



# **System Administrator's Manual**

**Key System US  
West Palm Beach, Florida**

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# Table of Contents

## **CHAPTER 1 Overview of the WAV**

The Purpose of this manual	1
Information Contained in this manual	1
Conventions used	2
Using the Atlas WAV	2
Starting the Atlas WAV	2
Exiting the Atlas WAV	2
Types of Screens in the Atlas WAV	3
Menu	3
List	3
Form	4
Confirmation Box	4
Information Box	5
Atlas WAV Runtime Help	5
Saving Your Changes	6

## **CHAPTER 2 Quick Guide to System Administration**

Basic Atlas WAV Terms	1
System Administrator Responsibilities	2
Auto Attendant Greetings	2
Setting Up Atlas WAV Boxes	3
Programming a Subscriber or Department Box	3
Programming an Information Box	7
Programming a Group Box	9
Programming a Uniform Call Distribution Box	10
Programming a Visual Tree Box	11
Maintaining Your Atlas WAV	18

## **CHAPTER 3 The Automated Attendant**

What is the Automated Attendant?	2
How Audio Menus Work	2
Setting Up the Automated Attendant	3
Programming the Hours of Operation	3
Defining Which Prompts to Play	3
Naming the Prompts to Play	4
Defining Times of Day to Play Prompts	4
Enabling Levels	4
Selecting Day of the Week	5
Copying Prompts to Different Days	5
Changing the Current Company	5
Saving Changes	5
Exiting the Hours of Operation Form	5
Recording Prompts	5
Defining Main Greeting Audio Options	6

## **CHAPTER 4 Setting Up a BASIC Atlas WAV System**

Basic Information Requirements	2
Basic WAV Setup	2
Integrating the WAV to the Atlas Phone System	3
Programming the Atlas Phone System for WAV Operation	3
Voice Mail Ports	3
Station Hunt Group	4
Ringing Assignments	4
Entering System Administration	4
Logging On	5
Set Up the Operator	5
Edit Subscriber	6
Select As Operator	7
Set Type	7
Set up Company Fax Machine	9
Set Up Subscriber Mailboxes	11
Subscriber Setup	12
Activate Menu	14
Auto Station Log On	14
Activate Message Center	15
Gender Menu	16
Device Setup	16
Set Up Hours of Operation	18
Record Your Company Greetings	20
Dialing Options in the Main Menu	23
In Band General System Interface	24
Main Greeting	25

## **CHAPTER 5 Using Advanced WAV Features**

Client Box	1
Information Box	1
Group Box	2
Uniform Call Distribution Box	5
Visual Tree Box	8
Call Control	11

## **CHAPTER 6 Atlas WAV Main Screen**

Atlas WAV Main Screen	1
Main Dialog	2
File Menu	3
Password	3
Set Menu	4
Select Menu	4
Edit Menu	5
View Menu	5
Update Menu	6
Restart Menu	6

Schedule Menu	7
Channel Dialog	7
Channel Menu	7
Actions Menu	8
Prompts Menu	9
Schedule Dialog	9
File Menu	10
Edit Menu	10
Log Menu	11

## **CHAPTER 7 Atlas WAV Main Dialog – Edit / Subscriber Menu**

Atlas WAV Main Dialog	1
Menu Bar	1
Edit Menu	2
Edit / Subscriber	2
Subscriber Setup Field Definitions	3
File Menu	4
Duplicate Subscriber	5
Select Menu	6
Company	6
Toll Restriction	7
Type Menu	7
Edit Menu	8
Device Setup	10
Field Definitions	10
Msg. Delivery Definitions	10
File Menu	11
Edit Menu	12
Transfer Type Menu	12
Define As Menu	13
Options Menu	14
Supervision Menu	14
Call Control	15
Field Definitions	15
File Menu	16
Select Menu	16
Reset Menu	17
Call Screening	17
Field Definitions	18
File Menu	19
View Menu	20
Prompts Menu	20
Sequence Menu	20
Call Routing	21
View Menu	21
Detail Tree	22
Expanded Detail Tree	22
Activate	23
Activate Message Center	24
VAX System	25

Auto Station Log On_____	26
Gender_____	27
Say_____	27

## **CHAPTER 8 Main Dialog Additional Edit Menus**

Main Dialog Edit Menus_____	1
Schedule_____	1
Field Definitions_____	2
File Menu_____	2
Select Menu_____	3
Hours of Operation_____	3
Field Definitions_____	3
File Menu_____	4
Select Menu_____	4
Day of Week Menu_____	4
Copy From Menu_____	5
Holiday Schedule_____	5
File Menu_____	6
Select Menu_____	6
Clear Menu_____	7
Month Menu_____	7
In / Out Status_____	8
Field Definitions_____	8
File Menu_____	8
Company Database_____	9
Field Definitions_____	9
File Menu_____	10
Trunk Database_____	10
Field Definitions_____	11
File Menu_____	11
InnFone_____	11

## **CHAPTER 9 Main Dialog – Additional File / Edit Menus**

Switch Integration_____	1
Field Definitions_____	2
Switch Integration Setup Symbols_____	5
File Menu_____	6
Setup Menu_____	6
Edit Menu_____	7
Tone Definition Tables_____	8
File Menu_____	9
Update Menu_____	9
Main Greeting_____	9
Field Definitions_____	10
File Menu_____	11
View Menu_____	12
Prompt Menu_____	12
Call Screening_____	13
In Band System Signaling_____	13

In Band Play Message Control	<u>13</u>
In Band Define Phone Numbers	<u>13</u>
Activate Menu	<u>14</u>
Voice Detection	<u>14</u>
Conference	<u>15</u>
VAX Call Back on Trunk	<u>15</u>
System Signaling Definitions	<u>16</u>
Main Greeting Signaling Definitions	<u>18</u>
Call Screening Signaling Definitions	<u>19</u>
Message Play Control Signaling Definitions	<u>20</u>
Define Phone Number Signaling Definitions	<u>20</u>

CHAPTER

1

Overview of WAV

# ABOUT THIS MANUAL

## Purpose of this manual

This manual guides a system administrator in setting up and maintaining an Atlas WAV system after installation by a certified professional. This manual provides a valuable reference guide for making changes to the system.

## Information contained in this manual

The chapters of this Atlas WAV contains the following information:

**Chapter 1** explains how to maneuver through Atlas WAV.

**Chapter 2** is quick guide to system administrating.

**Chapter 3** explains what the Auto Attendant is and how to program the Atlas WAV as an Auto Attendant.

**Chapter 4** explains how to set up a basic Atlas WAV system.

**Chapter 5** describes some of the more advanced features.

**Chapter 6** describes the Atlas WAV Main Screen, Port Status Screens and Scheduler screen.

**Chapter 7** describes all forms, menus and lists found under the subscriber field.

**Chapter 8** describes additional edit menus found in the main dialog.

**Chapter 9** describes additional edit menus found in the file area of the main dialog and also explains all signaling definitions.

**Chapter 10** contains troubleshooting information.

**Chapter 11** contains technical tips about the Atlas WAV.

**Chapter 12** contains useful forms for planning your Atlas WAV system.

## Conventions

Convention	Key Information
Lowercase <i>x</i>	indicates a variable in a file, version, etc.
ALL CAPS	indicates a file or directory
< <i>italics</i> >	indicates a variable or place holder
	example of a “path” that a user can follow to get to a particular screen or field.
< >	indicates a keyboard command such as < Enter >
<b>Lowercase bold</b>	used for commands or data to be typed at the keyboard
 <b>Note:</b>	information that is vital to the success of a process
<b>Tip:</b>	a shortcut or helpful hint
 <b>Caution:</b>	possible damage to equipment

## USING ATLAS WAV

The Atlas WAV is a computer telephony solution that integrates with Microsoft’s Windows operating systems. The Atlas WAV uses standard computer hardware to integrate electronic data and voice messages in an accessible format. In addition, The Visual CTI interface, a Windows based “visual voicemail” application, allows end users to initiate voicemail commands from the desktop.

### Starting the Atlas WAV

To start the Atlas WAV click on the Start button on the Windows toolbar, select Programs, select Key System US and then select AVM.

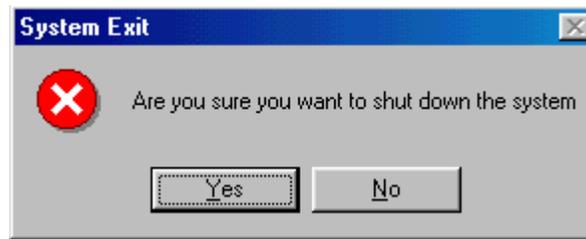
The second way you may start the program by clicking on Start, selecting Run and then typing in “C:\Program Files\Key System US\WAV”.

### Exiting the Atlas WAV

 **Note:**  
You must be logged into the system before exiting.

To exit the system, select File from the main toolbar and then select Exit. The system will ask you if you are sure you want to shut down the system, select Yes.

 **Note:**  
When you shut down the system it will end all calls currently in progress.



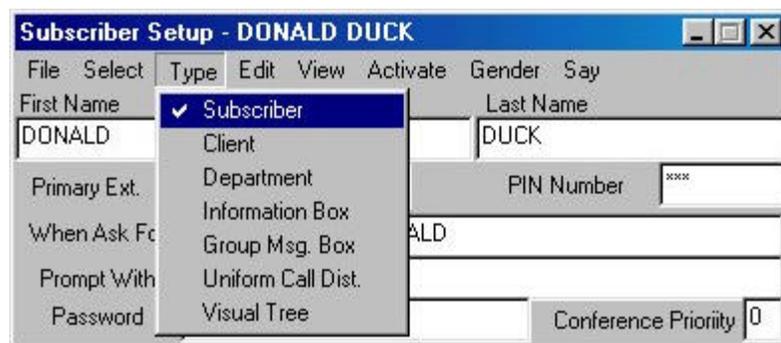
**Figure 1-1: The System Exit Window**

## Types of Screens in the Atlas WAV

There are five type of graphical boxes, or screens, used in the Atlas WAV. These are menus, lists, forms, confirmation boxes and information boxes. These Windows type screens provide information about the system and contain fields where the installer or administrator may modify system parameters.

### Menu

- Offers choice among dissimilar items.
- Can be navigated by using cursor movement keys or a mouse.
- You can jump to a line by typing the first letter of that line.
- Any item that is enabled will have a check mark next to it.



**Figure 1-2: Example of Menu**

### List

- Offers a choice among like items.
- Can be navigated by using cursor movement keys or a mouse.
- You can jump to a line by typing the first letter of that line.
- May have up or down arrows if lists extend beyond

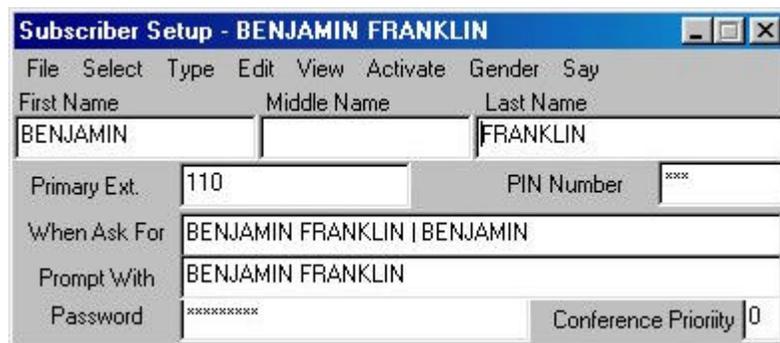
screen.



**Figure 1-3: Example of a List**

### Form

- Has Fields where you can enter or change information.
- Fields can contain sub-menus.
- Can be navigated using the TAB key or a mouse.
- Has both read only information and variables.



**Figure 1-4: Example of a Form**

### Confirmation Box

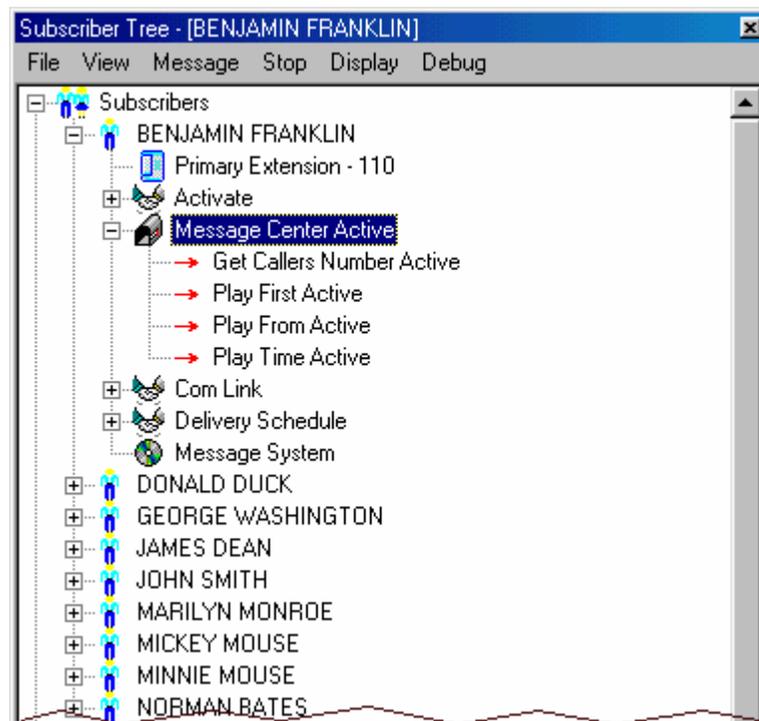
- Appears when the system requests an input from the administrator.
- Offers a choice of Yes or No only.
- Although confirmation boxes are referred to as needed, they are not generally shown in this document.



**Figure 1-5: Example of a Confirmation Box**

### Information Boxes

- Displays read-only information.
- Has multiple levels. (Indicated by a “+” sign next to a particular option.)



**Figure 1-6: Example of an Information Box**

## Atlas WAV Runtime Help

The Atlas WAV was designed with a built in online help option. If you require information on any particular item of field simply select, or go to, that field and press the F1 key. This will bring up a help box on that particular item. You may also refer to the online manual for a more detailed explanation of that particular field/option.

## Saving Your Changes



**Note:**  
If you make a mistake in a form you can simply close that form and the changes will be discarded if you have not saved them.

After you have finished editing parameters in a form or making changes on a menu, you must save your changes for them to take effect. To save your changes click on File, or press the <ALT> key followed by the <F> key, and then select Save, or press the <S> key. If you close the current screen before saving changes the changes will not be made to the system.

CHAPTER

2

Quick Guide to System  
Administration

This chapter is an overview of what you, as a system administrator, need to do to implement and maintain your Atlas WAV. If your system is new, you will be helping to lay out the basic system design and to plan how to route incoming calls. After the system is in place you will be responsible for making modifications and additions as you administer the system.

Before beginning, you need to understand a few basic terms used in the Atlas WAV.

## BASIC ATLAS WAV TERMS

<b>Group Box</b>	A type of mailbox that takes messages and uniformly distributes them to other boxes.
<b>Subscriber</b>	A type of mailbox that is used for an individual.
<b>Department</b>	A type of mailbox used for a group of phones.
<b>Information</b>	A type of box that is used to provide pre-recorded information to an outside caller.
<b>ACD</b>	A type of mailbox used to evenly distribute the call volume between several subscribers.
<b>Visual Tree</b>	A type of box used to create a “Tree” for callers to get to a more specific option. (i.e. Press 1 for Technical Support... Press 1 for telephone technical support or 2 for voicemail technical support.)
<b>Auto Attendant</b>	A set of prompts that are recorded to be played back to the outside callers when the voicemail answers an incoming call.
<b>Greeting</b>	A message recorded by a box owner to be played when a caller reaches their mailbox.
<b>PIN Number</b>	Allows box owners private access to their boxes and provides security for box owners’ messages.
<b>Log On/Off</b>	Allows private access to the system administration and the installation and integration portions of the Atlas WAV. Only authorized personnel should have access to these passwords.
<b>Prompt</b>	A pre-recorded instruction played by the system over a telephone to a box owner or caller.

### Acronyms

<b>CO</b>	Central Office
<b>CPE</b>	Customer Premise Equipment
<b>CTI</b>	Computer Telephone Integration
<b>DID</b>	Direct Inward Dial
<b>DTMF</b>	Dual Tone Multi Frequency
<b>PBX</b>	Private Branch Exchange

- POTS** Plain Old Telephone System
- PSTN** Public Switched Telephone Network
- SMDI** Simplified Message Desk Interface
- SMDR** Station Message Detailing Report

## SYSTEM ADMINISTRATOR RESPONSIBILITIES

As a system administrator, you are responsible for the setup and continuing management of your Atlas WAV. Your duties include:

- Helping the installer design your system.
- Planning and implementing the Auto Attendant.
- Planning and setting up Visual Trees.
- Planning and setting up Subscribers and other type of boxes.
- Recording greeting for the Auto Attendant as well as any other Visual Trees and Information Boxes.
- Maintaining and modifying the Atlas WAV.

## AUTO ATTENDANT GREETINGS

You can configure the Atlas WAV to work as an auto attendant to handle all of your incoming calls. When you set up the auto attendant, callers have the flexibility to choose where their calls will be directed. Callers may listen to pre-recorded Greetings, Information Boxes or Visual Tree Boxes. The auto attendant can be configured to allow for single digit dialing options if required and also allows the caller the opportunity to transfer to an operator. With the Voice Recognition option installed callers may simply ask for the person they wish to speak with.



### Screen Path:

Select:

- Edit →
- Hours of Operation

To set up auto attendant greetings, you must first decide what prompts need to be recorded and select a name for each prompt. You can string together several prompts to form a greeting. For example you may want to have Good\_Morning, Main\_Day\_Greeting for the morning greeting and Good\_Afternoon, Main\_Day\_Greeting for the afternoon greeting. In this example the same main prompt is used just the first prompt is changed to indicate the time of day. There are six different levels of greetings per day, so you may have up to six different greetings on any given day of the week. For detailed information on setting up greetings, see “Setting Up the Auto Attendant” on page 3-3.

After you have programmed the greeting parameters, you also need to record the audio portion of your greetings.

## SETTING UP ATLAS WAV BOXES

There are eight type of active boxes in the Atlas WAV. They are Subscriber, Client, Department, Information, Group Box, Automatic Call Distribution, Visual Tree and Extension Only.

### Subscriber and Department Boxes

Subscriber and Department boxes can be used for the following:

- Record and store messages from both inside and outside callers.
- Make and send messages to other box owners.
- Give a copy of a message to another box owner.
- Notify a box owner of newly received messages
- Transfer a call to an extension.
- Provide alternate call handling if an extension is busy or doesn't answer.
- Forward callers to other subscribers automatically.

### Programming a Subscriber or Department Box

You may either program an existing box or create a new box. When you select Edit – Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new subscriber. To set up and customize a subscriber box, use the following forms and menus. The only difference between Subscriber and Department Boxes is that Department Boxes only allow for First name while Subscriber boxes allow for First and Last name.

- Subscriber Setup Form
- Activate Menu
- Activate → Message Center Menu
- Type Menu
- Call Control Form
- Device Setup Form

### Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.



**Screen Path:**

Select:

- Edit →
- Subscriber →
- Choose Subscriber →
- Or Close Choose Subscriber Window For New Subscriber

**Figure 2-1: The Subscriber Setup Form**

**Activate Menu**

The Activate Menu allows you to enable or disable user features for the current subscriber box.



**Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Activate From Toolbar

**Figure 2-2: The Activate Window**

## Activate→Message Center Menu

The Activate→ Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

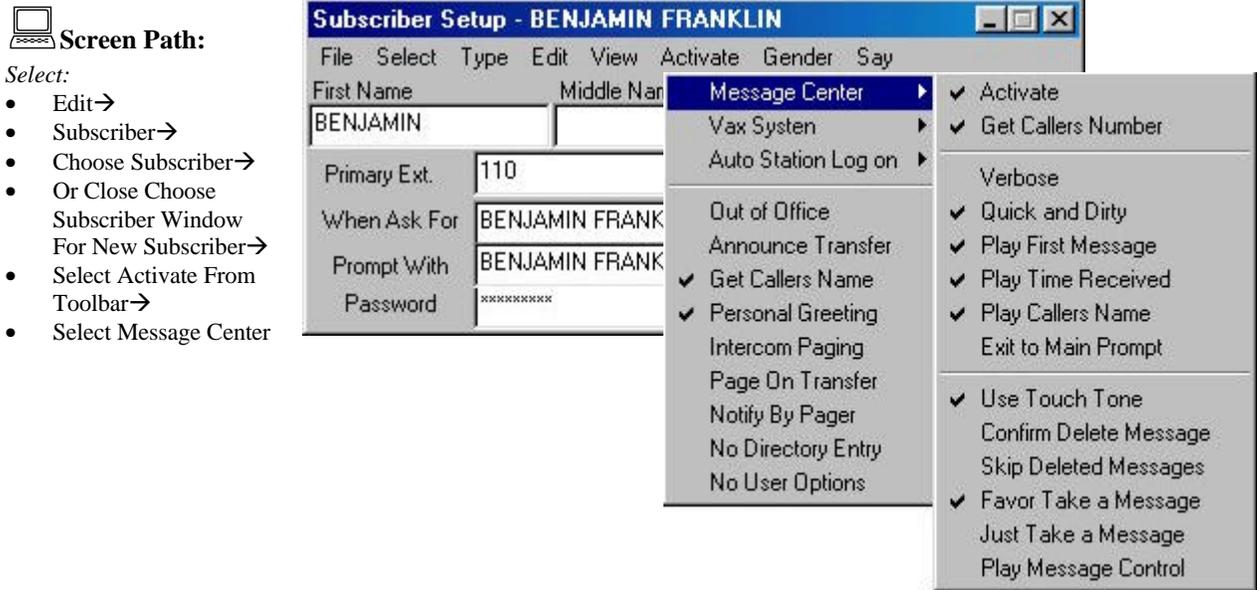


Figure 2-3: The Activate Message Center Menu

## Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for either Subscriber or Department.)

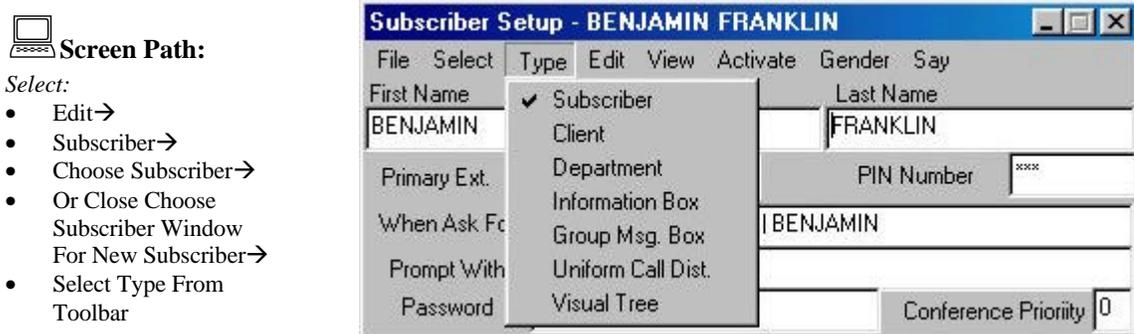


Figure 2-4: The Type Menu

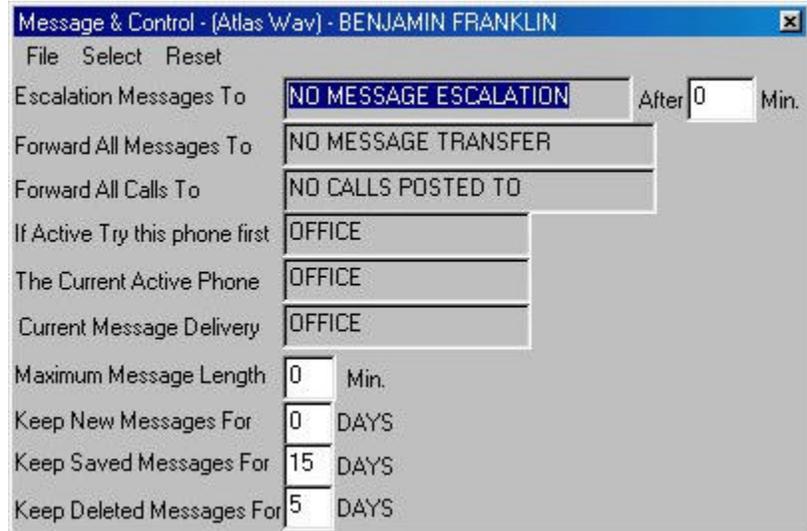
## Message Call Control Form

The Message Call Control Form allows you to change message and call delivery for the current subscriber.

### Screen Path:

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Edit→
- Select Message Call Control



Escalation Messages To	NO MESSAGE ESCALATION	After	0	Min.
Forward All Messages To	NO MESSAGE TRANSFER			
Forward All Calls To	NO CALLS POSTED TO			
If Active Try this phone first	OFFICE			
The Current Active Phone	OFFICE			
Current Message Delivery	OFFICE			
Maximum Message Length	0	Min.		
Keep New Messages For	0	DAYS		
Keep Saved Messages For	15	DAYS		
Keep Deleted Messages For	5	DAYS		

**Figure 2-5: The Message Call Control Form**

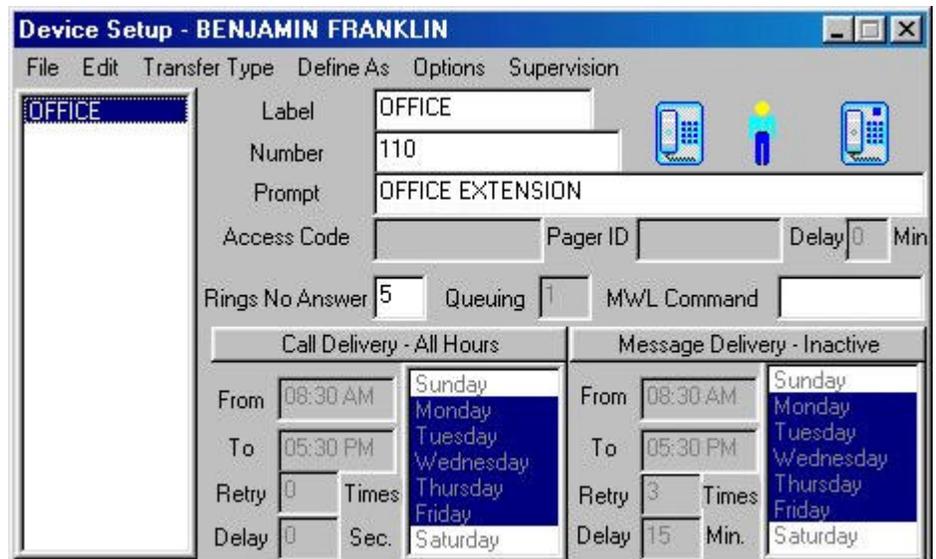
## Device Setup Form

The Communications Link Form allows you to change advanced options of the call transfer features for the current subscriber. You may also create new devices for transfer purposes.

### Screen Path:

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Edit From Toolbar→
- Select Communications Link



Label		OFFICE	
Number		110	
Prompt		OFFICE EXTENSION	
Access Code	Pager ID	Delay	0 Min.
Rings No Answer	5	Queuing	1
M'WL Command			
Call Delivery - All Hours		Message Delivery - Inactive	
From	08:30 AM	From	08:30 AM
To	05:30 PM	To	05:30 PM
Retry	0 Times	Retry	3 Times
Delay	0 Sec.	Delay	15 Min.
Sunday		Sunday	
Monday		Monday	
Tuesday		Tuesday	
Wednesday		Wednesday	
Thursday		Thursday	
Friday		Friday	
Saturday		Saturday	

**Figure 2-6: The Device Setup Form**

## Client Boxes

Client boxes are currently not used for anything. They will eventually be used for speed dial type purposes through voicemail.

## Information Boxes

Information boxes are used to provide information to a caller. This is in the form of a pre-recorded message. The information box can then transfer a caller to an extension after the message is played and/or take a message from the caller.

### Programming an Information Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new information box. To set up and customize an Information box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Activate → Message Center Menu
- Type Menu
- Device Setup Form

### Subscriber Setup Form

The Voice Link Form contains general information about the box.



#### Screen Path:

Select:

- Edit →
- Subscriber →
- Choose Subscriber →
- Or Close Choose Subscriber Window For New Subscriber

The screenshot shows a window titled "Subscriber Setup - BENJAMIN FRANKLIN". The window has a menu bar with "File", "Select", "Type", "Edit", "View", "Activate", "Gender", and "Say". The form contains the following fields:

First Name	Middle Name	Last Name
BENJAMIN		FRANKLIN
Primary Ext.	110	PIN Number ****
When Ask For	BENJAMIN FRANKLIN   BENJAMIN	
Prompt With	BENJAMIN FRANKLIN	
Password	*****	Conference Priority 0

Figure 2-7: The Subscriber Setup Form

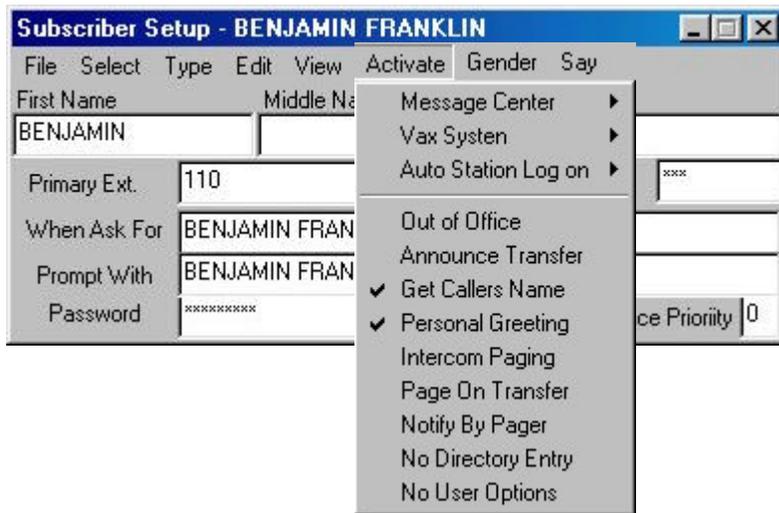
### Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Activate From Toolbar



**Figure 2-8: The Activate Menu**

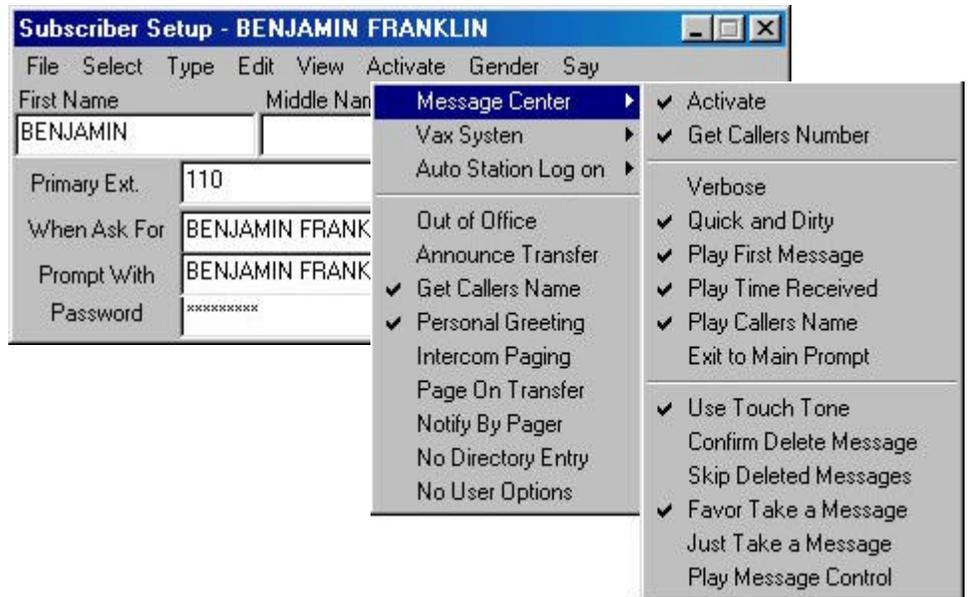
**Activate→Message Center Menu**

The Activate→ Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Activate From Toolbar→
- Select Message Center



**Figure 2-9: The Activate Message Center Menu**

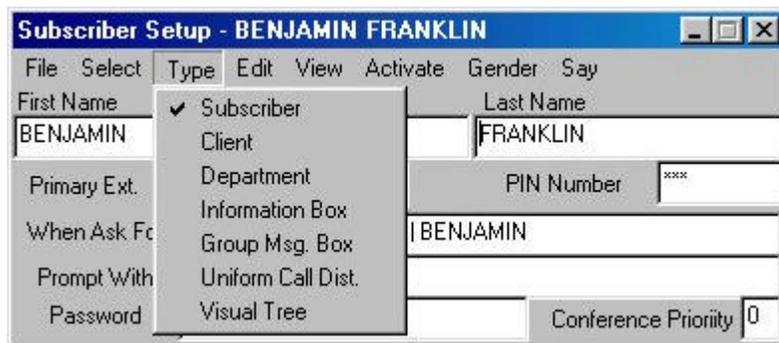
**Type Menu**

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Information.)

