listen Only
Mailbox 2002
New Cars sales menu CCR 1 Msg# 3
Chrysler 1
hunt group 402
Ford 2
hunt group 403
GM 3
hunt group 404
New Car Sales 1
Used Car Sales 2
Used Car Sales hunt group - 401
(reserved) 3
Parts 4
Parts Dept. menu CCR 1 Msg# 4
Pricing/ Availability 1
extension 3140
Check Order 2
extension 3145
Service 5
Service extension 3155
Directions 6
Type 200 Mailbox Listen Only
Mailbox 2001
Operator 0
Operator extension 3001
Non-subscriber voice mail *
Type 12 Mailbox
Mailbox 2012
subscriber voice mail #
Type 11 Mailbox
Mailbox 2011

8.9.2 WHY HAVE TWO MAIN MENUS DOING THE SAME THING?

ABC Cars has two different working hour schedules: one for weekdays, and one for Saturday. Using the *Open* and *Other Times Goto* fields on the *CCR Mailbox* screen this schedule shift can be programmed into the system. The first CCR menu will be open (active) Monday to Friday 7:00 AM to 10:00 PM. When the first menu is not active (other times go to), a call will be routed to the next CCR menu. The second CCR menu will be open on Saturday 8:00 AM to 7:00 PM. The same greeting and choices will be used for the second menu as the first menu. When the second menu is not active (other times go to), a call will be routed to the *after hours mailbox*.

8.9.3 GREETINGS

Appropriate greetings must be designed for each of the menus to inform callers about how to reach the destination they desire. Start with CCR 1 Msg# 1. This is the starting point for the task **T CCRBX 0001** on the *Run Dialogue* screen. Something similar to the following may be used.

Main Greeting (CCR 1, Msg# 1 and CCR 1, Msg# 2):

> "Welcome to ABC Cars. If you wish new car sales, press one. For used car sales, press two. For parts department, press four. For service, press five. For directions to ABC Cars, press six. To reach an operator, press zero. If you are using a rotary telephone, please stay on the line and someone will assist you."

New Car Sales Greeting (CCR 1, Msg# 3):

> "New Car Sales. For information on Chrysler cars, press one. For Ford cars, press two. For GM cars, press three."

Parts Greeting (CCR 1, Msg# 4):

> "Parts Department. For information on the price of a part or availability, press one. To check on an order previously, placed press two."

8.9.4 PLAN SUMMARY

Now that the plan has designed, the following is an outline of the steps needed to make the system carry out this plan.

- Create the special mailboxes needed: 2001, 2002, 2011, and 2012.
- Program the CCR menus: CCR 1 Msg# 1, CCR 1 Msg# 2, CCR 1 Msg# 3, and CCR 1 Msg# 4.
- Record mailbox greetings for the *directions* (2001) and *after hours* (2002) mailboxes.
- Record the greetings for the CCR menus.
- Program the *Run Dialogue* screen to use CCR.

8.9.5 CREATE THE MAILBOXES

Aside from subscriber mailboxes, the following special purpose mailboxes must be created. Use the *Mailbox Set-up* screen to create:

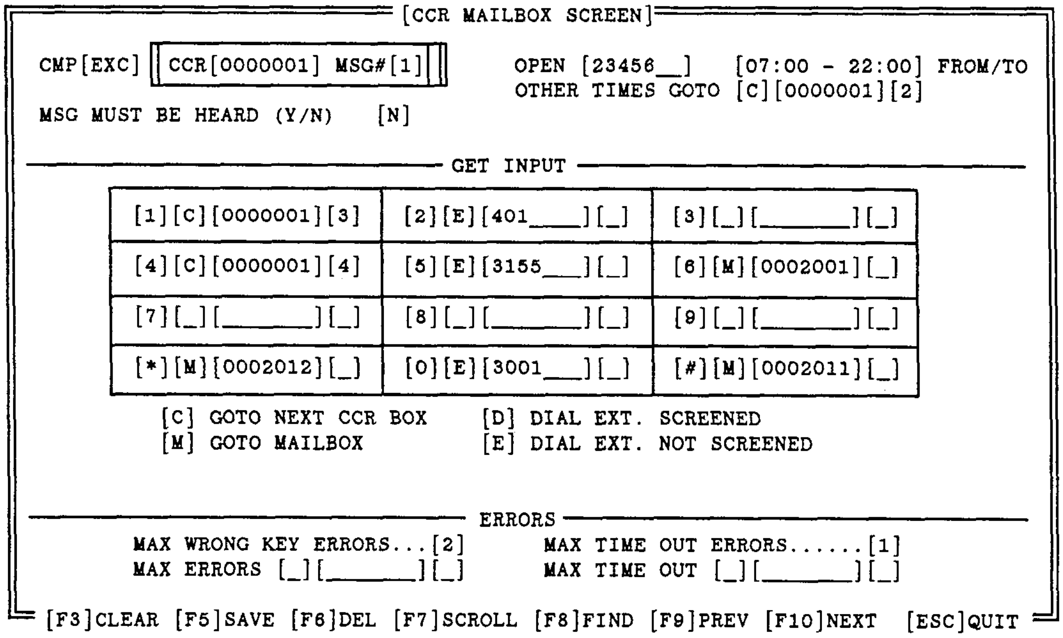
- Mailbox number 2001 with a type of 200. This is the listen only bulletin board mailbox.
- Mailbox number 2002 with a type of 200. This is the listen only bulletin board mailbox.
- Mailbox number 2011 with a type of 11. This is to route callers to the starting point for subscriber voice mail.
- Mailbox number 2012 with a type of 12. This is to route callers to the starting point for non-subscriber voice mail.

8.9.6 PROGRAMMING THE CCR MAILBOX SCREEN

MAIN GREETING/MENU

This example requires several CCR Mailboxes to be created. First, create the main CCR menu. If the system is off line system, from the *Main Menu* press the **F1** key, then press **4**. If the system is on line system, press **F8**, then **I**.The *CCR Mailbox* screen appears. See Figure 8-2. If there is an existing CCR Mailbox, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing records, the screen is blank.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the record to be programmed (in this case it is 1), and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be programmed (in this case it is 1). The system should display the message, "Information not found, press ↵ to continue." Press the **RETURN** key.
4. Using the **RETURN** key to move around the screen, enter the information shown in Figure 8-5.
5. When **all** desired fields are complete, press the **F5** key to save. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something. We will record the message for this menu later.
6. To start a new record, press the **F3** key, and answer **Y**.



```
                              [CCR MAILBOX SCREEN]

  CMP[EXC] CCR[0000001] MSG#[1]        OPEN [23456__]    [07:00 - 22:00] FROM/TO
                                       OTHER TIMES GOTO  [C][0000001][2]
  MSG MUST BE HEARD (Y/N)    [N]

  ------------------------------ GET INPUT ------------------------------

        [1][C][0000001][3]    [2][E][401____][_]    [3][_][_______][_]
        [4][C][0000001][4]    [5][E][3155___][_]    [6][M][0002001][_]
        [7][_][_______][_]    [8][_][_______][_]    [9][_][_______][_]
        [*][M][0002012][_]    [0][E][3001___][_]    [#][M][0002011][_]

          [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
          [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED


  -------------------------------- ERRORS --------------------------------
        MAX WRONG KEY ERRORS...[2]      MAX TIME OUT ERRORS......[1]
        MAX ERRORS [_][_______][_]      MAX TIME OUT [_][_______][_]
 [F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-5 CCR Mailbox For Weekday Main Greeting

What this screen tells the system to do is:

If a call is answered during Monday to Friday 07:00 AM to 10:00 PM, play the record 1 message 1 greeting and wait for the caller to dial something. If the call is after hours, route the call to the next CCR menu (CCR 1 Msg# 2).

If the caller presses a 1, route the call to CCR record 1 message 3. Each message is another menu.

If the caller presses a 2, route the call to 401 in the telephone system (the hunt group for Used Cars)

If the caller presses a 4, route the call to CCR record 1 message 4. Each message is another menu.

If the caller presses a, 5, route the call to telephone system extension 3155.

If the caller presses a 6, route the call to mailbox 2001 (listen only bulletin board containing travel directions).

If the caller presses a 0, route the call to telephone system extension 3001 which is the system operator.

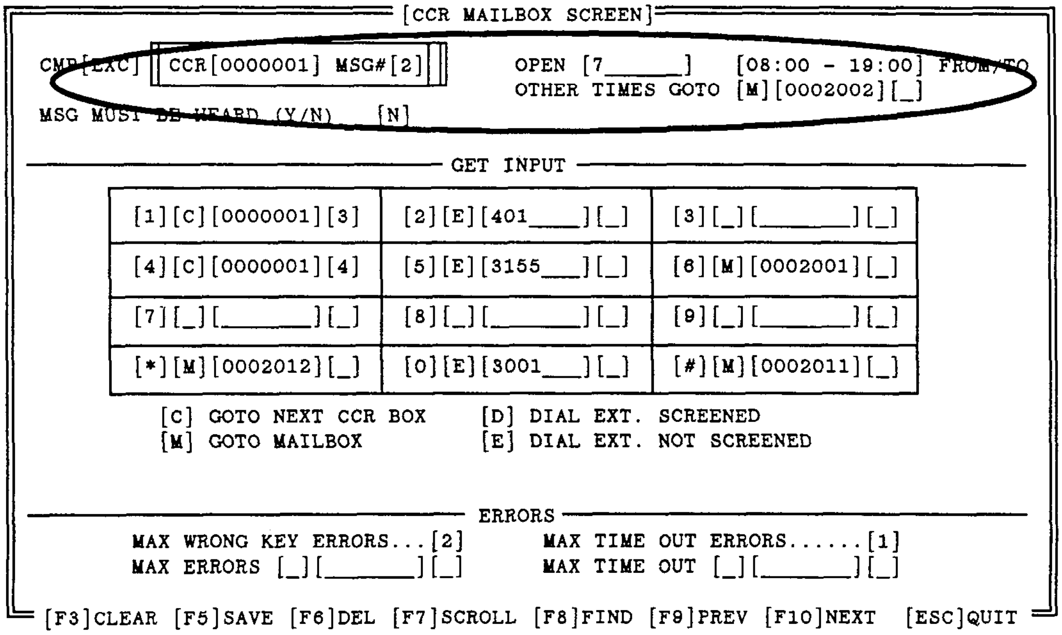
If the caller presses a *, route the call to the entry point for non-subscriber voice mail.

If the caller presses a #, route the call to the entry point for subscriber voice mail.

SATURDAY GREETING/MENU

Next we program the CCR menu for use on Saturdays. The only difference on this menu is that when this CCR menu is not active, calls are routed to the after hours mailbox - 2002.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the record to be programmed (in this case it is 1), and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be programmed (in this case it is 2). The system should display the message, "Information not found, press ↵ to continue." Press the **RETURN** key.
4. Using the **RETURN** key to move around the screen, enter the information shown in Figure 8-6.
5. When **all** desired fields are complete, press the **F5** key to save. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something. We will record the message for this menu later.
6. To start a new record, press the **F3** key, and answer **Y**.



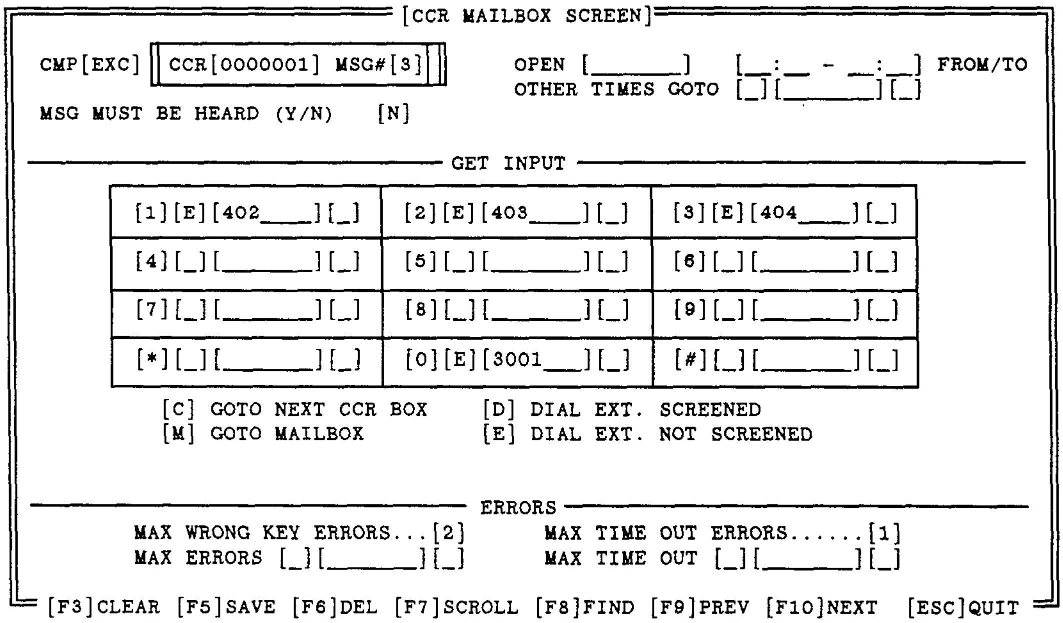
```
                         [CCR MAILBOX SCREEN]
CMP[EXC] CCR[0000001] MSG#[2]        OPEN [7_____]   [08:00 - 19:00] FROM/TO
                                     OTHER TIMES GOTO [M][0002002][_]
MSG MUST BE HEARD (Y/N)    [N]

                              GET INPUT
     [1][C][0000001][3]   [2][E][401____][_]    [3][_][_______][_]
     [4][C][0000001][4]   [5][E][3155___][_]    [6][M][0002001][_]
     [7][_][_______][_]   [8][_][_______][_]    [9][_][_______][_]
     [*][M][0002012][_]   [0][E][3001___][_]    [#][M][0002011][_]

       [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
       [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED

                               ERRORS
    MAX WRONG KEY ERRORS...[2]      MAX TIME OUT ERRORS......[1]
    MAX ERRORS [_][_______][_]      MAX TIME OUT [_][_______][_]
[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-6 CCR Mailbox For Saturday Main Greeting

NEW CAR SALES

Now we have to program a CCR record for New Car Sales.

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the record to be programmed (in this case 1), and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be programmed (in this case 3). The system should display the message, "Information not found, press ◄┘ to continue." Press the **RETURN** key.
4. Using the **RETURN** key to move around the screen, enter the information shown in Figure 8-7.
5. When all desired fields are complete, press the **F5** key to save. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something. We will record the message for this menu later.
6. To start a new record, press the **F3** key, and answer **Y**.



```
                         [CCR MAILBOX SCREEN]
CMP[EXC] [CCR[0000001] MSG#[3]]     OPEN [_______]  [__:__ - __:__] FROM/TO
                                    OTHER TIMES GOTO [_][_______][_]
MSG MUST BE HEARD (Y/N)    [N]
------------------------------ GET INPUT ------------------------------
     [1][E][402____][_]    [2][E][403____][_]    [3][E][404____][_]
     [4][_][_______][_]    [5][_][_______][_]    [6][_][_______][_]
     [7][_][_______][_]    [8][_][_______][_]    [9][_][_______][_]
     [*][_][_______][_]    [0][E][3001___][_]    [#][_][_______][_]

       [C] GOTO NEXT CCR BOX        [D] DIAL EXT. SCREENED
       [M] GOTO MAILBOX             [E] DIAL EXT. NOT SCREENED

-------------------------------- ERRORS -------------------------------
     MAX WRONG KEY ERRORS...[2]        MAX TIME OUT ERRORS......[1]
     MAX ERRORS [_][_______][_]        MAX TIME OUT [_][_______][_]
 [F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-7 CCR Mailbox For New Car Sales Greeting/Menu

What this screen tells the system to do is:

If the caller presses a 1, route the call to 402 (hunt group) in the telephone system.

If the caller presses a 2, route the call to 403 (hunt group) in the telephone system.

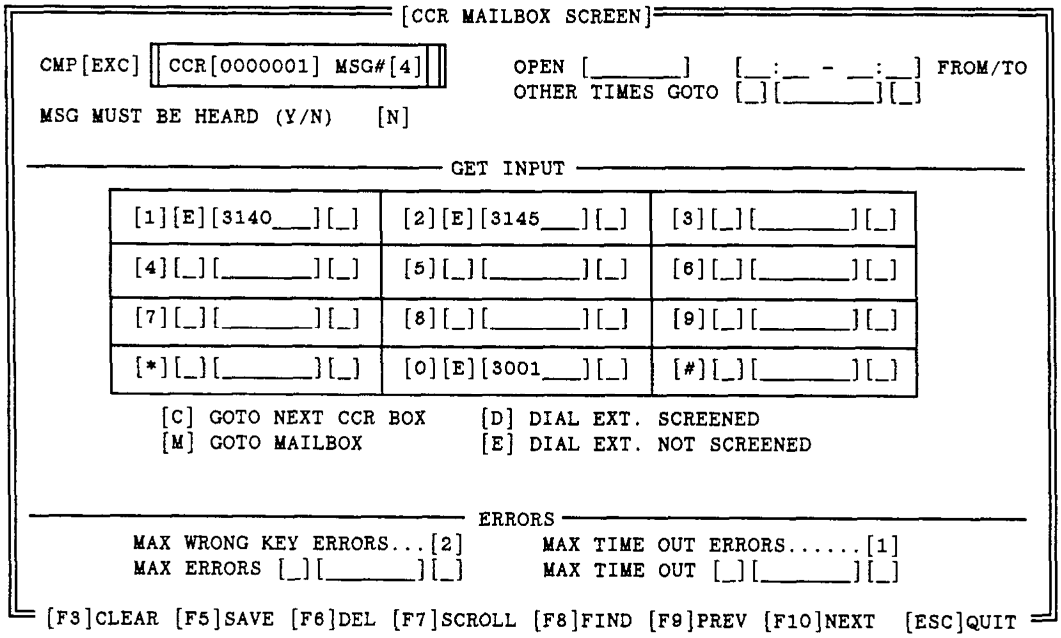
If the caller presses a 3, route the call to 404 (hunt group) in the telephone system.

If the caller presses a 0, route the call to telephone system extension 3001 which is the system operator.

PARTS DEPARTMENT

And finally the Parts department:

1. Enter **EXC** for the company. The cursor moves to *CCR*.
2. Enter the number of the record to be programmed (in this case it is 1), and press the **RETURN** key. The cursor moves to *Msg #*.
3. Enter the number of the message (menu/greeting) to be programmed (in this case it is 4). The system should display the message, "Information not found, press ←┘ to continue." Press the **RETURN** key.
4. Using the **RETURN** key to move around the screen, enter the information shown in Figure 8-8.
5. When **all** desired fields are complete, press the **F5** key to save. The system prompts for confirmation. Press **Y** to save the information, and **N** to return to the screen and change something. We will record the message for this menu later.



```
                         [CCR MAILBOX SCREEN]

 CMP[EXC] | CCR[0000001] MSG#[4] |      OPEN [______]  [__:__ - __:__] FROM/TO
                                        OTHER TIMES GOTO [_][______][_]
 MSG MUST BE HEARD (Y/N)     [N]

 ---------------------------- GET INPUT ----------------------------

        [1][E][3140___][_]   [2][E][3145___][_]   [3][_][______][_]
        [4][_][______][_]    [5][_][______][_]    [6][_][______][_]
        [7][_][______][_]    [8][_][______][_]    [9][_][______][_]
        [*][_][______][_]    [0][E][3001___][_]   [#][_][______][_]

            [C] GOTO NEXT CCR BOX      [D] DIAL EXT. SCREENED
            [M] GOTO MAILBOX           [E] DIAL EXT. NOT SCREENED

 ----------------------------- ERRORS ------------------------------
        MAX WRONG KEY ERRORS...[2]      MAX TIME OUT ERRORS......[1]
        MAX ERRORS [_][______][_]       MAX TIME OUT [_][______][_]

 [F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-8 CCR Mailbox For Parts Greeting/Menu

What this screen tells the system to do is:

If the caller presses a 1, route the call to telephone system extension 3140.

If the caller presses a 2, route the call to telephone system extension 3145.

If the caller presses a 0, route the call to telephone system extension 3001 which is the system operator.

8.9.7 RECORD GREETINGS FOR THE BULLETIN BOARD MAILBOXES

Mailbox 2001 is the bulletin board mailbox used to give customers directions to reach ABC Cars. Mailbox 2002 is the bulletin board mailbox to be used as the after hours greeting.

NOTE: The system must be on line to record the greetings.

To record bulletin board greetings for a mailbox, call the mailbox as a subscriber, enter the mailbox's access code, select *Personal Options,* and follow the prompts to record an appropriate greeting.

8.9.8 RECORD THE CCR MENU/GREETINGS

After the system has been programmed, a greeting must be recorded for each of the record/messages. The greeting for each menu is recorded using both the system administrator's mailbox and the *CCR Mailbox* programming screen of the record/message number. Use the diagram of the plan to keep track of which greetings belong with each CCR menu. To record a greeting:

If you have been programming the system off line, perform the first 3 steps. If the system is already on line begin with step 4.