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Type From Toolbar



**Figure 2-10: The Type Menu**

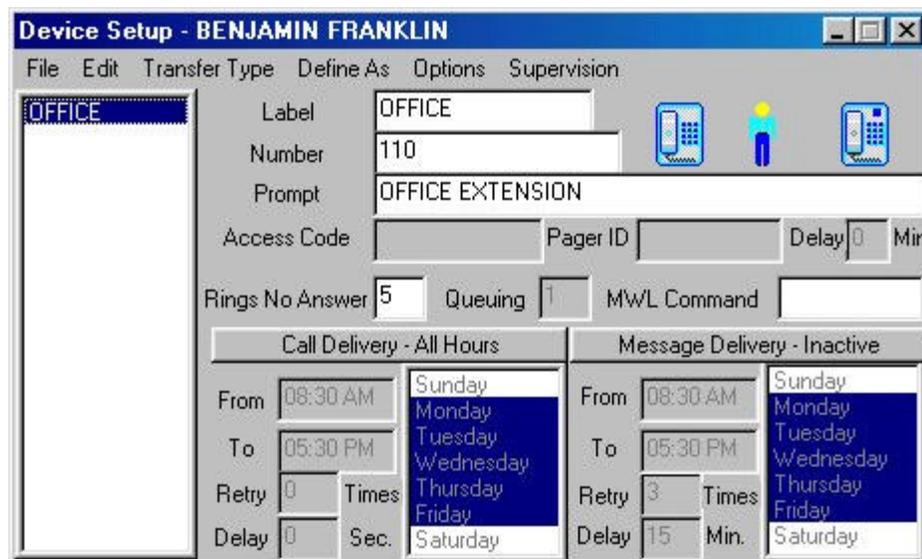
### Device Setup Form

The Device Setup Form allows you to change advanced options of the call transfer features for the current subscriber. You may also create new devices for transfer purposes.

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Edit From Toolbar→
- Select Device Setup



**Figure 2-11: The Device Setup Form**

### Group Boxes

Group Boxes are used to distribute messages among a group of two or more boxes. The group box may contain all active subscribers and/or departments in the system. These type of boxes are popular in Customer Support departments to distribute messages to the technicians.

## Programming a Group Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Information box. To set up and customize an Information box, use the following forms and menus.

- Subscriber Setup Form
- Activate→Message Center Menu
- Type Menu
- Subscriber Group Selection List

### Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.



#### Screen Path:

Select:

- Edit →
- Subscriber →
- Choose Subscriber →
- Or Close Choose Subscriber Window For New Subscriber

The screenshot shows a window titled "Subscriber Setup - BENJAMIN FRANKLIN" with a menu bar containing "File", "Select", "Type", "Edit", "View", "Activate", "Gender", and "Say". The form fields are as follows:

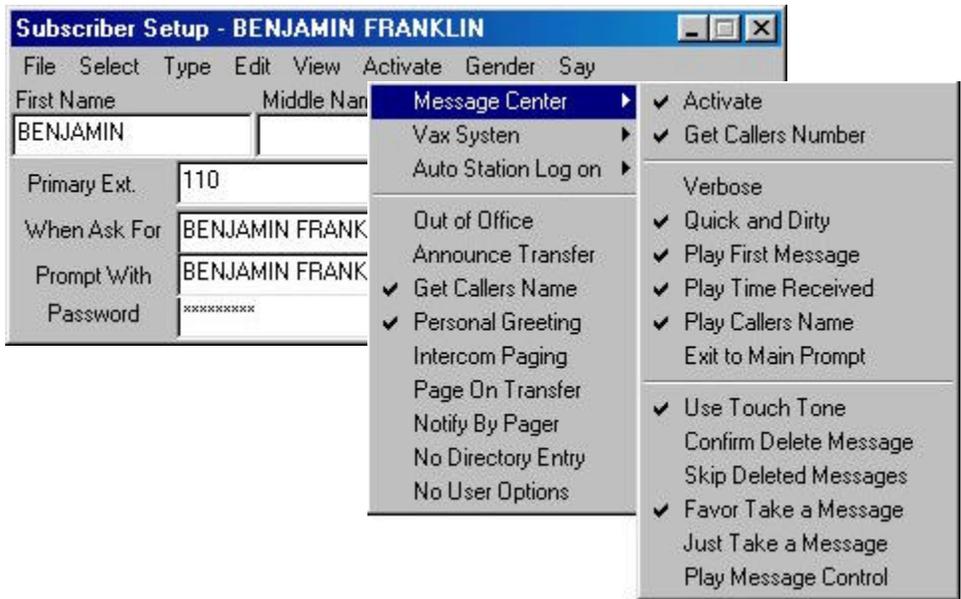
First Name	Middle Name	Last Name
BENJAMIN		FRANKLIN
Primary Ext.	110	PIN Number ****
When Ask For	BENJAMIN FRANKLIN   BENJAMIN	
Prompt With	BENJAMIN FRANKLIN	
Password	*****	Conference Priority 0

Figure 2-12: The Subscriber Setup Form

### Activate→Message Center Menu

The Activate→ Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

-  **Screen Path:**
- Select:
- Edit→
  - Subscriber→
  - Choose Subscriber→
  - Or Close Choose Subscriber Window For New Subscriber→
  - Select Activate From Toolbar→
  - Select Message Center

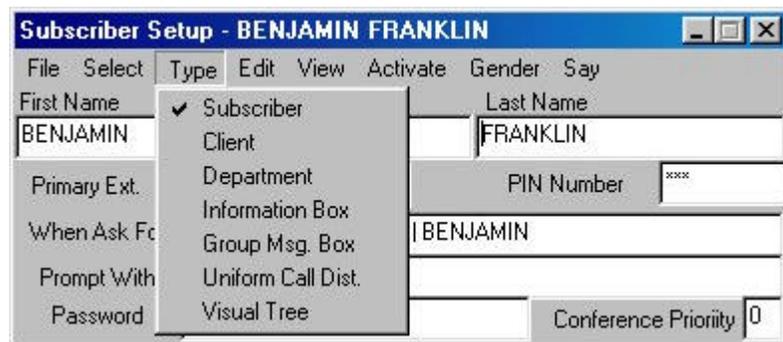


**Figure 2-13: The Activate Message Center Menu**

### Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Group Box.)

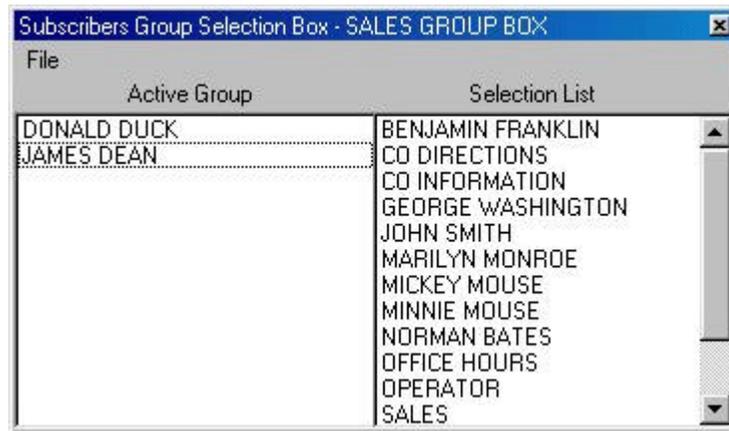
-  **Screen Path:**
- Select:
- Edit→
  - Subscriber→
  - Choose Subscriber→
  - Or Close Choose Subscriber Window For New Subscriber→
  - Select Type From Toolbar



**Figure 2-14: The Type Menu**

### Subscriber Group Selection List

The Subscriber Group Selection List allows you to add or remove subscribers from the group box.



**Figure 2-15: The Subscriber Group Selection List**

## Uniform Call Distribution Boxes

Uniform Call Distribution Boxes are used to send callers to a group of two or more subscribers using a circular hunt method. This type of box is useful if you have a department(s) and you wish to evenly distribute calls among the personnel in that department.

### Programming a Uniform Call Distribution Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Uniform Call Distribution box. To set up and customize an Uniform Call Distribution box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Type Menu
- Uniform Call Distribution Selection List

### Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.



**Screen Path:**

Select:

- Edit →
- Subscriber →
- Choose Subscriber →
- Or Close Choose Subscriber Window For New Subscriber

**Figure 2-16: The Voice Link Form**

**Activate Menu**

The Activate Menu allows you to enable or disable user features for the current subscriber box.



**Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Activate From Toolbar

**Figure 2-17: The Activate Menu**

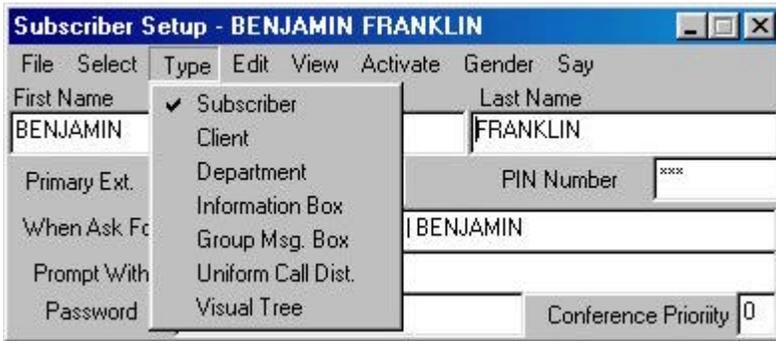
**Type Menu**

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Uniform Call Dist.)

 **Screen Path:**

Select:

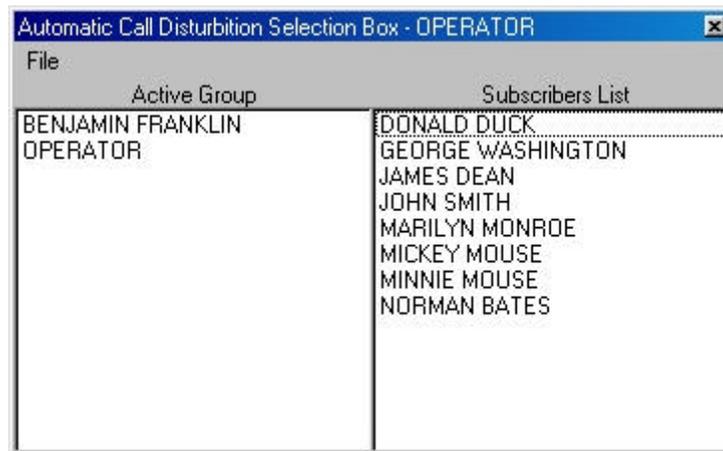
- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Type From Toolbar



**Figure 2-18: The Type Menu**

### UniformCall Distribution Selection List

The Uniform Call Distribution Selection List allows you to add or remove subscribers in the Uniform Call Distribution group.



**Figure 2-19: The Uniform Call Distribution List**

### Visual Tree Boxes

Visual Tree Boxes allow you to set up a multiple level system. The system will play a pre-recorded audio menu offering callers options on how their call will be directed. The Visual Tree box allows you to have dial options for several different types system functions.

## Programming a Visual Tree Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Visual Tree box. To set up and customize a Visual Tree box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Type Menu
- Visual Tree Interface Form

### Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.



#### Screen Path:

Select:

- Edit →
- Subscriber →
- Choose Subscriber →
- Or Close Choose Subscriber Window For New Subscriber

The screenshot shows a window titled "Subscriber Setup - BENJAMIN FRANKLIN". The window has a menu bar with "File", "Select", "Type", "Edit", "View", "Activate", "Gender", and "Say". The form contains several fields: "First Name" (BENJAMIN), "Middle Name" (empty), "Last Name" (FRANKLIN), "Primary Ext." (110), "PIN Number" (masked with \*\*\*\*), "When Ask For" (BENJAMIN FRANKLIN | BENJAMIN), "Prompt With" (BENJAMIN FRANKLIN), "Password" (masked with \*\*\*\*), and "Conference Priority" (0).

Figure 2-20: The Subscriber Setup Form

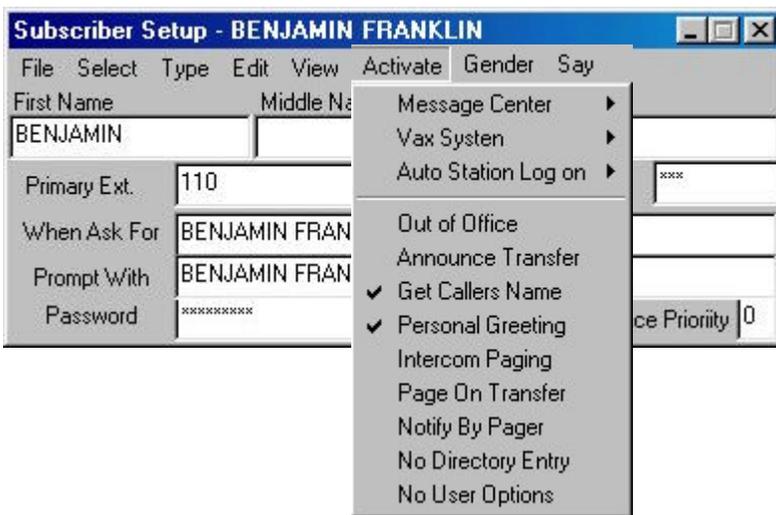
### Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Activate From Toolbar



**Figure 2-21: The Activate Menu**

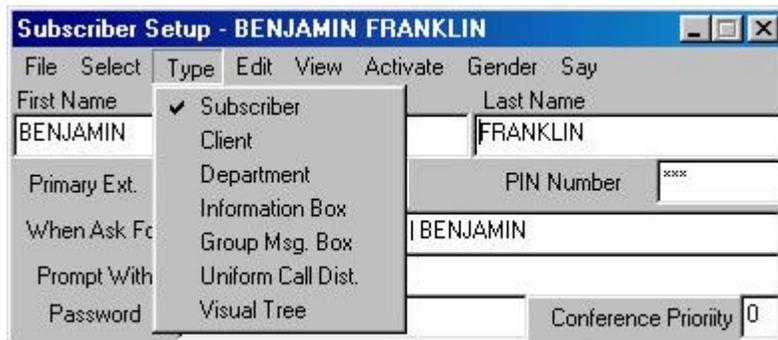
**Type Menu**

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Visual Tree.)

 **Screen Path:**

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
- Or Close Choose Subscriber Window For New Subscriber→
- Select Type From Toolbar



**Figure 2-22: The Type Menu**

## Visual Tree Interface Form

The Visual Tree Interface Form allows you to define where or how different caller dialed digit entries are routed.

The screenshot shows a software window titled "Visual Tree Interface for OPERATOR". The window has a menu bar with "File", "View", and "Prompts". Below the menu bar, there is a "Master" checkbox which is unchecked. To the right of the checkbox are two columns: "DTMF Sequence" and "Description". Below these columns are three text input fields: "Tree Entry", "When Ask For", and "Prompt With". Below the "Prompt With" field is a "Current Level" dropdown menu set to "0" and an "On Go To" text input field. Below these are "Max Digits" (set to "0") and "seq" (set to "0"). To the right of these fields is a "Type of Signaling" section with three radio buttons: "Type" (selected), "Level", and "Next Level". The main area of the window is divided into two panes. The left pane has a tree view icon and contains the text "00 MASTER - Master Record". The right pane contains a list of routing options: "Answer NO to Question", "Answer YES to Question", "Call Operator", "Goto Extension", "Goto Level", "Goto Subscriber", "Invalid Call Control", and "Undefined".

**Figure 2-23: The Visual Tree Interface Form**

## **MAINTAINING YOUR ATLAS WAV**

Some of the tasks required in the maintenance of your Atlas WAV are listed below:

- Modify boxes as needs change.
- Create new boxes or delete ones no longer needed.
- Record new greetings and Visual Trees or modify existing ones.
- Set up or modify Communication Links for box owners.
- Troubleshoot problems.

CHAPTER

3

The Automated Attendant

## WHAT IS THE AUTOMATED ATTENDANT?

The Automated Attendant is a prerecorded greeting that eliminates the need for an operator because it allows callers to direct their calls. When calls come in, the Automated Attendant greets the callers and informs them of various ways the callers can direct their calls. Callers then make their selections by pressing keys on their telephones.

There are two ways to use an Automated Attendant: the first is as a primary Automated Attendant the other is as a secondary or backup Automated Attendant. A primary Automated Attendant answers every call that comes into the company. A secondary Automated Attendant answers overflow calls that can not be answered by the operator.

When programmed correctly, the Automated Attendant can:

- Receive incoming telephone calls
- Greet callers
- Offer callers an audio menu of forwarding destinations to select from
- Play recorded information, based on caller responses to an audio menu
- Direct calls to an operator

## HOW AUDIO MENUS WORK

An audio menu is a recorded message that verbally gives a caller options associated with keypad numbers. Pressing the key associated with the option performs the action described by the option.

The following is an example of an audio menu.

**“For Sales, Press 2”**  
**“For Shipping, Press 3”**  
**“For a Company Directory, Press 4”**  
**“For an Operator, Press 0”**

**Figure 3-1: An Example of an Audio Menu**

## SETTING UP THE AUTOMATED ATTENDANT

In a new Atlas WAV system there is a default greeting prerecorded. This means that any calls coming into the system will receive this greeting. To set up the Automated Attendant, you must program the Hours of Operation form, record a greeting and program the main greeting visual tree.

### Programming The Hours of Operation

The Hours of Operation form allows you to define different greetings for different days, different times of day and different companies.

To open the Hours of Operation box from the main screen select Edit - Hours of Operation. The following form should now be on the screen.



#### Screen Path:

Select:

- Edit→
- Hours of Operation→



#### Note:

If you have more than one company defined in the system you will have to select the company before the Hours of Operation form will appear.

	Levels	From	To	Prompt to Play
M O N D A Y	Closed	12:00 PM	08:30 AM	GOOD_MORNING WELCOME EARLY_HOURS
	Morning	08:30 AM	11:50 AM	GOOD_MORNING WELCOME
	Lunch	11:50 AM	01:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
	Afternoon	01:00 PM	05:30 PM	GOOD_AFTERNOON WELCOME
	Evening	05:30 PM	06:00 PM	GOOD_EVENING WELCOME AFTER_HOURS
	Closed	06:00 PM	11:59 PM	GOOD_EVENING WELCOME AFTER_HOURS

Figure 3-2: Hours of Operation Form

### Defining Which Prompts to Play

The Atlas WAV allows for extreme flexibility in setting up the Automated Attendant Greetings. The Administrator is able to use several different prompts strung together to create a single message for the outside caller.

A prompt is a file that is recorded into the system and played back to callers. These prompts can be up to 74 minutes long.

Selecting which prompts to play will depend greatly on the setup that your customer requires. There may be some instances where you only need one prompt defined for everyday all day and other instances where you need to vary your prompts for different times of the day and different days of the week. So before proceeding it is a good idea to determine what type of application you will be attempting to install.

## Naming the Prompt to Play



### Note:

When naming prompts they have to be one word (no spaces). To space out a prompt name use the “\_” (underline) key for a space.

The prompt(s) to be played must have a name. It is recommended that you name the prompt something that will be easily associated with what it is used for. For example, if you wanted to have a prompt that said “Good Morning” you might call it **good\_morning** or **goodmorning**. In a multiple company application you might refer to this prompt as **good\_morning\_abc**, where “abc” is the company name.

In the screen sample on the previous page you will notice that there are a few different prompt names on the same line. This allows you to just record one main greeting and also allow for a different opening for the caller during different time of the day. For example the “OPEN” prompt is used in a couple of different time slots but it is preceded by either “good\_morning”, “good\_afternoon” or “good\_evening”. Programming the hours of operation this way gives the caller a little bit more personal feeling when interacting with the voicemail.

## Defining Times of Day to Play Prompts

Each level has a “From” and “To” field. These are used to define the time period that a prompt is played for. The only one of these fields that is settable is the “To” field. The “From” field is controlled by the previous levels “To” field.



### Note:

When using the 12 hour format be sure to put a space between the time and AM or PM

The “To” field is the time that you wish the current prompt to stop playing and the next level to start. This time can either be entered in a 24 hour format or in a 12 hour format using AM and PM. There must be a colon between the hour and minutes. For example 2 o’clock PM can be entered as either 02:00 PM or 14:00.

## Enabling Levels

The Atlas WAV allows for up to six different greetings per day per company. The number of greetings that are enabled is controlled by the “Levels” buttons. On the screen these are labeled Closed, Morning, Lunch, Afternoon, Evening and Closed. This labeling is for reference only. The levels do not have to be used for what they are labeled.

To enable or disable a specific level simply click on the button for that level. If the button is pushed in that level is enabled if the button is pushed out it is disabled.

You may have as few as one level enabled or as many as six. When enabling or disabling levels keep in mind that the system always looks at level one first and the level two etc.. until it finds an enabled level. If there are no levels enabled the system defaults back to the previous greeting that was being played.

## **Selecting Day of Week**

The current day of the week that you are programming is located at the left hand side of the form. To select a different day click on Day of Week and then click on the day you wish to program or press the <ALT> key followed by the <D> then use the arrows to select the day you wish and press the <Enter> key.

## **Copying Prompts to Different Days**

To copy the settings from one day to another select the day you wish to change (see the previous paragraph). Then click on Copy From and then click on the day of week you wish to copy the settings from or press the <ALT> key followed by the <C> key. Then use the arrow keys to select the day of the week to copy the settings from and then press <Enter>.

## **Changing the Current Company**

You should save any changes you wish to keep before changing companies. To change the current company you are working on click on Select and the Company. A list of companies will now be displayed. Double click on the company you wish to edit next.

## **Saving Changes**

To save your changes click on File and then Save or press the <ALT> key followed by the <S> key.

## **Exiting the Hours of Operation Form**

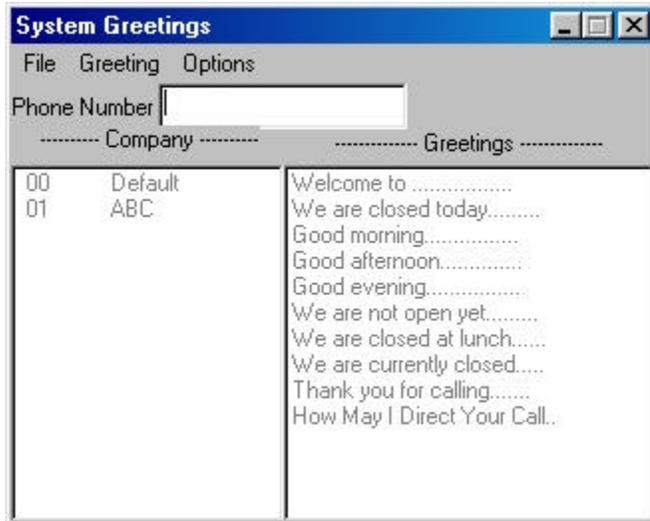
To exit the Hours of Operation Form click on File and the Exit or press the <ALT> key followed by the <E> key.

## **Recording Prompts**

Recording the prompts that you set up in the Hours of Operation form requires that the Atlas WAV be attached to a telephone system.

To start recording the prompts select a channel that has a single line port attached to it by clicking on the window for that channel.

After selecting an active channel click on Prompts and the Greetings. The following screen should now appear.



**Figure 3-3: System Greetings Form**

To begin recording greetings enter an extension number of a telephone nearby that you can use to record the prompts in the phone number field. Then click on File and the Dial. The system will call the extension that you entered into the phone number field, while the phone is ringing pick up the handset and say hello. You should notice that the text on the screen will change from gray to black.

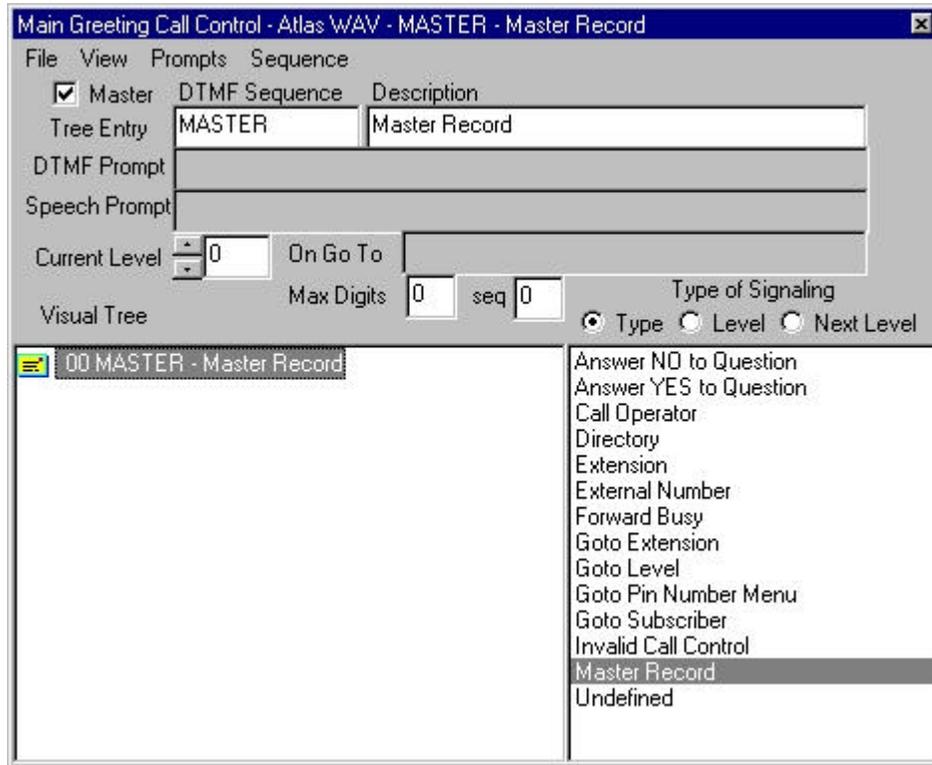
Once the text has changed from gray to black double click on the company that you wish to record the greetings for in the left hand column. The greetings you have set up in the Hours of Operation Form will now appear in the right hand column. Click on the greeting you wish to record and then click on Greeting and the Record. You will now hear beep. After the beep start recording the prompt. Once you have recorded the prompt the system will play the recording back to you to verify that it sounds correct. If you approve of the recording continue for any other prompt that needs to be recorded. If you do not like the recording simply click on record again to rerecord it.

After you have finished recording all of the greetings Click on File and then Exit to close the System Greetings Form.

### Defining Main Greeting Audio Options

In your main greeting prompt(s) you may want to give the caller single digit dialing options, for example dial 1 for sales or dial 2 for shipping. These options can vary by company.

The screen to define the main greeting audio options can be accessed by Clicking on Edit→ Switch Integration, Edit – In Band – Main Greeting. The following screen will then open.



**Figure 3-4: Main Greeting Caller Options**

See Chapter 4 (Setting up a Basic WAV System) for detailed information on adding dialing options to the Main Greeting.

CHAPTER

4

Setting Up a BASIC  
Atlas WAV System

This chapter will provide step by step instructions to set up a basic Atlas WAV Voice Mail / Auto Attendant system. You will need to determine several items and operations prior to programming your Atlas WAV system. It would be very helpful for you to write these things down so that you can see how you want your system to operate:

## **BASIC INFORMATION REQUIREMENTS**

- Mailbox Numbers (should match your extension numbers)
- List of Mailbox Subscribers (owners) & extension numbers
- Hours of operation (Day / Night / etc.)
- Company Greeting (what your callers will hear when the Auto Attendant answers) You may need several:
  - Normal morning greeting
  - Normal afternoon greeting
  - Closed for business greeting
  - Weekend greeting
- Caller Options (what you will allow your callers to do from the Company Greeting)
  - Dial an extension
  - Call the Operator
  - Access a company directory
  - Access pre-recorded information (directions, business hours, promotions, etc.)

## **BASIC WAV SETUP**

The Atlas WAV system is a very full featured Voice Mail / Auto Attendant system with a very complete set of features to match almost any customer requirement. In many cases a basic system is all that is required and the WAV can be set up as a basic system very quickly and with very little programming. Simply:

- Set up The Operator
- Set up your mailboxes
- Set up your Hours of Operation
- Record your company greetings
- Set up dialing options in your main greeting

## INTEGRATING THE WAV TO THE ATLAS PHONE SYSTEM

You need to make all the connections between the Atlas WAV and the Atlas phone system first. Next you need to do the appropriate programming in the phone system. When this is done you will have “integration” between the two systems.

*Please see the Atlas WAV Quick Start Guide (Section 2) for detailed instructions on the following:*



**Note:**  
Make sure that each successive port is a higher numbered port than the previous port.

- Connect the SMDI (integration) cables to the appropriate COM port of the SMDR unit of your Atlas phone system and to the COM 1 port of the Atlas WAV.
- Pay attention to the DIP Switch settings on the SMDR unit (or card) that are required for proper WAV operation and integration.
- Connect the Single Line Ports to be used for Voice Mail from your Atlas phone system to the Voice Card ports on the back of the Atlas WAV.
- Be aware that the single line ports used must observe the following order: Port 2 must be a higher numbered port than port 1, port 3 must be a higher numbered port than port 2, etc.

## PROGRAMMING THE ATLAS PHONE SYSTEM FOR WAV OPERATION

You must program the Single Line Ports used for the WAV to be defined as Voice Mail Ports and they must be set up in a Station Hunt Group for ease of operation. Determine if you want the WAV to be the primary answering device for your calls or whether it will be a backup to a live operator and program the ringing assignments accordingly.

*Please see the Atlas WAV Quick Start Guide (Section 2) for detailed instructions on the following:*



**Note:**  
If ports not used in the WAV are set to “Voice Mail Port” then integration will not work properly.

### VOICE MAIL PORTS

- Each of the Single Line Ports used for the WAV must be defined in their class of service as a Voice Mail Port. (Set to YES)
- It is very important to make sure that all other ports in the Atlas phone system **are not** defined as Voice Mail Ports (Must be set to NO)

## STATION HUNT GROUP

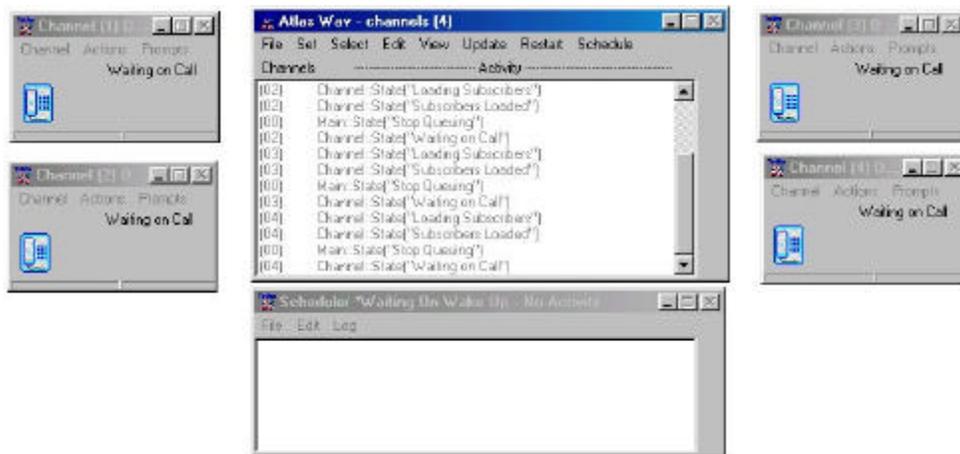
- Select the appropriate station hunt group to be used for the Atlas WAV
- Program all of the Single Line Ports used for the WAV into this station hunt group
- You may program one of the flexible keys on the Atlas keyphones to be a “one button” access to the WAV if desired.

## RINGING ASSIGNMENTS

- Direct Ringing
  - Program Direct Ringing if you want the WAV Auto Attendant to answer all incoming calls immediately.
  - To have a live operator serve as backup program the operator station(s) for delayed ringing.
- Delayed Ringing
  - Program Delayed Ringing if you want the WAV Auto Attendant to answer only after calls have been ringing for a pre-determined period of time
  - In this scenario the live operator would be programmed to ring immediately on incoming calls.

## ENTERING PROGRAMMING (SYSTEM ADMINISTRATION)

With the WAV installed and powered up you should be at the main screen as shown in Fig. 4-1:



**Figure 4-1: WAV Main Screen**



### Note:

If you have more than 4 ports, those ports will also show up as individual channels.

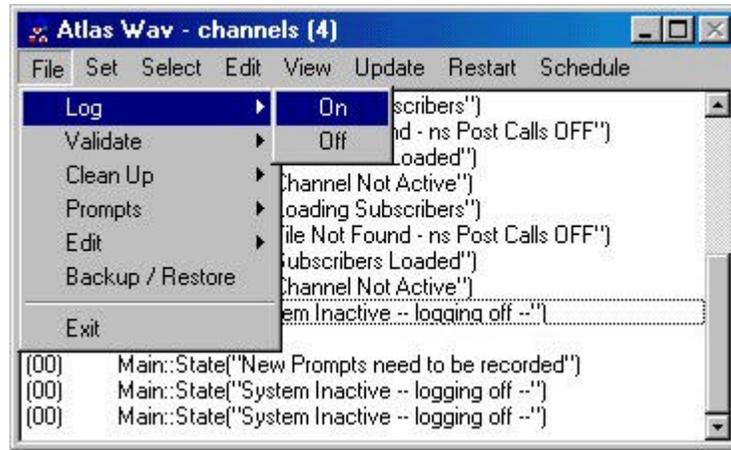
Once you are at the WAV Main Screen you must Log On to the system as system administrator. Using your mouse, “click” on **File – Log – On** as shown in Figure 4-2.



**Screen Path:**

Select:

- File→
- Log→
- ON→
- Enter password (install) when requested



**Figure 4-2: Logging On**

The WAV will then ask for your password. See Figure 4-3. Enter “install”. This is the default password. When the correct password is entered the WAV will tell you that you have system access. You may now proceed with the necessary programming to set up your system.



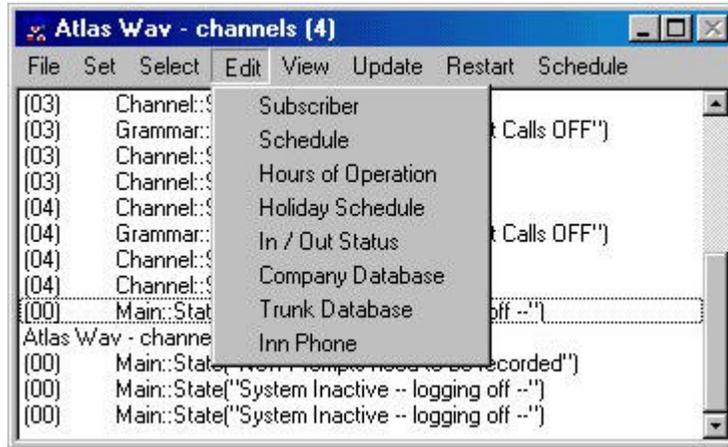
**Figure 4-3: Entering Password**

## SET UP THE OPERATOR

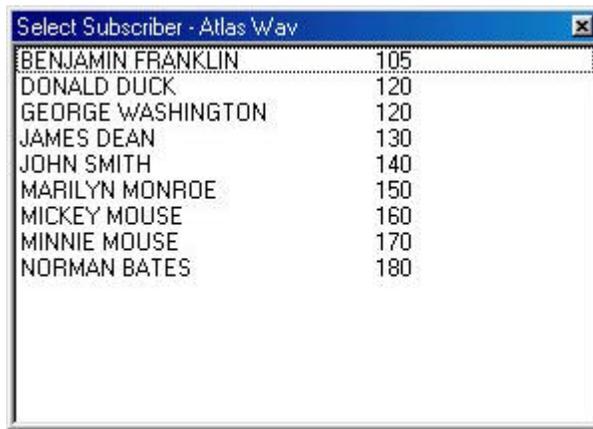
You should always have an operator programmed in the Atlas WAV. When the Auto Attendant answers the incoming call and also when an outside caller leaves a message in a mailbox, many times they need to be able to dial “0” and be transferred to a live operator. All mailbox owners including the Operator are called “*subscribers*” in the Atlas WAV.

From the Main Screen select Edit – Subscriber as shown in Figure 4-4. Then the Select Subscriber screen (Figure 4-5) will open and will show existing subscribers (if any) and their extension / mailbox numbers.

**Note:**  
 When setting up a Subscriber or Department box use the following:  
 Subscriber Setup  
 Type Menu  
 Select Menu  
 Device Setup  
 Activate Menu  
 Message Center  
 Call Control Form



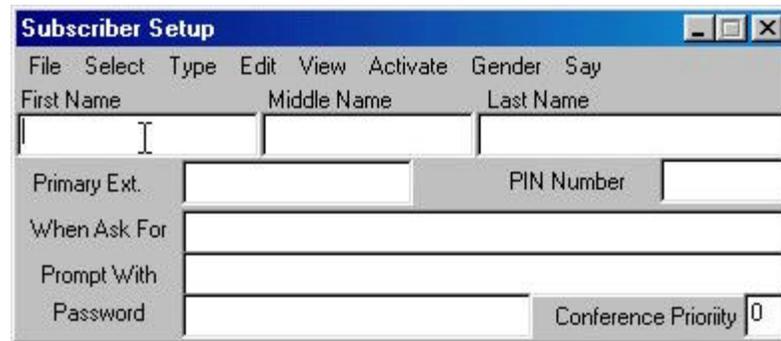
**Figure 4-4: Edit Subscriber**



**Figure 4-5: Select Subscriber Screen**

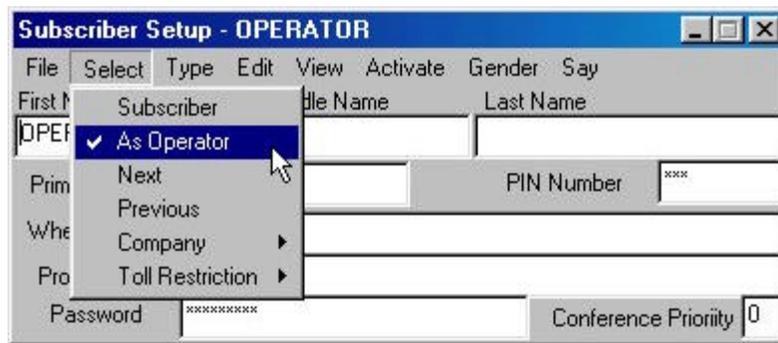
You may select one of the existing subscribers to edit their mailbox by “double clicking” on that subscriber. To enter a new subscriber simply select the close button at the upper right corner of the Select Subscriber screen. A blank Subscriber Setup form (Figure 4-6) will open and you can enter information for a new subscriber. **You must begin by clicking File – New.**

**Note:**  
 When you enter any new subscriber you must begin by clicking File – New and then entering the information.



**Figure 4-6: Subscriber Setup**

Enter OPERATOR as First Name, (no last name) and enter primary extension (extension number). Then choose Select and check “as Operator” (Figure 4-7).



**Figure 4-7: Select “As Operator”**

Next choose Type and you will see that Operator is automatically set as a Department (Figure 4-8). Operator is set as a Department because there is no last name entered.



**Figure 4-8: Set Type as Department**

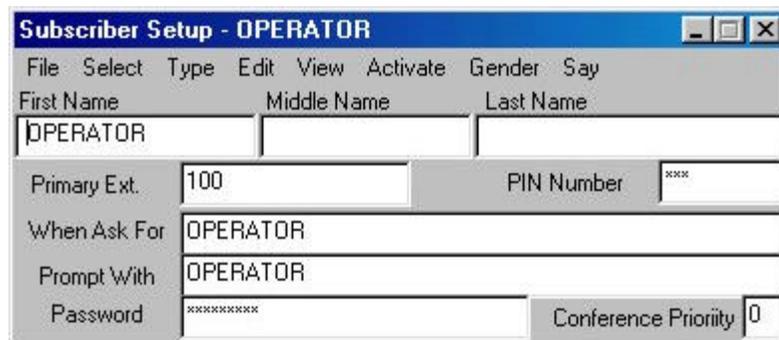
When this is entered select File - Save (Figure 4-9) and the WAV will automatically enter the rest of the information on the Subscriber Setup form. (Figure 4-10)

 **Note:**

To make your changes permanent you must “click” File – Save. If you close a form or screen without doing this, your changes will not be made.



**Figure 4-9: File – Save**



**Figure 4-10: Subscriber Setup – Operator**

The PIN number is the mailbox Personal Identification Number (password) that is entered via the touch tone pad of the telephone. The default PIN is 123. The Password shown at the bottom of the form is a verbal password spoken by the mailbox owner only if the voice recognition option is ordered.

When you enter File – Save you will hear “Changing office extension to primary extension 100”. The WAV *automatically* sets up the Device Setup (Figure 4-11) for your office extension.

If your subscriber does not have any additional communications devices – such as pagers and cell phones – then you do not need to do anything else with the Device Setup form.



**Figure 4-11: Device Setup**

If the installation has a general company **fax machine** then this fax machine must be associated with the Operator. The general fax is used to receive a fax whenever fax tone is received on an incoming line. This device is used whenever fax tone is detected by the Auto Attendant. This information is entered in the Device Setup – Operator screen.

Begin by clicking File – New (Figure 4-12).

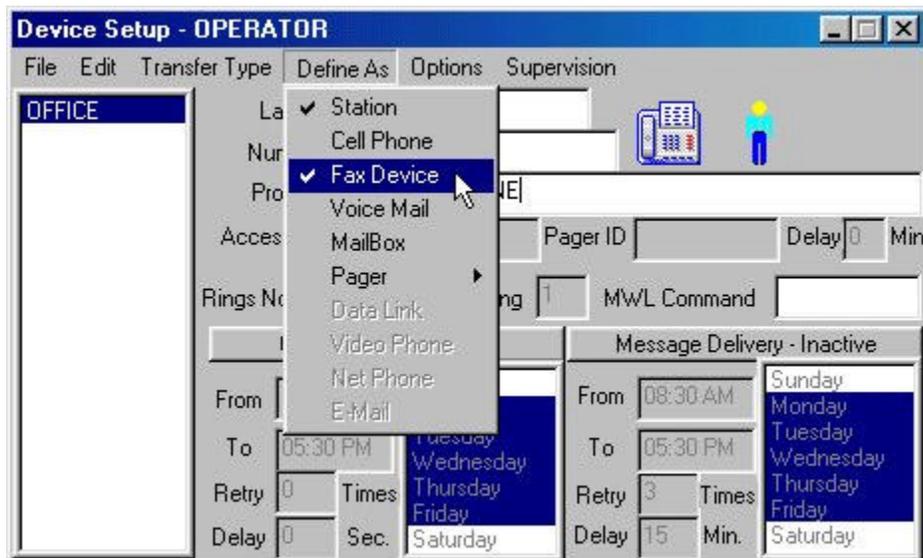


**Figure 4-12**

Enter FAX in the Label field. Enter the Single Line Port Extension Number connected to the Fax machine in the Number field. Enter FAX MACHINE in the Prompt Field. (Figure 4-13)  
 Then select Define As and define the device as a FAX device. (Figure 4-14)



**Figure 4-13: Operator Fax Machine**



**Figure 4-14: Define as Fax Device**

Select File – Save to save the entries. Your screen will appear as in Figure 4-15.



**Figure 4-15: FAX Device Saved**

For explanations of the Activate Menu, Message Center Menu and Call Control Form see Setting Up Subscriber Mailboxes.

## SET UP SUBSCRIBER MAILBOXES

Subscriber and Department boxes can be used for the following:

- Record and store messages from both inside and outside callers.
- Make and send messages to other box owners.
- Give a copy of a message to another box owner.
- Notify a box owner of newly received messages
- Transfer a call to an extension.
- Provide alternate call handling if an extension is busy or doesn't answer.
- Forward callers to other subscribers automatically.

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new subscriber. To set up and customize a subscriber box, use the following forms and menus. The only difference between Subscriber and Department Boxes is that Department Boxes only allow for First name while Subscriber boxes allow for First and Last name.

- Subscriber Setup
- Type Menu
- Device Setup
- Activate Menu
- Message Center Menu
- Call Control Form

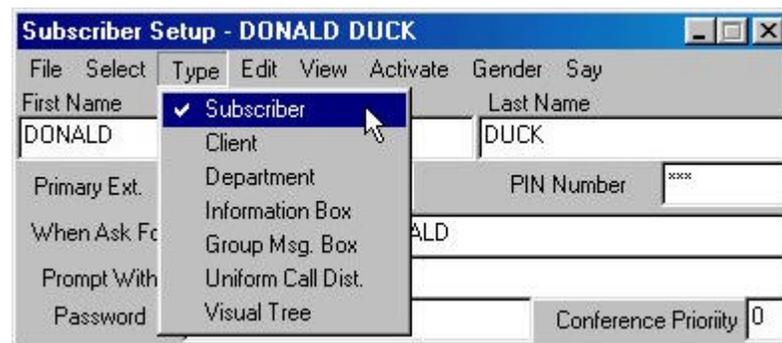
You can setup each subscriber basically the same way as the Operator. Start with the Subscriber Setup form as in Figure 4-6 and enter the subscribers first name, last name and extension number. See figure 4-16.

 **Note:**  
When you enter any new subscriber you must begin by clicking File – New and then entering the information.



**Figure 4-16: New Subscriber**

When you set up a subscriber mailbox (first & last names) the WAV will automatically set the type as subscriber. You can click on Type to verify this. (Figure 4-17)



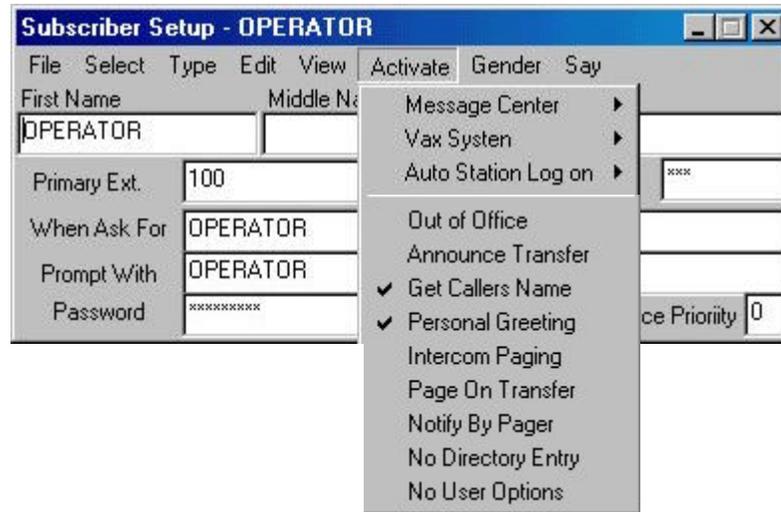
**Figure 4-17: Type – Subscriber**

Then, as always, click File – Save to save your changes. When you do this the WAV will automatically fill in the rest of the information in the New Subscriber Form (Figure 4-17) and will set up the Office Extension (Figure 4-18).

**Figure 4-17**

**Figure 4-18: Office Extension Setup**

The WAV will automatically set up some default capabilities for the mailbox that can be seen in the Activate Menu and the Activate - Message Center Menu. (Figure 4-19 ,4-20 & 4-21)



**Figure 4-19: Activate Menu**

When the Activate Menu is opened (Figure 4-19) it will show the default options that are active for the mailbox. These options have a check mark by them. Get Callers Name will ask the incoming caller for their name: “May I say who is calling?”. Personal Greeting will play the personal greeting the mailbox owner has recorded when the caller reaches the mailbox.

Message Center ► Will open up the Message Center Menu

Vax System ► Will open up the Vax System Menu.  
(Optional Feature)

Auto Station Log On ► will open up the following menu:

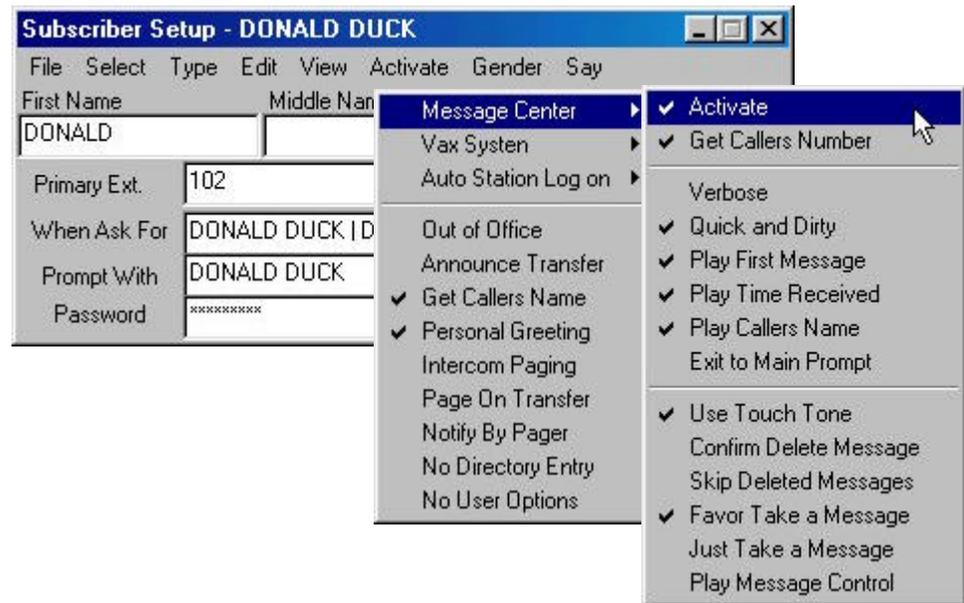


**Figure 4-20: Auto Station Log on**

Auto Station Log on (Figure 4-20) shows the default as Direct Access. When this is checked the mailbox owner can get into the mailbox without entering a password. To require a password simply check Request PIN. When the mailbox owner accesses the mailbox the message “Please enter your PIN Number” will be heard and the PIN Number must be entered before the mailbox can be entered.

Next you can open the Activate – Message Center Menu and you will see the options that are enabled in default: (Figure 4-21)

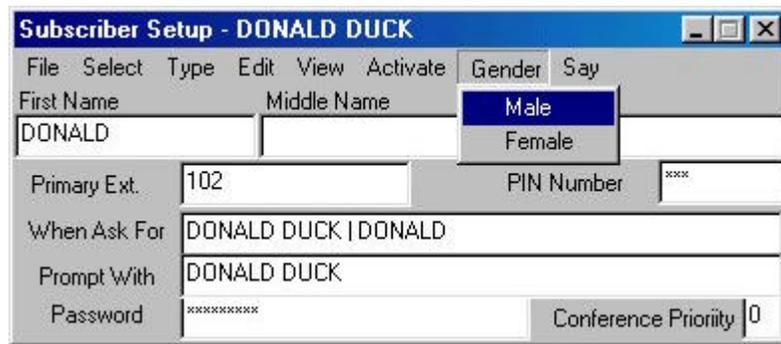
 **Note:**  
 Activate MUST be checked in the Message Center Menu for the mailbox to be able to take messages.



**Figure 4-21: Activate Message Center Menu**

The options shown with a check mark in the Activate Message Center Menu are those enabled in default. It is important that the top item – Activate – is checked (it will be by default). If it is not checked then callers will not be able to leave a message for the mailbox owner. The default settings will be suitable for most general applications

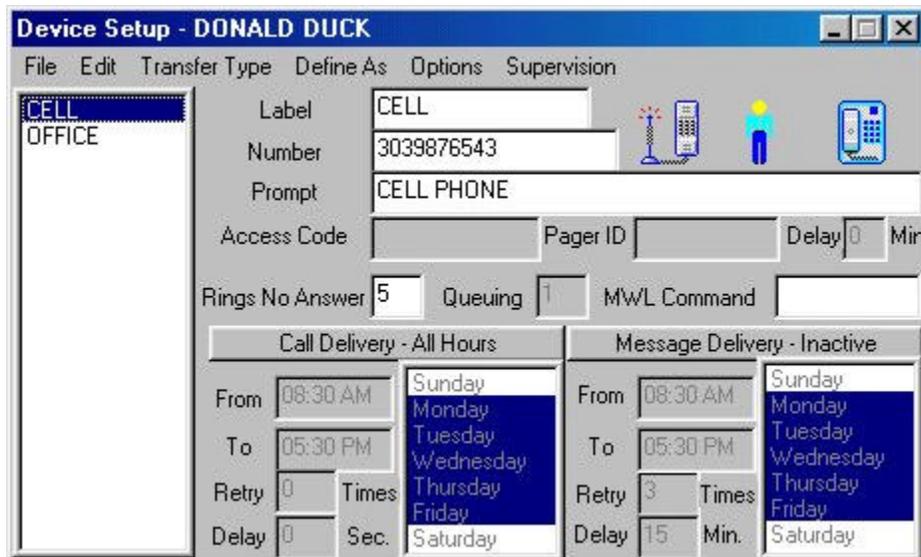
See Chapter 7 for a description of all of the options related to the Subscriber Setup screens.



**Figure 4-22: Gender Menu**

The Gender Menu will allow you to select whether the subscriber is male or female. This is used in the phrases such as “Please hold while I try his cell phone” or “Would you like me to try her cell phone?”

Some subscribers, such as outside salesmen, would like to be notified when a message is left in their mailbox. The most common is to have the WAV call their cell phone and let them know that they have a message. This can be done very simply through the Device Setup screen. (Figure 4-23)



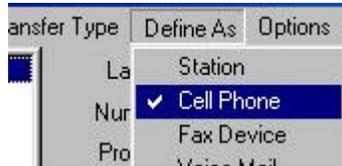
**Figure 4-23: Device Setup**

Figure 4-23 shows the subscriber with two devices associated with his mailbox. One is the office phone and the other is the cell phone. The cell phone is set up by going through the following steps after opening up the Device Setup screen:

- File – New
- For Label – Type: Cell
- For Number – Type the Cell Phone Number  
(Do not enter 9 for outside line access)
- For Prompt – Type Cell Phone
- Transfer Type – Select Trunk



- Define As – Select Cell Phone

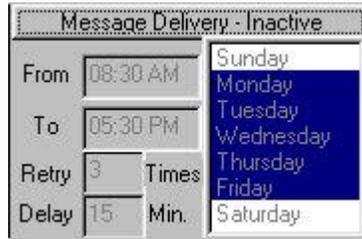


- Message Delivery – Inactive (Default)



**Note:**

Message Delivery – Inactive will light the Message Waiting Light on the Office Phone but will not call the cell phone



Without changing the default Message Delivery there would be no call to the cell phone when a message is left in the mailbox. You must change this to active and then set the notification times and the days to be active.

- Message Delivery – Active



This example shows Message Delivery active Monday through Friday from 8:30 AM until 5:30 PM. The WAV will retry 3 times with 15 minutes between attempts.

## SET UP YOUR HOURS OF OPERATION

The Hours of Operation form allows you to define different greetings for different days, different times of day and different companies.

To open the Hours of Operation box from the main screen select Edit - Hours of Operation. The following form should now be on the screen.

 **Note:**  
If you have more than one company defined in the system you will have to select the company before the Hours of Operation form will appear.



Levels	From	To	Prompt to Play
Closed	12:00 PM	08:30 AM	GOOD_MORNING WELCOME EARLY_HOURS
Morning	08:30 AM	11:50 AM	GOOD_MORNING WELCOME
Lunch	11:50 AM	01:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
Afternoon	01:00 PM	05:30 PM	GOOD_AFTERNOON WELCOME
Evening		06:00 PM	GOOD_EVENING WELCOME AFTER_HOURS
Closed	05:30 PM	12:00 PM	GOOD_EVENING WELCOME AFTER_HOURS

**Figure 4-24: Hours of Operation Form**

If the WAV serves more than one company use Select – Company and then double click on the company you wish to program:



Figure 4-24 above shows the Hours of Operation schedule for Monday. There can be up to 6 different time periods defined for each day. The “Prompt to Play” section shows the prompt (or combination of individual prompts) that will be played when the Auto Attendant answers the incoming call during the time periods indicated.

Each prompt must consist of one word or more than one word connected by the “\_” character. In Figure 4-24 the Lunch time prompt is actually 3 prompts tied together: Good\_Afternoon plus Welcome plus Lunch\_Hours. This will allow you to record a particular prompt once but be able to use it in combination with other prompts. As in the above the prompt “Welcome” is used in all time periods but only has to be recorded once.

In Figure 4-24 above the Evening Level is not active. To make it active you must click on the button “Evening”. Clicking on an active button will make it inactive. The only time periods that you can program are the “To” periods. When a time is entered in a “To” period it is duplicated in the next active “From” period. Therefore if the Evening period was activated then the Evening “From” period would automatically be set at 5:30 PM (from the Afternoon “To” period) and whatever was entered in the Evening “To” period would automatically be entered in the Closed “From” period.

To select a different day of the week to program then click on Day of the Week and select the day you need.



In most cases Monday through Friday will all be programmed with the same prompts. If this is the case you may simply copy one day’s information to another. For example: Select Day of Week and check Tuesday. Then select Copy From and select Monday. This will automatically duplicate all of the Monday Hours of Operation information to Tuesday. Then select Day of Week and check Wednesday. Then select Copy From and select Monday again. Do this for all days that are going to be the same.

 **Note:**

To make your changes permanent you must “click” File – Save. If you close a form or screen without doing this, your changes will not be made.



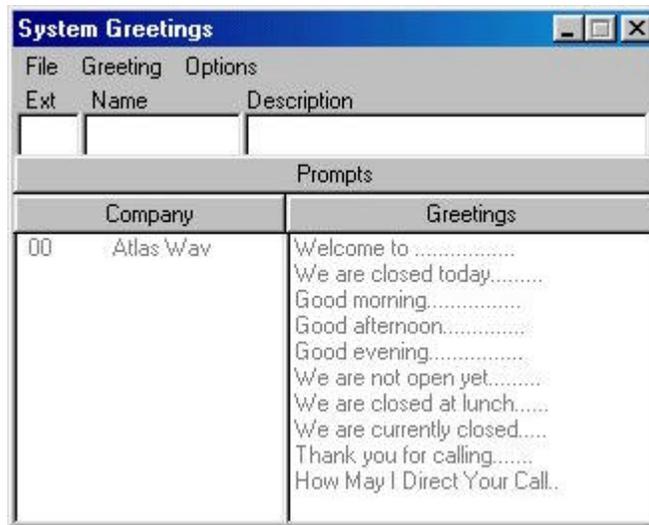
## RECORD YOUR COMPANY GREETINGS

Recording the prompts that you set up in the Hours of Operation form requires that the Atlas WAV be attached to a telephone system. To start recording the prompts select a channel that has a single line port attached to it by clicking on the window for that channel.

After selecting an active channel click on Prompts and then Greetings.



The following screen should now appear.



**Figure 4-25: System Greetings**

The System Greetings screen appears and the existing greetings listed are shown in grey. To begin recording greetings enter an extension number of a telephone nearby that you can use to record the prompts in the "Ext" field. Then click on File and then Dial.