1. From the *Main Menu* press the **F3** key, then press **1**. The *Run Dialogue* screen appears.
2. Press the **F5** key, and then press **Y** to confirm.
3. Press the **RETURN** key to put the system on line.
4. Press the **F8** key. The *On Line Programming* screen appears.
5. Press the **I** key. The *CCR Mailbox* screen appears.
6. Select CCR Mailbox **1** and message number **1**. The **F9** and **F10** keys can be used to scroll through the CCR Mailboxes.
7. Call the system from a nearby touch tone telephone.
8. When the system answers, press #.
9. Enter the system administrator's mailbox number and access code.
10. Press 1 for greetings and 2 for record. The system is ready to record the greeting for the CCR Mailbox and message number displayed on the monitor.
11. Make certain CCR 0000001 Msg# 1 is displayed on the screen. Record a greeting similar to the following, then press #.

    "Welcome to ABC Cars. If you wish new car sales, press one. For used car sales, press two. For parts department, press four. For service, press five. For directions to ABC Cars, press six. To reach an operator, press zero. If you are using a rotary telephone, please stay on the line and someone will assist you."

12. Display CCR 0000001 Msg# 2 on the screen. Record a greeting similar to the following (yes, it is the same greeting as the Msg# 1), then press #.

    "Welcome to ABC Cars. If you wish new car sales, press one. For used car sales, press two. For parts department, press four. For service, press five. For directions to ABC Cars, press six. To reach an operator, press zero. If you are using a rotary telephone, please stay on the line and someone will assist you."

13. Display CCR 0000001 Msg# 3 on the screen. Record a greeting similar to the following, then press #.

    "New Car Sales: For information on Chrysler cars, press one. For Ford cars, press two. For GM cars, press three."

14. Display CCR 0000001 Msg# 4 on the screen. Record a greeting similar to the following, then press #.

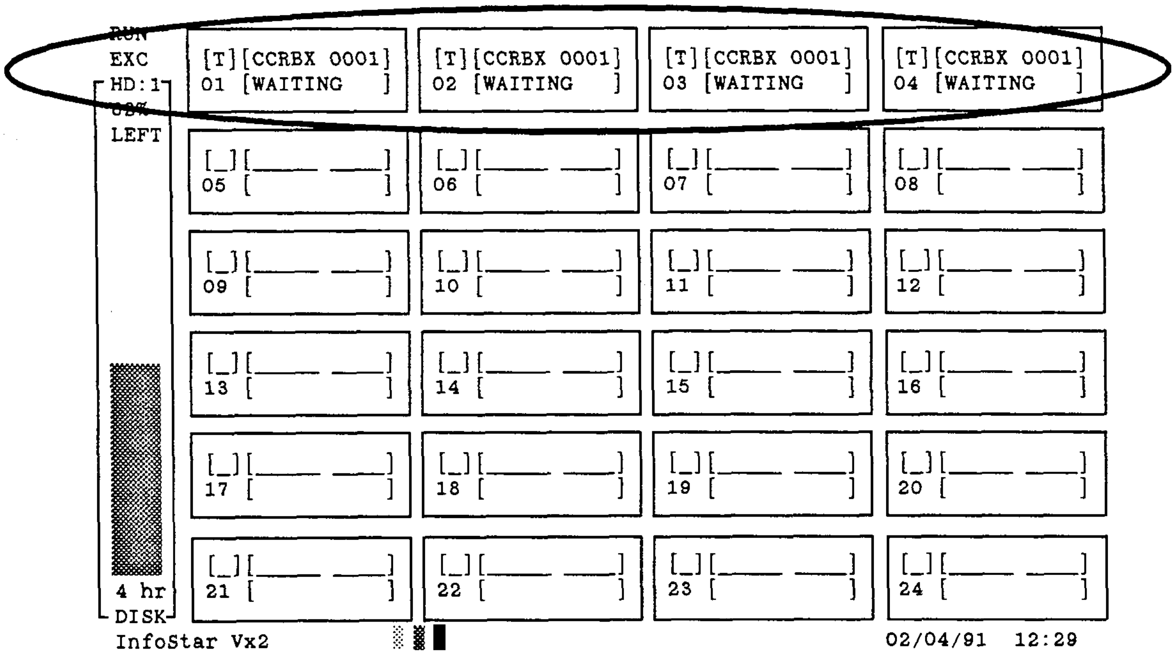
    "Parts Department. For information on the price of a part or availability, press one. To check on an order previously, placed press two."

At this point the system is programmed for CCR operation. The last task to be accomplished is to program the system ports to route calls to Custom Call Routing rather than normal voice mail. This is accomplished on the *Run Dialogue* screen.

8.9.9 PROGRAM RUN DIALOGUE SCREEN

Program the *Run Dialogue* with the starting point for this example (T CCRBX 0001):

1. Take the system off line (press **F4**, **F7**, and then **ESCAPE**). The system prompts "START SHUTDOWN PROCESS (Y/N)?"
2. Press the **Y** key. The system displays the *Run Dialogue* screen.
3. Using the **RETURN** key to move the cursor, enter **T CCRBX 0001** to route calls to CCR Mailbox 1 message 1. The **F1** key may be used to clear a field.
4. Enter the new starting point for each of the system ports.
5. When all the ports have been programmed, save the information by pressing **F5** and then **Y**. Press the **RETURN** key, to place the system on line.



```
RUN
EXC    [T][CCRBX 0001]  [T][CCRBX 0001]  [T][CCRBX 0001]  [T][CCRBX 0001]
HD:1   01 [WAITING    ]  02 [WAITING    ]  03 [WAITING    ]  04 [WAITING    ]
88%
LEFT   [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       05 [         ]    06 [         ]    07 [         ]    08 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       09 [         ]    10 [         ]    11 [         ]    12 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       13 [         ]    14 [         ]    15 [         ]    16 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
       17 [         ]    18 [         ]    19 [         ]    20 [         ]

       [_][____ ____]    [_][____ ____]    [_][____ ____]    [_][____ ____]
4 hr   21 [         ]    22 [         ]    23 [         ]    24 [         ]
DISK
InfoStar Vx2                                                02/04/91  12:29
```

Figure 8-9 Run Dialogue Screen Programmed For CCR

8.10 EXAMPLE 3 - CCR AS AN AUTO ATTENDANT

Custom Call Routing can also perform the same tasks as the automated attendant feature by using special *mailbox types*. Let's take Example 2 and modify it such that if the caller knows the extension number of the person they want to reach, they can dial it as soon as the VX2 system answers the call.

In Example 2, digit 3 was reserved on the main menu. This was because 3 is the leading digit in the telephone system extension numbers. There are three modifications to be made:

- A mailbox must be created to accept the input to CCR and route it to the auto attendant tasks.
- The main CCR menu must be programmed with the new mailbox.
- The main CCR menu greeting must be changed so callers know they can dial an extension number.

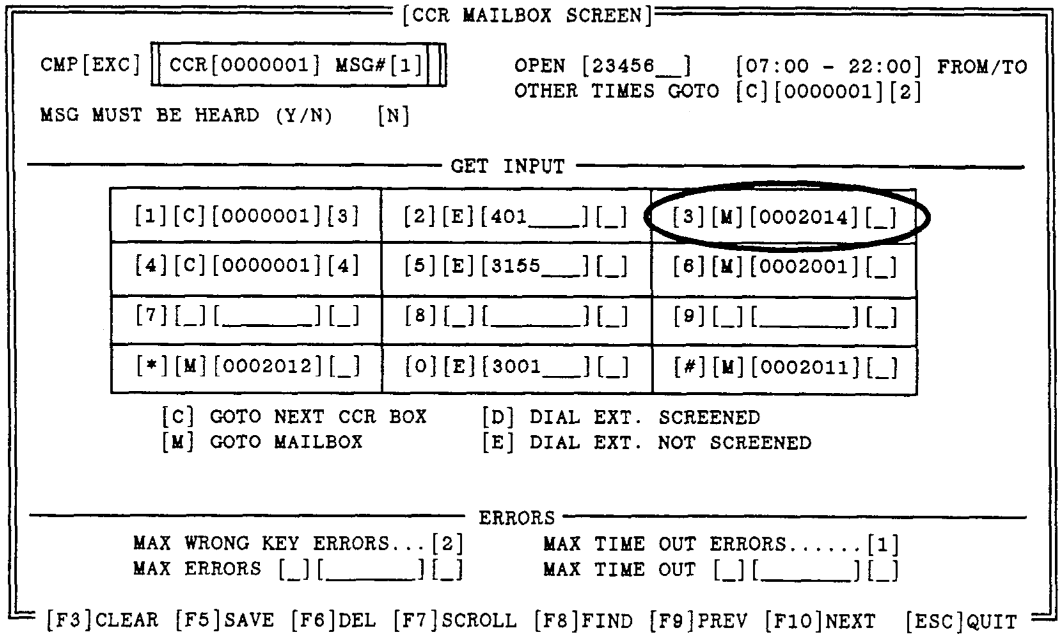
8.10.1 CREATE THE MAILBOX

Create a mailbox with a mailbox type of 14. This is a special type used when Custom Call Routing is to be used as an auto attendant. The DTMF digit on the CCR menu used to reach this type mailbox is taken as the leading digit in the extension number. The system waits for the remaining digits to be dialed (based on the number of digits in an extension number from the *PBX Parameters* screen) then transfers the call to that extension. This example will use mailbox 2014 as the type 14 mailbox.

8.10.2 MODIFY THE FIRST CCR MAILBOX

If the system is off line system, from the *Main Menu* press the **F1** key, then press **4**. If the system is on line system, press **F8**, then **I**.The *CCR Mailbox* screen appears. CCR 1 Msg# 1 should appear. If not, use the **F9** or **F10** key to display CCR 1 Msg# 1. Add mailbox 2014 to both the weekday main menu (CCR 1, Msg# 1) and the Saturday main menu (CCR 1, Msg# 2).

1. Use the **RETURN** key to move the cursor to the *digit 3* field, and enter **M 2014**, then press the **RETURN** key.
2. Press the **F5** key to save the information. The system prompts for confirmation. Press **Y** to save, or **N** to return to the screen and change something.



```
[CCR MAILBOX SCREEN]

CMP[EXC]  CCR[0000001] MSG#[1]      OPEN [23456__]   [07:00 - 22:00] FROM/TO
                                    OTHER TIMES GOTO [C][0000001][2]
MSG MUST BE HEARD (Y/N)    [N]

------------------------------ GET INPUT ------------------------------
     [1][C][0000001][3]   [2][E][401____][_]   [3][M][0002014][_]
     [4][C][0000001][4]   [5][E][3155___][_]   [6][M][0002001][_]
     [7][_][_______][_]   [8][_][_______][_]   [9][_][_______][_]
     [*][M][0002012][_]   [0][E][3001___][_]   [#][M][0002011][_]

       [C] GOTO NEXT CCR BOX        [D] DIAL EXT. SCREENED
       [M] GOTO MAILBOX             [E] DIAL EXT. NOT SCREENED

-------------------------------- ERRORS --------------------------------
     MAX WRONG KEY ERRORS...[2]       MAX TIME OUT ERRORS......[1]
     MAX ERRORS [_][_______][_]       MAX TIME OUT [_][_______][_]

[F3]CLEAR [F5]SAVE [F6]DEL [F7]SCROLL [F8]FIND [F9]PREV [F10]NEXT  [ESC]QUIT
```

Figure 8-10 Weekday Main Menu With Mailbox 2014 Added

8.10.3 CHANGE THE CCR MENU/GREETINGS

The weekday and Saturday greeting must be recorded with instructions including dialing an extension number. The greeting for each menu is recorded using both the system administrator's mailbox and the *CCR Mailbox* programming screen of the record/message number.

If you have been programming the system off line, perform the first 3 steps. If the system is already on line begin with step 4.

1. From the *Main Menu* press the **F3** key, then press **1**. The *Run Dialogue* screen appears.
2. Press the **F5** key, and then press **Y** to confirm.
3. Press the **RETURN** key to put the system on line.
4. Press the **F8** key. The *On Line Programming* screen appears.
5. Press the **I** key. The *CCR Mailbox* screen appears.
6. Select CCR Mailbox **1** and message number **1**. The **F9** and **F10** keys can be used to scroll through the CCR Mailboxes.
7. Call the system from a nearby touch tone telephone.
8. When the system answers, press #.
9. Enter the system administrator's mailbox number and access code.
10. Press 1 for greetings and 2 for record. The system is ready to record the greeting for the CCR Mailbox and message number displayed on the monitor.
11. Make certain CCR 0000001 Msg# 1 is displayed on the screen. Record a greeting similar to the following, then press #.

    "Welcome to ABC Cars. If you know the extension number of the person you are calling, dial it now. If you wish new car sales, press one. For used car sales, press two. For parts department, press four. For service, press five. For directions to ABC Cars, press six. To reach an operator, press zero. If you are using a rotary telephone, please stay on the line and someone will assist you."

12. Display CCR 0000001 Msg# 2 on the screen. Record a greeting similar to the following (yes, it is the same greeting as the Msg# 1), then press #.

    "Welcome to ABC Cars. If you know the extension number of the person you are calling, dial it now. If you wish new car sales, press one. For used car sales, press two. For parts department, press four. For service, press five. For directions to ABC Cars, press six. To reach an operator, press zero. If you are using a rotary telephone, please stay on the line and someone will assist you."

CCR MAILBOX [______] [__]
RECORD MESSAGE #

OPEN [______] [__:__ - __:__]
DAYS OF THE WEEK FROM TO

OTHER TIMES GOTO [_] [______] [_]
DESTINATION

MUST HEAR ENTIRE GREETING [_] (Y or N)

WRONG KEY ERRORS [_]

TIME OUT ERRORS [_]

When caller dials:	Route call to:	Description – Where the call is routed & why
1	[_] [______] [_] C,M,D,E	
2	[_] [______] [_]	
3	[_] [______] [_]	
4	[_] [______] [_]	
5	[_] [______] [_]	
6	[_] [______] [_]	
7	[_] [______] [_]	
8	[_] [______] [_]	
9	[_] [______] [_]	
0	[_] [______] [_]	
#	[_] [______] [_]	
*	[_] [______] [_]	

C – Go to next CCR box
M – Go to mailbox
D – Transfer to extension screened
E – Transfer to extension not screened

GREETING/MESSAGE:

Section 9 – Outdial

9.1 INTRODUCTION

The system uses the optional outdial feature to call subscribers and notify them that a new message has been received in their mailbox. Subscribers can control how they want this feature to work. A subscriber specifies:

- The telephone number where they can be reached. This number may be a telephone system (or Centrex) extension, a local or long distance telephone number, or the telephone number and dialing sequence of a pager.

NOTE: If the telephone number is a PBX extension, be aware of call forwarding. The outdial call should not be call forwarded back to the VX2. Otherwise, the outdial message will be recorded as a new message. Make certain the timer for call forward – no answer is longer than the VX2's timer for an unanswered call (default value is 4 rings).

- An alternate telephone number.
- The type of message that causes an outdial call. A subscriber can specify either all new messages, or only priority new messages. In addition, a subscriber can limit outdialing to messages from a member of a group list, or from a particular mailbox.
- How long the system waits after the message has been received before placing the outdial call.
- A schedule of when the system is allowed to call the subscriber.
- The number of times the system is to attempt to reach the subscriber.

9.2 MAILBOX USER

A subscriber controls the outdial feature via telephone using the message notification portion of the *Personal Options* menu.

Each mailbox user may establish 2 outdial schedules and an override schedule for weekdays and for weekends. Schedules 1 and 2 can be programmed to accommodate time gaps in the same day. For example, I want the system to call me at home from 6:00 am to 8:00 am and then again from 6:00 pm to 8:00 pm. Schedule 3 is the override schedule.

When a subscriber selects outdialing (4 under Personal Options) the system tells the user if outdial is active. If a user has activated Schedule 3 (the override schedule), the system will tell the user that too.

The system allows each mailbox user to specify up to 9 *outdial bins* (numbered 1–9), each of which can contain an extension number, telephone number, or pager sequence. Each outdial bin may contain up to 46 digits. A mailbox user may enter a pause (required in some pager sequences) by entering *.

A user may specify an alternate bin number. If the system fails to reach a user at the primary bin destination after the programmed number of attempts, it will automatically attempt to notify the user at the alternate bin destination using the same number of attempts. If after this, the system still has not reached the user, no further attempts are made.

9.3 SYSTEM ADMINISTRATION

As system administrator, you program each mailbox to allow outdialing using the *Mailbox Set-up* screen. You can also setup and/or review the outdial schedule for a subscriber via the monitor and keyboard using the *Mailbox Bin Number* screen and *Outdial Schedule* screen. You should record the company name which is used as part of the outdial greeting. This is accomplished using the system administrator's mailbox.

9.3.1 RECORDING THE COMPANY NAME FOR OUTDIAL GREETING

You should record the company name which is used as part of the outdial greeting using a system administrator mailbox. As soon as an outdial call is answered the system plays, "This is the (recorded company name) voice mail system with a message for (recorded mailbox name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now."

If there is no recorded Company name, or if the name has been erased, the greeting is still played, but without the Company name, "This is the voice mail system with a message for (recorded mailbox name). If you are an operator, please transfer this call to (recorded mailbox name)..."

To record the Company name:

1 Greetings → 2 Record → 7 Company Name → Record the name, then press # → System replays name

9.3.2 PLAYING THE COMPANY NAME

You may play the company name at any time.

1 Greetings → 1 Listen → 7 Company Name → System plays company name

9.3.3 ERASING THE COMPANY NAME

You may erase the company name at any time.

1 Greetings → 3 Erase → 7 Company Name

9.4 SYSTEM PROGRAMMING FOR OUTDIAL

The programming of the outdial schedule can be done either by the mailbox user via telephone, or by the system administrator using the monitor and keyboard. The *Mailbox Bin Number* screen is used to program the users' telephone numbers. The *Outdial Schedule* screen is used to program the user's schedule. The *Outdial Parameters* screen is used to program the maximum number of retires and the time between retries. The *Mailbox Set-up* screen is used to allow each mailbox to use the outdial feature. The *PBX Functions* screen is used to tell the system which port(s) to use for outdial calls.

NOTE: The instructions given are for programming the system off line. Each of the screens mention in the preceding paragraph can be programmed on line.

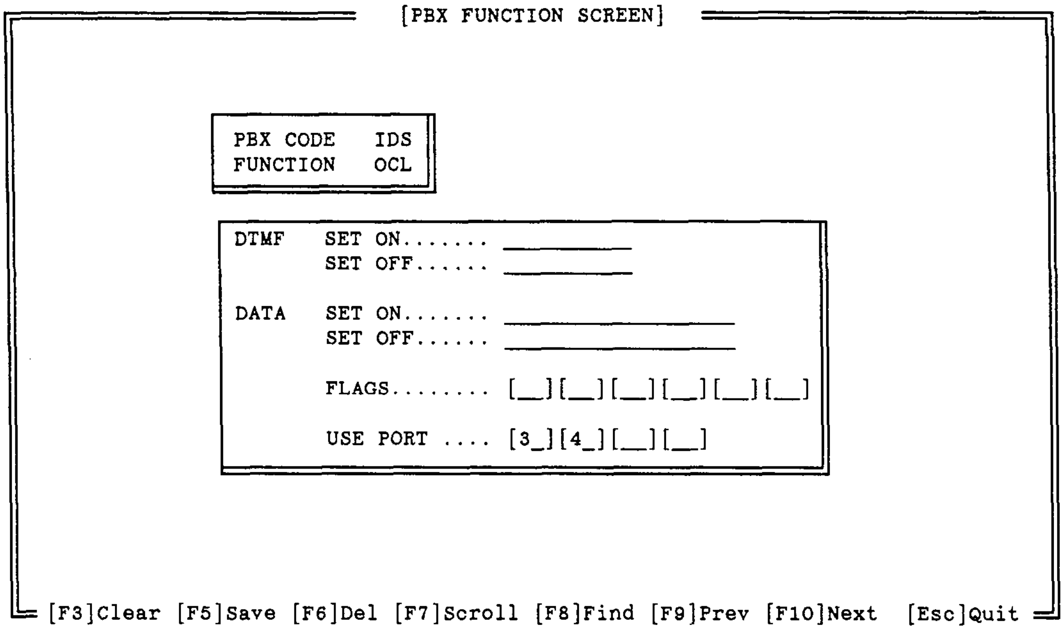
9.4.1 PBX FUNCTIONS SCREEN - OUTDIAL

The *PBX Functions* screen is used to integrate the message waiting indication (MWI) and outdial features. There are several screens are already defined for certain telephone systems. These systems are listed in Section 2.3 *Auto Integration*. If you are connecting the VX2 system to a telephone system not listed, this screen should be created (using the same 3-character PBX code as used for MWI) for use with outdial.

The *PBX Functions* screen is used to designate which ports are to be used to place outdial calls. If no screen is programmed (for OCL), or if there are no entries in the *Use Port* field, outdial will use all ports in the system to place outdial calls. If the *Use Port* field is to be programmed, up to 4 ports can be programmed to place outdial calls.

NOTE: It may not be desirable to leave the *Use Ports* field blank for a system with large group lists whose members are programmed for outdial. One message to such a group list would utilize every port in the system to place outdial calls.