The system will call the extension that you entered into the “Ext” field. While the phone is ringing pick up the handset and say hello until you notice that the text on the screen changes from gray to black.



Once the text has changed from gray to black double click on the company that you wish to record the greetings for in the left hand column. The greetings you have set up in the Hours of Operation Form will now appear in the right hand column. Click on the greeting you wish to record and then click on Greeting and then Record.



You will now hear beep and a window will open up indicating that you should start recording.



After the beep start recording the prompt.

Once you have recorded the prompt the system will play the recording back to you to verify that it sounds correct. If you approve of the recording continue for any other prompt that needs to be recorded. If you do not like the recording simply click on record again to rerecord it.

After you have finished recording all of the greetings Click on File and then Exit to close the System Greetings Form.

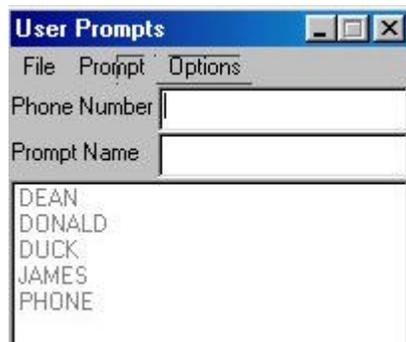
## SUBSCRIBER PROMPTS

When you set up your subscribers and closed the Subscriber Setup screen, you probably got a message over the speakers that said: “You have <number> subscriber prompts to be recorded”.

You record these new subscriber prompts using the same procedure that you used for recording your greetings. Select Subscriber Prompts:



The Subscriber Prompt screen will appear.



Follow the same procedure as you did for recording your Company Greetings.

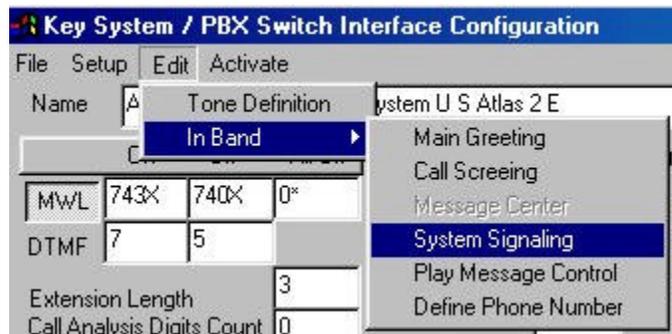
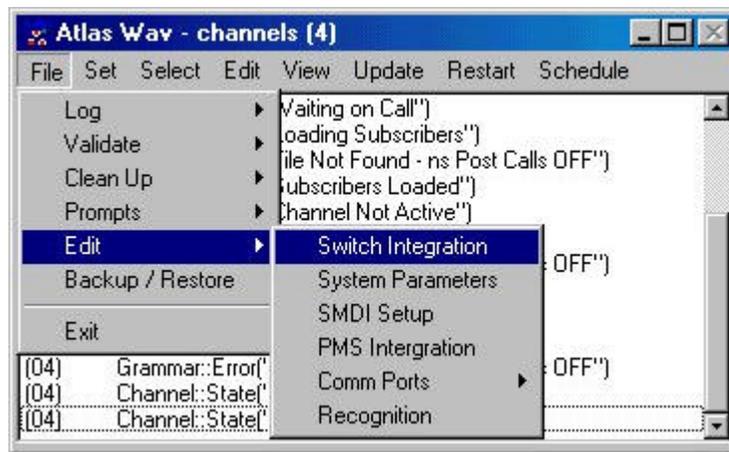
- Enter Extension number in Phone Number area
- File – Dial / Answer and say “Hello”
- Click on Name prompt
- Prompt – Record / “beep” / Then record prompt

## DIALING OPTIONS IN THE MAIN GREETING

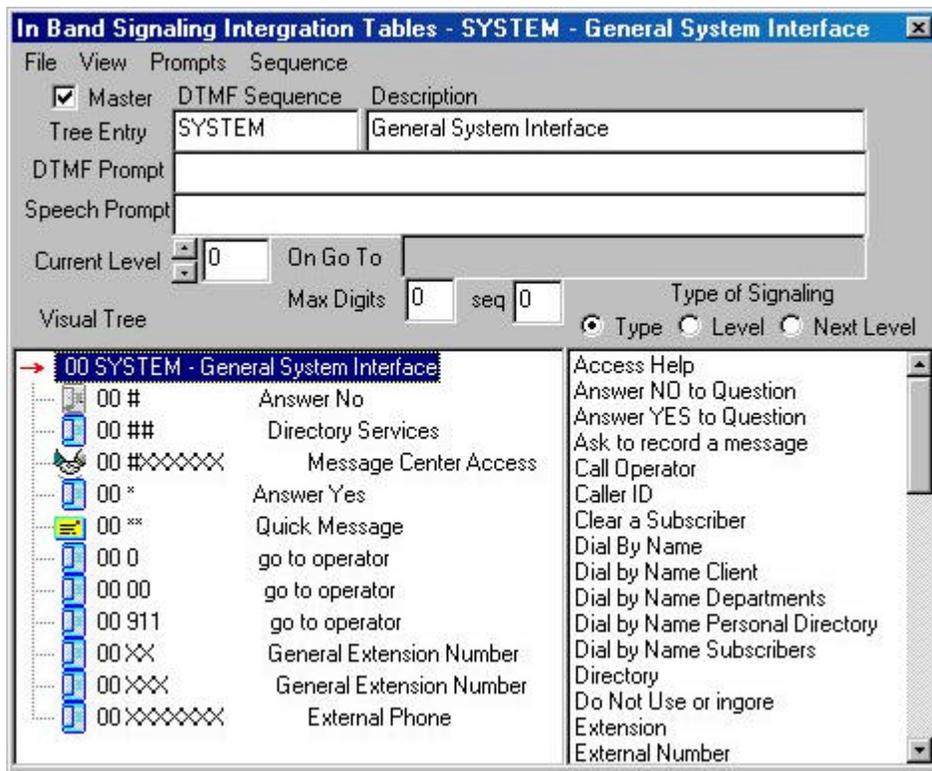
Before setting Dialing Options in the Main Greeting you should look at the default settings in the System Signaling section. These default settings are global, meaning they are in effect anywhere in the WAV system.

By looking at these you will reduce the number of entries that you will have to make in your Main Greeting.

The screen that shows System Signalling can be accessed from the main screen by Clicking on File - Edit – Switch Integration, Edit – In Band – System Signalling.



When the screen appears then double click on the line "00 SYSTEM – General System Interface". This will show all of the In Band Signaling Codes that are already programmed in the WAV. (Figure 4-26) These codes are available throughout the WAV. If you need to change any of these simply double click on the particular code you wish to change and modify the entries that appear in the upper part of the screen.



**Figure 4-26: General System Interface**

This screen shows what can be dialed by the caller and what action will take place when that digit(s) is dialed. For example: If the caller dials the pound key twice (##) the WAV will respond with “Using your touch tone pad, please enter the first few letters.....”. Or if the caller dials “0” they will be transferred to the Operator.

All of the entries shown in the General System Interface are available in the Main Greeting. If there are additional items you would like to have available in the Main Greeting then you can enter these for the Main Greeting as shown below.

In your main greeting prompt(s) you may want to give the caller single digit dialing options, for example dial 1 for sales or dial 2 for shipping. These options can vary by company.

An audio menu is a recorded message that verbally gives a caller options associated with keypad numbers. Pressing the key associated with the option performs the action described by the option.

The following is an example of an audio menu that can be used as the Main Greeting.

**“For Sales, Press 1”**  
**“For Shipping, Press 2”**  
**“For a Company Directory, Press ##”**  
**“For an Operator, Press 0”**

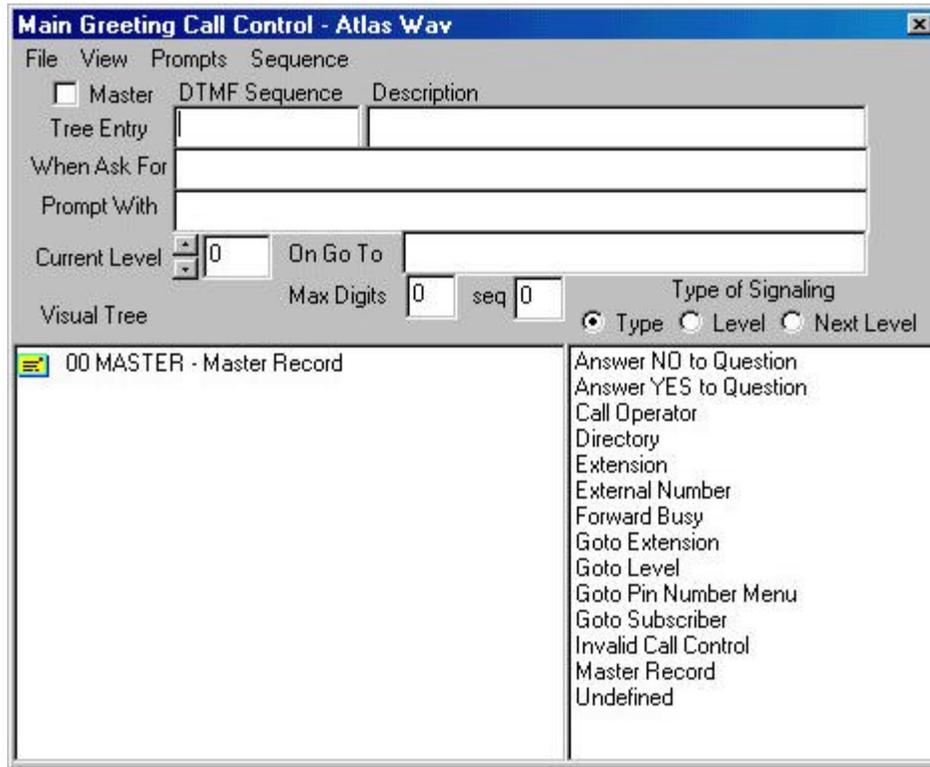
 **Note:**  
Be sure that you record the dialing options in your main greeting prompt

The entries for Company Directory and for Operator are already present in the General System Interface so they are already available. Sales and Shipping need to be entered in the Main Greeting.

The screen to define the main greeting audio options can be accessed from the main screen by Clicking on File - Edit – Switch Integration, Edit – In Band – Main Greeting.



The following screen will then open:



Next double click on “Master Record” so that it is highlighted and then click File – New to begin your first entry: “For Sales, Press 1”. In the field “Tree Entry” enter the digit that the caller will dial – in this case the digit 1.

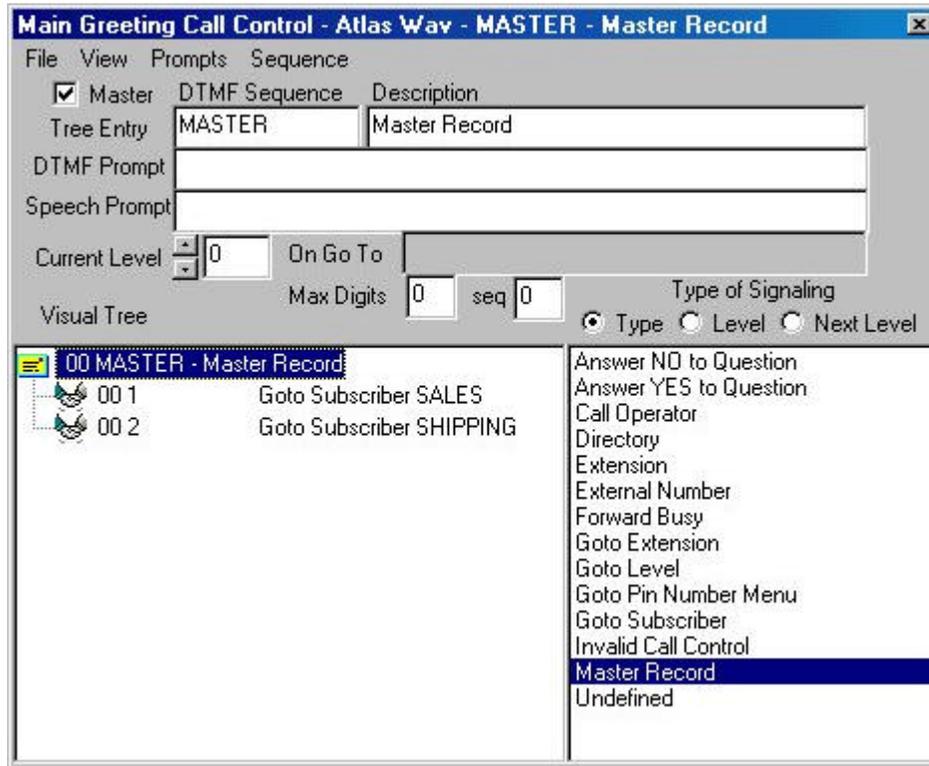
In the lower right hand box are listed the different possibilities that can happen when the “Tree Entry” digit is dialed. Double click on “Goto Subscriber”.

The Select Subscriber window (Figure 4-5) will open up. Double click on the subscriber that you want to be dialed when the caller presses “1”. In this example you double clicked on Sales.

Then click File – Save. Double click on Master Record and you will see that “1 Goto Subscriber SALES” has been added.

Next click File – New / enter “2” in the Tree Entry field / double click on “Goto Subscriber” / select SHIPPING (double click on it) and then click File – Save.

Double click on Master Record and you will see a screen as shown in Figure 4-28.



**Figure 4-28: Main Greeting Call Control**

This chapter allowed you to set up your Atlas WAV in a manner that will fit most of your applications. The next chapter will present more advanced features that are available to be programmed.

CHAPTER

5

Using Advanced  
WAV Features

In Chapter 4 you used Subscriber and Department mailboxes in setting up a basic WAV system. There are additional types of mailboxes that can be used to enhance the WAV even further.

The types of boxes available in the WAV are:

- Subscriber
- Department
- Client Box
- Information Box
- Group Box
- Uniform Call Distribution Box
- Visual Tree Box

### **CLIENT BOX**

The Client Mailbox is currently not available. It will be available in future releases of the Atlas WAV.

### **INFORMATION BOX**

Information boxes are used to provide information to the caller. This is in the form of a pre-recorded message. The message is recorded as the personal greeting of the Information Box. The information box can then transfer a caller to an extension after the message is heard and/or take a message from the caller.

You initially set up an Information Box in much the same manner as you do for a Subscriber Box using the following:

- Subscriber Setup
- Type Menu
- Activate
- Message Center
- Call Control Form

These are not all required but are available if needed.

From the Main Screen select Edit – Subscriber

From Subscriber Setup select File – New

First Name – enter Company Directions

Primary Ext. – enter a “fake” ext. number

(this will become the box number and does not have to be a valid PBX extension)

Enter Type – Information Box



Enter File – Save



When an incoming caller dials the Information Box number they will hear the message recorded as the personal greeting and then will hear the message: “How may I direct your call?”

Many times an Information box(es) is used in a Visual Tree.

## GROUP BOX

Group Boxes are used to distribute messages among a group of two or more boxes. The group box may contain active subscribers and/or departments.

These types of boxes are typically for customer service department, sales department, etc. or in any situation where there is a need to be able to distribute the same voice message to many (two or more) subscriber boxes. For example: one voice message could be recorded in a sales box. This message will be duplicated in every box assigned to the sales box.

For this example there will be a Sales Group Box with three sales person's mailboxes included.

Set up a Group Box using the following forms and menus:

- Subscriber Setup
- Type Menu
- Message Center
- Select Subscriber form

From the Main Screen select Edit – Subscriber

From Subscriber Setup select File – New

First Name – enter Sales Group Box

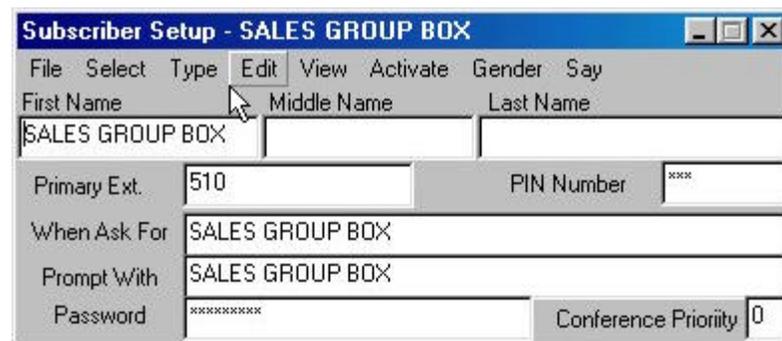
Primary Ext. – enter a “fake” ext. number

(this will become the box number and does not have to be a valid PBX extension)

Enter Type – Group Msg. Box



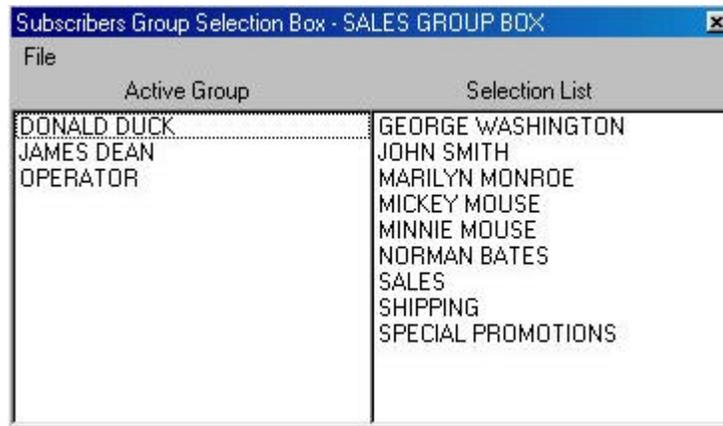
Enter File - Save



Enter Edit – Group Message Box



The Subscriber Group Selection Box will open. In this box there is a list of all subscribers in the right hand column (Selection List). Double click the subscribers that you want to move to the left-hand column (Active Group). Those listed in the active group are the subscribers that will get messages left in the Sales Group Box.



Enter File – Save in the Subscriber Group Selection Box



In this example anyone calling in and dialing "510" will get the recorded name in mailbox 510 (Sales Group Message Box as an example) and they can leave a message. This message will be recorded in each mailbox that is in the Subscriber Group Selection Box Active Group (Donald Duck, James Dean and Operator)

## UNIFORM CALL DISTRIBUTION BOX

Uniform Call Distribution boxes are used to send callers to a group of two or more subscribers using a circular hunt method. This type of box is useful where you have a department with several people (a sales group for example) and you wish to have the WAV evenly distribute calls to the people in that department.

For this example there will be a UCD Box that will distribute incoming calls to three sales people.

Set up a Uniform Call Distribution Box using the following forms and menus:

- Subscriber Setup
- Type Menu
- Activate Menu
- Select Subscriber form

From the Main Screen select Edit – Subscriber

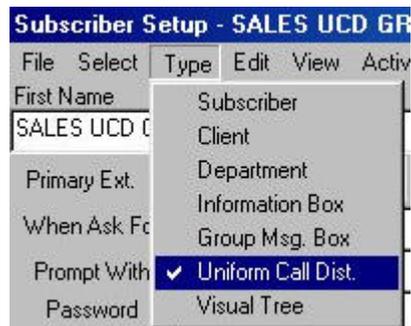
From Subscriber Setup select File – New

First Name – enter Sales UCD Group

Primary Ext. – enter a “fake” ext. number

(this will become the box number and does not have to be a valid PBX extension)

Enter Type – Uniform Call Dist.



Next open the Activate Menu in the Subscriber Setup and click on any features that you want to activate.

Enter File – Save



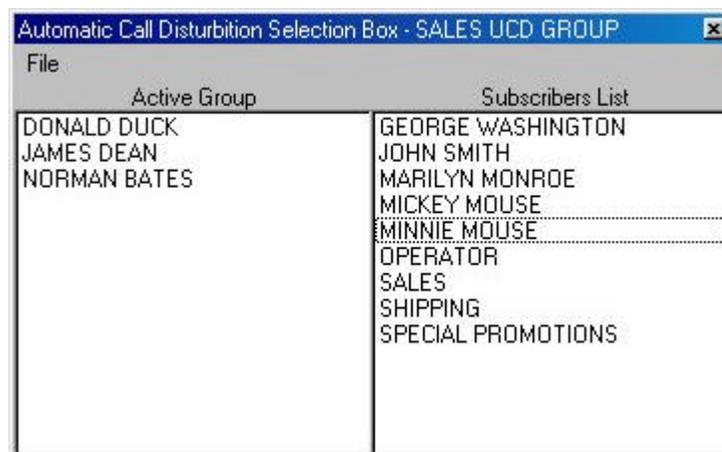
File	Select	Type	Edit	View	Activate	Gender	Say
First Name			Middle Name		Last Name		
SALES UCD GROUP							
Primary Ext.	520		PIN Number		****		
When Ask For	SALES UCD GROUP						
Prompt With	SALES UCD GROUP						
Password	*****				Conference Priority	0	

Enter Edit – Uniform Call Distribution



Type	Edit	View	Activate	Gender				
GROUP	Device Setup	Call Control	Prompt	Call Screening	Call Routing	Uniform Call Distribution	Conference	Personal Directory
520								
SAL								
SAL								
*****								
Channel:								

The Uniform Call Distribution Selection Box will open. In this box there is a list of all subscribers in the right hand column (Subscriber List). Double click the subscribers that you want to move to the left-hand column (Active Group). Those listed in the active group are the subscribers that will get calls directed to the UCD Sales Group.



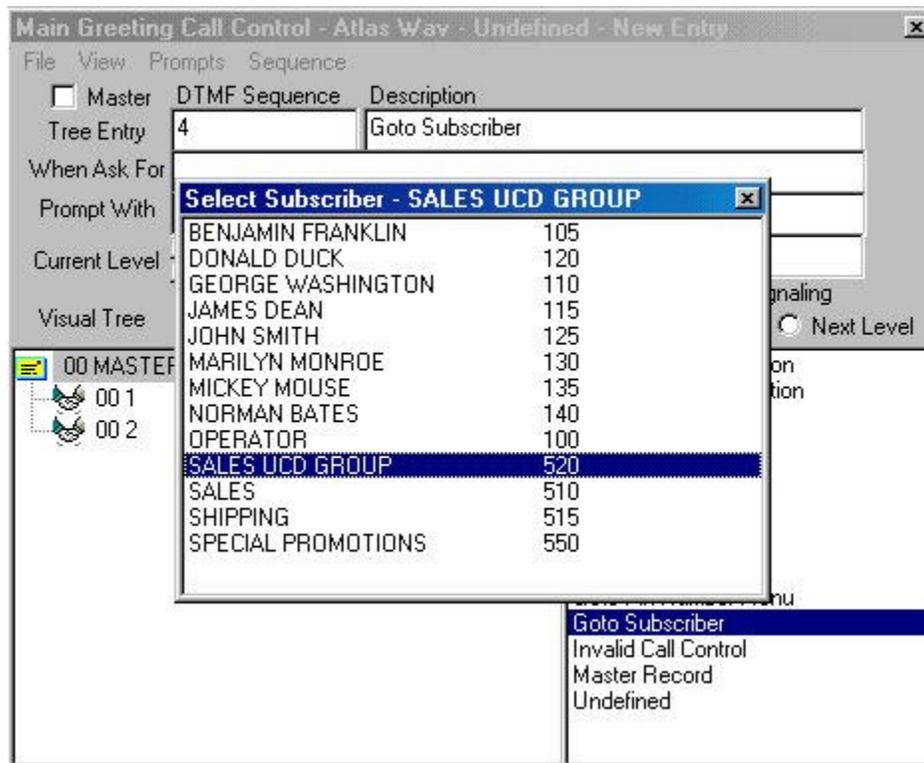
File	
Active Group	Subscribers List
DONALD DUCK	GEORGE WASHINGTON
JAMES DEAN	JOHN SMITH
NORMAN BATES	MARILYN MONROE
	MICKEY MOUSE
	MINNIE MOUSE
	OPERATOR
	SALES
	SHIPPING
	SPECIAL PROMOTIONS

Enter File – Save in the Uniform Call Distribution Selection Box



To make this UCD group available to incoming callers through the WAV you need to set up a dialing option in the Main Greeting. Do this the same way you did in Chapter 4:

- From the Main Screen: File - Edit – Switch Integration, Edit – In Band – Main Greeting
- Double click on Master Record
- Enter “4” in the Tree Entry field
- Double click on “Goto Subscriber”
- The Select Subscriber window will open up. Double click on the subscriber you want to be called when the WAV caller dials “4”.



- Then click File – Save



- Then double click on Master Record and you will see the following entries:

**Note:**  
Be sure to record “Dial 4 for.....” in your main greeting to inform callers



In this example anyone calling in and hearing the main greeting will be transferred to the UCD Sales Group when they dial “4”.

### VISUAL TREE BOX

Visual Tree Boxes allow you to set up a multiple level prompt. The system will play a pre-recorded audio menu offering callers options on how their call will be directed. The audio menu is recorded as the name in the Visual Tree Box. The Visual Tree Box allows you to have dial options for several different types of system functions.

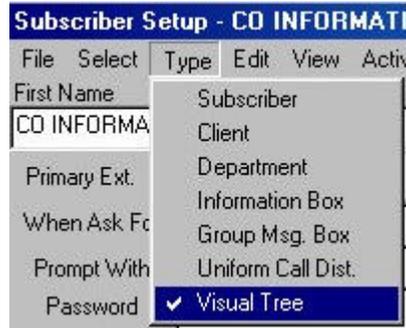
In this example there will be a Visual Tree Box called Company Information. The caller will have the option to press 1 for directions, press 2 for store hours or press 0 for the Operator. Directions (1) and Store Hours (2) are each an Information Box that was previously programmed and recorded. (0) will transfer the call to the Operator.

Set up a Visual Tree Box using the following forms and menus:

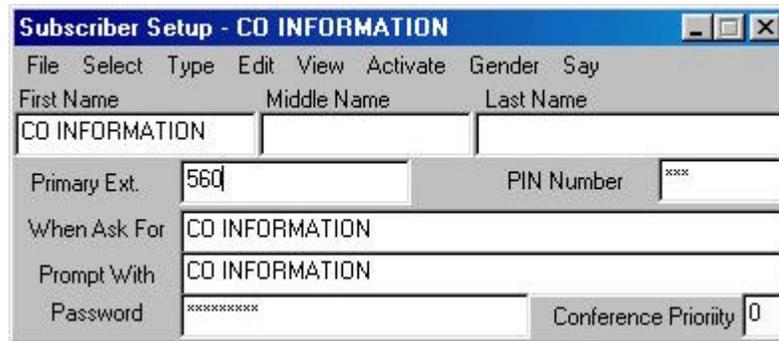
- Subscriber Setup
- Type Menu
- Activate Menu
- Select Subscriber form

From the Main Screen select Edit – Subscriber

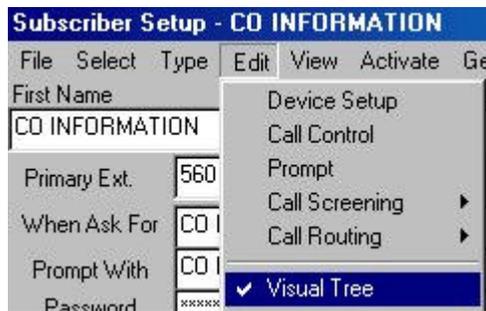
From Subscriber Setup select File – New  
 First Name – enter Company Information  
 Primary Ext. – enter a “fake” ext. number  
 (this will become the box number and does not have  
 to be a valid PBX extension)  
 Enter Type – Visual Tree



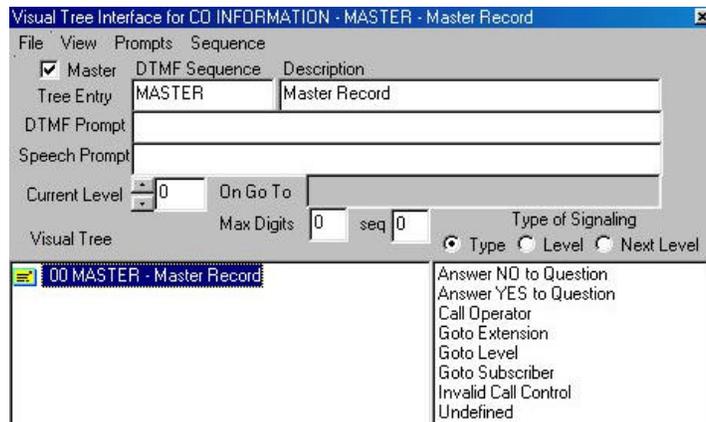
Enter File – Save and it will show the following:



Enter Edit – Visual Tree



This will bring up the Visual Tree Interface Screen  
 Double click on the Master Record



Then click File – New  
 Enter “1” in Tree Entry  
 Double click on “Goto Subscriber”  
 (This will open the Subscriber Selection screen)



Double click on CO DIRECTIONS  
 Then click File – Save  
 Then click File – New  
 Enter “2” in Tree Entry  
 Double click on “Goto Subscriber”  
 Double click on OFFICE HOURS  
 Then click File – Save

Then double click on Master Record and you should see :



Dial "0" for the Operator is already valid from the General System Interface Master Record. (These are valid in any menu)

Reminder:

- Record in Personal Greeting of Information Box
- Record in Name of Visual Tree Box
- Record the dialing options in the Main Greeting

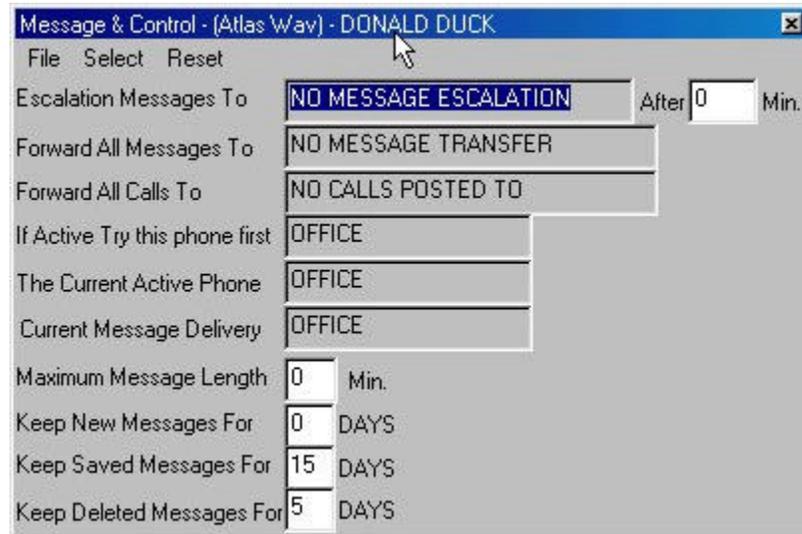
### **CALL CONTROL**

The Call Control window is available from the Edit menu of the Subscriber Setup window. The Call Control window gives you options on Message and Call Delivery for the current subscriber. Call Control also allows you to set the message aging and maximum message length for each subscriber.