From the *Main Menu*, press the **F4** key, then press **3**. The *PBX Functions* screen appears. See Figure 9-1. The **ESCAPE** key can be used at any time while in this screen to return to the *Main Menu*.



```
[PBX FUNCTION SCREEN]

PBX CODE   IDS
FUNCTION   OCL

DTMF   SET ON.......  ________
       SET OFF......  ________

DATA   SET ON.......  ______________
       SET OFF......  ______________

       FLAGS........  [__][__][__][__][__][__]

       USE PORT ....  [3_][4_][__][__]

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9-1 Example PBX Functions Screen Using Ports 3 and 4 For Outdial

At the top of the screen in the left corner is a place to enter the telephone system code. This is a 3-character code used to define which telephone system the VX2 system is being integrated with. This code must be the same code used on the *Line Set-up* screen and the *PBX Parameters* screen (*System code* and *PBX code* are the same thing).

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records.

1. Enter the 3-character system (PBX) code. For example, **IDS** for the EXECUTONE IDS. The cursor moves to *Function*.

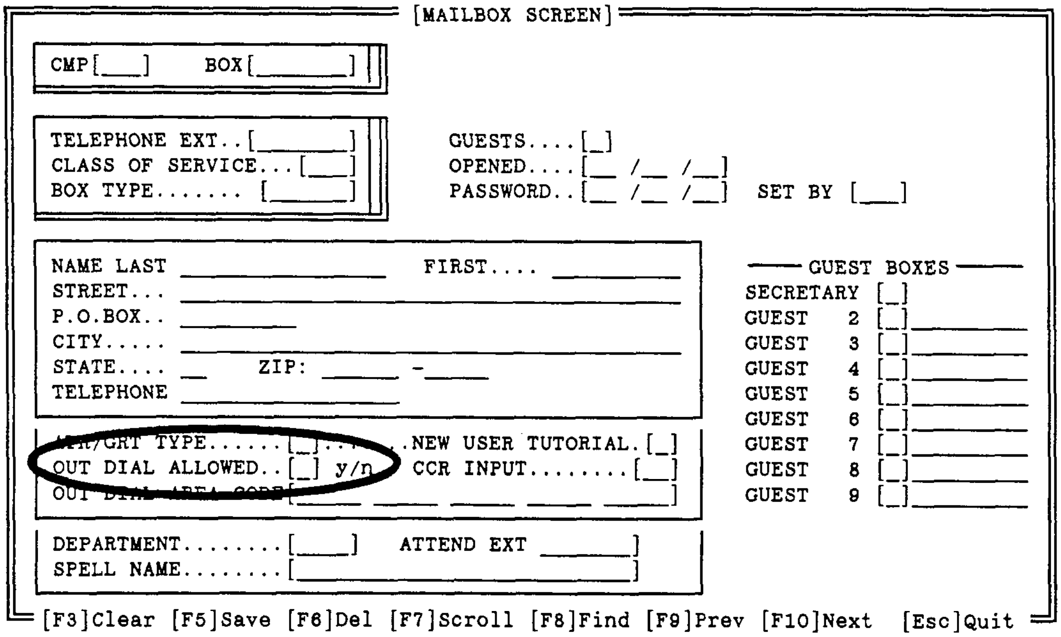
2. Enter OCL. The system prompts for confirmation. Press **Y**. The present *PBX Functions* programming is displayed.
3. Press the down arrow key until the cursor reaches *Use Port.*
4. Enter the port number(s) which are to be used for outdial. Press the **RETURN** key after each entry. If no ports are entered, the system uses all ports for outdial.
5. Press the **F5** key to save the screen. The system prompts for confirmation. Press **Y** if all information is correct. Press **N** to cancel the request to save the information.

NOTE: In software versions prior to release 2.0, if a change is made to a PBX Function screen, and the change is saved, the corresponding PBX Parameter screen must also be saved (even if no changes were made to this screen).

9.4.2 MAILBOX SET-UP SCREEN

The *Mailbox Set-up* screen must be programmed for each mailbox that is to use the outdial feature. Access the screen from the Main Menu (with the system off line) by pressing **F1** and then **2**. For each mailbox to use outdial, program the *OUT DIAL ALLOWED* field to Y (yes). See Figure 9-2.

CAUTION: Do NOT use the CONTROL and C key combination to move around the Mailbox Set-up screen.



```
                        [MAILBOX SCREEN]

 CMP[___]    BOX[_______]

 TELEPHONE EXT..[_______]       GUESTS....[_]
 CLASS OF SERVICE...[___]       OPENED....[__ /__ /__]
 BOX TYPE.......  [_____]       PASSWORD..[__ /__ /__]  SET BY [___]

 NAME LAST ____________    FIRST.... _______      ——— GUEST BOXES ———
 STREET... ______________________________        SECRETARY [_]
 P.O.BOX.. _______                                GUEST   2 [_]________
 CITY..... ______________________________        GUEST   3 [_]________
 STATE.... __    ZIP: _____ -_____                GUEST   4 [_]________
 TELEPHONE _____________                          GUEST   5 [_]________
                                                  GUEST   6 [_]________
   /GRT TYPE......[_]......NEW USER TUTORIAL.[_]  GUEST   7 [_]________
 OUT DIAL ALLOWED..[_] y/n  CCR INPUT........[__] GUEST   8 [_]________
 OUT DIAL AREA CODE[_____ _____ _____ _____ _____] GUEST  9 [_]________

 DEPARTMENT........[____]  ATTEND EXT _______]
 SPELL NAME........[____________________________]

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9-2 Mailbox Set-up Screen

9.4.3 MAILBOX BIN NUMBER SCREEN

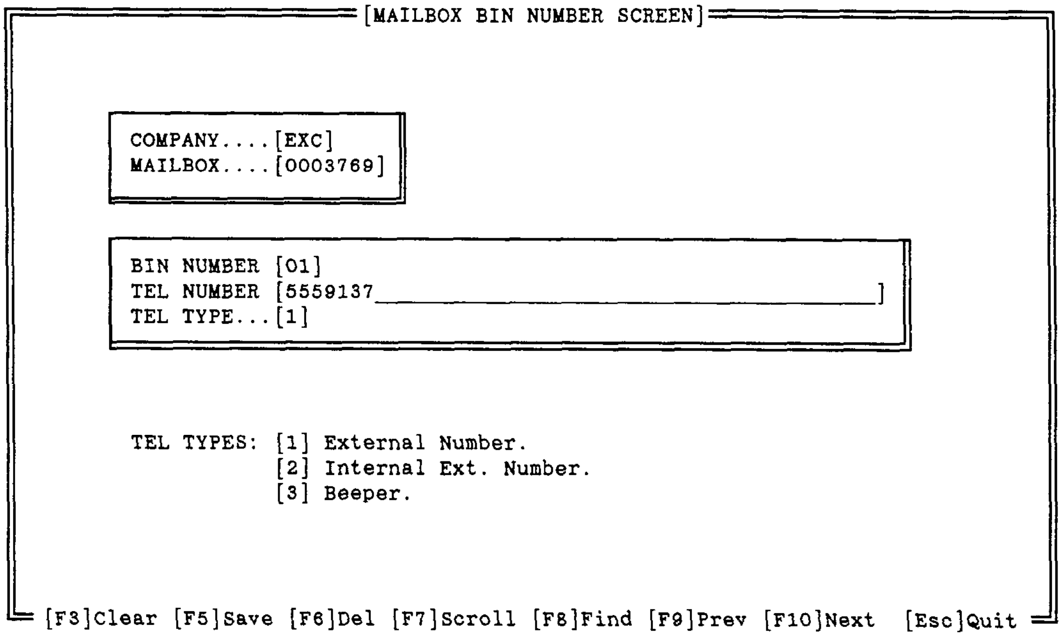
ADDING A BIN NUMBER

The *Mailbox Bin Number* screen is used to program the user's telephone numbers. There are 5 fields to be programmed on the screen. From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **2**. The *Mailbox Bin Number* screen appears. See Figure 9-3. If there is an existing record, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing records, the screen is blank.

1. Enter **EXC** for the company. The cursor moves to *Mailbox*.
2. Enter the mailbox number to be programmed, and press the **RETURN** key. The cursor moves to *Bin*.
3. Enter the number (1–9) of the outdial bin to be programmed. The system should display the message, "Information not found, press **RETURN** to continue." If the system displays the bin number, or displays "Information found, display it Y/N?" the bin has already been programmed, select another.
4. Press the **RETURN** key. The cursor moves to *Tel Number*.
5. Enter the telephone number exactly as it is to be dialed. Do not include a PBX access code to reach an outside line. This is programmed on the *PBX Parameters* screen. Enter a "," (comma) for a pause.

NOTE: If this outdial bin is used to call a pager (beeper), enter the exact dialing sequence required to activate the beeper just as you would dial it manually.

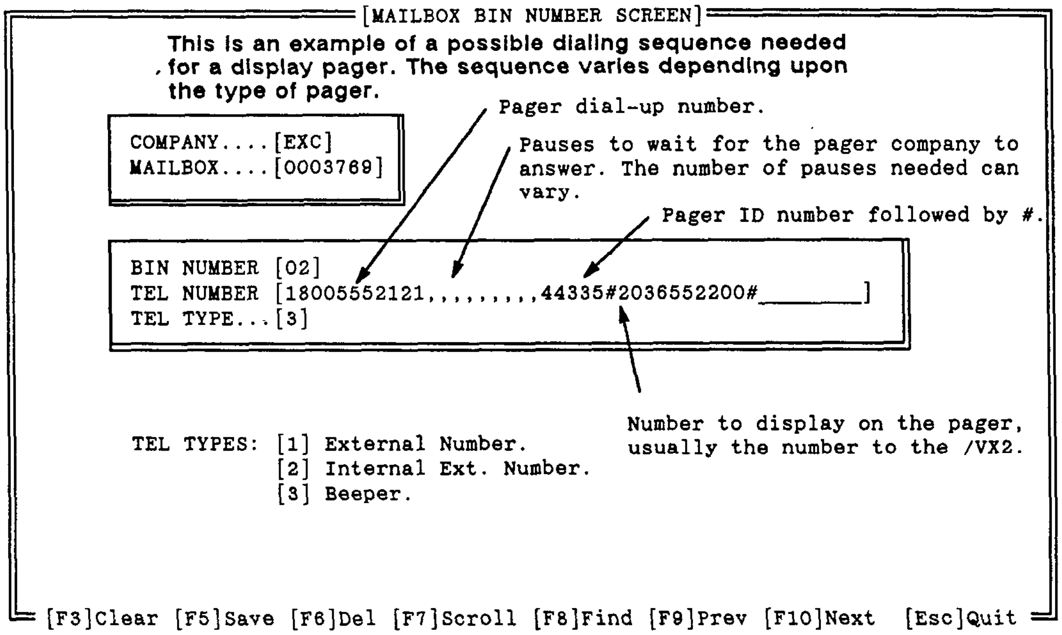
NOTE: If this outdial bin is used to call a VOICE pager, use *Tel Type* 1 instead of 3. If you use *Tel Type* 3, the system will not play the outdial greeting to the voice pager.



```
[MAILBOX BIN NUMBER SCREEN]

    COMPANY....[EXC]
    MAILBOX....[0003769]

    BIN NUMBER [01]
    TEL NUMBER [5559137________________________________]
    TEL TYPE...[1]

    TEL TYPES: [1] External Number.
               [2] Internal Ext. Number.
               [3] Beeper.

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9–3 Mailbox Bin Number Screen

6. Press the **RETURN** key. The cursor moves to *Tel Type*.
7. Enter the type of telephone number entered in the previous step. Enter a 1 if the telephone number is an external number or a voice pager. Enter a 2 if the number is an extension on the PBX (or Centrex) the VX2 is connected to. Enter a 3 if this number is to access a pager.
8. When all desired fields are complete, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
9. To start a new record, press the **F3** key, and answer **Y**.



```
[MAILBOX BIN NUMBER SCREEN]

COMPANY....[EXC]
MAILBOX....[0003769]

BIN NUMBER [02]
TEL NUMBER [18005552121,,,,,,,,,44335#2036552200#________]
TEL TYPE...[3]

TEL TYPES: [1] External Number.
           [2] Internal Ext. Number.
           [3] Beeper.

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

This is an example of a possible dialing sequence needed for a display pager. The sequence varies depending upon the type of pager.

Pager dial-up number.

Pauses to wait for the pager company to answer. The number of pauses needed can vary.

Pager ID number followed by #.

Number to display on the pager, usually the number to the /VX2.

Figure 9-4 Mailbox Bin Number Screen Programmed For A Pager

MODIFY OR DELETE A BIN NUMBER

From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **2**. The programming screen appears. See Figure 9-3. The cursor should be in the *Company* field. If this is not the record to be modified, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, mailbox, etc. to find a record.

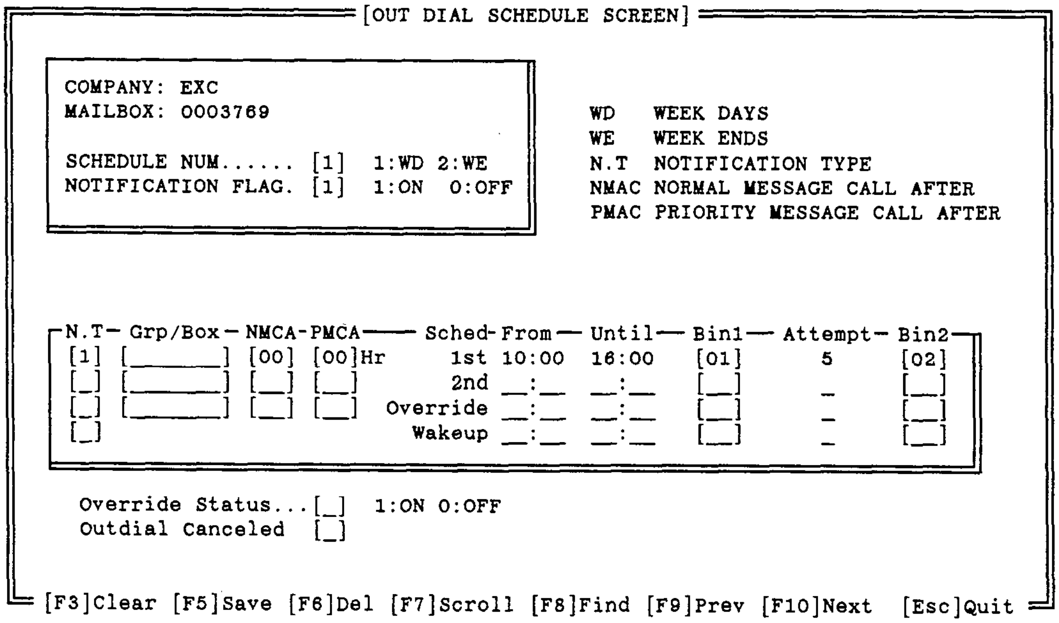
---

1. Enter **EXC** for the company. The cursor moves to *Mailbox*.
2. Enter the mailbox number to be modified, and press the **RETURN** key. The cursor moves to *Bin Number*.
3. Enter the bin number to be modified. The system should display the message, "Information found, display it?"
4. Press the **Y** key.
5. To **delete** the record, press the **F6** key, and then press **Y** to confirm.

   To **modify** the record, use the **RETURN** key to move the cursor to the field to be modified, and enter your changes. Use the **F1** key to clear the field. When all desired fields are changed, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
6. To clear the screen, press the **F3** key, and answer **Y**.

9.4.4 OUTDIAL SCHEDULE

The *Outdial Schedule* screen is used to program the user's schedule. Each subscriber can have an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps in the day. The schedules are allowed to overlap. In addition, there is an override schedule (schedule 3) for weekdays and one for weekends. When the override schedule is programmed, it takes the place of schedules 1 and 2.



```
                    [OUT DIAL SCHEDULE SCREEN]

   COMPANY: EXC
   MAILBOX: 0003769                         WD   WEEK DAYS
                                            WE   WEEK ENDS
   SCHEDULE NUM...... [1]  1:WD 2:WE        N.T  NOTIFICATION TYPE
   NOTIFICATION FLAG. [1]  1:ON  0:OFF      NMAC NORMAL MESSAGE CALL AFTER
                                            PMAC PRIORITY MESSAGE CALL AFTER


  N.T- Grp/Box - NMCA-PMCA--- Sched-From-- Until-- Bin1-- Attempt- Bin2
  [1] [______] [00] [00]Hr      1st 10:00  16:00   [01]      5     [02]
  [_] [______] [__] [__]        2nd __:__  __:__   [__]      _     [__]
  [_] [______] [__] [__]   Override __:__  __:__   [__]      _     [__]
  [_]                        Wakeup __:__  __:__   [__]      _     [__]

    Override Status...[_]   1:ON 0:OFF
    Outdial Canceled  [_]

 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9-5 Out Dial Schedule Screen

The screen is divided into fields:

COMPANY	This is the 3-character company code. Enter EXC.
MAILBOX	Enter the mailbox number this schedule is for.
SCHEDULE NUM	Enter a 1 if this is a weekday schedule. Enter a 2 if this is a weekend schedule.
NOTIFICATION FLAG	Enter a 1 to activate the schedule. Enter a 0 to deactivate the schedule.
N.T.	The type of message (all or priority) which causes an outdial. Enter a 1 for all messages. Enter a 2 for priority messages.
Grp/Box	Message senders who cause an outdial (subscribers in a particular group list, a specific mailbox number, or any new message). Enter a mailbox number, group list number, or leave blank for any new message.
NCMA	Normal Message Call After – how long after a message has been received to place the outdial call. Enter a single digit 1–9 to indicate hours. Enter two digits 10–99 to indicate minutes. Enter 00 to call immediately.

PCMA	Priority Message Call After – how long after a priority message has been received to place the outdial call. Enter a single digit 1–9 to indicate hours. Enter two digits 10–99 to indicate minutes. Enter 00 to call immediately.
Sched From Until	The start and stop time during which to attempt an outdial. Enter the time in 24-hour clock format (e.g, 2 pm is 14:00). This is entered for each of the 2 schedules and the override schedule. *Wakeup* is not used at this time.
Bin1	The outdial bin number containing the telephone number where a subscriber can be reached.
Attempt	The number of times to attempt to reach a subscriber. Enter a number from 1 to 9. Enter at least 1.
Bin2	An alternate bin number containing the telephone number where a subscriber can be reached. Leave blank for no alternate.
Override Status	This field is used both to indicate and to change the status of the override schedule. A 1 in this field indicates the override schedule is on for this *SCHEDULE NUM*. A 0 in this field indicates the override schedule is off.
Outdial Canceled	This field is used both to indicate and to change the status of the outdial feature. If an outdial call is answered and whoever answers the call dials a * in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the subscriber's mailbox indicating that outdial has been turned off. This message remains in the subscriber's mailbox until outdial is turned back on. Outdial remains off until the subscriber turns it back on. See Section 9.5.3 – *Turn Outdial On/Off*. A **Y** in this field indicates outdial has been canceled.

ADDING A SCHEDULE

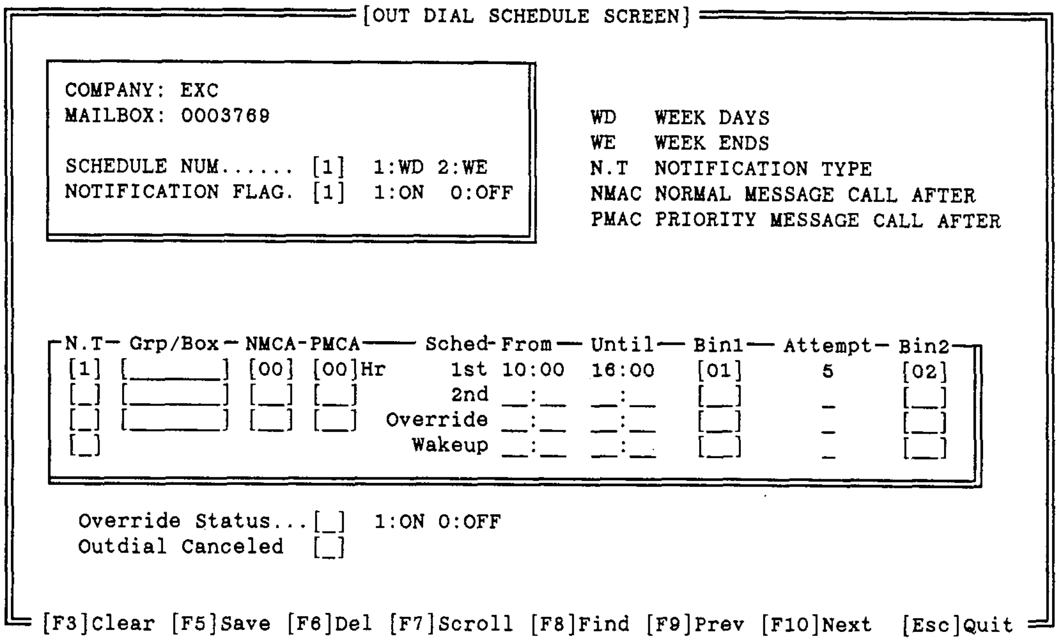
From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **1**. The screen appears. See Figure 9–6. If there is an existing record, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing records, the screen is blank.

1. Enter **EXC** for the *Company*. The cursor moves to *Mailbox*.
2. Enter the mailbox number to be programmed, and press the **RETURN** key. The cursor moves to *Schedule Num*.
3. Enter either 1 (weekdays) or 2 (weekend). The system should display the message, "Information not found, press **RETURN** to continue."
4. Press the **RETURN** key. The cursor moves to *Notification Flag*.
5. Enter either 1 (on) or 0 (off). The cursor moves to *N.T* (notification type).
6. Enter either 1 (all messages) or 2 (only priority messages). The cursor moves to Grp/Box.
7. If the system is to outdial only when a message is received from members of a select group list or from an individual mailbox, enter the group list number or mailbox number. If the system is to outdial regardless of who sent the message, leave this field blank. Then press the **RETURN** key. The cursor moves to NMCA.

8. Enter the amount of time the system is to wait after receiving a message before outdialing. Enter a single digit 1–9 for hours or two digits 10–99 for minutes. Enter 00 to cause an outdial as soon as a message is received. If the notification type is programmed for priority messages, this field is ignored. The cursor moves to PCMA.
9. Enter the amount of time the system is to wait after receiving a priority message before outdialing. Enter a single digit 1–9 for hours or two digits 10–99 for minutes. Enter 00 to cause an outdial as soon as a message is received. The cursor moves to the time schedule.
10. Enter the time the system can start placing outdials for this schedule in 24-hour clock format (e.g., 2 pm is 14:00).
11. Enter the time the system is to stop placing outdials for this schedule in 24-hour clock format. The cursor moves to *Bin1*.
12. Enter the bin number containing the telephone number to be used for this schedule. The cursor moves to *Attempt*.
13. Enter the number of times (1–9) the system is to attempt an outdial. Enter at least 1. The cursor moves to *Bin2*.
14. Enter the alternate bin number containing the telephone number to be used for this schedule.
15. Continue programming the remainder of this schedule.

NOTE: If an override schedule is programmed, it takes the place of the 1st and 2nd schedules.

16. When all desired fields are complete, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
17. To start a new record, press the **F3** key, and answer **Y**.