From the Subscriber Setup window click on Edit – Call Control.

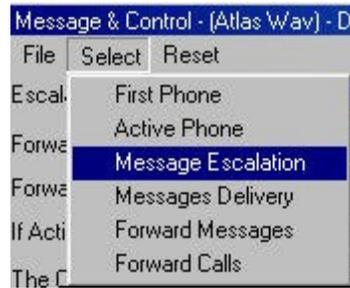


This will bring up the Call Control window.

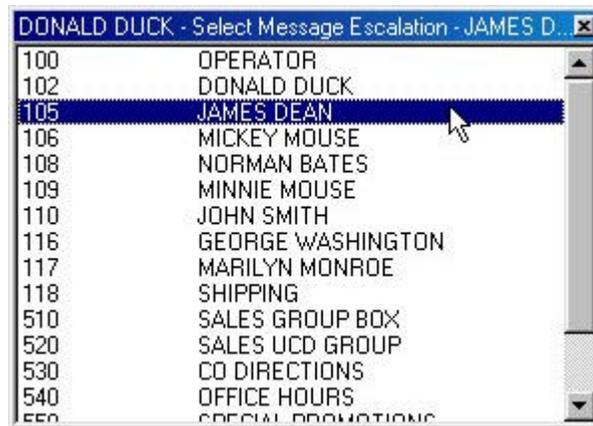


- Escalation Messages To will put a copy of a message in another subscribers mailbox after “X” minutes if this subscriber does not retrieve that message. If the After \_\_\_ Min. setting is left at “0” the message will escalate immediately.
- Forward All Messages To will take the message and put it in the assigned subscribers mailbox. It will not leave a copy in this mailbox.
- Forward All Calls To will immediately forward all calls handled by the WAV to the assigned subscriber. Then that subscriber answers the call the WAV will say: “You have a call from \_\_\_\_\_” (Incoming Caller’s Name) and then say “for” (Original Subscriber’s Name) and then “Connecting Call”.

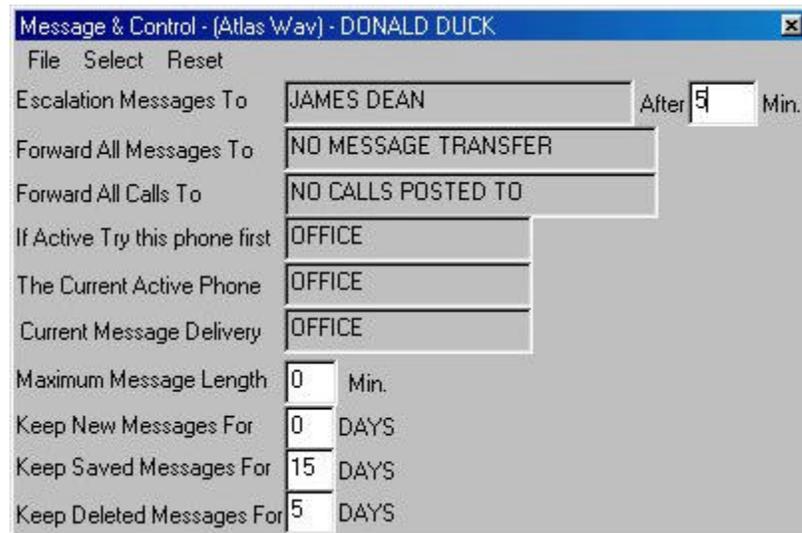
To set up any of the features click on Select:



This will bring up the Select Message Escalation window .



Then double click on the subscriber that you want to receive a copy the message left in your mailbox. When this is done the Call Control window will show:

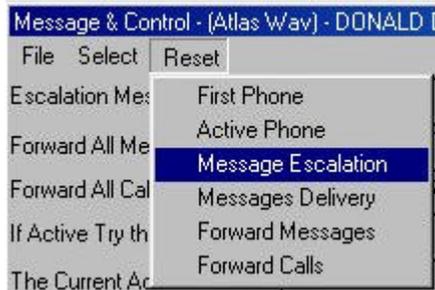


Reminder: You need to set the number of minutes after which the copy of the message will be made. If left at “0”, the message will escalate immediately.

When you are finished you must click on File – Save in this Call Control window.



To remove any of the Call Control settings you must click on Reset and then the appropriate entry.



When this is done the Message Escalation will be removed:



CHAPTER

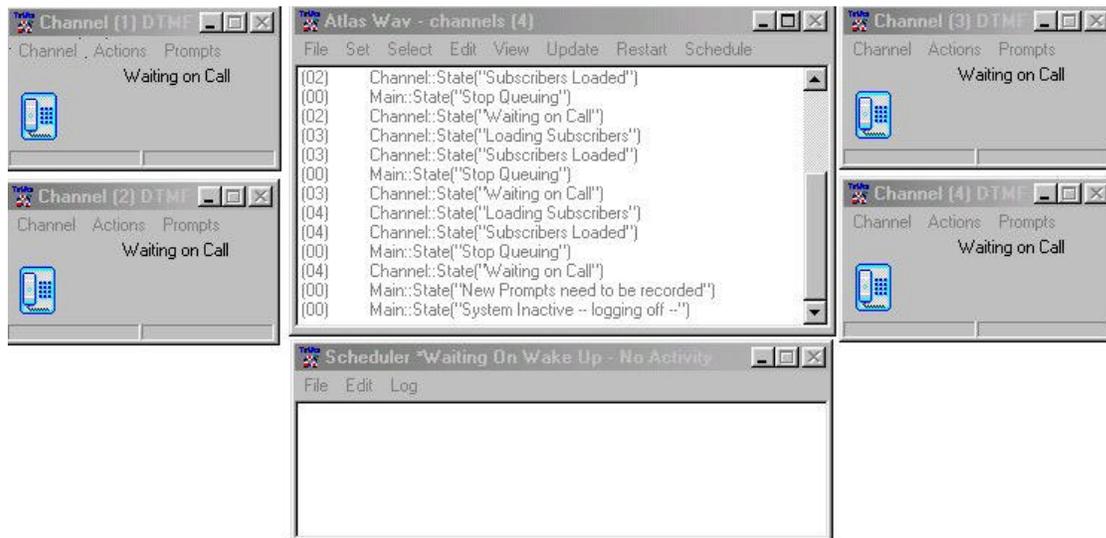
6

Atlas WAV Main Screen

This chapter will describe the different areas of the Atlas WAV Main Screen. This is the first screen that you will see when the system has completed the power up sequence.

It is from this screen that you will enter your password and will then be able to enter programming and make any changes / additions to the system.

## THE ATLAS WAV MAIN SCREEN



**FIGURE 6-1: THE MAIN SCREEN**

The Main Screen is broken down into three different dialog boxes.

### ONE MAIN DIALOG BOX

- Access Databases
- Access System Setup
- Access Switch Integration
- Access System Information
- Status Window that displays system activity

### SCHEDULE DIALOG

- Display Current Schedule Information and Control

## CHANNEL DIALOG(S)

- One for each Channel
- Record Prompts
- Access System Prompts
- Access History Information
- Access Company Based Subscribers
- Line Control

Within each of these dialog boxes there are pull down menus and sub-menus which will allow you to see settings and make changes in a manner consistent with typical Windows Operation.

## THE MAIN DIALOG



**FIGURE 6-2: THE MAIN DIALOG**

The Main Dialog Box is the gateway to most of the areas you will be dealing with when you are setting up the WAV and when you are making changes in the future.

The large white area below the menu bar is the status window. Every action taken by the WAV or by an outside caller or by a mailbox owner will be shown (in real time) as it happens in this window. To clear this window of all past activity simply double click anywhere in the window.

Immediately below the title bar is a menu bar with the following items: File, Set, Select, Edit, View, Update, Restart and Schedule.

### The File Menu



When you click on Log – On you will be prompted to enter the password.



Enter the default password (install).

### File Menu

MENU ITEM	DESCRIPTION
<i>Log – On</i>	Log onto system by entering password
<i>Log – Off</i>	Take the system out of programming mode (Will automatically log-off after 4 Min. of inactivity)
<i>Validate</i> (Phone Schedules)	Check all subscribers phone schedules for valid devices and times
<i>Clean Up</i> (Deleted Messages)	Clean up messages that have been deleted or no longer belong to anyone
<i>Prompts</i> (Remove List)	Removes list of prompts (found in Channel Dialog / Prompts / Subscriber) that need to be recorded
<i>Edit</i>	Should only be used under the direction of Key System US Technical Support (See Chapter 9)
<i>Backup / Restore</i>	Used to make a full or database backup
<i>Exit</i>	Used to shut down the Atlas WAV system

## The Set Menu



### Set Menu

MENU ITEM	DESCRIPTION
<i>Recognition</i>	Reset Speech Recognition default values Use only under direction of KSUS Technical Support
<i>PBX Information</i>	
<i>Message Waiting Lights</i>	Use this selection to set all valid message waiting lights on if needed

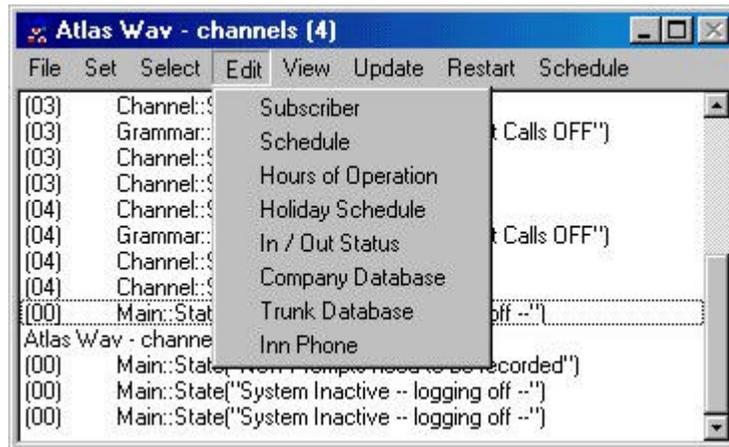
## The Select Menu



### Select Menu

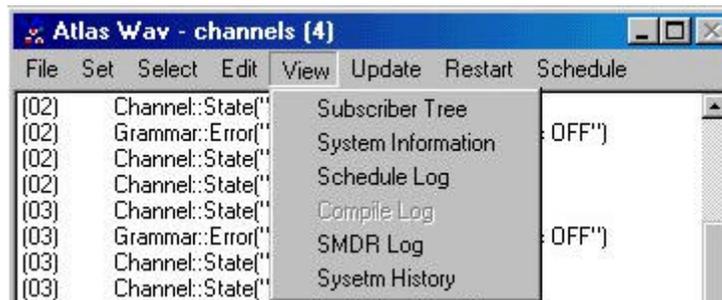
MENU ITEM	DESCRIPTION
<i>Select Company</i>	Used to select a specific company in a multi – company installation
<i>Default Switch</i>	Set the default switch to be used with the system
<i>Trunk to Subscriber</i>	Used to assign specific trunks to specific companies in a multi – company installation

## The Edit Menu



The Edit Menu is used extensively in programming and administering the Atlas WAV system. See Chapter 7 for complete detail of this menu.

## The View Menu



### View Menu

MENU ITEM	DESCRIPTION
<i>Subscriber Tree</i>	View all subscriber information. Information is viewed in a tree like format. Used to view such information as transfer schedule, devices, etc.
<i>System Information</i>	View system information such as number of ports, release date, etc.
<i>Schedule Log</i>	View the Schedule Log
<i>Compile Log</i>	Used in speech recognition option only
<i>SMDR Log</i>	Used to view the SMDR history log
<i>System History</i>	

## The Update Menu



## Update Menu

MENU ITEM	DESCRIPTION
<i>Subscriber Database</i>	Rebuild speech recognition grammars. Only needed when a new subscriber has been added or a subscriber's "when ask for" information has been changed (Speech Recognition only)

## The Restart Menu



## Restart Menu

MENU ITEM	DESCRIPTION
<i>Channels</i>	Restart the channels in a case where a channel or line fails to operate
<i>System</i>	Shut down the system and restart from the beginning. The system will exit and restart itself

## The Schedule Menu



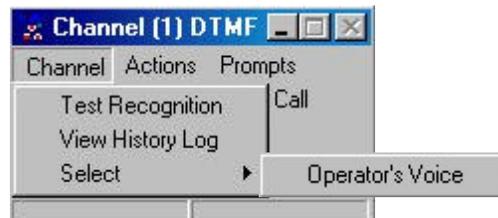
## Schedule Menu

MENU ITEM	DESCRIPTION
<i>Start Up</i>	Start up the schedule window after it has been shut down or closed out
<i>Shut Down</i>	Shut down the schedule window after it has been started up

## CHANNEL(S) DIALOG



## The Channel Menu



## CHANNEL MENU

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Test Recognition</i>	Used to test speech recognition on a new company
<i>View History Log</i>	Select to view a history log of current activity within the system
<i>Select (Operator's Voice)</i>	Selects from a choice (if available) of operator voices for the channel

### The Actions Menu



### Actions Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Start Channel</i>	Used to start the channel after it has been stopped
<i>Stop Channel</i>	Used to stop the channel after it has been started This will stop all incoming calls to the channel
<i>On Hook</i>	Used to manually stop the channel and place it on hook
<i>Off Hook</i>	Used to manually stop the channel and place it off hook

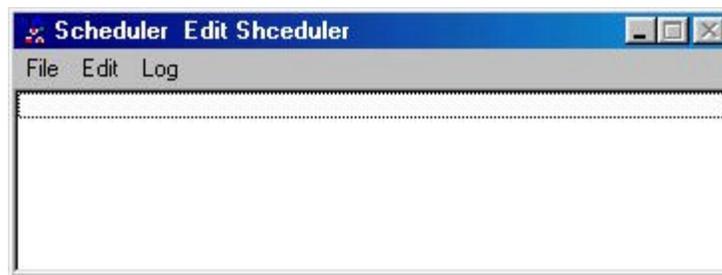
## The Prompts Menu



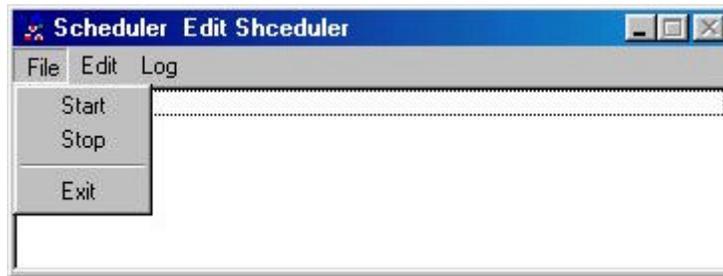
## Prompts Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Subscriber</i>	Edit user prompts such as first and last name or prompts that have been defined by the subscriber
<i>System</i>	Edit system prompts – These prompts are the heart of the system and should only be changed under the direction of Key System US Technical Support
<i>Greetings</i>	Used to edit greetings such as welcome, closing and company greetings
<i>Holidays</i>	Used to edit holiday greetings such as Thanksgiving, Christmas and others used in Holiday Scheduling

## THE SCHEDULER



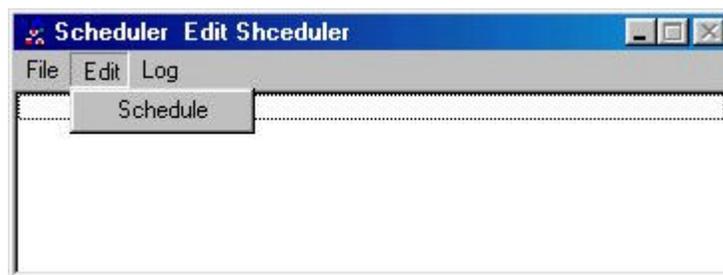
## The File Menu



## File Menu

MENU ITEM	DESCRIPTION
<i>Start</i>	Used to manually start the scheduler
<i>Stop</i>	Used to manually stop the scheduler
<i>Exit</i>	Used to exit the scheduler and shut down scheduling

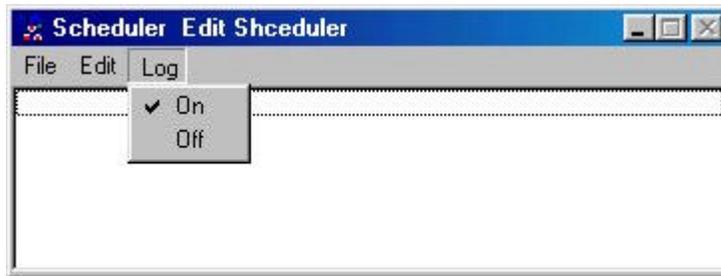
## The Edit Menu



## Edit Menu

MENU ITEM	DESCRIPTION
<i>Edit (Schedule)</i>	Edit the current scheduling

## The Log Menu



## Log Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>On</i>	Activate schedule logging
<i>Off</i>	Deactivate schedule logging

CHAPTER

7

Atlas WAV Main Dialog  
Edit / Subscriber Menu

This chapter will describe the different sections available from the Edit Menu of the Atlas WAV Main Dialog. Most of your time will be spent in this menu when you are setting up or adding to your Atlas WAV system.

## THE ATLAS WAV MAIN DIALOG



### THE MAIN DIALOG

The Main Dialog Box is the gateway to most of the areas you will be dealing with when you are setting up the WAV and when you are making changes in the future.

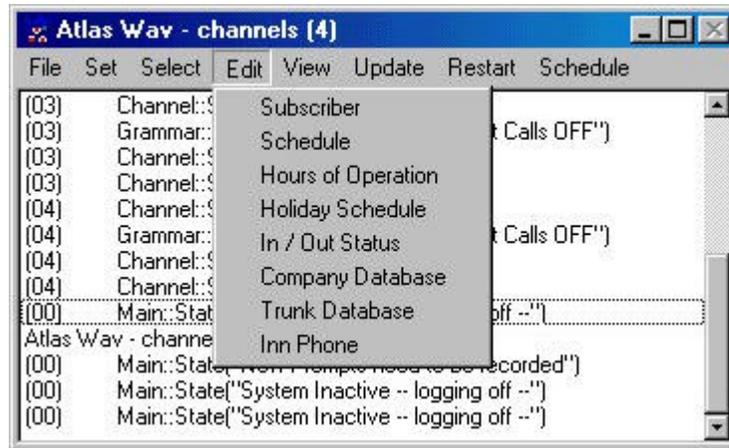
The large white area below the menu bar is the status window. Every action taken by the WAV or by an outside caller or by a mailbox owner will be shown (in real time) as it happens in this window. To clear this window of all past activity simply double click anywhere in the window.

Immediately below the title bar is a menu bar with the following items: File, Set, Select, Edit, View, Update, Restart and Schedule.

### The Menu Bar



## The Edit Menu



## Edit / Subscriber

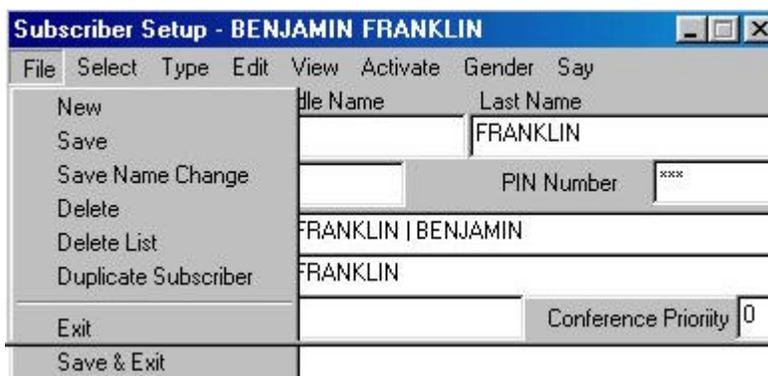
When selecting Edit – Subscriber you will be presented with a list of current subscribers. You may double click one to edit or close the list to enter a new subscriber.

A screenshot of the 'Subscriber Setup - BENJAMIN FRANKLIN' form. The menu bar includes File, Select, Type, Edit, View, Activate, Gender, and Say. The form fields are: First Name (BENJAMIN), Middle Name (empty), Last Name (FRANKLIN), Primary Ext. (110), PIN Number (masked with \*\*\*\*), When Ask For (BENJAMIN FRANKLIN | BENJAMIN), Prompt With (BENJAMIN FRANKLIN), Password (masked with \*\*\*\*), and Conference Priority (1).

This Subscriber Setup screen is where you enter all of the pertinent subscriber information for setting up the main extension, additional communication devices, message center parameters, etc.

## Subscriber Setup Field Definitions

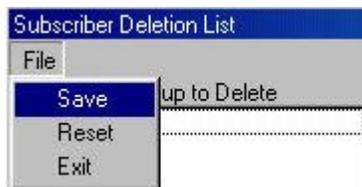
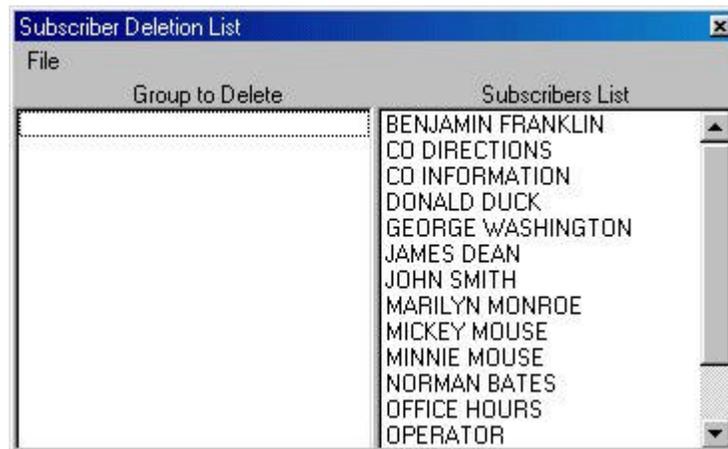
NAME OF ITEM	DESCRIPTION
<b>First Name</b>	For a subscriber this field contains the first name of the subscriber. <b>(Required)</b>  For a department this field contains the name of the department. <b>(Required)</b>
<b>Middle Name</b>	The subscribers middle name if any.
<b>Last Name</b>	The <u>subscriber's</u> last name. <b>(Required)</b>
<b>Primary Ext.</b>	This is the Office Extension of the subscriber. Any time this is changed the office extension is also changed automatically.
<b>Pin Number</b>	A four digit number used to gain entry into the subscribers message center. <b>Access is gained at the main greeting prompt by pressing: “#” + Ext. Number + PIN Number.</b>
<b>When Ask For</b>	Defines the speech recognition used to locate the current entry. Use the vertical bar to separate different selections to be used such as Benjamin Franklin or Benjamin.
<b>Prompt With</b>	This field is used when speaking the subscriber's name, like on a transfer or no answer. Example: “I'm sorry <Benjamin Franklin> did not answer. Would you like to leave a message.”
<b>Password</b>	Define a subscriber's verbal password when DTMF is not used. This can be any phrase or group of words such as: “My dog is black with white feet.”
<b>Conference Priority</b>	Define the subscriber's priority for a conference call. The higher the number, the higher the priority.



### File Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>New</i>	Clear out the subscriber dialog and reset subscriber information. To add a new subscriber.
<i>Save</i>	Save the current subscriber information.
<i>Save Name Change</i>	Save the name change when the name has been changed on a current subscriber.
<i>Delete</i>	Delete the current subscriber and reset the subscriber dialog.
<i>Delete List</i>	Select a group of subscribers to delete from the system.
<i>Duplicate Subscriber</i>	Duplicate the current subscriber information into a given number of subscribers.
<i>Exit</i>	Exit the subscriber dialog.
<i>Save &amp; Exit</i>	Save the current subscriber information and exit the subscriber dialog.

When selecting Delete List a Subscriber Deletion List will open and then you simply double click a name to move it from one list to the other.



### **File Menu**

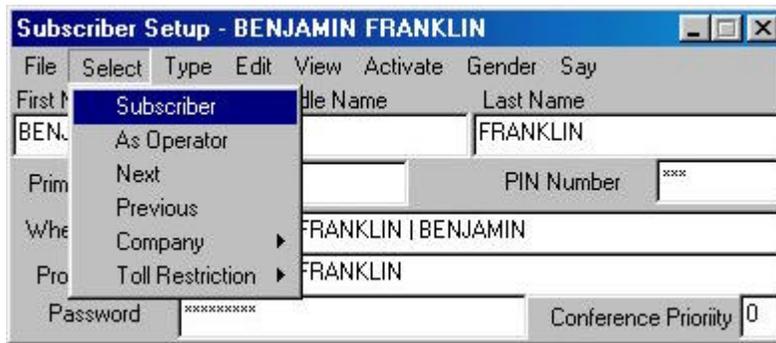
<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Save</i>	Deletes all subscribers contained in the Group to Delete list.
<i>Reset</i>	Clear out all subscribers listed in the Group to Delete list.
<i>Exit</i>	Exit the Subscriber Deletion List dialog.

You may save time when entering a large number of new subscribers that all have the same feature requirements by using the Duplicate Subscriber dialog.



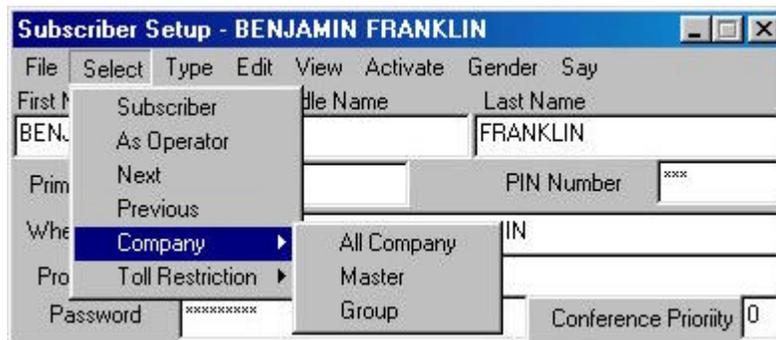
### Duplicate Subscriber

<b>NAME OF ITEM</b>	<b>DESCRIPTION</b>
<i>Starting Extension</i>	The new subscriber extension number to start with – such as 120.
<i>Increment By</i>	The number by which to increment the extension number – such as 5 – resulting in new subscribers 120, 125, 130, etc.
<i>Number of</i>	The number of new extensions needed – for example 10 – would create 10 new subscribers.
<i>OK</i>	Will create the extensions or subscribers defined.
<i>Cancel</i>	Will cancel the creation of new subscribers or extensions.



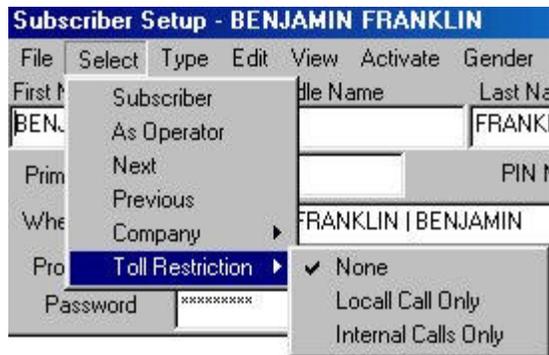
### Select Menu

MENU ITEM	DESCRIPTION
<i>Subscriber</i>	Select a subscriber to be edited from a subscriber list. If a company has been selected then only that company will be displayed.
<i>As Operator</i>	Used to select one specific subscriber to be the Operator.
<i>Next</i>	Moves to the next subscriber
<i>Previous</i>	Moves to the previous subscriber



### Company

MENU ITEM	DESCRIPTION
<i>All Company</i>	Assign the subscriber to all companies
<i>Master</i>	Select a given Company only when editing or selecting subscribers.
<i>Group</i>	Assign a subscriber to a group of companies

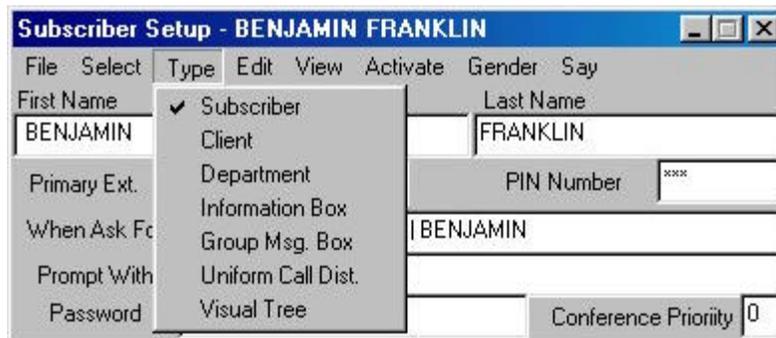


### Toll Restriction

MENU ITEM	DESCRIPTION
<i>None</i>	No Toll Restriction controlled by the WAV
<i>Local Call Only</i>	Subscriber restricted to local calls only by the WAV
<i>Internal Calls Only</i>	Subscriber restricted to internal calls only by the WAV

### Type Menu

When programming a new mailbox or subscriber the Type must be defined. This is done by selecting from the Type Menu.

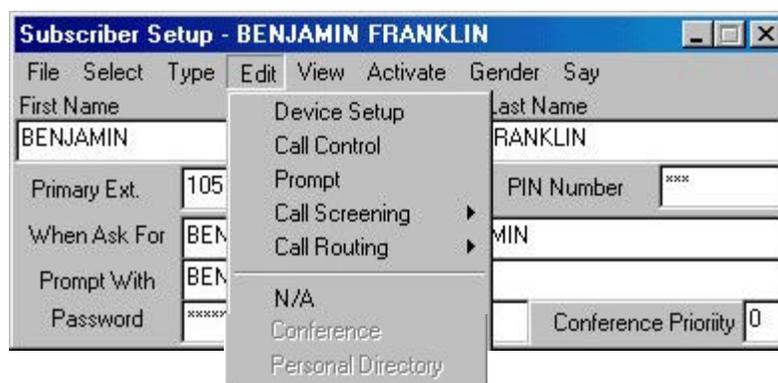


## Type Menu

MENU ITEM	DESCRIPTION
<i>Subscriber</i>	Defines the type as subscriber. If active, then this entry has a <u>first and last name</u> for directory services.
<i>Client</i>	Defines the type as client. If active, the user will only show up in the company wide Dial by Name Directory.
<i>Department</i>	Defines the type as department. If active, then this entry will only show up as a whole name in directory services.
<i>Information Box</i>	Defines the type as information box. If active, then the “Prompt With” will be automatically played and the call transferred as defined.
<i>Group Message Box</i>	Defines the type as group message box. If active, the caller will be told to leave a message for the group as specified in the “Prompt with”. The message is then sent to each person in the group box.
<i>Uniform Call Distribution</i>	Defines the type as uniform call distribution. If active, incoming calls are routed in a circular hunt fashion to a group of subscribers.
<i>Visual Tree</i>	Defines the type as visual tree. If active, then a user defined tree is used to route the caller.