```
                    [OUT DIAL SCHEDULE SCREEN]

  COMPANY: EXC
  MAILBOX: 0003769                              WD   WEEK DAYS
                                                WE   WEEK ENDS
  SCHEDULE NUM...... [1]  1:WD 2:WE             N.T  NOTIFICATION TYPE
  NOTIFICATION FLAG. [1]  1:ON  0:OFF           NMAC NORMAL MESSAGE CALL AFTER
                                                PMAC PRIORITY MESSAGE CALL AFTER


 N.T- Grp/Box - NMCA-PMCA---- Sched-From -- Until-- Bin1-- Attempt- Bin2
 [1] [_______] [00] [00]Hr    1st 10:00   16:00   [01]      5     [02]
 [_] [_______] [__] [__]      2nd __:__   __:__   [__]      _     [__]
 [_] [_______] [__] [__] Override __:__   __:__   [__]      _     [__]
 [_]                       Wakeup __:__   __:__   [__]      _     [__]

  Override Status...[_]  1:ON 0:OFF
  Outdial Canceled  [_]

 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9–6 Out Dial Schedule Screen

MODIFYING A SCHEDULE

From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **1**. The programming screen appears. See Figure 9-6. The cursor should be in the *Company* field. If this is not the record to be modified, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, mailbox, etc. to find a record.

---

1. Enter **EXC** for the *Company*. The cursor moves to *Mailbox*.
2. Enter the mailbox number to be programmed, and press the **RETURN** key. The cursor moves to *Schedule Num.*
3. Enter either 1 (weekdays) or 2 (weekend). The system should display the message, "Information found, display it?"
4. Press the **Y** key.
5. Use the **RETURN** key to move the cursor to the field to be modified, and enter your changes. The **F1** key is used to clear the field.
6. When all desired fields are changed, press the **F5** key. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
7. To clear the screen, press the **F3** key, and answer **Y**.

DELETE A SCHEDULE

From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **1**. The programming screen appears. See Figure 9-6. The cursor should be in the *Company* field. If this is not the record to be deleted, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records instead of entering the company, mailbox, etc. to find a record.

---

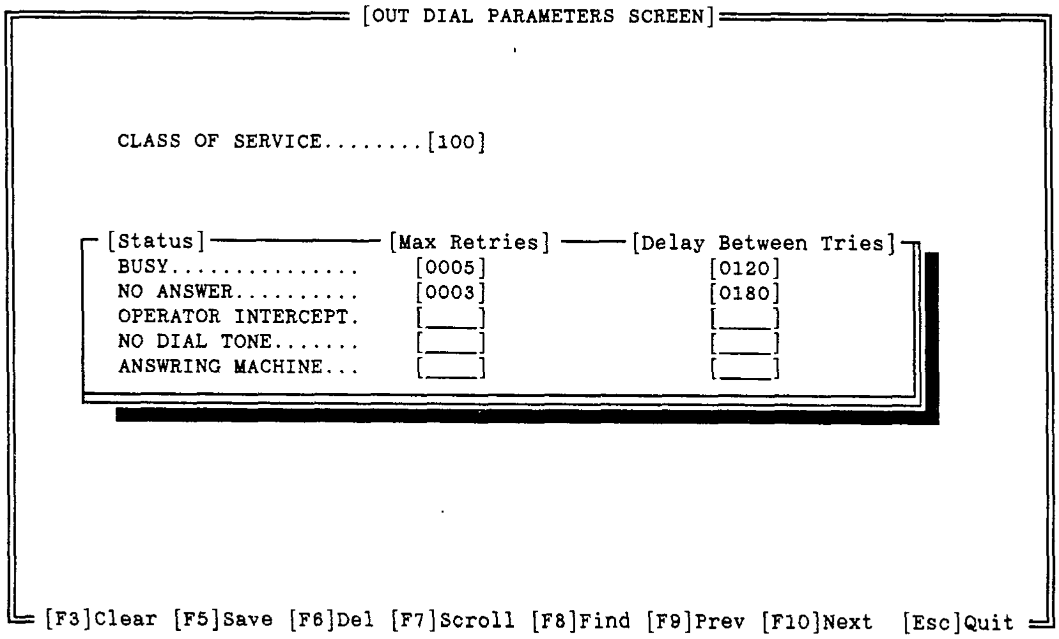
1. Enter **EXC** for the *Company*. The cursor moves to *Mailbox*.
2. Enter the mailbox number to be programmed, and press the **RETURN** key. The cursor moves to *Schedule Num.*
3. Enter either 1 (weekdays) or 2 (weekend). The system should display the message, "Information found, display it?"
4. Press the **Y** key.
5. Press the **F6** key, and then press **Y** to confirm.

9.4.5 OUTDIAL PARAMETERS SCREEN

The *Outdial Parameters* screen is used to program the maximum number of retires and the time between retries for outdial calls which receive a busy signal or there is no answer. The *Outdial Parameters* screen is programmed by Class of Service and not by mailbox number. To reach this screen from the *On Line Programming* menu, press the **F1** key.

The screen is divided into fields:

CLASS OF SERVICE	This is the class of service the screen is to be programmed for.
STATUS	This is the response the system gets when attempting to place an outdial call.
MAX RETRIES	This is the maximum number of times the system will attempt to call a subscriber when the associated status is received.
DELAY BETWEEN TRIES	This is the how long in seconds the system waits before attempting another outdial call to a subscriber when the associated status is received.



```
[OUT DIAL PARAMETERS SCREEN]

CLASS OF SERVICE........[100]

[Status]                [Max Retries]      [Delay Between Tries]
BUSY...............      [0005]                 [0120]
NO ANSWER..........      [0003]                 [0180]
OPERATOR INTERCEPT.      [____]                 [____]
NO DIAL TONE.......      [____]                 [____]
ANSWRING MACHINE...      [____]                 [____]

[F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 9-7 Out Dial Parameters Screen

ADDING OUTDIAL PARAMETERS TO A CLASS OF SERVICE

From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **4** (or press **F1** from the *On Line Programming* menu). The screen appears. See Figure 9-7. If there is an existing record, it is displayed. Press **F3**, and then **Y** to clear the screen. If there are no existing records, the screen is blank.

1. Enter the desired 3-digit class of service. The system should display the message, "Information not found, press **RETURN** to continue."
2. Press the **RETURN** key. The cursor moves to *Max Retries for Busy.*
3. Enter the desired maximum number of retries for this class of service, then press the **RETURN** key. The cursor moves to *Delay Between Tries for Busy.*

4. Enter the desired delay between tries in seconds for this class of service, then press the **RETURN** key. The cursor moves to *Max Retries for No Answer*.
5. Enter the desired maximum number of retries for this class of service, then press the **RETURN** key. The cursor moves to *Delay Between Tries for No Answer*.
6. Enter the desired delay between tries in seconds for this class of service, then press the **RETURN** key.
7. When all desired fields are complete, press the **F5** key to save the screen. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
8. To start a new record, press the **F3** key, and answer **Y**.

MODIFYING OUTDIAL PARAMETERS OF A CLASS OF SERVICE

From the *Main Menu* press the **F1** key, press **8**, press **7**, then press **1**. The programming screen appears. See Figure 9-6. The cursor should be in the *Class of Service* field. If this is not the record to be modified, press **F3**, and then **Y** to clear the screen.

NOTE: The *F9* and *F10* keys can be used to scroll back and forth through the records.

---

1. Enter the desired class of service. The system should display the message, "Information found, display it?"
2. Press the Y key.
3. Use the **RETURN** key to move the cursor to the field to be modified, and enter your changes. The **F1** key is used to clear the field.
4. When all desired fields are changed, press the **F5** key to save the screen. The system prompts for confirmation. Press **Y** to save the information, or **N** to return to the screen and change something.
5. To clear the screen, press the **F3** key, and answer **Y**.

9.5 SUBSCRIBER PROGRAMMING

9.5.1 OUTDIAL BINS

The first task in creating an outdial schedule is to program the telephone numbers where you can be reached. These numbers can be extensions on a PBX (or Centrex), a telephone number, or the telephone number and dialing sequence of a pager. These numbers are stored in system memory in locations called *outdial bins*. You may store up to 9 telephone numbers. These bins are labeled 1 through 9.

Do not include the dial access code (e.g., 9) needed to reach an outside line in an outdial bin. This information is already programmed into the system.

CREATING AN OUTDIAL BIN

$\boxed{3} \rightarrow \boxed{4} \rightarrow \underset{\text{Bin Maint.}}{\boxed{2}} \rightarrow \underset{\text{Add}}{\boxed{2}} \rightarrow$ Dial bin number (1–9) $\rightarrow$

$\boxed{1}$ External Telephone number $\rightarrow$ Dial number

$\boxed{2}$ Extension number

$\boxed{3}$ Pager

To create an Outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.
3. Press $\boxed{2}$ to add a bin number.
4. Dial the desired bin number (1–9).
5. Dial the type of number to be added (1 – external telephone number or voice pager, 2 – extension number, or 3 – pager).
6. Dial the telephone number. Use the $\boxed{*}$ to insert a pause.
7. If the number is correct, press $\boxed{\#}$ when prompted.

REVIEW AN OUTDIAL BIN

$\boxed{3} \rightarrow \boxed{4} \rightarrow \underset{\text{Bin Maint.}}{\boxed{2}} \rightarrow \underset{\text{Review}}{\boxed{1}} \rightarrow$ Dial bin number (1–9)

To review the contents of an outdial bin:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{2}$ for bin number maintenance.
3. Press $\boxed{1}$ to review a bin number.
4. Dial the desired bin number (1–9).

ERASE AN OUTDIAL BIN

3 →	4 →	2 →	3 →	Dial bin number
		Bin Maint.	Erase	(1–9)

To erase an outdial bin:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 2 for bin number maintenance.
3. Press 3 to erase a bin number.
4. Dial the desired bin number (1–9).

MODIFY AN OUTDIAL BIN

3 →	4 →	2 →	4 →	Dial bin number
		Bin Maint.	Modify	(1–9)

To modify the contents of an outdial bin:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 2 for bin number maintenance.
3. Press 4 to modify a bin number.
4. Dial the desired bin number (1–9). The system plays the current contents of the bin. If the contents are correct, dial #. If the contents are not correct, dial *. The system will prompt for new information.

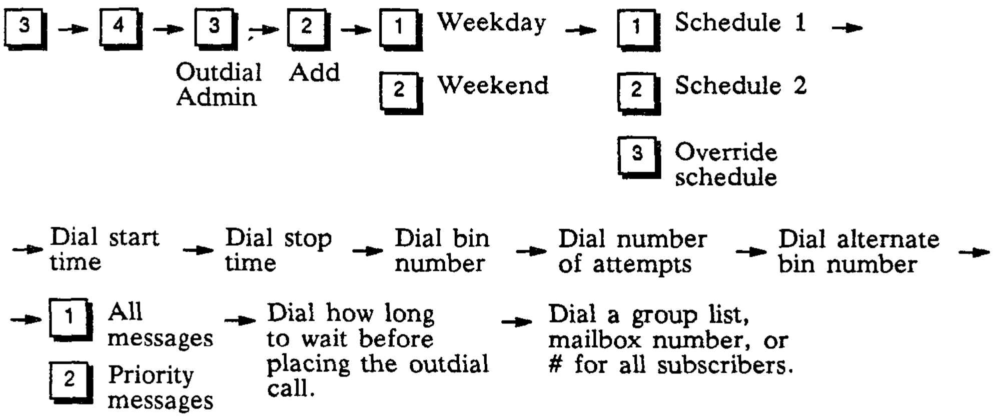
9.5.2 OUTDIAL ADMINISTRATION

The outdial administration selection is used to program the schedules used by outdial when attempting to reach a subscriber. Each subscriber can program an outdial schedule for weekdays and a schedule for weekends. Both the weekday and weekend schedule can be divided into 2 schedules (schedule 1 and schedule 2). This allows you to program gaps in the day. The schedules are allowed to overlap. In addition, there is an override schedule (schedule 3) for weekdays and one for weekends. When the override schedule is programmed, it takes the place of schedules 1 and 2.

Each schedule is programmed with:

- a start and stop time
- the outdial bin number containing the telephone number where a subscriber can be reached
- the number of times to attempt to reach a subscriber
- an alternate bin number (optional)
- the type of message (all or priority) which causes an outdial
- how long after a message has been received to place the outdial
- message senders who cause an outdial (subscribers in a particular group list, a specific mailbox number, or any new message.)

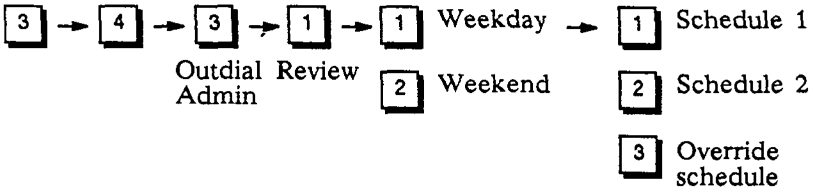
ADD AN OUTDIAL SCHEDULE


3
4
3
Outdial Admin
2
Add
1
Weekday
2
Weekend
1
Schedule 1
2
Schedule 2
3
Override schedule
Dial start time
Dial stop time
Dial bin number
Dial number of attempts
Dial alternate bin number
1
All messages
2
Priority messages
Dial how long to wait before placing the outdial call.
Dial a group list, mailbox number, or # for all subscribers.

To add an outdial schedule:

1. From the main menu, press $\boxed{3}$ for personal options.
2. Press $\boxed{4}$ for message notification, then press $\boxed{3}$ for outdial administration.
3. Press $\boxed{2}$ to add a schedule.
4. Press $\boxed{1}$ for a weekday schedule, or press $\boxed{2}$ for a weekend schedule.
5. Dial the number of the schedule to be programmed (1, 2, or 3 - override schedule). Schedule 4 - Wake up is not used at this time.
6. Dial the time when you will start accepting calls as a 3-digit or 4-digit number in 24-hour clock format (i.e., military time). For example, 2 p.m. is enter as 1400.
7. Dial the time when you will stop accepting calls as a 3-digit or 4-digit number in 24-hour clock format (i.e., military time). For example, 8 p.m. is enter as 2000.
8. Dial the desired bin number (1-9).
9. Dial the number of attempts to reach you (this number must be at least 1).
10. Dial an alternate bin number if desired, press $\boxed{0}$ for no alternate, or press $\boxed{\#}$ to skip.
11. Press $\boxed{1}$ for all messages, or press $\boxed{2}$ for only priority messages.
12. Dial how long the system is to wait after receiving a non-priority message before outdialing to you. Dial 1-9 for hours, or 10-99 for minutes. Dial 00 for immediate notification. (The system skips this step if requested notification is for priority messages only.)
13. Dial how long the system is to wait after receiving a priority message before outdialing to you. Dial 1-9 for hours, or 10-99 for minutes. Dial 00 for immediate notification.
14. Dial a group list number, a mailbox number, or $\boxed{\#}$ for all subscribers.

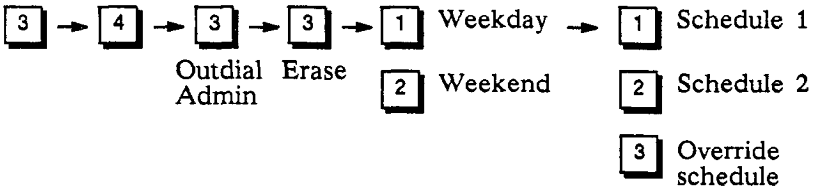
REVIEW AN OUTDIAL SCHEDULE


3
4
3
1
1 Weekday
2 Weekend
Outdial Admin
Review
1 Schedule 1
2 Schedule 2
3 Override schedule

To review an outdial schedule:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 3 for outdial administration.
3. Press 1 to review a schedule.
4. Press 1 for a weekday schedule, or press 2 for a weekend schedule.
5. Dial the number of the schedule to be reviewed (1, 2, or 3 (override schedule)). Schedule 4 – Wake up is not used at this time.

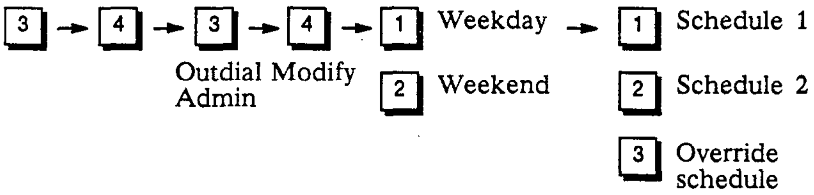
ERASE AN OUTDIAL SCHEDULE


3
4
3
3
1 Weekday
2 Weekend
Outdial Admin
Erase
1 Schedule 1
2 Schedule 2
3 Override schedule

To erase an outdial schedule:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 3 for outdial administration.
3. Press 3 to erase a schedule.
4. Press 1 for a weekday schedule, or press 2 for a weekend schedule.
5. Dial the number of the schedule to be erased (1, 2, or 3 (override schedule)). Schedule 4 – Wake up is not used at this time.

MODIFY AN OUTDIAL SCHEDULE


3
4
3
4
1 Weekday
2 Weekend
Outdial Admin
Modify
1 Schedule 1
2 Schedule 2
3 Override schedule

To modify an outdial schedule:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 3 for outdial administration.

3. Press 4 to modify a schedule.
4. Press 1 for a weekday schedule, or press 2 for a weekend schedule.
5. Dial the number of the schedule to be modified (1, 2, or 3 (override schedule)). Schedule 4 - Wake up is not used at this time. The system plays the schedule, and request confirmation for each entry. Press # if the entry is correct, or press * and change the entry as needed.

9.5.3 TURN OUTDIAL ON/OFF

Once the desired outdial schedules have been programmed, outdial can be turned on and off whenever desired. Outdial On/Off is a toggle. If outdial is on, this procedure turns it off. If outdial is off, this procedure turns it on.

3 → 4 → 1

Activate/Deactivate

To turn outdial on or off:

1. From the main menu, press 3 for personal options.
2. Press 4 for message notification, then press 1.

9.5.4 ANSWERING AN OUTDIAL CALL

When the system places an outdial call, it waits until it detects that the call has been answered. As soon as the call is answered the system plays, "This is the (recorded company name) voice mail system with a message for (recorded mailbox name). If you are an operator, please transfer this call to (recorded mailbox name). If (recorded mailbox name) cannot be reached at this number, please dial star, and please have (recorded mailbox name) call the (recorded company name) voice mail system. If you are (recorded mailbox name), dial your access code now."

NOTE: The system uses your recorded name as part of the outdial greeting. If your name is not recorded, the system will use your mailbox number as part of the greeting. For this reason, make certain you have recorded your name for your mailbox.

Dial your access code, then press # and listen to your messages.

NOTE: If an outdial call is answered and whoever answers the call dials a * in response to the outdial greeting (indicating the called party is not at that number), the system automatically turns off outdial. A message is then left in the subscriber's mailbox that outdial has been turned off. Outdial remains off until the subscriber turns it back on. See Section 9.5.3 - *Turn Outdial On/Off.*

9.5.5 THINGS TO KNOW ABOUT THE OUTDIAL SCHEDULE

When a call is received in a your mailbox, the system first checks to see if outdial notification is turned on. If it is, the system checks to see if you are using the mailbox (no outdials will be made if you are using your mailbox when a message is received). If not, the system checks your outdial schedule to determine if the message received matches the message type (priority, all, from a group list, etc.) of a schedule. The system then determines when to begin the outdial process.

If there is nothing programmed for "normal message call after" or "priority message call after" (depending upon the type of message), the system queues the outdial process immediately and follows the schedule(s) in effect at the time (weekday, weekend, schedule 1, etc.).

If there is a value programmed for "normal message call after" or "priority message call after," that value is added to the time the message is received and then compared to the schedule start and stop times. If the time falls within the schedule, the outdial process is queued for the delayed delivery time. If the time falls outside of the start and stop time, the system queues the outdial for the next scheduled time you are available for an outdial call based on all outdial schedules for the mailbox.

If you retrieve all new messages from your mailbox while an outdial is in queue, the outdial attempt will be canceled.

The system knows an outdial was successful when your mailbox access code is dialed. If the system was not successful on an outdial attempt, the system waits five minutes before the next attempt, until the number of attempts programmed on the schedule is reached. The system then repeats the process for an alternate bin if one is programmed. If after all attempts the system was not successful in reaching you, a message is left in your mailbox informing you of the failed attempts to outdial to you.

NOTE: If the system is dialing a pager number (Tel Type 3), the system will call the pager the number of times programmed for attempts, or until the mailbox is accessed and a valid access code is entered.

Section 10 – System Administration Reports

10.1 INTRODUCTION

The optional *System Administration* reports are designed to help system administrators analyze data and monitor subscriber's usage so they can operate their systems at optimum performance and plan for additional capacity (ports and hours).

Reports are accessed via the system monitor. Statistics are retained in the system for one month and are then deleted. The reports can be viewed on the system monitor, printed to the system printer, or written to a disk.

10.1.1 SYSTEM ADMINISTRATION REPORTS

MAILBOX DIRECTORY (L REPORT)

The *Mailbox Directory* report provides a listing of the mailboxes programmed in the system. This listing is by mailbox number and includes the mailbox holder's name, the programmed extension number, department number, class of service, number of subscriber accesses to date, and the date the mailbox was created.

MAILBOX SUMMARY (M REPORT)

The *Mailbox Summary* report provides a usage report for each mailbox. This report contains the number of incorrect access codes entered for a mailbox, the total number of connect minutes for a mailbox, the total number of mailbox connects, the current number of messages in a mailbox, and the last time a mailbox was entered using the access code.

UNINITIALIZED MAILBOX (N REPORT)

The *Uninitialized Mailbox* report provides a listing of mailboxes which have been created, but have never been initialized by a subscriber. This report contains the mailbox number and the subscriber's name and department, and the date the mailbox was created.

SYSTEM GROUP LIST (O REPORT)

The *System Group List* report provides a listing of the members of each of the system group lists established. This listing is by group number, and members.

PERSONAL GROUP LIST (P REPORT)

The *Personal Group List* report provides a listing of the members of each of the personal group lists for each mailbox. This listing is by mailbox number, group number, and members.

PORT STATISTICS BY PORT (Q REPORT)

The *Port Statistics* report is a port by port listing of the number of times the port is used (number of inbound subscriber accesses, number of inbound non–subscriber accesses, outdial, and total), the amount of time (inbound, outdial, and total) each port is in use, the number of transfers, and the percentage of time each port was busy.

SYSTEM PORT STATISTICS (R REPORT)

The *System Port Statistics* report provides a summary of port activity for the reporting period. This report includes the number of subscriber accesses, non–subscriber accesses, total number of accesses, number of outdial attempts, the time spent on inbound and outdial calls, and total time on calls. The report also lists the number of transfers out of the system, the number of times all ports were busy, percent all ports busy, average time all ports were busy, total connect time for all ports, and the average connect time for all ports.

HOURLY PORT STATISTICS (S REPORT)

The *Hourly Port Statistics* report provides the number of connections to the system, the number of connect minutes, the number of ports busy, and the time busy for the system in increments of one hour.

OUTDIALING DETAIL (T REPORT)

The *Outdialing Detail* report provides a listing of each outdial call placed by the system, date/time, number dialed, mailbox, type of outdial, duration, and successful/unsuccessful attempts of outdialed calls.

10.1.2 CALL STATUS REPORTS

MONTHLY CALL COUNT (OA REPORT)

The *Monthly Call Count* screen lists the number of calls answered by the system for each day in a specific month. Daily, day of the week, and monthly totals are displayed.

MONTHLY CALL DURATION (OB REPORT)

The *Monthly Call Duration* screen tells the system administrator the total connect time (in hours, minutes, and seconds) of calls to the system in a specific month. Daily, day of the week, and monthly totals are displayed.

DAILY CALL COUNT (OC REPORT)

The *Daily Call Count* screen tells the system administrator how many calls were made to the system in a 24–hour period on a specific day. Hourly totals are displayed.

10.2 GENERATING A REPORT

This process allows a system administrator to review each of the reports and decide which reports to print on a regular basis. Each of the reports is accessed from the *On Line Programming Menu*. The following steps are used to access a report:

1. From the *Run Dialogue* screen, press the **F8** key.
2. The system will prompt "Enter your access code [CMP####...]." Type **EXC** and enter the system administrator access code (up to nine characters). The screen displays asterisks as you enter the access code.
3. Press the **Enter** key. The *On Line Programming Menu* appears.

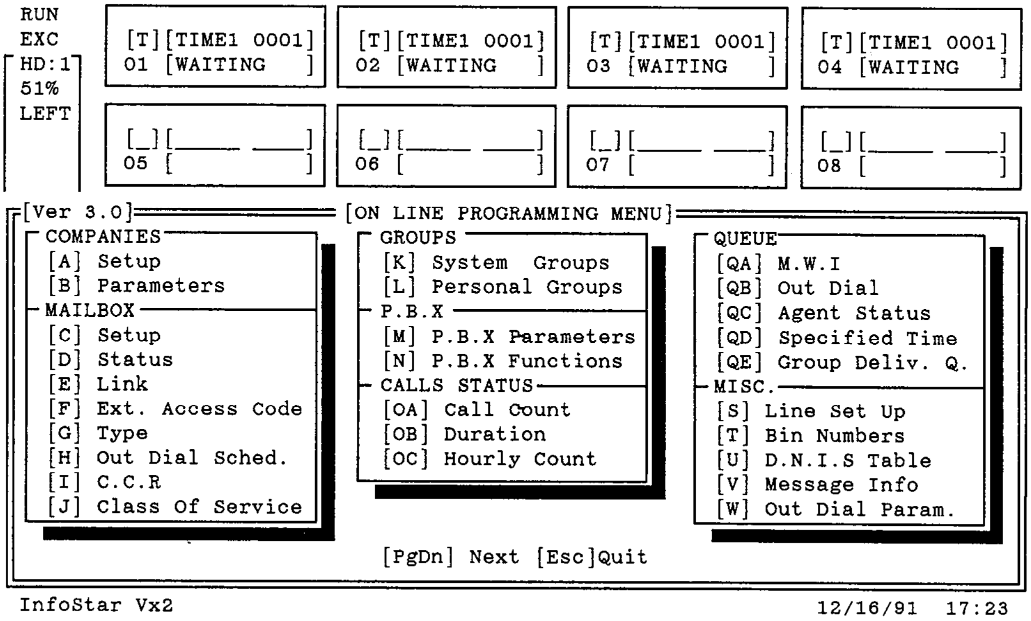
NOTE: The On Line Programming Menu consists of two pages. The first page provides access to the Call Status reports OA, OB, OC. The second page provides access to the System Administration reports L–T.

10.2.1 SELECTING A REPORT

Press the **PAGE UP** or **PAGE DOWN** key to select the desired *On Line Programming Menu.* To select a report, press one of the following:

From the first page of the *On Line Programming Menu*:

[OA] **Monthly Call Count Report**
[OB] **Monthly Call Duration**
[OC] **Daily Call Count Report**

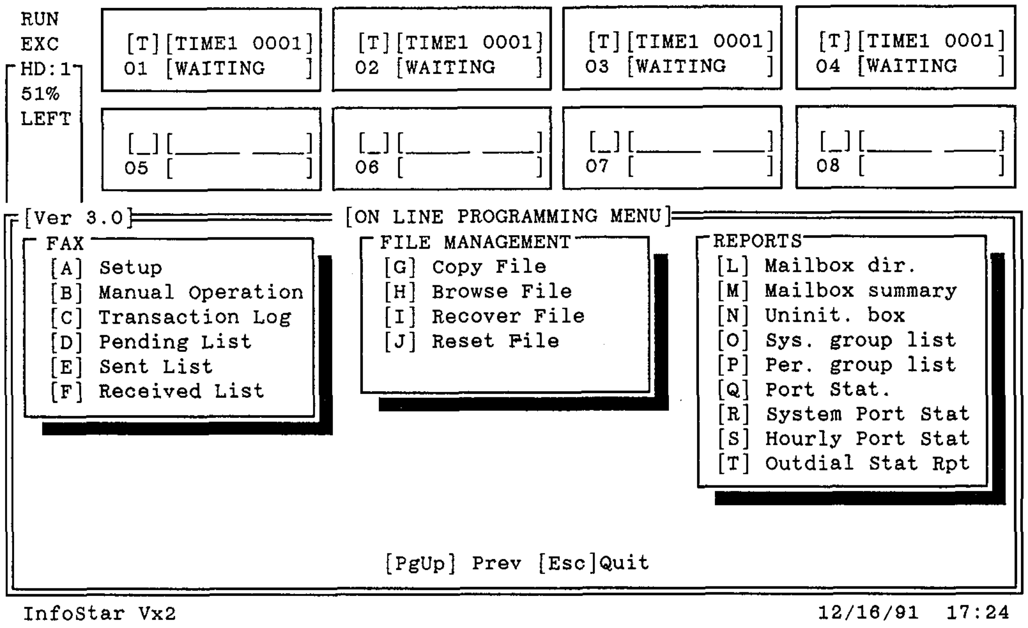


```
RUN
EXC   [T][TIME1 0001]  [T][TIME1 0001]  [T][TIME1 0001]  [T][TIME1 0001]
HD:1  01 [WAITING   ]  02 [WAITING   ]  03 [WAITING   ]  04 [WAITING   ]
51%
LEFT  [_][_____ ____]  [_][_____ ____]  [_][_____ ____]  [_][_____ ____]
      05 [          ]  06 [          ]  07 [          ]  08 [          ]

[Ver 3.0]============ [ON LINE PROGRAMMING MENU]=====================
 COMPANIES               GROUPS                    QUEUE
  [A] Setup               [K] System  Groups        [QA] M.W.I
  [B] Parameters          [L] Personal Groups       [QB] Out Dial
 MAILBOX                 P.B.X                      [QC] Agent Status
  [C] Setup               [M] P.B.X Parameters      [QD] Specified Time
  [D] Status              [N] P.B.X Functions       [QE] Group Deliv. Q.
  [E] Link               CALLS STATUS              MISC.
  [F] Ext. Access Code    [OA] Call Count           [S] Line Set Up
  [G] Type                [OB] Duration             [T] Bin Numbers
  [H] Out Dial Sched.     [OC] Hourly Count         [U] D.N.I.S Table
  [I] C.C.R                                         [V] Message Info
  [J] Class Of Service                              [W] Out Dial Param.

                  [PgDn] Next [Esc]Quit

InfoStar Vx2                                        12/16/91  17:23
```

Figure 10–1 On Line Programming Menu

From the second page of the *On Line Programming Menu*:

[L]	**Mailbox Directory**
[M]	**Mailbox Summary**
[N]	**Uninitialized Mailbox**
[O]	**System Group List**
[P]	**Personal Group List**
[Q]	**Port Statistics**
[R]	**System Port Statistics**
[S]	**Hourly Port Statistics**
[T]	**Outdial Statistics**

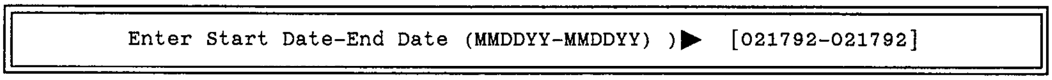


```
RUN
EXC     [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]   [T][TIME1 0001]
HD:1    01 [WAITING   ]   02 [WAITING   ]   03 [WAITING   ]   04 [WAITING   ]
51%
LEFT
        [_][____ _____]   [_][____ _____]   [_][____ _____]   [_][____ _____]
        05 [          ]   06 [          ]   07 [          ]   08 [          ]

[Ver 3.0]==============[ON LINE PROGRAMMING MENU]==========================
  FAX                        FILE MANAGEMENT         REPORTS
   [A] Setup                  [G] Copy File           [L] Mailbox dir.
   [B] Manual Operation       [H] Browse File         [M] Mailbox summary
   [C] Transaction Log        [I] Recover File        [N] Uninit. box
   [D] Pending List           [J] Reset File          [O] Sys. group list
   [E] Sent List                                      [P] Per. group list
   [F] Received List                                  [Q] Port Stat.
                                                      [R] System Port Stat
                                                      [S] Hourly Port Stat
                                                      [T] Outdial Stat Rpt

                         [PgUp] Prev [Esc]Quit

InfoStar Vx2                                              12/16/91  17:24
```

Figure 10-2 On Line Programming Menu

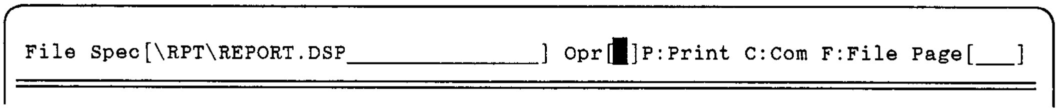
10.3 DISPLAYING A REPORT ON THE SCREEN

1. After selecting a report to review, press the designated letter(s). For example, to display the *Mailbox Directory* report, press **L**. To display the *Monthly Call Count* report, press **O** and then **A**. The *Call Status Reports* display immediately. The *System Administration* reports have to be processed by the system before they are displayed.
2. Some of the reports (M, Q, R, S, & T) prompt for a start and end date. Press the **Enter** key if the start and end dates listed are the ones you desire, or enter the start and end dates as 2-digit month, day, and year, and then press the **Enter** key. For example, enter 021392-021792.



```
Enter Start Date-End Date (MMDDYY-MMDDYY) )▶  [021792-021792]
```

3. When the system has finished processing the report, the screen displays, "Report complete." Press any key to continue. The report screen appears with the cursor in the [Opr] bracket.



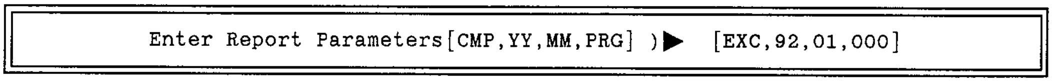
```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

4. Press the **S** key. The report displays on the screen and the cursor moves to the [Page] bracket.
5. Use the **UP** and **DOWN** arrow keys to scroll through the report, or enter a specific page number and press the **Enter** key to view a specific page of the report.
6. When you have finished reading the report, press the **Esc** key to return to the *On Line Programming Menu.*

10.4 PRINTING THE REPORTS

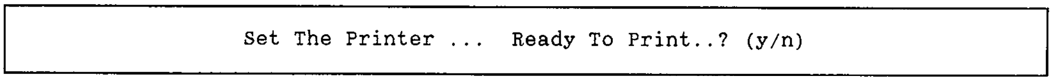
10.4.1 CALL STATUS REPORTS

1. After selecting a report to print, press the designated letters. For example, to print the *Monthly Call Count* report, press **O** and then **A**. The report is displayed.
2. Press the **ALT** and **P** keys at the same time. The system prompts for Report parameters. CMP is the 3-character company code (usually **EXC**), YY is the last 2 digits for the year, and MM is 2 digits for the month. PRG should be left 000. The system defaults to the report parameters for the report displayed on the screen.



```
Enter Report Parameters[CMP,YY,MM,PRG] )▶  [EXC,92,01,000]
```

3. Press the **Enter** key to print the report, or enter a new year and/or month and then press the **Enter** key. The system then asks if you are ready to print:



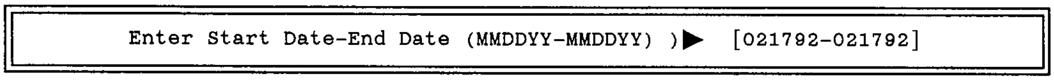
```
Set The Printer ...  Ready To Print..? (y/n)
```

4. Make certain the printer is on-line, has paper, and the top of form is where you wish.
5. Press the **Y** key. The report will begin to print. If you press **N** (No), the system returns you to the report screen.
6. When the report is finished printing, the screen displays "Done." Press the **Esc** key.

10.4.2 SYSTEM ADMINISTRATION REPORTS

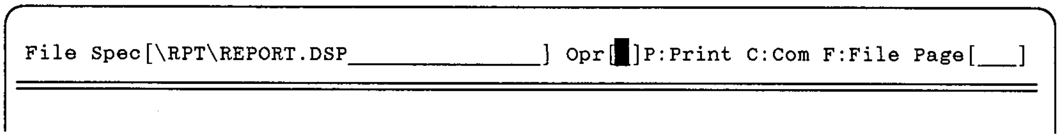
1. After selecting a report to print, press the designated letter. For example, to print the *Mailbox Directory* report, press **L**.

2. Some of the reports (M, Q, R, S, & T) prompt for a start and end date. Press the **Enter** key if the start and end dates listed are the ones you desire, or enter the start and end dates as 2–digit month, day, and year, and then press the **Enter** key. For example, enter 021392–021792.



```
Enter Start Date-End Date (MMDDYY-MMDDYY) )▶  [021792-021792]
```

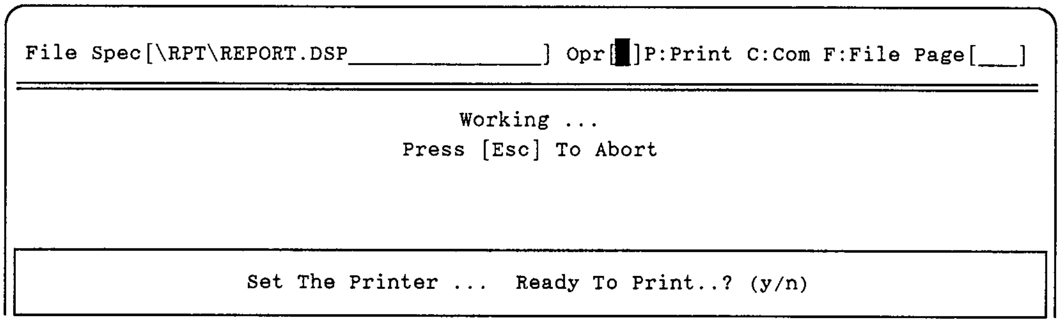
3. When the system has finished processing the report, the screen displays, "Report complete." Press any key to continue. The report screen appears.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

4. The cursor will highlight the [Opr] bracket. Press the **P** key, for print.

5. The screen displays:



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]

                              Working ...
                          Press [Esc] To Abort

              Set The Printer ...  Ready To Print..? (y/n)
```

6. Make certain the printer is on–line, has paper, and the top of form is where you wish.

7. Press the **Y** key. The system displays: "Working" which will flash across the screen, and the report will begin to print. If you press N (No), the system displays, "Ok" and the cursor moves to the [Page] bracket. To display the report, press the **LEFT arrow** key and press S. To leave the report and return to the *On Line Programming* screen, press the **Esc** key.

8. While the report is printing, you can press the **Esc** key to abort the printing process.

NOTE: A local printer is attached to the parallel printer port of the VX2. For additional information, refer to the Installation section of the INFOSTAR/VX2 Technical Manual.

10.4.3 A WORKING EXAMPLE

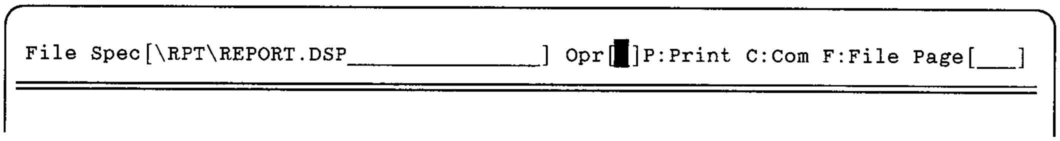
Let's say that the system administrator would like to see a listing of all the mailboxes that are programmed in the system. This list will also provide such information as the mailbox holder's name, the programmed extension number, department, class of service, number of subscriber accesses to date, and the date the mailbox was created. This is the *Mailbox Directory* report.

1. From the *Run Dialogue* screen, press the **F8** key.
2. The system will prompt "Enter your access code [CMP####...]." Type **EXC** and enter the system administrator access code (up to nine characters). The screen displays asterisks as you enter the access code.
3. Press the **Enter** key. The *On Line Programming Menu* appears.
4. The *Mailbox Directory* is on the second page of the *On Line Programming Menu*, so press the **PAGE DOWN** key.
5. Press the **L** key for *Mailbox Directory* report. When the system is finished formatting, the screen will prompt "Report completed."
6. Press any key.

NOTE: Administration Reports M, N, R, S, and Q may take longer to format on a larger system.

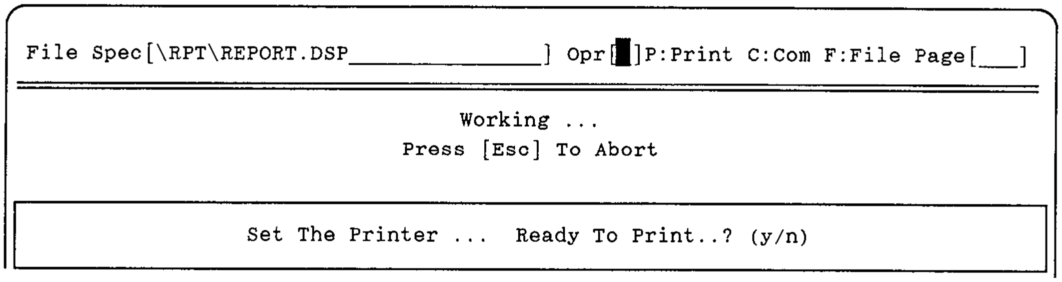
---

7. The cursor will highlight the [Opr] bracket. If you wish to view the report first, press the **S** key. Press the **PAGE UP** or **PAGE DOWN** key to scroll through the report.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

8. When you are ready to print, press the **LEFT** arrow key, to move the cursor back to the [Opr] bracket.
9. Press the **P** key, for print, or the **Esc** key to return to the *On Line Programming Menu*. The screen displays:



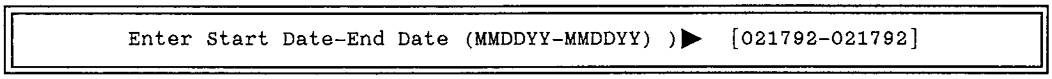
```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]