## Edit Menu

The Edit Menu is used to set up additional communications devices and to set message delivery options, call screening options and call routing options.



## Edit Menu

MENU ITEM	DESCRIPTION
<i>Device Setup</i>	Edit and define all phones, faxes, pagers – any communication devices allowed in the system.
<i>Call Control</i>	Edit message and call control – such as message escalation, forward messages, forward calls, etc.
<i>Prompt</i>	Select prompts that are already recorded to be stored in the “prompt with” field.
<i>Call Screening</i>	
<i>Call Routing</i>	Used to define a schedule for what happens when a communication device is busy, does not answer or for message delivery.
<i>N / A</i>	Edit Group Message Box, Uniform Call distribution or Visual Tree depending on “type” defined.
<i>Conference</i>	This menu item is currently not active
<i>Personal Directory</i>	Edit Personal Directory for speech recognition “dial by name”.

**Device Setup - BENJAMIN FRANKLIN**

File Edit Transfer Type Define As Options Supervision

**OFFICE**

Label: OFFICE

Number: 110

Prompt: OFFICE EXTENSION

Access Code: \_\_\_\_\_ Pager ID: \_\_\_\_\_ Delay: 0 Min

Rings No Answer: 5 Queuing: 1 MWL Command: \_\_\_\_\_

**Call Delivery - All Hours**

From	08:30 AM	Sunday
To	05:30 PM	Monday
Retry	0 Times	Tuesday
Delay	0 Sec.	Wednesday
		Thursday
		Friday
		Saturday

**Message Delivery - Inactive**

From	08:30 AM	Sunday
To	05:30 PM	Monday
Retry	3 Times	Tuesday
Delay	15 Min.	Wednesday
		Thursday
		Friday
		Saturday

### Device Setup Field Definitions

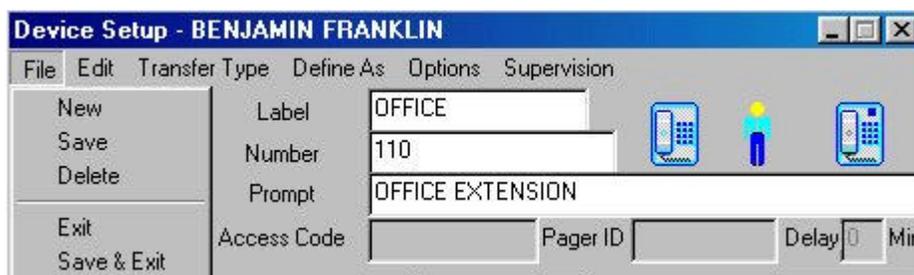
NAME OF ITEM	DESCRIPTION
<i>Label</i>	The name of the device. This name is used during device search and lookup.
<i>Number</i>	This is the physical number of the device. Do not forget to add the “1” and area code to long distance numbers.
<i>Prompt</i>	This is the general description of the device and is used on prompting the caller on transfers and on call follow-me.
<i>Access Code</i>	Used in processing pager access. This number is dialed after the pager has been called.
<i>Pager ID</i>	Used in processing pager access. This number is dialed after the access code.
<i>Delay</i>	Defines the delay in minutes between the time the message is left and the pager notification is started.
<i>Rings No Answer</i>	Defines the number of rings to wait before no answer.
<i>Queuing</i>	Defines the maximum number of callers that can be queued on this device.
<i>MWL Command</i>	Used to light the message waiting light if different from the switch command.



### Call and Message Delivery Field Definitions

NAME OF ITEM	DESCRIPTION
<i>Call Delivery - All Hours</i>	Calls may be transferred to this device 24 hours a day / 7 days a week.
<i>Call Delivery -</i>	If active then the device can only be used for the

<b>Active</b>	time period specified.
<b>From</b>	Starting time for the active device.
<b>To</b>	Ending time for the active device.
<b>Retry</b>	The number of times to try the device on a call.
<b>Delay</b>	The number of seconds to wait before the next retry.
<b>Message Delivery – Inactive</b>	Messages will not be delivered to any device. Exception: Message waiting light will always be turned on at the Office Extension.
<b>Message Delivery – Active</b>	If active then defines the time periods when messages can be delivered to the device.
<b>From</b>	Starting time for the active device.
<b>To</b>	Ending time for the active device.
<b>Retry</b>	Number of times to try the device on a message delivery.
<b>Delay</b>	The number of minutes to wait before the next retry.



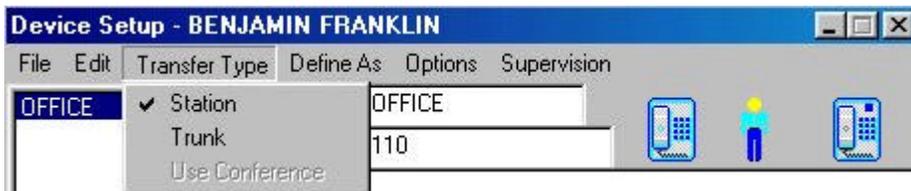
### Device Setup File Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<b>New</b>	Create a new device. Cleans out data fields and sets up default.
<b>Save</b>	Save the current device.
<b>Delete</b>	Delete the current device.
<b>Exit</b>	Exit the Device Setup dialog.
<b>Save &amp; Exit</b>	Save the current device and exit the Device Setup dialog.



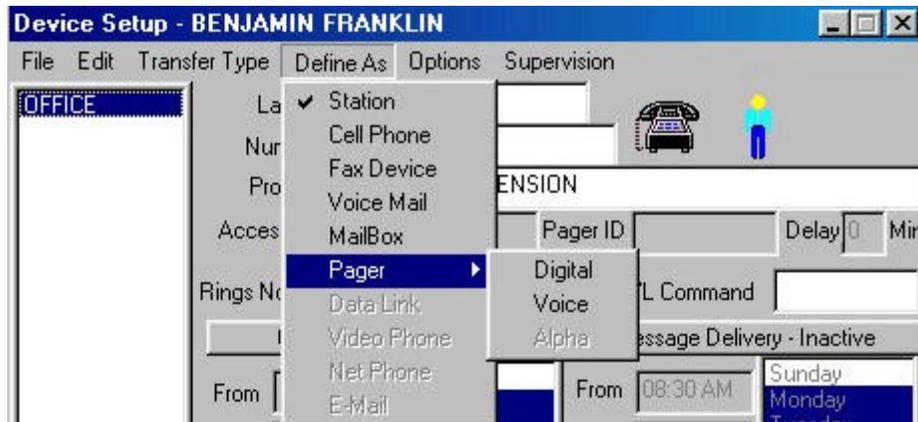
### Device Setup Edit Menu

MENU ITEM	DESCRIPTION
<i>Prompt</i>	Brings up a list of prerecorded prompts to select from.



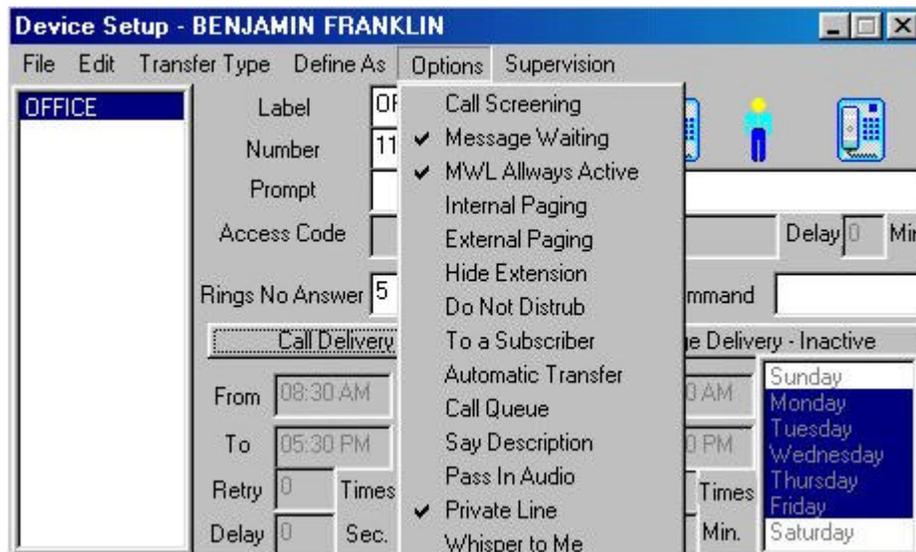
### Device Setup Transfer Type Menu

MENU ITEM	DESCRIPTION
<i>Station</i>	Defines the device as an internal line or extension. This causes the station switch integration to be used.
<i>Trunk</i>	Defines the device as a trunk line or outside line. This causes the trunk switch integration to be used.
<i>Use Conference</i>	This tells the switch to use conferencing when transferring.



## Device Setup Define As Menu

MENU ITEM	DESCRIPTION
<i>Station</i>	Defines the device as a station on the switch.
<i>Cell Phone</i>	Defines the device as a Cell Phone.
<i>Fax Device</i>	Defines the device as a Fax Device. This device is used when an incoming fax is sent to a subscriber.
<i>Voice Mail</i>	Defines the device as Voice Mail. Used when transferring to another voice mail.
<i>Mailbox</i>	Defines the device as a Mailbox. A mailbox is used when the same extension is used for several different people.
<i>Pager – Digital</i>	Defines the device as a Digital Pager. The access code and pager ID are used to complete the pager sequence.
<i>Pager – Voice</i>	Defines the device as a Voice Pager. The message received is played over the pager.
<i>Pager – Alpha</i>	Defines the device as an Alpha Pager. This device is not used.
<i>Data Link</i>	Defines the device as a Data Link. This device is not used.
<i>Video Phone</i>	Defines the device as a Video Phone. This device is not used.
<i>Net Phone</i>	Defines the device as a Net Phone. This device is not used.
<i>E-Mail</i>	Defines the device as an e-mail address. Used when sending e-mail to a subscriber.



### Device Setup Options Menu

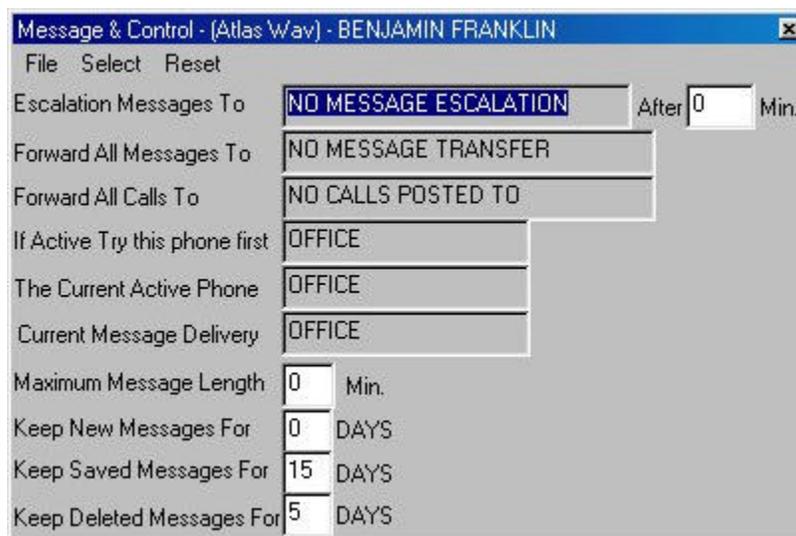
<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Call Screening</i>	Allow the subscriber to access call screening functions on a transfer.
<i>Message Waiting</i>	Tell the system this device has a message waiting light.
<i>MWL Always Active</i>	Defines that the message waiting light is always active. Otherwise the MWL is active according to the message delivery schedule.
<i>Internal Paging</i>	Allow internal intercom paging for this device.
<i>External Paging</i>	Allow external intercom paging for this device.
<i>Hide Extension</i>	Hides the phone number from an incoming digit search.
<i>Do Not Disturb</i>	When active the device will not be used.
<i>To A Subscriber</i>	Defines this device as belonging to another subscriber.
<i>Automatic Transfer</i>	Allow this device to sequence automatically during a one call follow me.
<i>Call Queue</i>	Allow callers to be queued up until the subscriber is free.
<i>Say Description</i>	When transferring the call, say the description. Ex: "Please hold while I try his Cell Phone."
<i>Pass In Audio</i>	Allows the caller voice response to be played to the subscriber. This is a good option for the Operator.
<i>Private Line</i>	Defines the device as a private line to cut down on response time by not saying the subscribers name on the transfer.
<i>Whisper to Me</i>	Allows the subscriber to be told who is calling while still on an active call.



### Device Setup Supervision Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Full Supervision</i>	Provides total supervision for a transfer to this device.

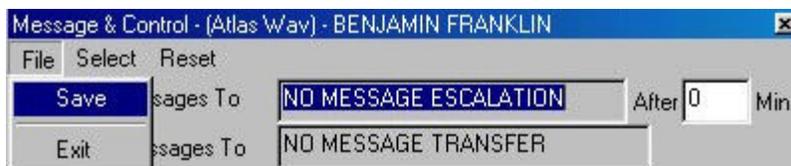
<b><i>Busy Supervision</i></b>	Provides busy supervision for a transfer to this device. If the device is not busy then a blind transfer is done.
<b><i>Blind Transfer</i></b>	Provides blind transfer only for a transfer to this device. Used for fax devices, etc.



### Call Control Field Definitions

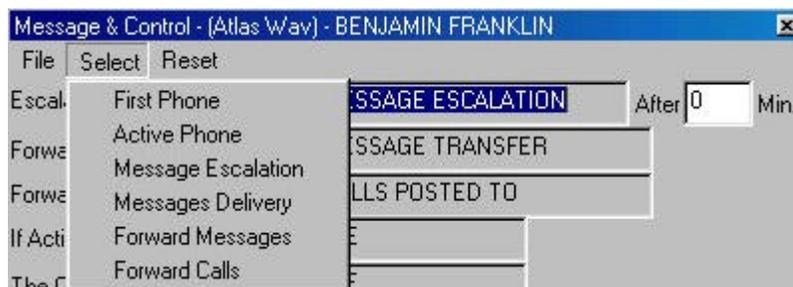
<b>NAME OF ITEM</b>	<b>DESCRIPTION</b>
<b><i>Escalate Messages To</i></b>	This field in conjunction with the “After___Min.” field provides message escalation.
<b><i>After ___ Min.</i></b>	This field controls the delay between the time a message is received and escalated to another subscriber.
<b><i>Forward All Messages To</i></b>	This field displays who messages are forwarded to.
<b><i>Forward All Calls To</i></b>	This field displays who calls are forwarded to.
<b><i>If Active Try This Phone First</i></b>	This field displays the current active phone. It should be the last device the call was transferred to.
<b><i>Current Message Delivery</i></b>	This field displays the current message delivery device.
<b><i>Maximum Message Length</i></b>	This field shows the maximum length (in minutes) that will be allowed for each message.

<b><i>Keep New Messages For</i></b>	The number of days to hold on to a new message before deleting it.
<b><i>Keep Saved Messages For</i></b>	The number of days to hold on to a saved message before deleting it.
<b><i>Keep Deleted Messages For</i></b>	The number of days to keep a deleted message before removing it from the system.



### Call Control File Menu

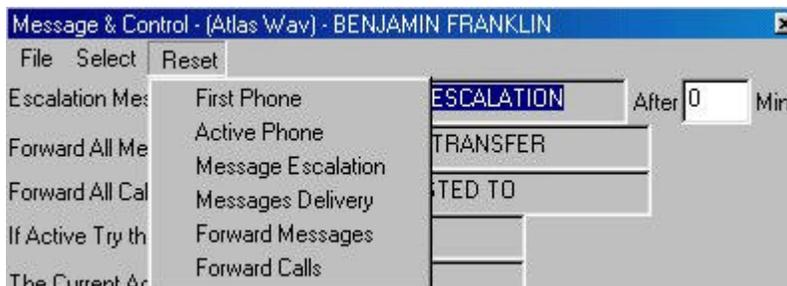
<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<b><i>Save</i></b>	Save the current message and call control information.
<b><i>Exit</i></b>	Exit the message and call control dialog.
<b><i>Exit</i></b>	Used to shut down the Atlas WAV system



### Call Control Select Menu

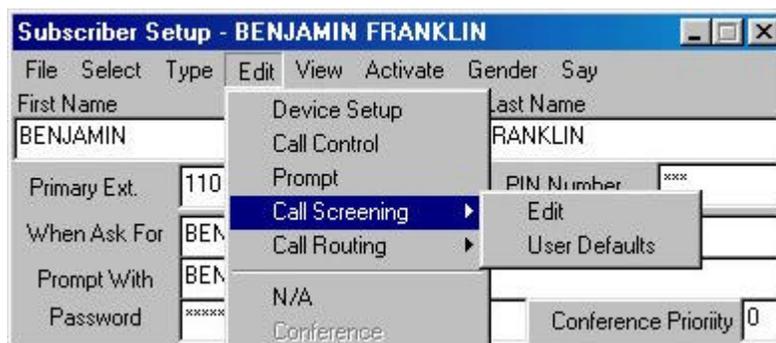
<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<b><i>First Phone</i></b>	When multi-devices are active, this selects the first device to try.
<b><i>Active Phone</i></b>	This is the current active device in the system. Normally it is the last device the caller was transferred to.
<b><i>Message Escalation</i></b>	Used to edit message escalation.
<b><i>Message Delivery</i></b>	Use this to select which device to deliver messages to.

<b><i>Forward Messages</i></b>	Used to select a subscriber to post messages to.
<b><i>Forward Calls</i></b>	Used to select a subscriber to forward calls to.



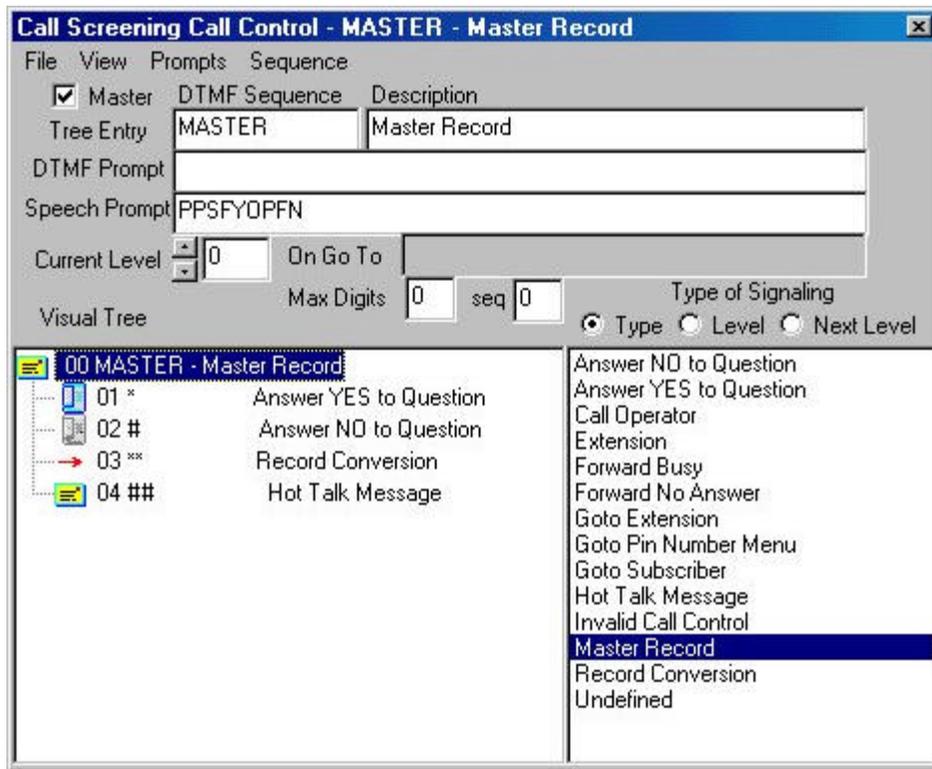
### Call Control Reset Menu

MENU ITEM	DESCRIPTION
<b><i>First Phone</i></b>	Used to clear First Phone selection.
<b><i>Active Phone</i></b>	Used to clear Active Phone.
<b><i>Message Escalation</i></b>	Used to reset Message Escalation.
<b><i>Message Delivery</i></b>	Used to reset Message Delivery.
<b><i>Forward Messages</i></b>	Used to reset Forward Messages.
<b><i>Forward Calls</i></b>	Used to reset Forward Calls



### Call Screening Menu

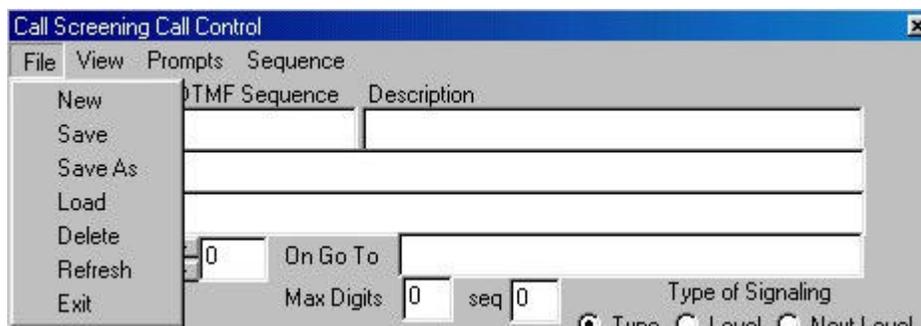
MENU ITEM	DESCRIPTION
<b><i>Edit</i></b>	Define individual subscriber dial prompts available during call screening.
<b><i>User Defaults</i></b>	This will delete subscriber defined dial prompts and use the system default prompts.



### Call Screening Field Definitions

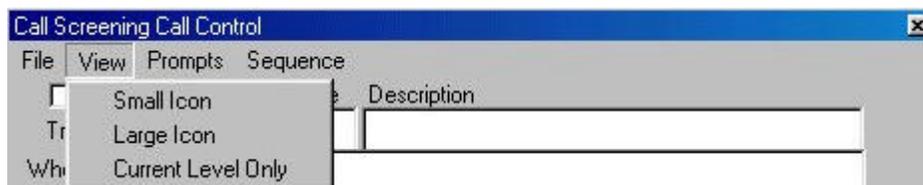
NAME OF ITEM	DESCRIPTION
<b>Master</b>	Click to make this display a master.
<b>DTMF Sequence</b>	This is the value the user will enter to access the definition (using an uppercase "X" of single digit.)
<b>Description</b>	This is the description of the current display.
<b>When Ask For</b>	Speech Recognition input – the same effect as DTMF sequence except is it verbal.
<b>Prompt With</b>	What to say for this entry.
<b>Current Level</b>	This is the current level. A level can be a master or a slave. Masters and slaves are grouped by using this field. All records with a level 1 will be grouped together, etc.
<b>On Go To</b>	Defines where or who to go to under certain conditions
<b>Max Digits</b>	This is the maximum number of digits that can be entered at one time using this master. Used to make response quicker.
<b>Seq</b>	This is the sequence number used in slaves in order to select the order in which they are prompted out.

<b>Type of Signaling – Type</b>	This is the type of integration defined. Type of signal will display the types with the current one highlighted. To assign simply double click.
<b>Type of Signaling – Level</b>	Display the level list.
<b>Type of Signaling – Next Level</b>	This is the next level assigned to a slave.
<b>Visual Tree</b>	This shows the current masters and slaves in a simple tree type display. Double click to expand.



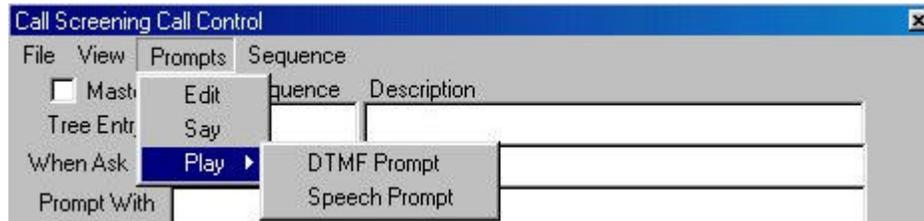
### Call Screening File Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<b>New</b>	Reset the dialog and enter a new master or slave.
<b>Save</b>	Save the current display.
<b>Save As</b>	
<b>Load</b>	
<b>Delete</b>	Delete the current displayed item.
<b>Refresh</b>	Refresh the display
<b>Exit</b>	Exit the Call Screening dialog



### Call Screening View Menu

MENU ITEM	DESCRIPTION
<i>Small Icon</i>	To view the display using small icons.
<i>Large Icon</i>	To view the display using large icons.
<i>Current Level Only</i>	To view the current master level only.



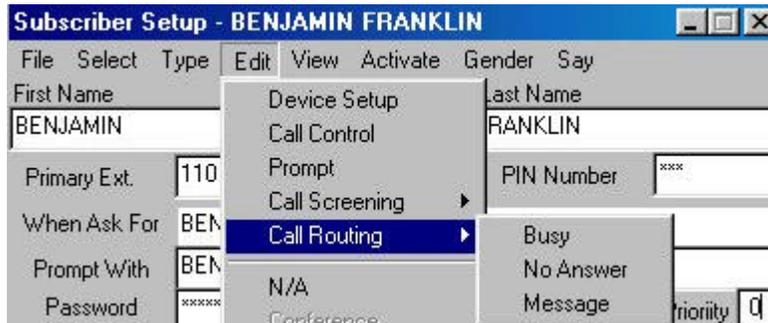
### Call Screening Prompts Menu

MENU ITEM	DESCRIPTION
<i>Edit</i>	Edit DTMF Prompts.
<i>Say</i>	Say “prompt with” or speech prompt.
<i>Play – DTMF Prompt</i>	Play the DTMF prompt.
<i>Play – Speech Prompt</i>	Say the speech prompt



### Call Screening Sequence Menu

MENU ITEM	DESCRIPTION
<i>Level</i>	This activates sequencing of this level.
<i>All Levels</i>	This activates sequencing of all levels.

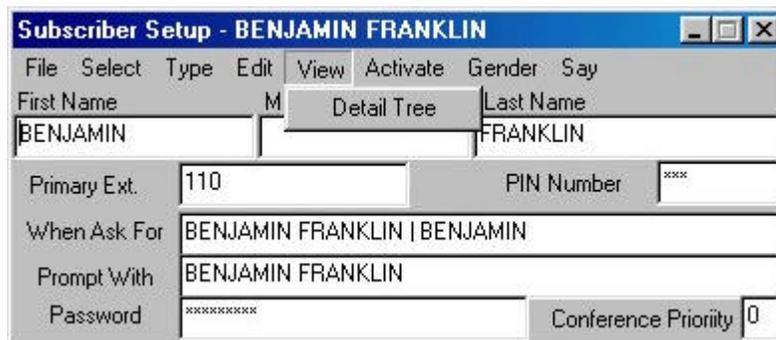


### Call Routing Menu

MENU ITEM	DESCRIPTION
<i>Busy</i>	Edit the Busy Schedule. This list defines which communication devices are used and in what order when a device is busy when being called.
<i>No Answer</i>	Edit the No Answer Schedule. This list defines which communication devices are used and in what order when a device is not answered when being called.
<i>Message</i>	Edit the Message Delivery Schedule. This list defines which communication devices are used and in what order to deliver any new messages to.

### View Menu

The View Menu displays all of the subscriber information in a tree like display. This is a good way to check each subscriber's configuration.



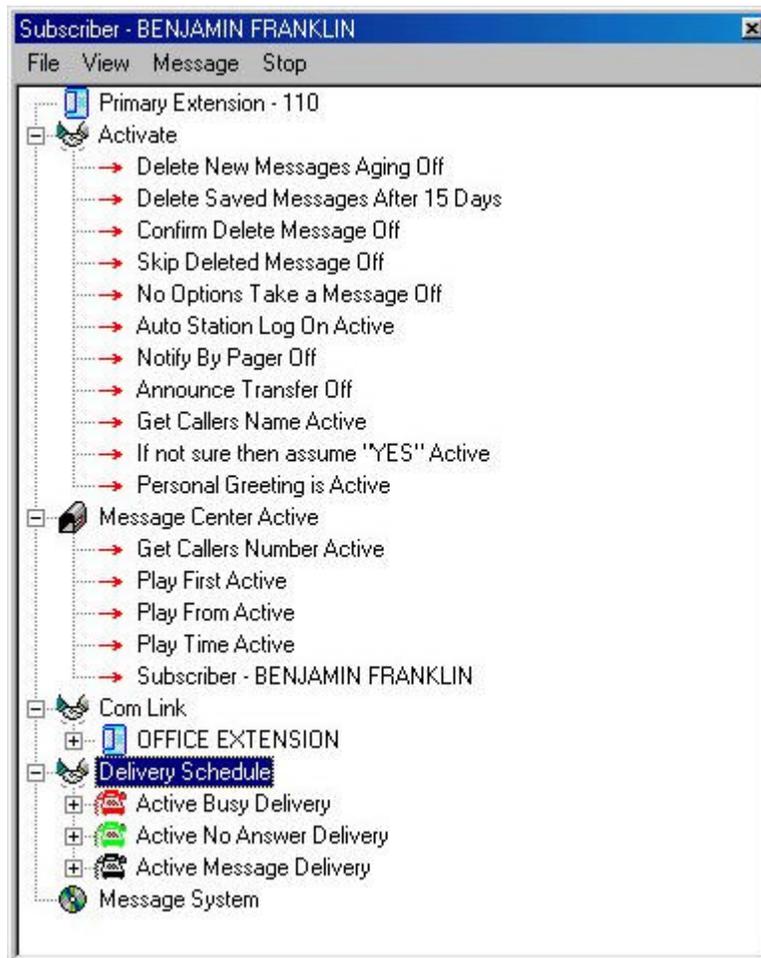
## The Detail Tree

When you click on the Detail Tree the following window will open. It will show configuration for that subscriber that has been set up in all the different areas of the Subscriber Setup.



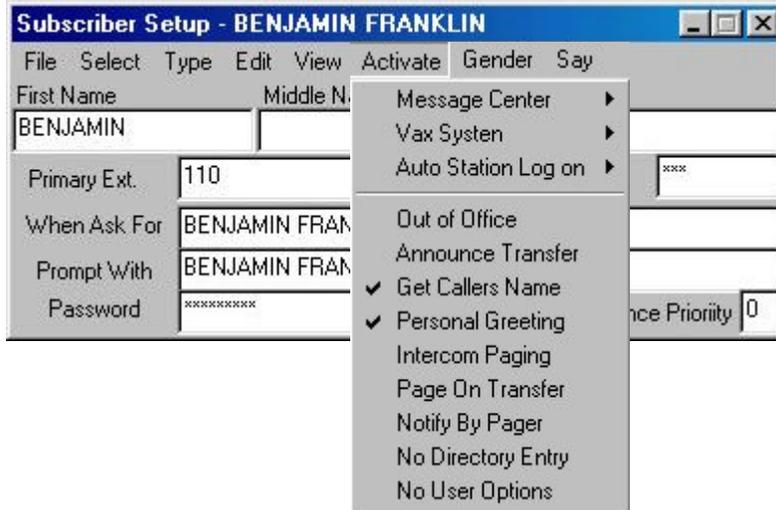
## Expanded Detail Tree

When you click on the boxes with the "+" in them the display will expand to show all the detail in that area.