                          Working ...
                      Press [Esc] To Abort

          Set The Printer ...  Ready To Print..? (y/n)
```

10. Make certain the printer is on-line, has paper, and the top of form is where you wish.
11. Press the **Y** key. The system displays: "Working" which will flash across the screen, and the report will begin to print.
12. While the report is printing, you can press the **Esc** key to abort the printing process.

10.5 COPYING A FILE TO A DISK

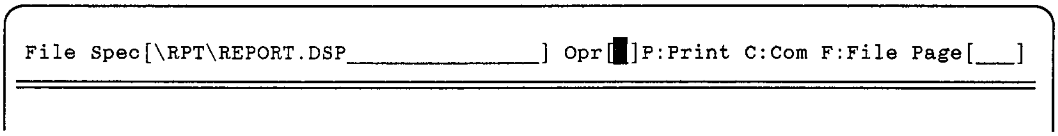
The System Administration reports (L through T) can be copied to a disk.

1. After selecting a report to copy to a disk, press the designated letter. For example, to display the *Mailbox Directory* report, press **L**.
2. Some of the reports (M, Q, R, S, & T) prompt for a start and end date. Press the **Enter** key if the start and end dates listed are the ones you desire, or enter the start and end dates as 2–digit month, day, and year, and then press the **Enter** key. For example, enter 021392–021792.



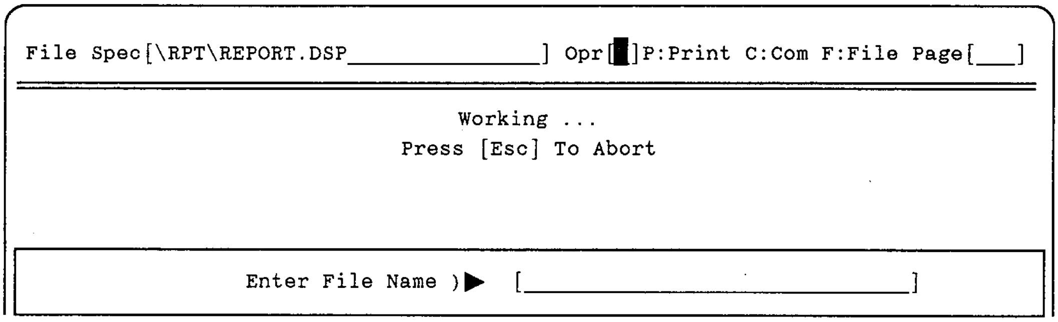
```
Enter Start Date-End Date (MMDDYY-MMDDYY) )▶  [021792-021792]
```

3. When the system has finished processing the report, the screen displays, “Report complete.” Press any key to continue. The report screen appears.



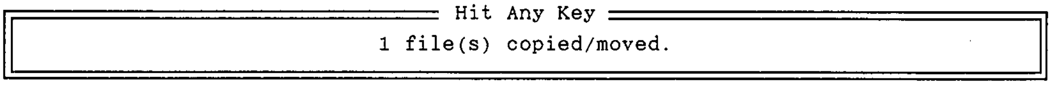
```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

4. The cursor will highlight the [Opr] bracket. Press the **F** key, for file.
5. The screen displays:



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]

                              Working ...
                          Press [Esc] To Abort

                  Enter File Name )▶  [______________________________]
```

6. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, BOXDIR.292 or BOX.DIR. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:BOX.DIR copies a report called BOX.DIR to a floppy disk in the A drive.
7. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed:



```
Hit Any Key
1 file(s) copied/moved.
```

8. Press any key to exit to the top of the command line.
9. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.6 MAILBOX DIRECTORY REPORT (L REPORT)

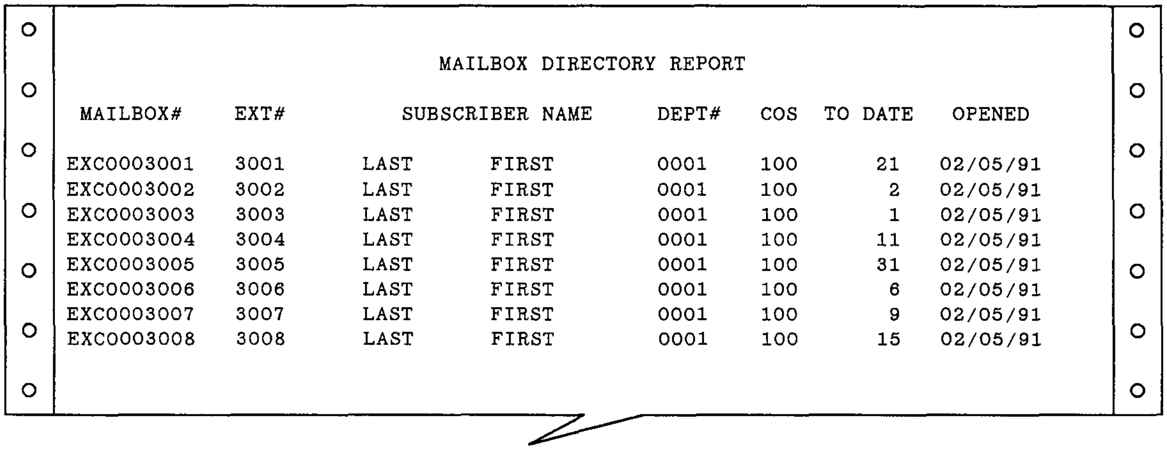
The *Mailbox Directory* report provides a listing of the mailboxes programmed in the system. This report is a summary of the information found on the *Mailbox Set-up* screen.

10.6.1 ACCESSING THE MAILBOX DIRECTORY REPORT

1. From the second page *On Line Programming Menu*, press the **L** key.
2. When the system is finished processing the report, "Report completed" is displayed. Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
4. If you pressed **S**, the *Mailbox Directory* report appears. Use the **Page Up** or **Page Down** keys to scroll through the report. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
5. To exit the *Mailbox Directory*, press the **Esc** key. The *On Line Programming Menu* appears.

10.6.2 SCREEN DEFINITIONS

MAILBOX #	This column is the 7-digit mailbox number preceded by the 3-character company code.
EXT#	Is the extension number programmed for each mailbox on the *Mailbox Set-Up* screen.
SUBSCRIBER NAME	This is the *Last* and *First Name* fields for each mailbox taken from the *Mailbox Set-up* screen.
DEPT	Defines the *Department number* field.
COS	Defines the *Class Of Service* field.
TO DATE	This is the number of subscriber accesses to date.
OPENED	Provides the date the mailbox was created.

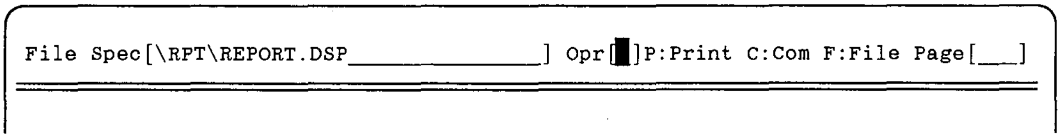


```
                         MAILBOX DIRECTORY REPORT

  MAILBOX#     EXT#       SUBSCRIBER NAME        DEPT#   COS  TO DATE   OPENED

 EXC0003001    3001     LAST       FIRST          0001    100       21  02/05/91
 EXC0003002    3002     LAST       FIRST          0001    100        2  02/05/91
 EXC0003003    3003     LAST       FIRST          0001    100        1  02/05/91
 EXC0003004    3004     LAST       FIRST          0001    100       11  02/05/91
 EXC0003005    3005     LAST       FIRST          0001    100       31  02/05/91
 EXC0003006    3006     LAST       FIRST          0001    100        6  02/05/91
 EXC0003007    3007     LAST       FIRST          0001    100        9  02/05/91
 EXC0003008    3008     LAST       FIRST          0001    100       15  02/05/91
```

Figure 10-3 Mailbox Directory Report

10.6.3 PRINTING THE MAILBOX DIRECTORY REPORT

1. While in the *Mailbox Directory* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.

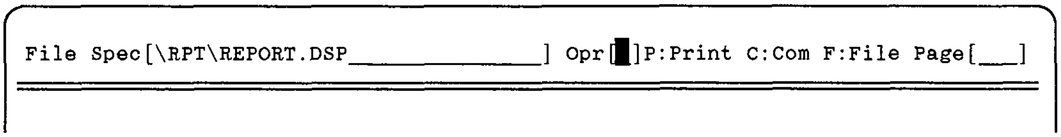


```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set The Printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the Mailbox Directory by pressing the **S** key in the [Opr] bracket once again.

10.6.4 COPYING THE MAILBOX DIRECTORY REPORT TO A DISK

1. While in the *Mailbox Directory* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

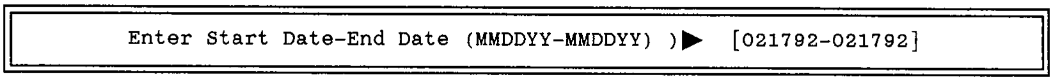
2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, BOXDIR.292 or BOX.DIR. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:BOX.DIR copies a report called BOX.DIR to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.7 MAILBOX SUMMARY REPORT (M REPORT)

The *Mailbox Summary* report provides a usage report for each mailbox. This report contains the number of incorrect access codes entered for a mailbox, the total number of connect minutes for a mailbox, the total number of mailbox connects, the current number of messages in a mailbox, and the last time a mailbox was entered using the access code.

10.7.1 ACCESSING THE MAILBOX SUMMARY REPORT

1. From the *On Line Programming Menu*, press the **M** key.
2. Press the **Enter** key if the start and end dates listed are the ones you desire, or enter the start and end dates as 2-digit month, day, and year, and then press the **Enter** key. For example, enter 021392-021792.

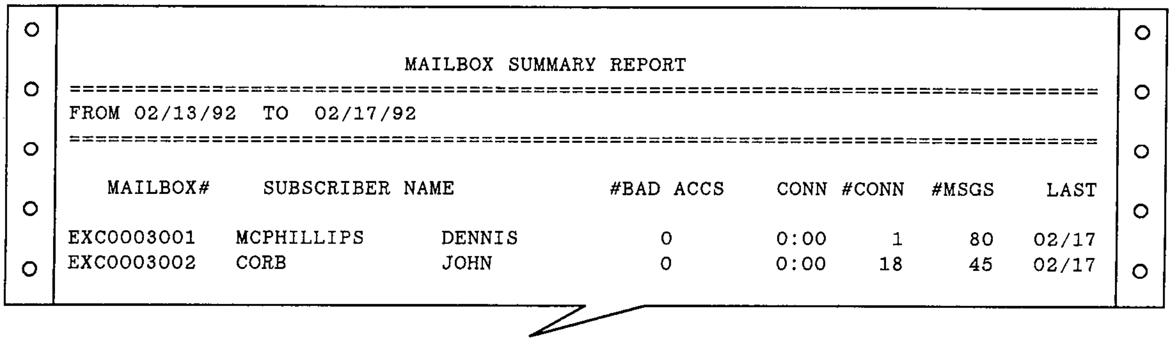


```
Enter Start Date-End Date (MMDDYY-MMDDYY) )▶  [021792-021792]
```

3. The screen will prompt "Processing Please Wait... Report completed." Press any key.
4. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
5. If you pressed **S**, the *Mailbox Summary* report appears. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
6. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
7. To exit the *Mailbox Summary* report, press the **Esc** key. The *On Line Programming Menu* appears.

10.7.2 REPORT DEFINITIONS

MAILBOX	This column is the 7-digit mailbox number preceded by the 3-character company code.
SUBSCRIBER NAME	This is the *Last* and *First Name* fields for each mailbox taken from the *Mailbox Set-up* screen.
#BAD ACCS	Defines the number of bad access code attempts.
CONN	The total connect time for each mailbox.
#CONN	The number of connections made to each mailbox.
#MSGS	Defines the number of messages currently in a specific mailbox.
LAST	Last time the mailbox was entered using the access code.

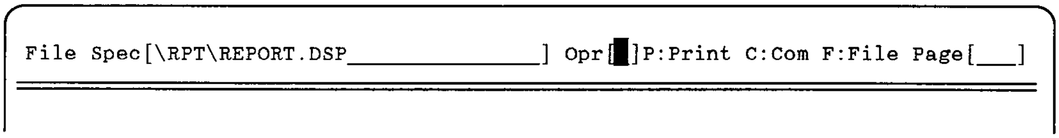


```
                          MAILBOX SUMMARY REPORT
===============================================================================
FROM 02/13/92  TO  02/17/92
===============================================================================

   MAILBOX#     SUBSCRIBER NAME               #BAD ACCS    CONN #CONN   #MSGS    LAST

EXC0003001   MCPHILLIPS       DENNIS             0        0:00     1      80   02/17
EXC0003002   CORB             JOHN               0        0:00    18      45   02/17
```

Figure 10-4 Mailbox Summary Report

10.7.3 PRINTING THE MAILBOX SUMMARY REPORT

1. While in the *Mailbox Summary* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.

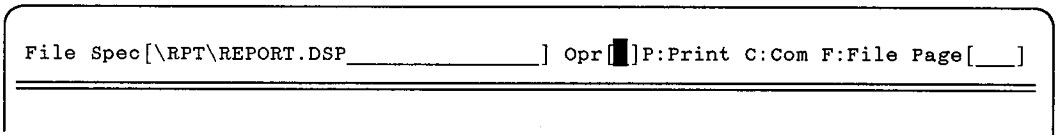


```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the Mailbox Summary by pressing the **S** key in the [Opr] bracket once again.

10.7.4 COPYING THE MAILBOX SUMMARY REPORT TO A DISK

1. While in the *Mailbox Summary* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, BOXSUM.292 or BOX.SUM. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:BOX.SUM copies a report called BOX.SUM to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.8 UNINITIALIZED MAILBOX REPORT (N REPORT)

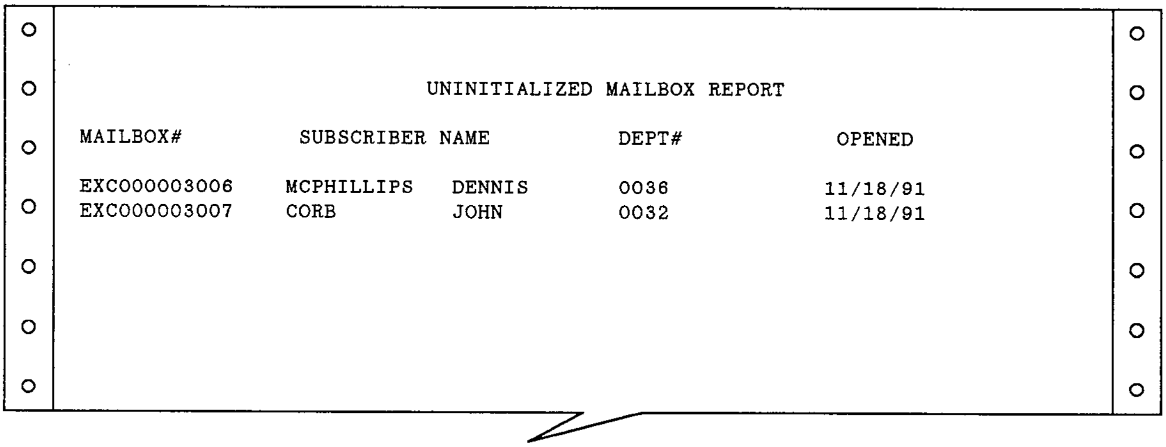
The *Uninitialized Mailbox* report provides a listing of mailboxes which have been created, but have not been used for the first time by a subscriber. This report contains the mailbox number, and the subscriber's name and department, and the date the mailbox was created.

10.8.1 ACCESSING THE UNINITIALIZED MAILBOX REPORT

1. From the *On Line Programming Menu*, press the **N** key.
2. The screen will prompt "Processing Please Wait...Report completed." Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
4. If you pressed **S**, the *Uninitialized Mailbox* report appears. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
5. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
6. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.

10.8.2 REPORT DEFINITIONS

MAILBOX#	This column is the 7-digit mailbox number preceded by the 3-character company code.
SUBSCRIBER NAME	This is the *First* and *Last Name* fields for each mailbox taken from the *Mailbox Set-up* screen.
DEPT	This is the *Department* field.
OPENED	The date the mailbox was created.

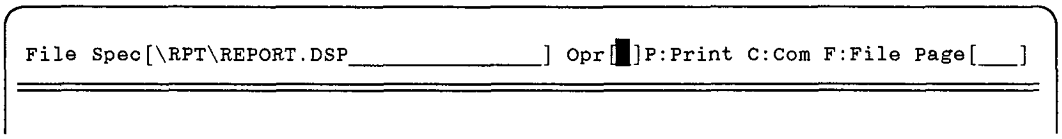


```
                         UNINITIALIZED MAILBOX REPORT

MAILBOX#           SUBSCRIBER NAME            DEPT#            OPENED

EXC000003006    MCPHILLIPS    DENNIS          0036            11/18/91
EXC000003007    CORB          JOHN            0032            11/18/91
```

Figure 10–5 Uninitialized Mailbox Report

10.8.3 PRINTING THE UNINITIALIZED MAILBOX REPORT

1. While in the *Uninitialized Mailbox* report, you will notice that the cursor highlights the [Page] bracket. Press the LEFT ARROW key to re-highlight the [Opr] bracket. Press the **P** key.

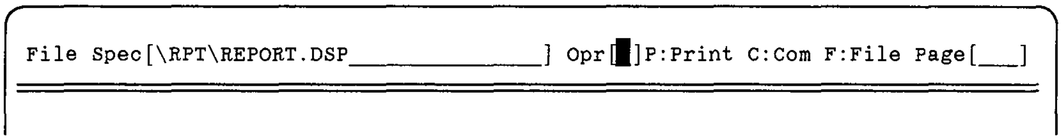


```
File Spec[\RPT\REPORT.DSP______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *Uninitialized Mailbox* report by pressing the **S** key in the [Opr] bracket once again.

10.8.4 COPYING THE UNINITIALIZED MAILBOX REPORT TO A DISK

1. While in the *Uninitialized Mailbox* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, UNBOX.292 or UNINIT.BOX. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:UNINIT.BOX copies a report called UNINIT.BOX to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.9 SYSTEM GROUP LIST REPORT (O REPORT)

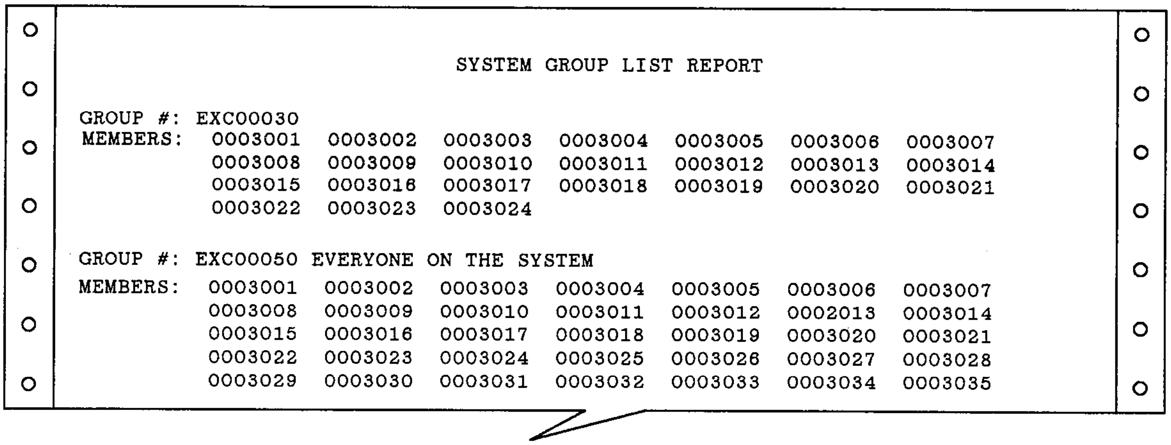
The *System Group List* report provides a listing of the members of each of the system group lists established.

10.9.1 ACCESSING THE SYSTEM GROUP LIST REPORT

1. From the *On Line Programming Menu,* press the **O** key.
2. The screen will prompt "Processing please wait...Report completed." Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
4. If you pressed **S**, the *System Group List* report appears. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
5. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter.**
6. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.

10.9.2 REPORT DEFINITIONS

GROUP#	The group number and any name programmed for the group list.
MEMBERS	Lists the mailbox numbers of the members of the group list.

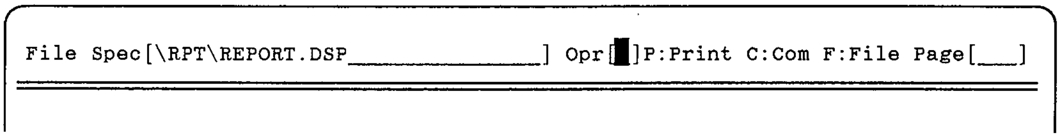


```
                       SYSTEM GROUP LIST REPORT

GROUP #: EXC00030
MEMBERS:  0003001  0003002  0003003  0003004  0003005  0003006  0003007
          0003008  0003009  0003010  0003011  0003012  0003013  0003014
          0003015  0003016  0003017  0003018  0003019  0003020  0003021
          0003022  0003023  0003024

GROUP #: EXC00050 EVERYONE ON THE SYSTEM
MEMBERS:  0003001  0003002  0003003  0003004  0003005  0003006  0003007
          0003008  0003009  0003010  0003011  0003012  0002013  0003014
          0003015  0003016  0003017  0003018  0003019  0003020  0003021
          0003022  0003023  0003024  0003025  0003026  0003027  0003028
          0003029  0003030  0003031  0003032  0003033  0003034  0003035
```

Figure 10–6 System Group List Report

10.9.3 PRINTING THE SYSTEM GROUP LIST REPORT

1. While in the *System Group List* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.

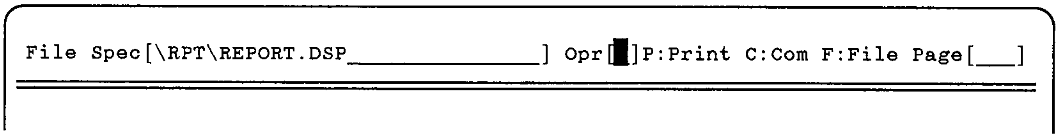


```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *System Group List* report by pressing the **S** key in the [Opr] bracket once again.

10.9.4 COPYING THE SYSTEM GROUP LIST REPORT TO A DISK

1. While in the *System Group List* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, SYSGRP.292 or SYS.GRP. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:SYS.GRP copies a report called SYS.GRP to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.10 PERSONAL GROUP LIST REPORT (P Report)

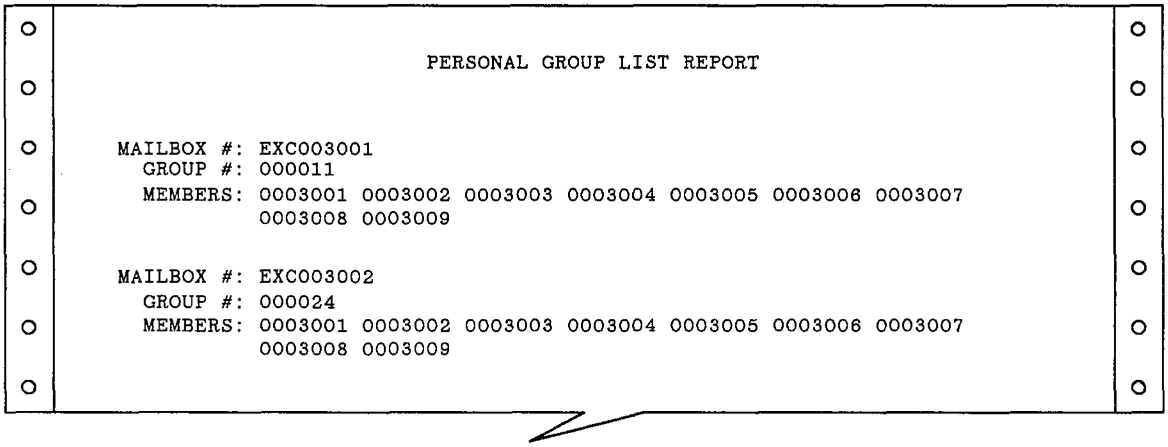
The *Personal Group List* report provides a listing of the members of each of the personal group lists established for each mailbox.

10.10.1 ACCESSING THE PERSONAL GROUP LIST REPORT

1. From the *On Line Programming Menu*, press the **P** key.
2. The screen will prompt "Processing Records...Report completed." Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
4. If you pressed **S**, the *Personal Group List* report appears. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
5. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
6. To exit the *Personal Group List* report, press the **Esc** key. The *On Line Programming Menu* appears.

10.10.2 REPORT DEFINITIONS

MAILBOX #	This column is the 7-digit mailbox number preceded by the 3-character company code, that contains the group list.
GROUP #	The group number and any name programmed for the group list.
MEMBERS	Lists the mailbox numbers of the members of the group.

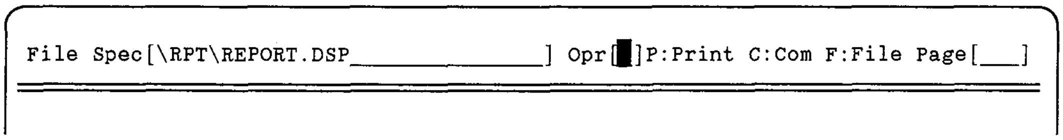


```
                          PERSONAL GROUP LIST REPORT


  MAILBOX #: EXC003001
    GROUP #: 000011
    MEMBERS: 0003001 0003002 0003003 0003004 0003005 0003006 0003007
             0003008 0003009

  MAILBOX #: EXC003002
    GROUP #: 000024
    MEMBERS: 0003001 0003002 0003003 0003004 0003005 0003006 0003007
             0003008 0003009
```

Figure 10-7 Personal Group List Report

10.10.3 PRINTING THE PERSONAL GROUP LIST REPORT

1. While in the *Personal Group List* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.

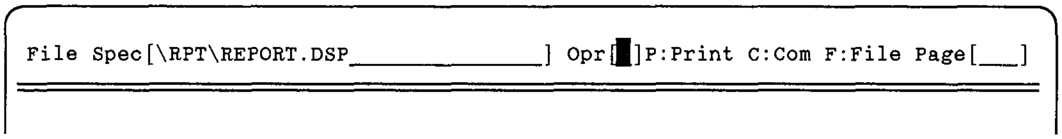


```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *Personal Group List* report by pressing the S key in the [Opr] bracket once again.

10.10.4 COPYING THE PERSONAL GROUP LIST REPORT TO A DISK

1. While in the *Personal Group List* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, PERGRP.292 or PER.GRP. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:PER.GRP copies a report called PER.GRP to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.11 PORT STATISTICS BY PORT REPORT (Q REPORT)

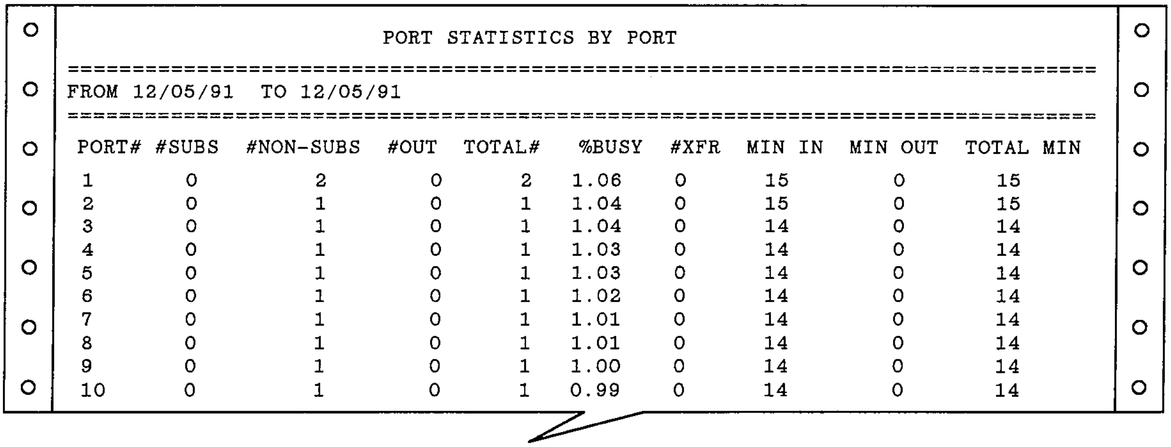
The *Port Statistics By Port* report is a port by port listing of the number of times the port is used (number of inbound subscriber accesses,number of inbound non-subscriber accesses, outdial, and total), the amount of time (inbound, outbound, and total) each port is in use, the percent of time busy for total reporting period, and the number of transfers.

10.11.1 ACCESSING THE PORT STATISTICS BY PORT REPORT

1. From the *On Line Programming Menu*, press the **Q** key.
2. The system prompts: Enter start date–end date (MMDDYY–MMDDYY) [120591–120591].
3. The screen will prompt "Processing Please Wait...Report completed." Press any key.
4. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or for **F** for file.
5. If you pressed **S**, the *Port Statistics By Port* report appears. To print the report, see printing instructions on the following page. To copy the report to a file, see the instructions on the following page.
6. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
7. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.

10.11.2 REPORT DEFINITIONS

PORT#	The port number.
#SUBS	The number of subscriber accesses.
#NON-SUBS	Lists the number of non-subscriber accesses.
#OUT	The number of outbound attempts.
TOTAL#	The total number of accesses.
%BUSY	The percentage of time that the port was busy.
#XFR	The number of transfers.
MIN IN	The inbound connect time in minutes.
MIN OUT	The outbound connect time in minutes.
TOTAL MIN	The total connect time in minutes.

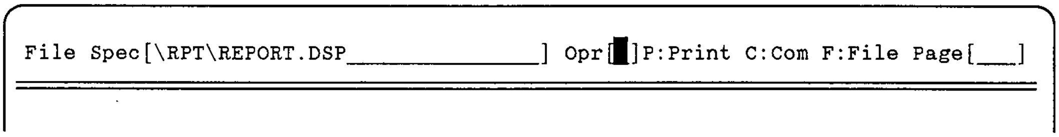


```
                          PORT STATISTICS BY PORT
=============================================================================
FROM 12/05/91  TO 12/05/91
=============================================================================
 PORT# #SUBS  #NON-SUBS  #OUT  TOTAL#   %BUSY  #XFR  MIN IN  MIN OUT  TOTAL MIN
 1       0        2        0      2   1.06    0     15       0        15
 2       0        1        0      1   1.04    0     15       0        15
 3       0        1        0      1   1.04    0     14       0        14
 4       0        1        0      1   1.03    0     14       0        14
 5       0        1        0      1   1.03    0     14       0        14
 6       0        1        0      1   1.02    0     14       0        14
 7       0        1        0      1   1.01    0     14       0        14
 8       0        1        0      1   1.01    0     14       0        14
 9       0        1        0      1   1.00    0     14       0        14
 10      0        1        0      1   0.99    0     14       0        14
```

Figure 10–8 Port Statistics Report

10.11.3 PRINTING THE PORT STATISTICS BY PORT REPORT

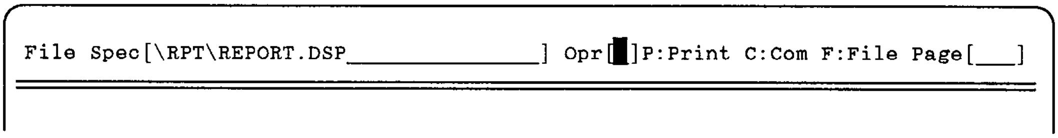
1. While in the *Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.
2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *Port Statistics* report by pressing the **S** key in the [Opr] bracket once again.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
==============================================================================
```

10.11.4 COPYING THE PORT STATISTICS BY PORT REPORT TO A DISK

1. While in the *Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
==============================================================================
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, PORT.292 or PORT. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:PORT copies a report called PORT to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.12 SYSTEM PORT STATISTICS REPORT (R REPORT)

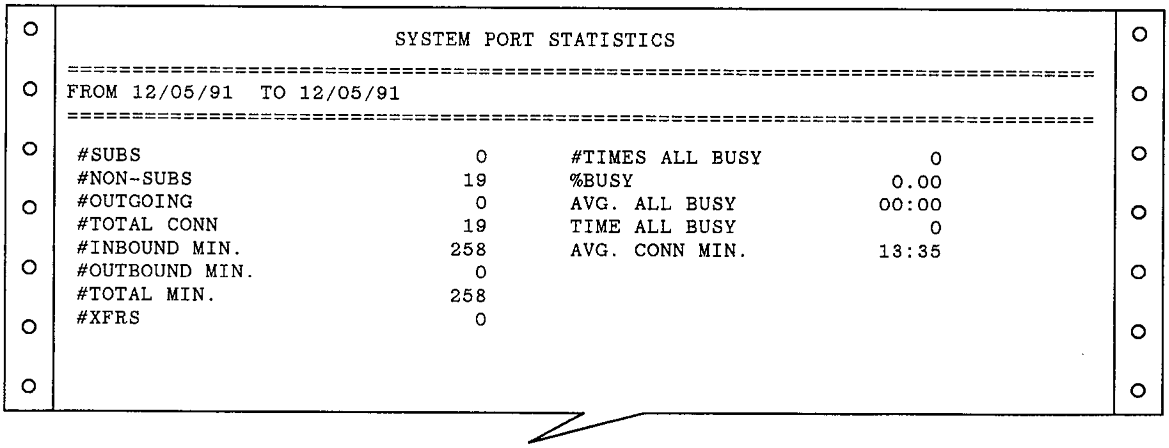
The *System Port Statistics* report provides a summary of port activity for the reporting period. This report includes the number of subscriber accesses, non-subscriber accesses, total number of accesses, number of outdial attempts, the time spent on inbound and outbound calls, and total time on calls. The report also lists the number of transfers out of the system, the number of times all ports were busy, %Busy, Avg. All Busy, Time All Busy, and Avg. Conn. Min.

10.12.1 ACCESSING THE SYSTEM PORT STATISTICS REPORT

1. From the *On Line Programming Menu*, press the **R** key.
2. The system prompts: "Enter start date-end date (MMDDYY-MMDDYY) [120591-120591]."
3. The screen will prompt "Processing please wait ... Report completed." Press any key.
4. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for file.
5. If you pressed **S**, the report appears. To print the report, see instructions on the following page. To copy the report to disk, see the instructions on the following page.
6. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
7. To exit the report, press the **Esc** key, the *On Line Programming Menu* appears.

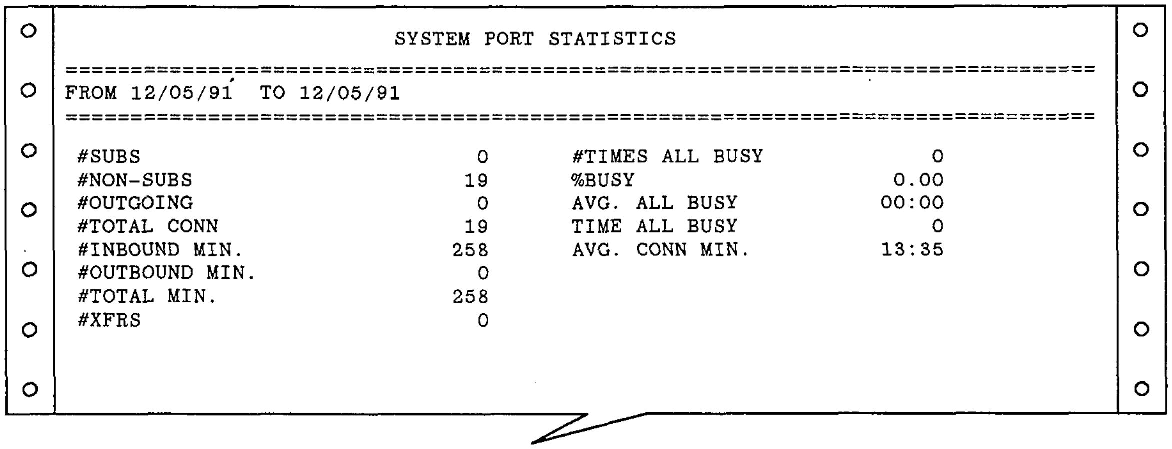
10.12.2 REPORT DEFINITIONS

#SUBS	The number of subscriber accesses in the system.
#NON-SUBS	The number of non-subscriber accesses.
#OUTGOING	The number of outgoing attempts.
#TOTAL CONN	Defines the total number of connects.
#INBOUND MIN	The total inbound connect time in minutes.
#OUTBOUND MIN	The total outbound (outdials) connect time in minutes.
#TOTAL MIN	Total connect time in minutes.



```
                        SYSTEM PORT STATISTICS
================================================================================
FROM 12/05/91  TO 12/05/91
================================================================================

 #SUBS                        0      #TIMES ALL BUSY              0
 #NON-SUBS                   19      %BUSY                     0.00
 #OUTGOING                    0      AVG. ALL BUSY            00:00
 #TOTAL CONN                 19      TIME ALL BUSY                0
 #INBOUND MIN.              258      AVG. CONN MIN.           13:35
 #OUTBOUND MIN.               0
 #TOTAL MIN.                258
 #XFRS                        0
```

Figure 10-9 System Port Statistics Summary Report



```
                         SYSTEM PORT STATISTICS
===============================================================================
FROM 12/05/91  TO 12/05/91
===============================================================================

 #SUBS                     0        #TIMES ALL BUSY          0
 #NON-SUBS                19        %BUSY                 0.00
 #OUTGOING                 0        AVG. ALL BUSY        00:00
 #TOTAL CONN              19        TIME ALL BUSY            0
 #INBOUND MIN.           258        AVG. CONN MIN.       13:35
 #OUTBOUND MIN.            0
 #TOTAL MIN.             258
 #XFRS                     0
```

Figure 10–10 System Port Statistics Summary Report

#XFRS	The number of transfers made by the VX2.
#TIMES ALL BUSY	Defines how many times the ports are all busy during the day.
%BUSY	The percentage of time that all ports were busy.
AVG. ALL BUSY	Defines the average time in minutes of how long all the ports were busy.
TIME ALL BUSY	Defines the total time in minutes of how long all ports were busy.
AVG. CONN MIN.	Defines the length in minutes of an average call.

10.12.3 PRINTING THE SYSTEM PORT STATISTICS REPORT

1. While in the *System Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re–highlight the [Opr] bracket. Press the **P** key.
2. The system will display "Working...Press **Esc** to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re–enter the *System Port Statistics* report by pressing the **S** key in the [Opr] bracket once again.

10.12.4 COPYING THE SYSTEM PORT STATISTICS REPORT TO A DISK

1. While in the *System Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re–highlight the [Opr] bracket. Press the **F** key.
2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, SYSPORT.292 or PORT.SYS. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:SYSPORT.292 copies a report called SYSPORT.292 to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.13 HOURLY PORT STATISTICS REPORT (S REPORT)

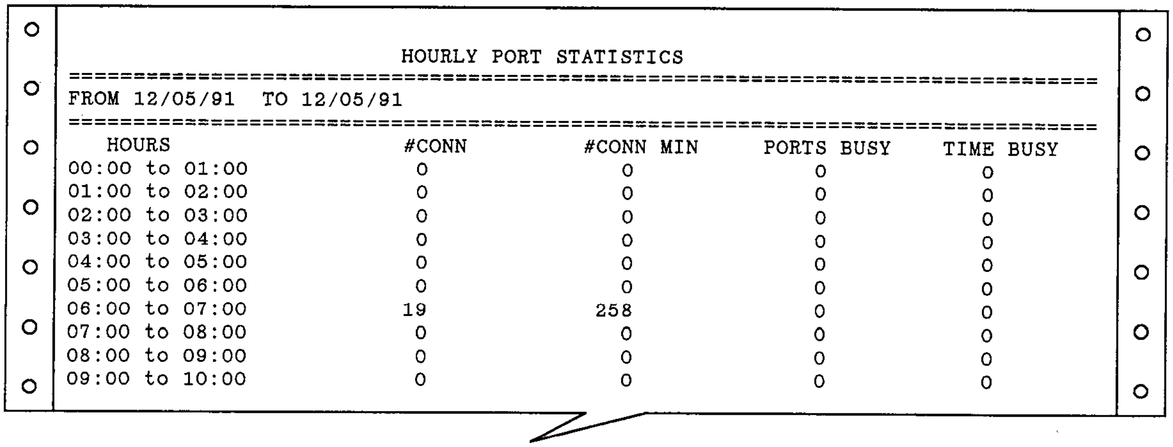
The *Hourly Port Statistics* report provides the number of connections to the system, the number of connect minutes, the number of ports busy, and the time busy for the system by hour.

10.13.1 ACCESSING THE HOURLY PORT STATISTICS REPORT

1. From the *On Line Programming Menu*, press the **S** key.
2. The screen will prompt "Processing records... Report completed." Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, **P** for print, or **F** for File.
4. If you pressed S, the *Hourly Port Statistics* report appears. To print the report, see instructions on the following page. To copy the report to disk, see the instructions on the following page.
5. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
6. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.

10.13.2 REPORT DEFINITIONS

HOURS	Reporting period broken down in one 24-hour period.
#CONN	Defines the number of connections made for each hour.
#CONN MIN	Defines in minutes the total connect time for each hour.
PORTS BUSY	Lists the number of times all ports were busy.
TIME BUSY	How long (in minutes) all ports were busy.

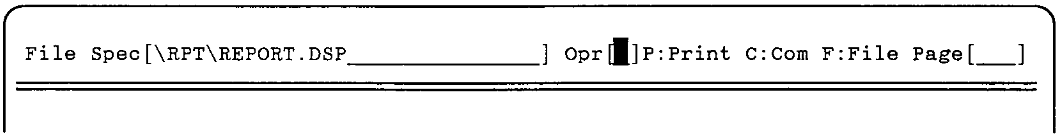


```
                              HOURLY PORT STATISTICS
==============================================================================
FROM 12/05/91   TO 12/05/91
==============================================================================
   HOURS                    #CONN           #CONN MIN      PORTS BUSY    TIME BUSY
00:00 to 01:00               0                 0               0             0
01:00 to 02:00               0                 0               0             0
02:00 to 03:00               0                 0               0             0
03:00 to 04:00               0                 0               0             0
04:00 to 05:00               0                 0               0             0
05:00 to 06:00               0                 0               0             0
06:00 to 07:00              19               258               0             0
07:00 to 08:00               0                 0               0             0
08:00 to 09:00               0                 0               0             0
09:00 to 10:00               0                 0               0             0
```

Figure 10-11 Hourly Port Statistics Report

10.13.3 PRINTING THE HOURLY PORT STATISTICS REPORT

1. While in the *Hourly Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **P** key.

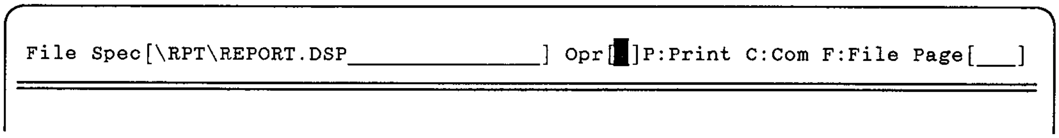


```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. The system will display "Working...Press Esc to abort."
3. The system will prompt "Set the printer...Ready to Print? (y/n)"
4. Press Y (Yes), the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *Hourly Port Statistics* report by pressing the **S** key in the [Opr] bracket once again.