## The Activate Menu

The Activate Menu contains a listing of most of the features that will be available for each subscriber. These are features that affect the incoming call that is being handled by the Atlas WAV auto attendant. The Message Center portion of the Activate Menu will show features that affect the subscriber when accessing the mailbox.

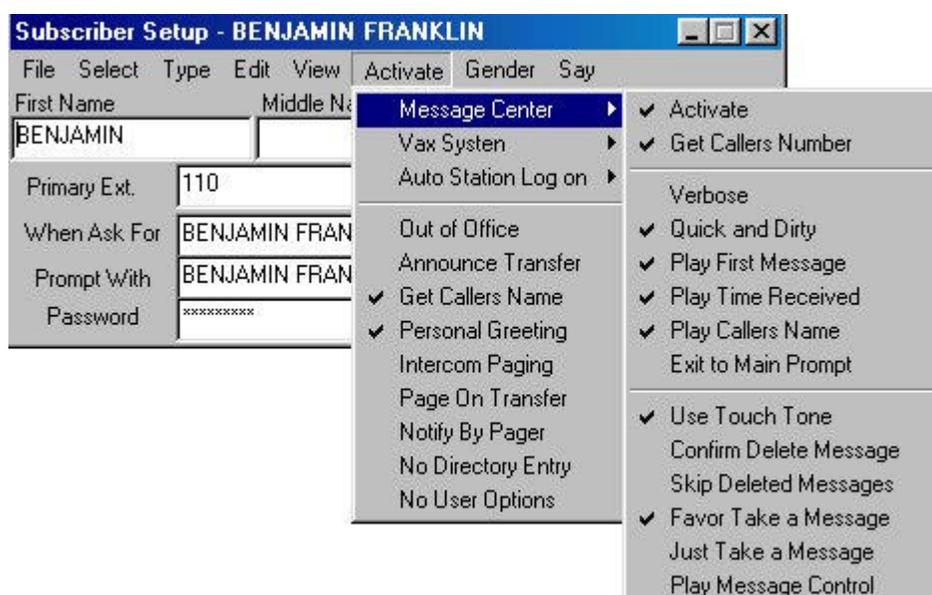


## Activate Menu

MENU ITEM	DESCRIPTION
<i>Out of Office</i>	Activate or deactivate subscriber Out of Office status. If subscriber is out of office then no call will be transferred.
<i>Announce Transfer</i>	Activate Announce Transfer. If active the caller will be told who they are being transferred to. Such as: "Please hold while I transfer you to Sales."
<i>Get Caller's Name</i>	Activate Get Caller's Name. If active, before a caller is transferred the caller's name will be requested. "May I say who is calling?"
<i>Personal Greeting</i>	
<i>Intercom Paging</i>	Activate Intercom Paging. If active and the subscriber's phone has paging access, - on a no answer the caller will be asked if they would like to page.

<b><i>Page on Transfer</i></b>	Activate Page on Transfer. If active and the subscriber's phone has paging access, the subscriber will be paged over the intercom as the caller is being transferred.
<b><i>Notify by Pager</i></b>	Activate Pager Notification. If active when a new message is left for the subscriber and the subscriber has an active pager, they will be paged by the WAV.
<b><i>No Directory Entry</i></b>	Activate No Directory Entry. If active, then the subscriber will not show up in any directory listing.
<b><i>No User Options</i></b>	

### The Activate / Message Center Menu

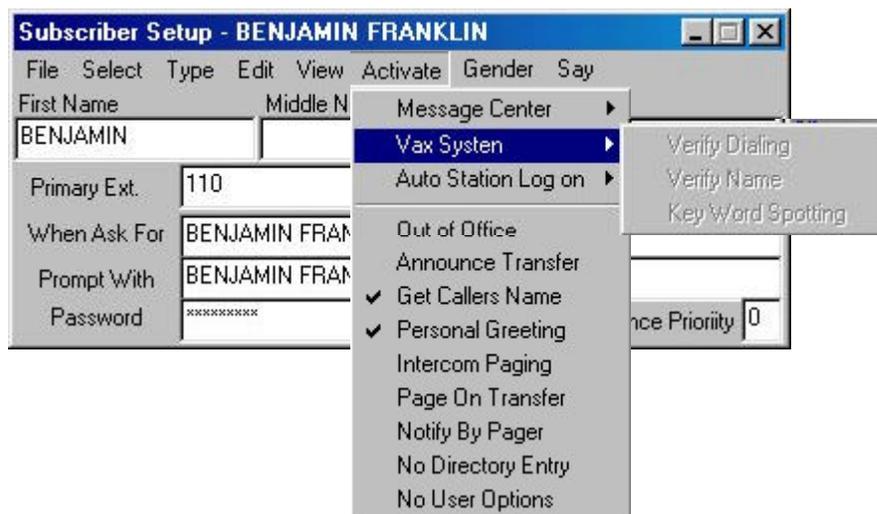


### Activate / Message Center Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<b><i>Activate</i></b>	Activate a subscriber's message center. If not active, the caller cannot leave a message for the current subscriber.
<b><i>Get Caller's Number</i></b>	Activate Get Caller's Number. If active, before leaving a message the caller will be asked for their phone number.
<b><i>Verbose</i></b>	Provide additional information to the subscriber when in the Message Center. Such as what menu he or she is in.
<b><i>Quick and Dirty</i></b>	Provide quick access in the Message Center with the least number of prompts.

<b><i>Play First Message</i></b>	Activate Play First Message. When the subscriber enters the Message Center the first new message will be played automatically.
<b><i>Play Time Received</i></b>	Play the time a message was received when playing a message.
<b><i>Play Caller's Name</i></b>	Play the caller's name when playing a message.
<b><i>Exit to Main Prompt</i></b>	Exit to the main system prompt in place of hanging up when exiting the message center.
<b><i>Use Touch Tone</i></b>	Activate Touch Tone usage in the Message Center. This allows the subscriber to use DTMF prompts when speech recognition is active
<b><i>Confirm Delete Message</i></b>	Activate Confirm Delete Message. If active, when a subscriber deletes a message they will be asked if they are sure.
<b><i>Skip Deleted Messages</i></b>	Activate Skip Deleted Messages. If active, deleted messages will not be accessed in the Message Center.
<b><i>Favor Take a Message</i></b>	Activate a positive response to a noisy line when using speech recognition. If active, on an unknown response then "yes" will be the default.
<b><i>Just Take a Message</i></b>	Activate voice mail only. The caller is given no options, just requested to leave a message.
<b><i>Play Message Control</i></b>	Activate controls when playing a message such as fast forward, rewind, pause, etc.

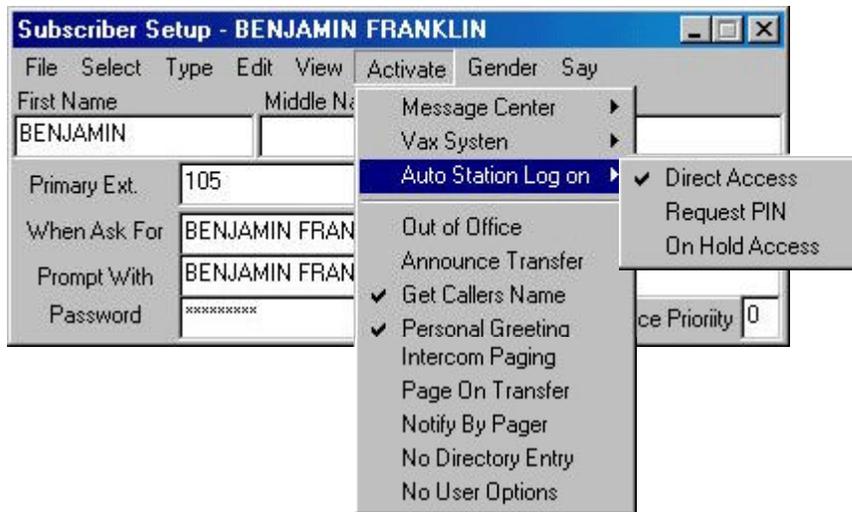
### VAX System Menu



### Activate VAX System Menu

MENU ITEM	DESCRIPTION
<i>Verify Dialing</i>	If active the VAX will repeat your request to dial a number and ask if that is correct.
<i>Verify Name</i>	If active the VAX will repeat your request to dial “Bill Smith” and ask if that is correct.
<i>Key Word Spotting</i>	If active the VAX will respond to requests by “key words”.

### Activate Auto Station Log on



### Auto Station Log on Menu

MENU ITEM	DESCRIPTION
<i>Direct Access</i>	Activate direct message center access from an office extension without requesting a PIN (Personal Identification Number)
<i>Request PIN</i>	Activate direct message center access from an office extension after requesting a PIN (Personal Identification Number)
<i>On Hold Access</i>	If active will allow the subscriber to access their mailbox while they have a call on hold.

## Gender

The screenshot shows the 'Subscriber Setup - BENJAMIN FRANKLIN' window. The 'Gender' menu is open, showing 'Male' and 'Female' options. The 'First Name' field contains 'BENJAMIN'. Other fields include 'Middle Name', 'Last N.', 'When Ask For' (BENJAMIN FRANKLIN | BENJAMIN), 'Prompt With' (BENJAMIN FRANKLIN), 'Primary Ext.' (110), 'PIN Number' (\*\*\*\*), 'Password' (\*\*\*\*\*), and 'Conference Priority' (0).

## Gender Menu

MENU ITEM	DESCRIPTION
<i>Male</i>	Defines the gender of the subscriber as male. This is used in context when transferring a call and other things – For Example – “Please hold while I try <u>his</u> cell phone”.
<i>Female</i>	Defines the gender of the subscriber a female. This is used in context when transferring a call and other things – For Example – “Please hold while I try <u>her</u> cell phone”.

## Say

The screenshot shows the 'Subscriber Setup - BENJAMIN FRANKLIN' window. The 'Say' menu is open, showing the 'When Ask For' field. The 'First Name' field contains 'BENJAMIN' and the 'Last N.' field contains 'FRANKLIN'. Other fields include 'Middle Name', 'When Ask For' (BENJAMIN FRANKLIN | BENJAMIN), 'Prompt With' (BENJAMIN FRANKLIN), 'Primary Ext.' (110), 'PIN Number' (\*\*\*\*), 'Password' (\*\*\*\*\*), and 'Conference Priority' (0).

## Say Menu

MENU ITEM	DESCRIPTION
<i>When Ask For</i>	Play back the “When Ask For” field

CHAPTER

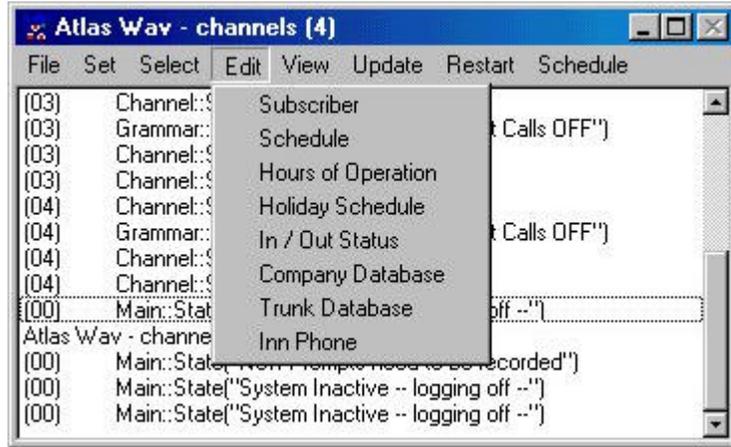
8

Atlas WAV Main Dialog  
Additional Edit Menus

Schedule  
Hours of Operation  
Holiday Schedule  
In / Out Status  
Company Database  
InnFone

This chapter will describe additional sections available from the Edit Menu of the Atlas WAV Main Dialog. Most of your time will be spent in this menu when you are setting up or adding to your Atlas WAV system.

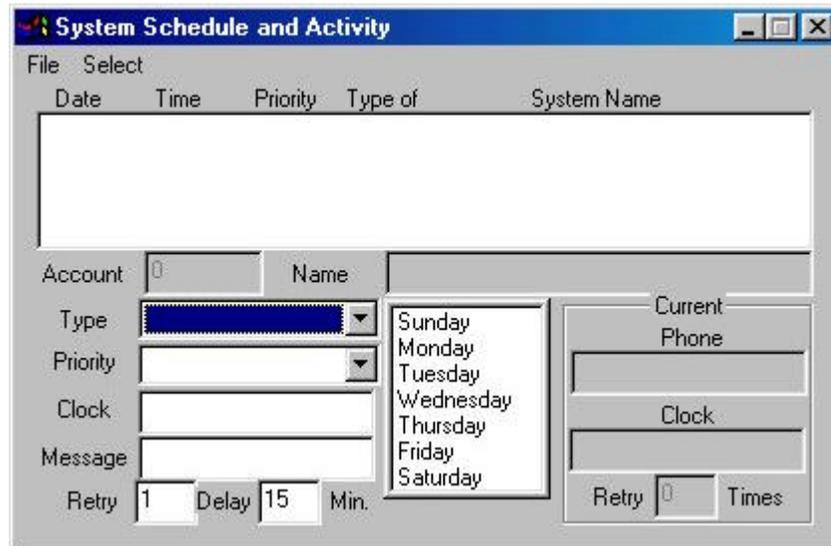
## THE ATLAS WAV MAIN DIALOG EDIT MENUS



### Edit / Subscriber (See Chapter 7)

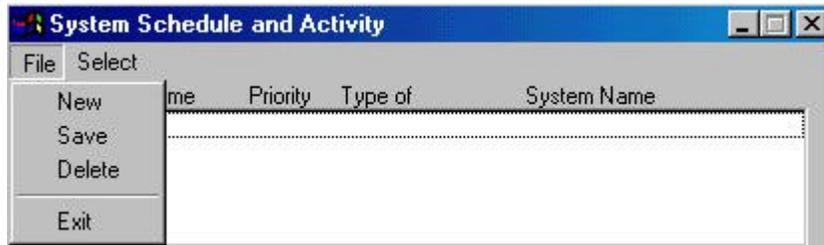
### Edit Schedule

The Edit Schedule dialog is used to setup or change schedule information such as – reminders, wake-up calls, voice messages, logs, etc.



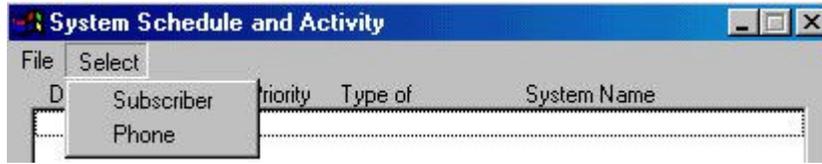
### System Schedule Field Definitions

NAME OF ITEM	DESCRIPTION
<i>Account</i>	Internal number assigned by the WAV system.
<i>Name</i>	Name of subscriber
<i>Type</i>	Select which type of activity required
<i>Priority</i>	Select priority for the activity
<i>Clock</i>	To set the time for the activity to occur
<i>Message</i>	Description of the activity that will appear in “System Name” area
<i>Retry</i>	Defines the number of attempts to try the activity
<i>Delay</i>	Defines the delay between retry attempts
<i>Current</i>	Displays information about the highlighted activity



### Schedule File Menu

MENU ITEM	DESCRIPTION
<i>New</i>	To add new schedule activity
<i>Save</i>	Save the current information
<i>Delete</i>	Delete the current (highlighted) activity
<i>Exit</i>	

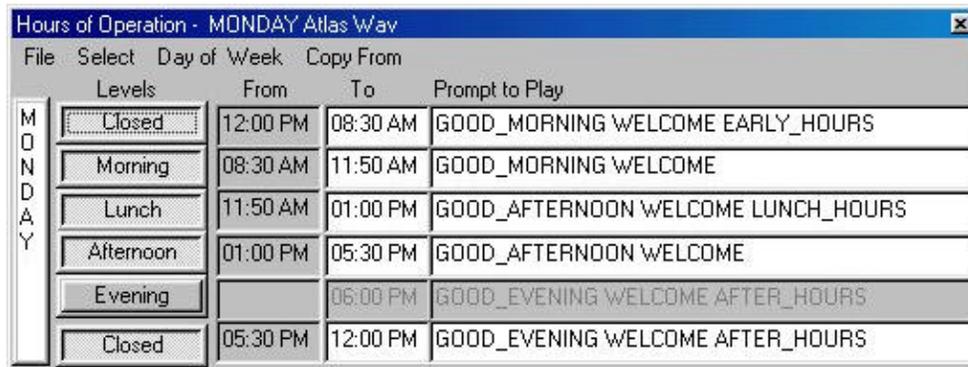


### System Schedule Select Menu

MENU ITEM	DESCRIPTION
<i>Subscriber</i>	Select a subscriber to be scheduled from a subscriber list.
<i>Phone</i>	Select the communications device that will be used.

### Edit / Hours of Operation

The Hours of Operation dialog is used to set when the company is open and closed and to select prompts for different hours of the day.



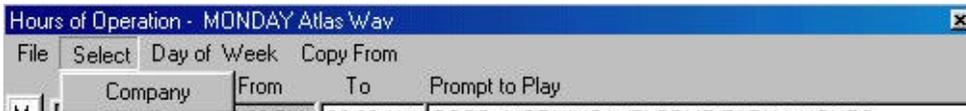
### Hours of Operation Field Definitions

NAME OF ITEM	DESCRIPTION
<i>Levels</i>	Click to activate or deactivate each level.
<i>From</i>	This is the time the level becomes active.
<i>To</i>	This is the time the level becomes inactive.
<i>Prompt to Play</i>	These are the prompts that will be played while this level is active.



### Hours of Operation File Menu

MENU ITEM	DESCRIPTION
<i>Save</i>	Save the current selected list.
<i>Exit</i>	Exit Hours of Operation. Click Save first or any changes made will not be saved.



### Hours of Operation Select Menu

MENU ITEM	DESCRIPTION
<i>Company</i>	Select a specific company to work on in a multi-company installation.



### Hours of Operation Day of Week Menu

MENU ITEM	DESCRIPTION
<i>Sunday....Saturday</i>	Select the day to be displayed.



### Hours of Operation Copy From Menu

MENU ITEM	DESCRIPTION
<i>Sunday....Saturday</i>	Select day to copy information from. For example: Program Monday parameters. Then select Day of Week – Tuesday. Then select Copy From – Monday. All of Monday’s information will be duplicated on Tuesday.

### Edit / Holiday Schedule

Editing the Holiday Schedule will allow you to set up prompts to be played on Holidays and days closed.



To activate a day as a Holiday simply “click” it.



### Holiday Schedule File Menu

MENU ITEM	DESCRIPTION
<i>Exit</i>	Exit the Holiday Schedule dialog.



### Holiday Schedule Select Menu

MENU ITEM	DESCRIPTION
<i>Holiday Greeting</i>	Select a Holiday Greeting to be assigned to the current holiday.
<i>Holiday by Name</i>	Select a Holiday that has already been defined.



### Holiday Schedule Clear Menu

MENU ITEM	DESCRIPTION
<i>Calendar</i>	Clear out the current month and restart.
<i>Holiday</i>	Clear out the current holiday and restart.

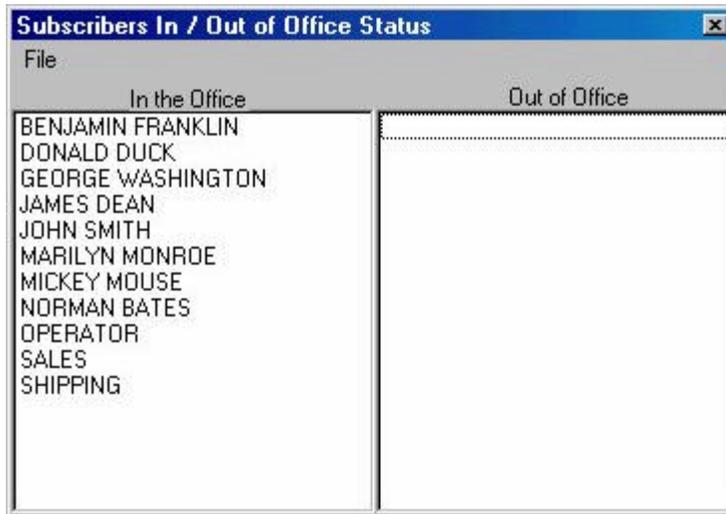


### Holiday Schedule Month Menu

MENU ITEM	DESCRIPTION
<i>Month</i>	Select the Month to work on.

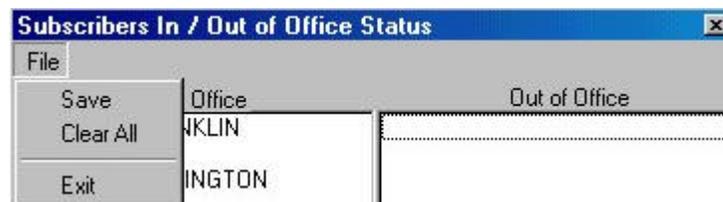
## In / Out Status

The In / Out Status dialog is used to change if the subscriber is in or out of the office. When the subscriber status is out of the office then all incoming calls through the Atlas WAV will not ring the phone but the caller will be asked if they want to leave a message.



## In / Out Status Field Definitions

NAME OF ITEM	DESCRIPTION
<i>In the Office</i>	This list contains all subscribers, departments, etc. that are marked in the office.
<i>Out of Office</i>	This list contains all subscribers, departments, etc. that are marked out of the office.

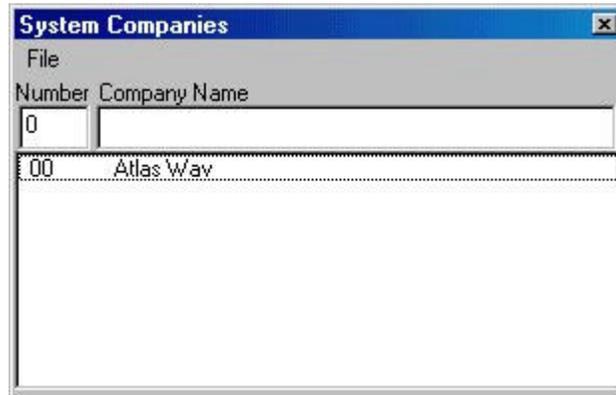


## In / Out Status File Menu

<b>MENU ITEM</b>	<b>DESCRIPTION</b>
<i>Save</i>	Save the current In / Out of Office Status.
<i>Clear All</i>	Used to clear all subscribers from the Out of Office list.
<i>Exit</i>	Exit the In / Out Status dialog.

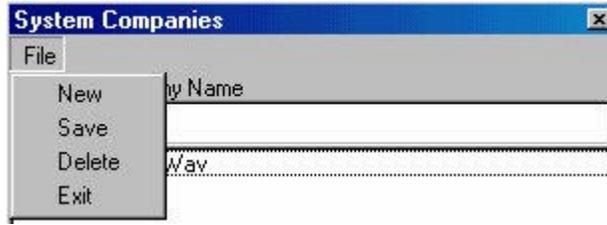
### **Company Database**

Company Database is used to edit multi-company installations. It is used only if you have more than one company in the system.



### **Company Database Field Definitions**

<b>NAME OF ITEM</b>	<b>DESCRIPTION</b>
<i>Number</i>	This is the company number assigned to keep companies separate.
<i>Company Name</i>	This is the name of the company.
<i>Company Listing Area</i>	This is the list of all the current companies that are set up.



### Company Database File Menu

MENU ITEM	DESCRIPTION
<i>New</i>	This is used to enter a new company to be served by the Atlas WAV
<i>Save</i>	This adds the new company to the list.
<i>Delete</i>	Delete the highlighted or current company
<i>Exit</i>	Exit the company setup

### Trunk Database

Trunk Database is used whenever there is a need to have different main greetings for different trunks. Such as when more than one company is being served by the Atlas WAV or if there is a trunk or group of trunks that need to be answered differently.



### Trunk Database Field Definitions

NAME OF ITEM	DESCRIPTION
<i>Trunk</i>	This is the physical number of the trunk in the associated Key Service Unit.
<i>Company</i>	This is the company associated with the specific trunk.
<i>Company Listing Area</i>	This is the list of all the current Trunks that have specific companies assigned to them.



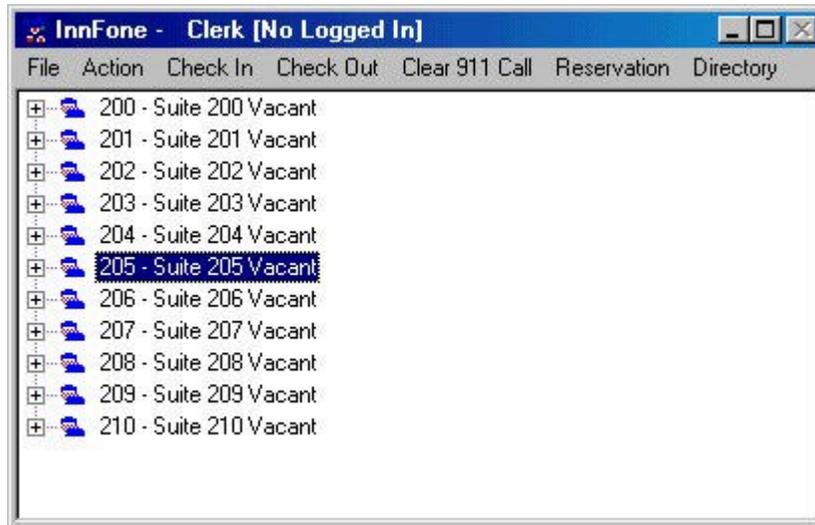
### Trunk Database File Menu

MENU ITEM	DESCRIPTION
<i>New</i>	This is used to enter a new trunk number to be assigned to a specific company
<i>Save</i>	This will add the new company to the company list.
<i>Delete</i>	This will delete the highlighted company from the list.
<i>Exit</i>	Exit the Trunk Database dialog.

### InnFone

The InnFone is a PC Front Desk and Call Accounting integrated system is an option that can be ordered with the Atlas WAV. It turns the front desk into a comprehensive hospitality management system with guest names, full call accounting with surcharge and call costing capability, credit limits, room audits, etc. If this option is ordered then clicking on the InnFone will bring up the following screen.

The InnFone is covered in a separate manual.



CHAPTER

9

Atlas WAV Main Dialog  
Additional File Edit Menus

Switch Integration

System Parameters

SMDI Setup

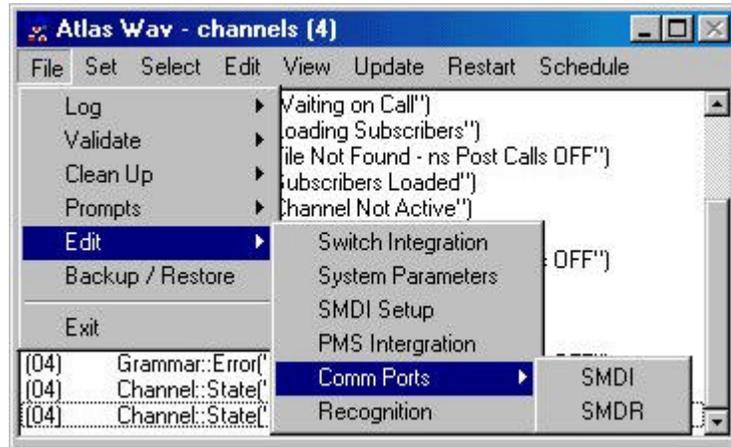
PMS Integration

Comm Ports

Recognition

This chapter will describe additional sections available from the File - Edit Menu of the Atlas WAV Main Dialog. Many of these screens should only be modified under direction of Key System US Technical Support.

## THE ATLAS WAV MAIN DIALOG FILE - EDIT MENUS



### File – Edit Switch Integration

Switch Integration is used to set up switch signaling information. This area can affect many areas of the operation of the Atlas WAV system and should only be accessed by a qualified trained technician.



When Switch Integration is selected the following screen will appear:

**Key System / PBX Switch Interface Configuration**

File Setup Edit Activate

Name: AtlasIIE Key System U S Atlas 2 E

On	Off	All Off	Wait For	1	Rings	Ring Delay	40	× 100 ms
MWL	743X	740X	0*	Off Hook Delay	50	× 10 ms	Ring Time	35 × 100 ms
DTMF	10	5		Inter-digit Delay	0	× 10 ms	Ring On	1 × 100 ms
Extension Length	2		Pause	20	× 10 ms	Flash Hook	75	× 10 ms
Call Analysis Digits Count	0		Trunk Access	9.		Loop Current	200	× 10 ms

Type of	Transfer	Busy	No Answer	Answer	Rec. Conv.	Conference Parameters
Station	&X	&	&		&90	System Maximum Stations Trunks Conf (s)
Station Conf	&	&	&		&	1 0 0
Trunk	9X	&	&			Conference Maximum Stations Trunks
Trunk Conf	9X	&	&		&	1 1
Internal Paging	80	&	&	&		Whisper to Me
External Paging	80	&	&	&		

### Switch Integration Field Definitions

NAME OF ITEM	DESCRIPTION
<i>Name</i>	This is the name of the switch that the WAV is attached to.
<i>Description</i>	The description of the switch.
<i>MWL</i>	The button used to enable or disable message waiting light operation.
<i>MWL On</i>	The dialing sequences needed to turn on a message waiting from an idle line.
<i>MWL Off</i>	The dialing sequence needed to turn off a message waiting from an idle line.
<i>MWL All Off</i>	The dialing sequence needed to turn off all message waiting from a given line.
<i>DTMF On</i>	The length of time in 10 millisecond increments the DTMF tone is generated
<i>DTMF Off</i>	The length of time in 10 millisecond increments the DTMF tone is off after being generated.
<i>Extension Length</i>	This is the number of digits needed by the switch to make up an extension.
<i>Call Analysis Digits Count</i>	The maximum number of digits to allow when waiting for advanced signaling to finish. This can speed up transfers but may cause a misdial.