10.13.4 COPYING THE HOURLY PORT STATISTICS REPORT TO A DISK

1. While in the *Hourly Port Statistics* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP_______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, HSYSPORT.292 or HOUR.SYS If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:HSYSPORT.292 copies a report called HSYSPORT.292 to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.14 OUTDIALING DETAIL REPORT (T REPORT)

The *Outdialing Detail* report provides a detailed listing of each outdial call placed by the system. The *Outdialing Detail* report will ONLY be operational if outdial calls have been placed.

10.14.1 ACCESSING THE OUTDIAL DETAIL REPORT

1. From the *On Line Programming Menu*, press the **T** key for *Outdial Detail Report* report. The system prompts: Enter start date-end date (MMDDYY-MMDDYY) [021892-021892].
2. The screen will prompt "processing please wait... report completed. Press any key.
3. The cursor will highlight the [Opr] bracket. Press the **S** key for screen, the **P** key for print, or the **F** key for file.
4. If you pressed **S**, the *Outdialing Detail* report appears. To print the report, see instructions on the following page. To copy the report to disk, see the instructions on the following page.
5. The cursor will highlight the [Page] bracket. Use the **Page Up** or **Page Down** keys to scroll through the report, or type the numerical page you wish to review and press **Enter**.
6. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.

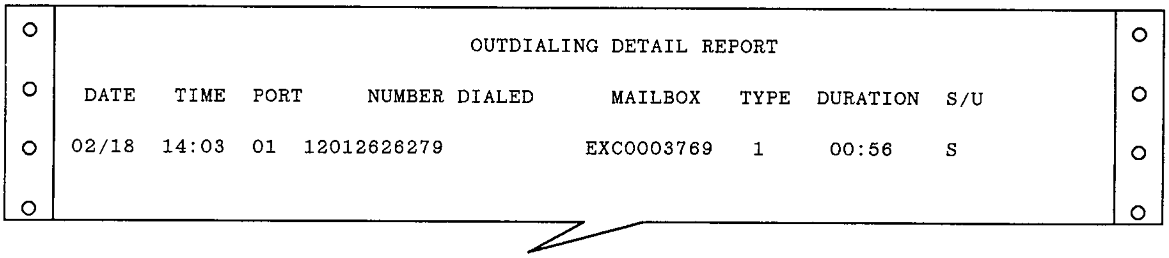
10.14.2 REPORT DEFINITIONS

DATE	The month and day the outdial call was made.
TIME	The time of day when the call was placed.
PORT	Defines the port used for the outdial call.
NUMBER DIALED	The first 20 characters of the number dialed.

NOTE: An outdial number could contain up to 46 characters, but this report ONLY shows the first twenty.

MAILBOX	The company code and mailbox number which placed the outdial call.
TYPE	Defines three types of outdial: (1) **External Number, (2) Internal Extension Number, and (3) Beeper.**
DURATION	The duration in hours and minutes of the phone call.
S/U	Defines outdial as **Successful** or **Unsuccessful.** For example, if a mailbox has initiated an outdial to a person, the fact that the person entered in their correct password, and received their message is considered a successful call.

NOTE: Outdials to beepers are always considered successful.

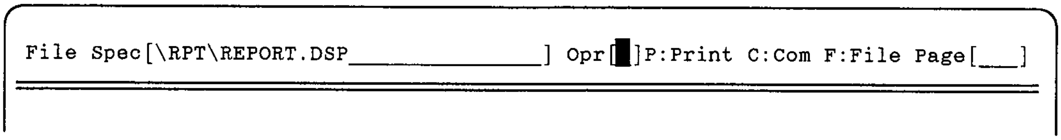


```
                         OUTDIALING DETAIL REPORT

 DATE    TIME   PORT     NUMBER DIALED       MAILBOX    TYPE  DURATION  S/U

02/18   14:03   01   12012626279          EXC0003769    1      00:56     S
```

Figure 10-12 Outdialing Detail Report

10.14.3 PRINTING THE OUTDIALING DETAIL REPORT

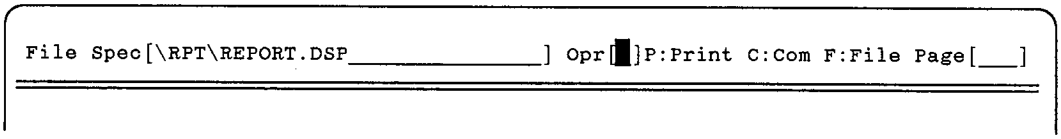
1. While in the *Outdialing Detail* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the P key.
2. The system will display "Working...Press **Esc** to abort."
3. The system will prompt "Set the printer...Ready to Print..? (y/n)"
4. Press Y (Yes) the printer will begin printing the report. If you press N (No), the system will prompt "Ok" and you will have to re-enter the *Outdialing Detail* report by pressing the S key in the [Opr] bracket once again.



```
File Spec[\RPT\REPORT.DSP______________] Opr[█]P:Print C:Com F:File Page[___]
```

10.14.4 COPYING THE OUTDIALING DETAIL REPORT TO A DISK

1. While in the *Outdialing Detail* report, you will notice that the cursor highlights the [Page] bracket. Press the **LEFT ARROW** key to re-highlight the [Opr] bracket. Press the **F** key.



```
File Spec[\RPT\REPORT.DSP______________] Opr[█]P:Print C:Com F:File Page[___]
```

2. Enter a file name of your choice. File names can consist of up 8 characters (letters or numbers), a period, and 3 additional characters called an extension. Select a file name that is meaningful to you and indicates the contents of the file. For example, OUTDIAL.292. If you wish to copy the report to a floppy disk in the A drive (the floppy disk drive) precede the file name with A followed by a colon (:). For example, A:OUTDIAL.292 copies a report called OUTDIAL.292 to a floppy disk in the A drive.
3. After you have entered the file name, press the **Enter** key. When the report has been copied to the disk, the following is displayed, "1 file(s) copied/moved."
4. Press the **Esc** key again to return to the *On Line Programming Menu.*

10.15 CALL STATUS REPORTS

There are three Call Status reports located on the first page of the *On Line Programming Menu.*

MONTHLY CALL COUNT (OA REPORT)

The *Monthly Call Count* screen tells the system administrator how many calls the system took on a daily basis in a specific month, with monthly and day of the week totals.

MONTHLY CALL DURATION (OB REPORT)

The *Monthly Call Duration* screen tells the system administrator the total connect time (in hours, minutes, and seconds) the system took each day in a specific month.

DAILY CALL COUNT (OC REPORT)

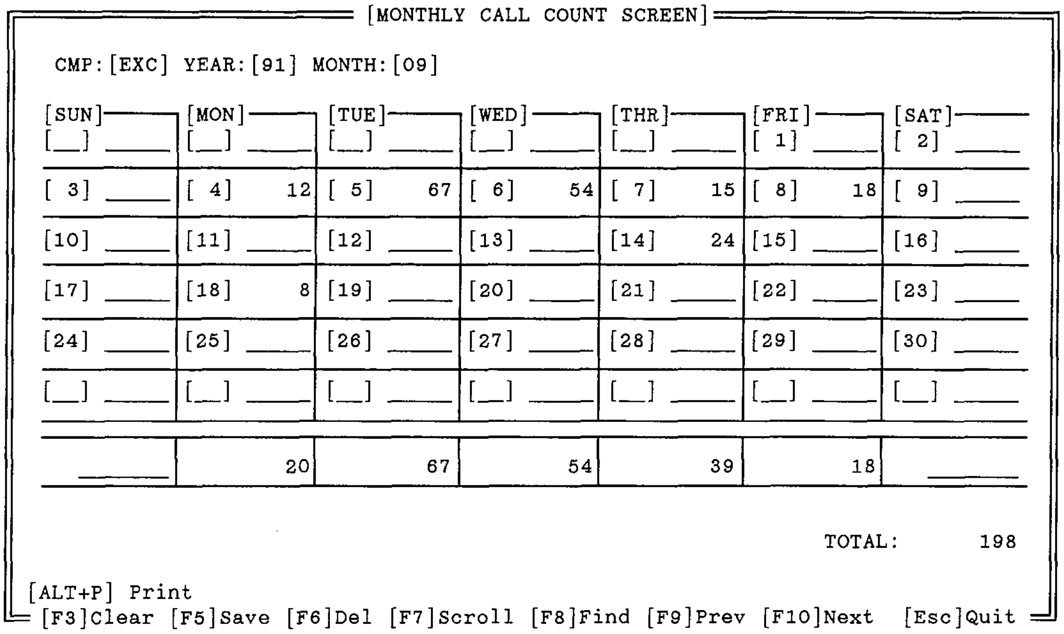
The *Daily Call Count screen* tells the system administrator how many calls were made to the system in a 24-hour period on a specific day.

NOTE: The system stores the Call Status Reports for 90 days from the time the system was activated.

10.16 MONTHLY CALL COUNT (OA REPORT)

10.16.1 ACCESSING THE MONTHLY CALL COUNT REPORT

1. From the *On Line Programming Menu*, press the **O** and then the **A** key for the *Monthly Call Count* report.
2. The *Monthly Call Count* screen appears.
3. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.



```
================= [MONTHLY CALL COUNT SCREEN] =================
 CMP:[EXC] YEAR:[91] MONTH:[09]

 [SUN]       [MON]       [TUE]       [WED]       [THR]       [FRI]       [SAT]
 [_] ____    [_] ____    [_] ____    [_] ____    [_] ____    [ 1] ____   [ 2] ____
 [ 3] ____   [ 4]   12   [ 5]   67   [ 6]   54   [ 7]   15   [ 8]   18   [ 9] ____
 [10] ____   [11] ____   [12] ____   [13] ____   [14]   24   [15] ____   [16] ____
 [17] ____   [18]    8   [19] ____   [20] ____   [21] ____   [22] ____   [23] ____
 [24] ____   [25] ____   [26] ____   [27] ____   [28] ____   [29] ____   [30] ____
 [_] ____    [_] ____    [_] ____    [_] ____    [_] ____    [_] ____    [_] ____

 ______           20          67          54          39          18     ______

                                                          TOTAL:      198
 [ALT+P] Print
 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 10-13 Monthly Call Count Report (OA Report)

10.16.2 PRINTING THE MONTHLY CALL COUNT REPORT

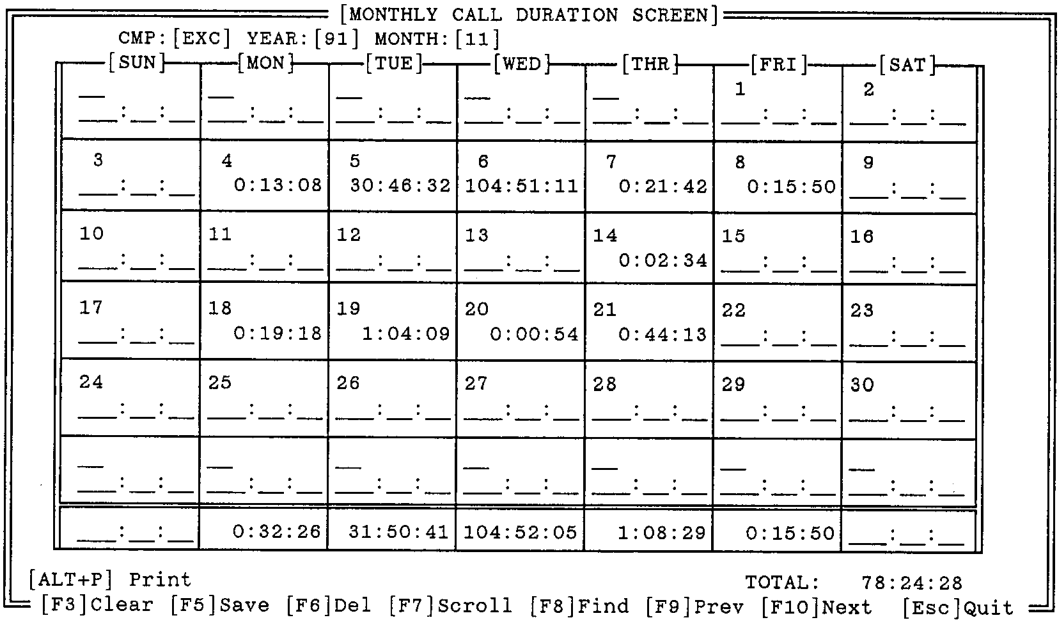
1. Press the **ALT** and **P** keys simultaneously to print the current OA report for that month.
2. To review any month, move the cursor to the desired month. Press the **F9** key. Press the **Enter** key. Press the **ALT** and **P** keys simultaneously to print the selected month of your choice.
3. To print **ALL** of the OA reports that the system has stored, at the date prompt type: **EXC, 91** ,* * * The reports will print.
4. To exit the OA report, press the **Esc** key. The *On Line Programming Menu* appears.

NOTE: The three asterisks displayed in the printing sequence above, are used only if you need to print ALL monthly reports that are captured within the system.

10.17 MONTHLY CALL DURATION (OB REPORT)

10.17.1 ACCESSING THE MONTHLY CALL DURATION REPORT

1. From the *On Line Programming Menu*, press the **O** and then the **B** key for the *Monthly Call Duration* report.
2. The *Monthly Call Duration report* appears.
3. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.



```
================ [MONTHLY CALL DURATION SCREEN] ================
   CMP:[EXC] YEAR:[91] MONTH:[11]
 --[SUN]----[MON]----[TUE]----[WED]----[THR]----[FRI]----[SAT]--
 |_        |_        |_        |_        |_        |1        |2        |
 |___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|
 |3        |4        |5        |6        |7        |8        |9        |
 |___:__:__|  0:13:08| 30:46:32|104:51:11|  0:21:42|  0:15:50|___:__:__|
 |10       |11       |12       |13       |14       |15       |16       |
 |___:__:__|___:__:__|___:__:__|___:__:__|  0:02:34|___:__:__|___:__:__|
 |17       |18       |19       |20       |21       |22       |23       |
 |___:__:__|  0:19:18|  1:04:09|  0:00:54|  0:44:13|___:__:__|___:__:__|
 |24       |25       |26       |27       |28       |29       |30       |
 |___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|
 |_        |_        |_        |_        |_        |_        |_        |
 |___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|___:__:__|
 |___:__:__|  0:32:26| 31:50:41|104:52:05|  1:08:29|  0:15:50|___:__:__|
 [ALT+P] Print                                TOTAL:    78:24:28
= [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit =
```

Figure 10–14 Monthly Call Duration Report (OB Report)

10.17.2 PRINTING THE MONTHLY CALL DURATION (OB) REPORT

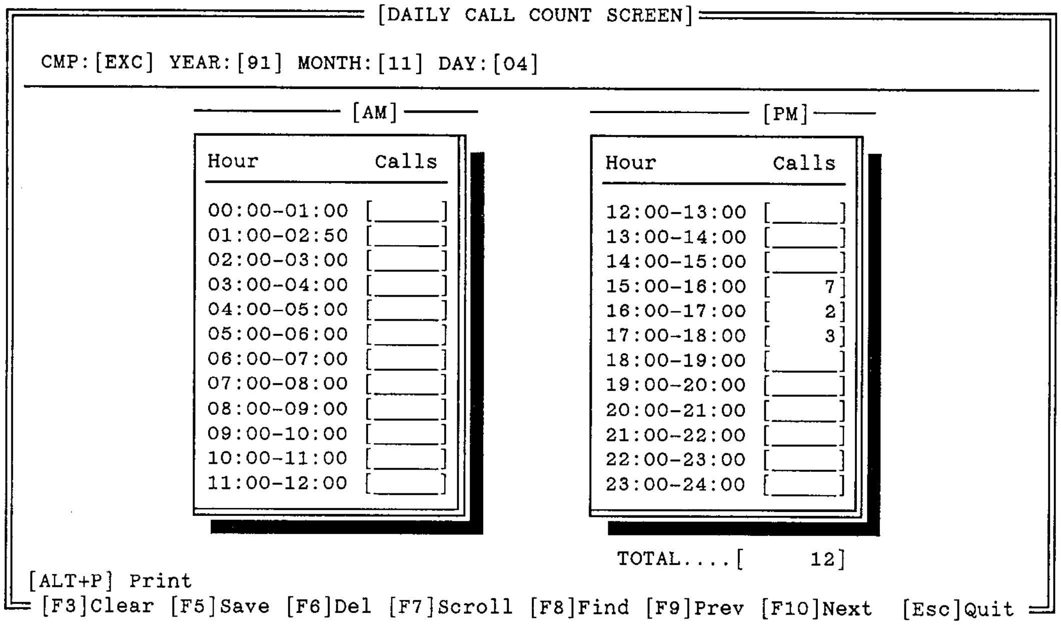
1. Press the **ALT** and **P** keys simultaneously to print the current OB report for that month.
2. To review any month, move the cursor to the desired month. Press the **F9** key. Press the **Enter** key. Press the **ALT** and **P** keys simultaneously to print the selected month of your choice.
3. To print **ALL** of the OB reports that the system has stored, at the date prompt type: **EXC, 91** ,* * * The reports will print.
4. To exit the OB report, press the **Esc** key. The *On Line Programming Menu* appears.

NOTE: **The three asterisks displayed in the printing sequence above, are used only if you need to print ALL monthly reports that are captured within the system.**

10.18 DAILY CALL COUNT (OC REPORT)

10.18.1 ACCESSING THE DAILY CALL COUNT REPORT

1. From the *On Line Programming Menu*, press the **O** and then the **C** key for the *Daily Call Count* report.
2. The *Daily Call Count* report appears.
3. To exit the report, press the **Esc** key. The *On Line Programming Menu* appears.



```
                    [DAILY CALL COUNT SCREEN]
 CMP:[EXC] YEAR:[91] MONTH:[11] DAY:[04]

               [AM]                          [PM]
         Hour          Calls          Hour          Calls
         00:00-01:00 [     ]          12:00-13:00 [     ]
         01:00-02:50 [     ]          13:00-14:00 [     ]
         02:00-03:00 [     ]          14:00-15:00 [     ]
         03:00-04:00 [     ]          15:00-16:00 [    7]
         04:00-05:00 [     ]          16:00-17:00 [    2]
         05:00-06:00 [     ]          17:00-18:00 [    3]
         06:00-07:00 [     ]          18:00-19:00 [     ]
         07:00-08:00 [     ]          19:00-20:00 [     ]
         08:00-09:00 [     ]          20:00-21:00 [     ]
         09:00-10:00 [     ]          21:00-22:00 [     ]
         10:00-11:00 [     ]          22:00-23:00 [     ]
         11:00-12:00 [     ]          23:00-24:00 [     ]

                                       TOTAL....[      12]
 [ALT+P] Print
 [F3]Clear [F5]Save [F6]Del [F7]Scroll [F8]Find [F9]Prev [F10]Next  [Esc]Quit
```

Figure 10-15 Daily Call Count Report (OC Report)

10.18.2 PRINTING THE DAILY CALL COUNT (OC) REPORT

1. Press the **ALT** and **P** keys simultaneously to print the current OC report for that month.
2. To review any month, move the cursor to the desired month. Press the **F9** key. Press the **Enter** key. Press the **ALT** and **P** keys simultaneously to print the selected month of your choice.
3. To print **ALL** of the OC reports that the system has stored, at the date prompt type: **EXC, 91** ,* * * The reports will print.
4. To exit the OC report, press the **Esc** key. The *On Line Programming Menu* appears.

NOTE: The three asterisks displayed in the printing sequence above, are used only if you need to print ALL monthly reports that are captured within the system.