<b><i>Wait For</i></b>	The number of incoming rings to wait before answering the line. This number can be set higher so only the Operator overflow is answered.
<b><i>Off Hook Delay</i></b>	This is the time period in 10 ms increments that no digits will be detected after going off hook. This can be set higher for switches that send extra digits when going off hook.
<b><i>Inter-Digit Delay</i></b>	Defines the inter-digit delay when the WAV dials out. Pre-set for SMDI integration.
<b><i>Pause</i></b>	The length in time in 10 ms increments for going on hook. Also for dialing a “comma”.
<b><i>Trunk Access</i></b>	The sequence needed to access an outside line directly from a voice mail port. For delivering messages, etc.
<b><i>Ring Delay</i></b>	The amount of time in 100 ms increments between the completion of dialing and when the first ring is heard.
<b><i>Ring Time</i></b>	The amount of time in 100 ms increments from the beginning of a ring to the beginning of the next ring.
<b><i>Ring On</i></b>	The amount of time in 100 ms increments an incoming ring must be present before it is considered a ring. Set this value higher to eliminate short rings or intercom rings.
<b><i>Flash Hook</i></b>	The amount of time in 10 ms increments to stay on hook when processing a flash hook. If the system drops calls try lowering this value. If the system is not transferring try raising this value.
<b><i>Loop Current</i></b>	The minimum amount of time in 10 ms increments a change in loop current must stay before being reported.

The following “buttons” can be turned on or off by clicking them.:

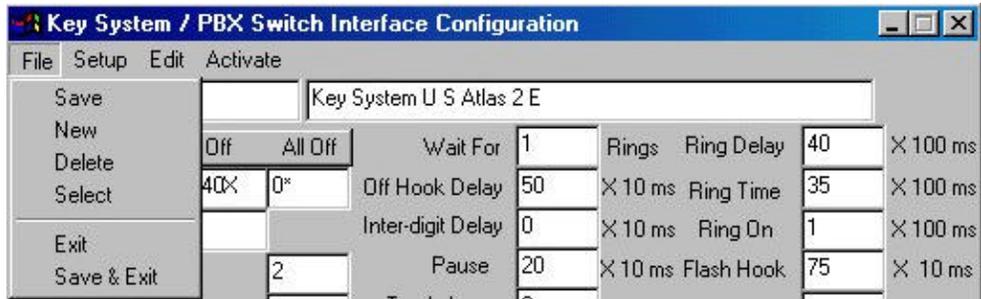
<b><i>Station</i></b>	Set on if Trunk to Station transfer is available.
<b><i>Station Conf</i></b>	Set on if Trunk to Station conference is available.
<b><i>Trunk</i></b>	Set on if Trunk to Trunk is available.
<b><i>Trunk Conf</i></b>	Set on if Trunk to Trunk Conference is available.
<b><i>Internal Paging</i></b>	Set on if Internal Intercom Paging is available.
<b><i>External Paging</i></b>	Set on if External Intercom Paging is available.

<b><i>Station Transfer</i></b>	The dialing sequence needed to start the transfer of an incoming call to a device on the switch such as a station or fax.
<b><i>Station Busy</i></b>	The dialing sequence needed to pull back the transfer if the station is busy.
<b><i>Station No Answer</i></b>	The dialing sequence needed to pull back the transfer if the station does not answer.
<b><i>Answer</i></b>	The dialing sequence needed to connect the incoming call to a station.
<b><i>Rec. Conv.</i></b>	The dialing sequence needed to conference the voice mail caller and subscriber together to record the conversation.
<b><i>Station Conf. Transfer</i></b>	The dialing sequence needed to start the conference transfer of an incoming call to a station on the switch.
<b><i>Station Conf. Busy</i></b>	The dialing sequence needed to pull back the conference transfer if the station is busy
<b><i>Station Conf. No Answer</i></b>	The dialing sequence needed to pull back the conference transfer if the station does not answer.
<b><i>Station Conf. Answer</i></b>	The dialing sequence needed to connect the incoming conference call to a station.
<b><i>Station Conf. Rec. Conv.</i></b>	The dialing sequence needed to conference the voice mail caller and the subscriber together to record the conversation.
<b><i>Trunk Transfer</i></b>	The dialing sequence needed to start the transfer of an incoming call to a trunk on the switch.
<b><i>Trunk Busy</i></b>	The dialing sequence needed to pull back the transfer if the trunk is busy.
<b><i>Trunk No Answer</i></b>	The dialing sequence needed to pull back the transfer if the trunk does not answer.
<b><i>Trunk Answer</i></b>	The dialing sequence needed to connect the incoming call to a trunk.
<b><i>Trunk Rec. Conv.</i></b>	The dialing sequence needed to conference the voice mail caller and subscriber together to record the conversation.
<b><i>Trunk Conf. Transfer</i></b>	The dialing sequence needed to start the conference transfer of an incoming call to a trunk on the switch.
<b><i>Trunk Conf. Busy</i></b>	The dialing sequence needed to pull back the conference transfer if the trunk is busy.
<b><i>Trunk Conf. No Answer</i></b>	The dialing sequence needed to pull back the conference transfer if the trunk does not answer.
<b><i>Trunk Conf. Answer</i></b>	The dialing sequence needed to connect the incoming conference call to a trunk.

<b><i>Trunk Conf. Rec. Conv.</i></b>	The dialing sequence needed to conference the voice mail caller and subscriber together to record the conversation.
<b><i>Internal Paging Transfer</i></b>	The dialing sequence to access the internal intercom paging system.
<b><i>Internal Paging Busy</i></b>	The dialing sequence needed to pull back if the paging system is busy.
<b><i>Internal Paging No Answer</i></b>	The dialing sequence needed to pull back if the paging system does not answer.
<b><i>Internal Paging Answer</i></b>	The dialing sequence needed to pull back after the internal intercom page is complete.
<b><i>External Paging Transfer</i></b>	The dialing sequence needed to access the external intercom paging system.
<b><i>External Paging Busy</i></b>	The dialing sequence needed to pull back if the paging system is busy.
<b><i>External Paging No Answer</i></b>	The dialing sequence needed to pull back if the paging system does not answer.
<b><i>External Paging Answer</i></b>	The dialing sequence needed to pull back after the external intercom page is complete.
<b>Conference Parameters</b>	
<b><i>System Maximum Stations</i></b>	Maximum number of stations that can be involved in conferences system wide.
<b><i>System Maximum Trunks</i></b>	Maximum number of trunks that can be involved in conferences system wide.
<b><i>System Maximum Conf.(s)</i></b>	Maximum number of conferences that can be simultaneously in use system wide.
<b><i>Conference Maximum Stations</i></b>	Maximum number of stations in an individual conference.
<b><i>Conference Maximum Trunks</i></b>	Maximum number of trunks in an individual conference.
<b><i>Whisper to Me</i></b>	Dialing sequence needed to activate whisper page.

### Switch Integration Setup Symbols

<b>SYMBOL</b>	<b>OPERATION</b>
<b>X</b>	Indicates the number being dialed. By placing an "X" in a field you are indicating to dial the number.
<b>&amp;</b>	Perform a Flash Hook
<b>,</b>	Pause for the pause time indicated in switch pause time.
<b>s</b>	Wait for silence on the line or a change in condition.
<b>v</b>	Perform an on hook.
<b>^</b>	Perform an off hook.
<b>r</b>	Clear out the incoming digit buffer.



### Switch Integration File Menu

MENU ITEM	DESCRIPTION
<i>Save</i>	Save the switch information being displayed.
<i>New</i>	This will remove all entries in all fields and allow you to set up a new unlisted switch.
<i>Delete</i>	Delete the switch information being displayed. If this switch is the default then a new default must be defined.
<i>Select</i>	Select a different switch from the current list.
<i>Exit</i>	Close the switch interface dialog.
<i>Save &amp; Exit</i>	Save the switch information being displayed and exit the switch interface dialog.

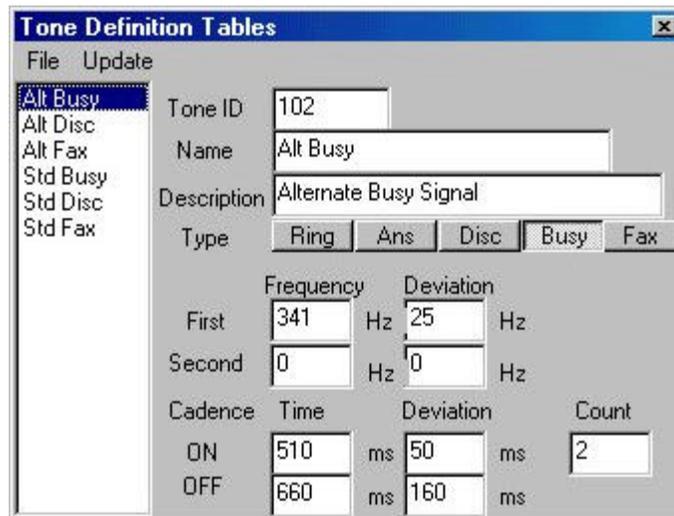


### Switch Integration Setup Menu

MENU ITEM	DESCRIPTION
<i>Default</i>	Set the current switch being displayed as the default system switch.
<i>Load Defaults</i>	Load the default switch information from the backup system.
<i>Save Defaults</i>	Save the current switch being displayed into the backup system. <b>DO NOT SAVE UNLESS TOLD TO DO SO BY TECHNICAL SUPPORT!!</b>

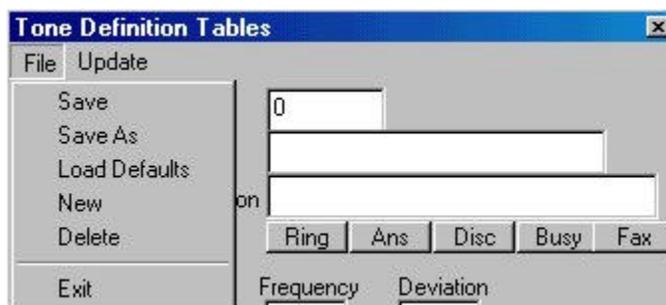
## Switch Integration Edit Menus

The Switch Integration Edit Menus are all advanced menus. Call technical support for assistance in changing information on these menus.



## Tone Definition Tables Definitions

<b>NAME OF ITEM</b>	<b>DESCRIPTION</b>
<i><b>Tone ID</b></i>	This is the tone ID number. It should be between 100 and 500.
<i><b>Name</b></i>	The Name of the tone
<i><b>Description</b></i>	This is the general description of the item.
<i><b>First Frequency</b></i>	Indicates the first frequency being detected in Hz. Must be defined.
<i><b>First Deviation</b></i>	Indicates the number of Hz the first frequency can change.
<i><b>Second Frequency</b></i>	Indicates the second frequency being detected in Hz. Set this to "0" if not used.
<i><b>Second Deviation</b></i>	Indicates the number of Hz the second frequency can change. Set this to "0" if not used.
<i><b>Cadence Time On</b></i>	Indicates the amount of time in ms. the frequency will be on.
<i><b>Cadence Deviation On</b></i>	Indicates the amount of time in ms. the frequency on time can change.
<i><b>Cadence Time Off</b></i>	Indicates the amount of time in ms. the frequency will be off.
<i><b>Cadence Deviation Off</b></i>	Indicates the amount of time in ms. the frequency off time can change
<i><b>Count</b></i>	Indicates the amount times the tone must be detected before reporting it.



**Tone Definition File Menu**

MENU ITEM	DESCRIPTION
<i>Save</i>	Select to save current tone.
<i>Save As</i>	Select to save the current tone under a different name.
<i>Load Defaults</i>	Select to load the default tone table from system. This will replace the current tone set.
<i>New</i>	Select to clear tone dialog and ready for a new entry.
<i>Delete</i>	Delete the current tone being displayed.
<i>Exit</i>	Return to the switch integration dialog.



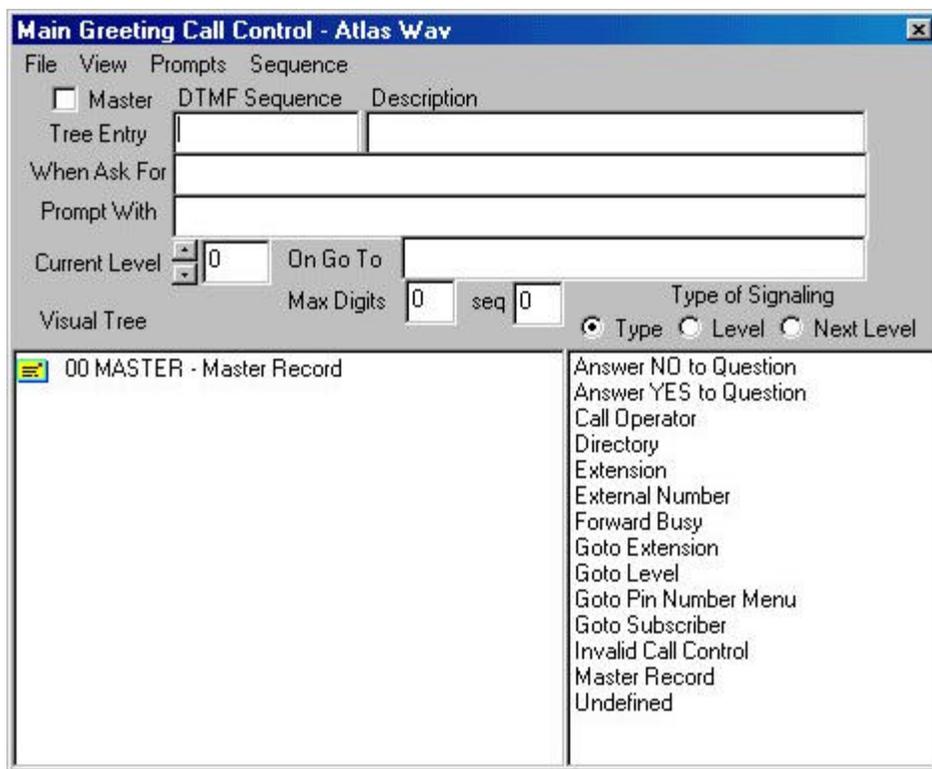
### Tone Definition Update Menu

NAME OF ITEM	DESCRIPTION
<i>Tones</i>	Select to update current tone tables to the system.

### Edit In Band Main Greeting



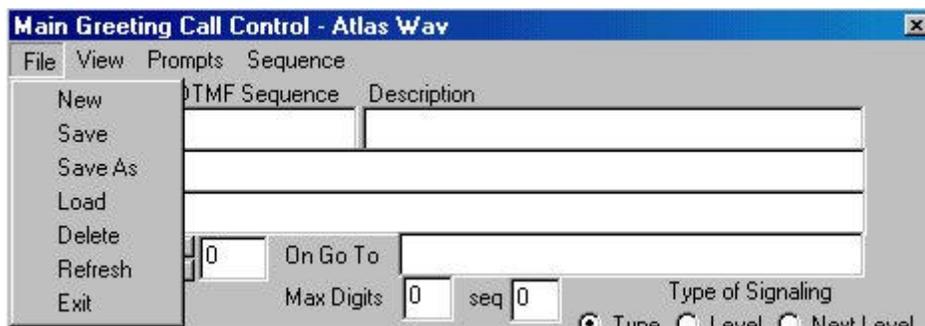
When Main Greeting is selected it will bring up the following screen:



### Main Greeting Call Control Definitions

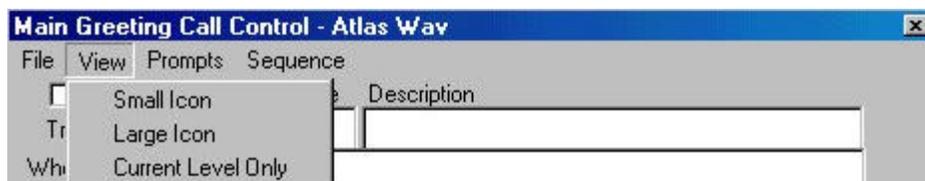
NAME OF ITEM	DESCRIPTION
<b>Master</b>	Click to make this display a master.
<b>Tree Entry</b> <b>DTMF Sequence</b>	This is the value the user will enter to access the definition (using an uppercase “X” or single digit.
<b>Tree Entry</b> <b>Definition</b>	This is the description of the current display.
<b>When Ask For</b>	Speech Recognition input – the same effect as DTMF sequence except it is verbal.
<b>Prompt With</b>	What to say for this entry.
<b>Current Level</b>	This is the current level. A level can be a master or a slave. Masters and slaves are grouped by using this field. All records with a level 1 will be grouped together, etc.
<b>On Go To</b>	Defines where or who to go to under certain conditions.
<b>Max Digits</b>	This is the maximum number of digits that can be entered at one time using this master. Used to make response quicker.
<b>Seq</b>	This is the sequence number used in slaves in order to select the order in which they are prompted out. The order in which prompts are to be played.

<b>Type of Signaling - Type</b>	This is the type of integration defined. Type of signal will display the types with the current one highlighted. To assign simply double click.
<b>Type of Signaling - Level</b>	Display the level list.
<b>Type of Signaling - Next Level</b>	This is the next level assigned to a slave.
<b>Visual Tree</b>	This shows the current masters and slaves in a simple tree type display. Double click to expand.



### Main Greeting File Menu

MENU ITEM	DESCRIPTION
<i>New</i>	Click to reset the dialog to enter a new master or slave.
<i>Save</i>	Save current display.
<i>Save As</i>	To save the current display under a different name.
<i>Load</i>	Load the defaults for the current group.
<i>Delete</i>	Delete current displayed item.
<i>Refresh</i>	Refresh the display.
<i>Exit</i>	Exit the dialog.



## Main Greeting View Menu

MENU ITEM	DESCRIPTION
<i>Small Icon</i>	Click to view the display using small icons.
<i>Large Icon</i>	Click to view the display using large icons.
<i>Current Level Only</i>	Click to view the current level only.



## Main Greeting Prompt Menu

MENU ITEM	DESCRIPTION
<i>Edit</i>	Edit DTMF prompts – show a list of current prompts to select from.
<i>Say</i>	Click to say prompt with or speech prompt.
<i>DTMF Prompt</i>	Click to play DTMF prompt.
<i>Speech Prompt</i>	Click to play speech prompt.



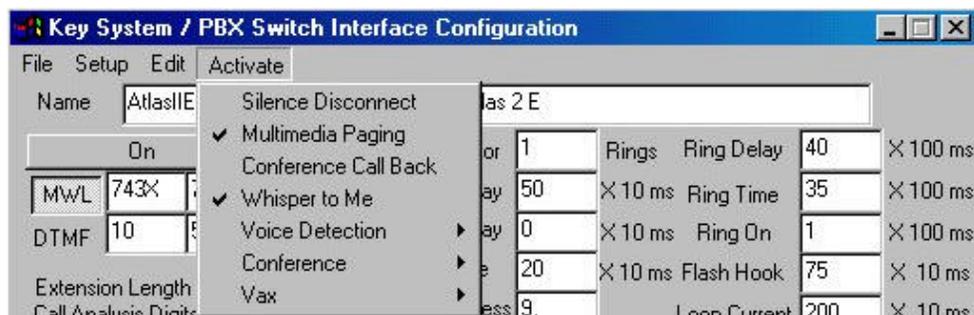
## Main Greeting Sequence Menu

MENU ITEM	DESCRIPTION
<i>Level</i>	This activates the sequencing of this level
<i>All Levels</i>	This activates the sequencing of all levels

**Edit**  
**In Band Call Screening**  
**In Band System Signaling**  
**In Band Play Message Control**  
**In Band Define Phone Numbers**

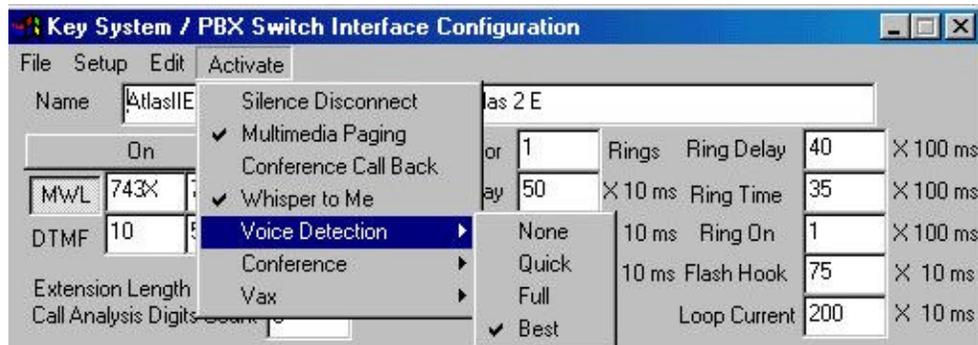


When any of these items are selected a screen similar to the Edit In Band Main Greeting screen will appear. See the Edit In Band Main Greeting screen for Field Definitions and Menu explanations.



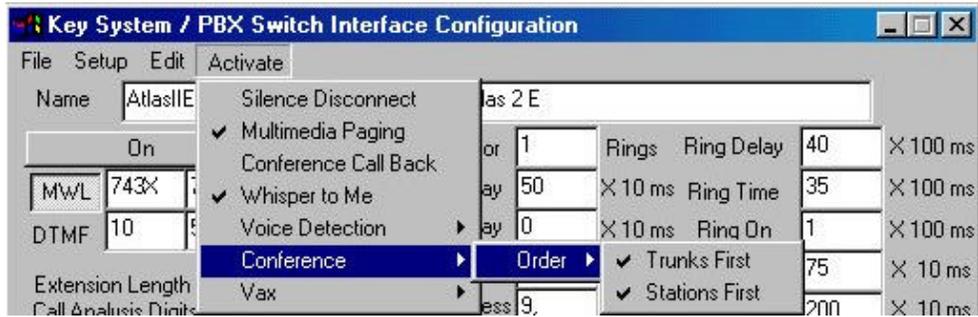
## Switch Integration Activate Menus

MENU ITEM	DESCRIPTION
<i>Silence Disconnect</i>	If active and the system detects silence on the telephone line then a disconnect is assumed. Used for switches that have no disconnect supervision.
<i>Multimedia Paging</i>	If active the sound card in the system is used when intercom paging is needed.
<i>Conference Call Back</i>	If active then the station conference or trunk conference will be used when processing a message center call back.
<i>Whisper to Me</i>	If active then when the called station is busy the WAV can activate whisper page.



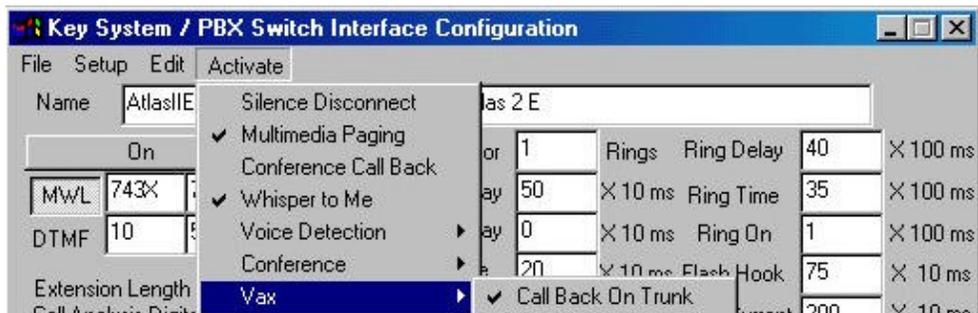
## Activate Voice Detection Menus

MENU ITEM	DESCRIPTION
<i>Voice Detection - None</i>	If active (Quick, Full or Best) the voice detection is used when calling a person.
<i>Voice Detection - Quick</i>	If selected the voice connection is better with less bad connections but the response is slower.
<i>Voice Detection - Full</i>	If selected the voice detection is done quickly but may result in a false connection.
<i>Voice Detection - Best</i>	If selected the voice detection is at its best. This setting can detect an answering device but the response time is slower and you may need to say "hello" twice.



### Activate Conference Order Menus

MENU ITEM	DESCRIPTION
<i>Trunks First</i>	If active then trunks will be added to the conference first and then stations.
<i>Stations First</i>	If active then stations will be added to the conference first and then trunks.



### Switch Interface VAX Call Back On Trunk

MENU ITEM	DESCRIPTION
<i>Call Back On Trunk</i>	If active then the station conference or trunk conference will be used when processing a message center call back.

**File Edit**  
**System Parameters**  
**SMDI Setup**  
**PMS Integration**  
**Comm Ports**  
**Recognition**

System Parameters, SMDI Setup, PMS Integration, Comm Ports and Recognition are menus that should not be used unless requested by Key System US Technical Support. All of the required parameters in these menus will be set up prior to your receiving the Atlas WAV.

**System Signaling Definitions**

The Following Table defines the System Signaling In Band Signaling parameters.

<b>NAME</b>	<b>DEFAULT</b>	<b>DESCRIPTION</b>
Access Help		Command to Access the Help system
Answer NO to a Question	#	Answer no to a question prompted to a caller or subscriber
Answer YES to a Question	*	Answer yes to a question prompted to a caller or subscriber
Ask to record a message		Ask the caller if he or she would like to leave a message
Call Operator	<b>0, 00, 911</b>	Go to the Operator defined in the system
Caller ID		Indicates incoming caller ID information
Clear a subscriber		Command to clear out a subscriber message center of all messages
Dial By Name		Access subscriber's personal directory
Dial By Name Client		Command used to access the systems client list for use with the VAX
Dial By Name Department		Command used to access the system department list for use with the VAX
Dial By Name Personal Directory		Command used to access the dial by name personal directory for use with the VAX
Dial By Name Subscribers		Command to access the system subscriber's list for use with the VAX
Directory	##	Command used to enter into Directory Services
Do Not Use or Ignore		Command to tell the system to skip over this command

Extension	<b>XXX</b>	Defines an extension number
External Number		Defines an external or CO type number
Fax		Defines the extension number routing to a Fax. The extension can be either a subscriber's actual office extension or fax extension.
Forward Busy		Indicates that a call has been forwarded from a station that was busy
Forward No Answer		Indicates that a call has been forwarded from a station that did not answer
Go to Extension		Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
Go to Main Greeting		Command to go to the Main Greeting Menu
Go to Subscriber		Command to go to a subscriber in the system
In the Office		Command to check a subscriber in the office
Line Answered		Indicates a line has answered
Line Busy		Indicates a line is busy
Line Has Dropped		Indicates the connected Trunk or Station has hung up
Line is Ringing		Indicates a line is ringing
Line No Answer		Indicates a line did not answer
Log On		Used in the speech recognition mode to say the password
Maid Status		Indicates which maid is in a guest room. Used with InnFone
Message Center Access		Provide direct access to message by using the primary extension number. The PIN number is asked for
Monitor Caller (Trunk)		Used to allow a subscriber to listen to a caller leaving a message in their mailbox
Out of the Office		Command to check a subscriber out of the office
Record Conversation		Command to allow a subscriber to record an outside line call
Record Emergency Message		Command to record the system emergency message and make it active
Remove Emergency Message		Command to delete the emergency message and return to normal main greeting operation
Request PIN Number on Voice Mail		Command to access Message Center after entering subscriber's PIN Number
Retrieve Caller (Trunk)		Command code for the subscriber to retrieve the outside line caller that they are monitoring while leaving a message in their mailbox.
Set Active Company		Used to change companies in a multi-company installation

Take a Message		Defines the digits dialed to tell a screened caller to leave a message
Trunk Forward		Indicates a Trunk has been forwarded to the system
Trunk Hold Recall		Indicates a Trunk line has been returned to the system
Trunk ID		Used with in-band signalling to specify trunk ID

### Main Greeting Signaling Definitions

The Following Table defines the Main Greeting In Band Signaling parameters.

<b>NAME</b>	<b>DEFAULT</b>	<b>DESCRIPTION</b>
Answer NO to a Question		Answer no to a question prompted to a caller or subscriber
Answer YES to a Question		Answer yes to a question prompted to a caller or subscriber
Call Operator		Go to the Operator defined in the system
Directory		Command used to enter into Directory Services
Extension		Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
External Number		Defines an external or CO type number
Forward Busy		Indicates a call has been forwarded from a station that was busy
Go to Extension		Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
Go to Level		Command to go to another level inside a visual tree
Go to Subscriber		Command to go to a subscribe in the system
Invalid Call Control		Defines digits that will not be allowed
Master Record		Indicates that this is a master record
Undefined		Defines an unknown in band signaling input

### **Call Screening Signaling Definitions**

The Following Table defines the Call Screening In Band Signaling parameters.

<b>NAME</b>	<b>DEFAULT</b>	<b>DESCRIPTION</b>
Answer NO to a Question	#	Answer no to a question prompted to a caller or subscriber
Answer YES to a Question	*	Answer yes to a question prompted to a caller or subscriber
Call Operator		Go to the Operator defined in the system
Extension		Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
Forward Busy		Indicates a call has been forwarded from a station that was busy
Forward No Answer		Indicates a call has been forwarded from a station that did not answer
Go to Extension		Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
Go to Subscriber		Command to go to a subscriber in the system
Hot Talk Message	##	Command to the system to record a real time message that is played back to a caller during call screening
Invalid Call Control		Defines digits that will not be allowed
Master Record		Indicates that this is a master record
Record Conversation	**	Command to record an outside line call
Undefined		Defines an unknown in band signaling input

### **Play Message Control Signaling Definitions**

The Following Table defines the Play Message Control In Band Signaling parameters.

<b>NAME</b>	<b>DEFAULT</b>	<b>DESCRIPTION</b>
Fast Forward on Play	<b>3</b>	Command to Fast Forward 5 seconds during a message play
Pause on Play	<b>2</b>	Command to Pause 5 seconds during a message play
Rewind on Play	<b>1</b>	Command to Rewind 5 seconds during a message play
Speed Down Play	<b>7</b>	Command to slow down the message playback
Speed Reset Play	<b>8</b>	Command to reset the message playback speed to normal
Speed Up Play	<b>9</b>	Command to speed up the message playback
Volume Down Play	<b>4</b>	Command to decrease the volume of the message playback
Volume Reset Play	<b>5</b>	Command to reset the volume of the message playback to normal
Volume Up Play	<b>6</b>	Command to increase the volume of the message playback

### **Define Phone Number Signaling Definitions**

The Following Table defines the Define Phone Number In Band Signaling parameters.

<b>NAME</b>	<b>DEFAULT</b>	<b>DESCRIPTION</b>
Answer NO to a Question	<b>#</b>	Answer no to a question prompted to a caller or subscriber
Answer YES to a Question	<b>*</b>	Answer yes to a question prompted to a caller or subscriber
Call Operator	<b>0, 00</b>	Go to the Operator defined in the system
Extension	<b>XXX</b>	Command to go to an extension. To actually transfer the extension must be defined by one of the subscribers
Invalid Call Control		Defines digits that will not be allowed
Undefined		Defines an unknown in band signaling input

External Number	<b>XXXXXXX XXXXXXXXXX XXXXXXXXXXXX</b>	Defines an external or CO type number
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