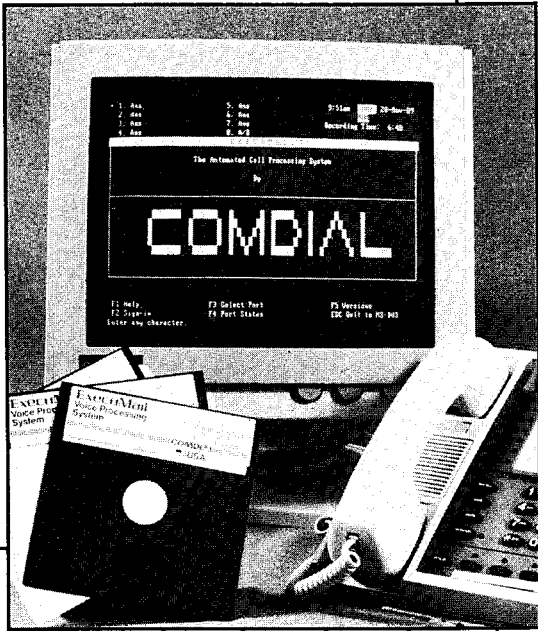# ExecuMail

Voice Processing System

Learning   ExecuMail

Version 6.5

Com: 044

1

COMDIAL

Made right in the USA

Learning
ExecuMail®

Version 6.5

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COMDIAL
Made right in the USA

Contents

Introduction

Congratulations, you have chosen an excellent voice processing system to handle your voice mail and automatic call routing needs: ExecuMail. ExecuMail is a powerful yet easy-to-use system. This *Learning ExecuMail* guide is designed to help you as a system manager learn how the system operates and how you can tap its state-of-the-art features.

Using This Guide

Whether you are a new system manager or customer service representative, take a few minutes to read this guide, follow the lessons, and learn how to get the best use out of the voice mail system. This guide consists of three main sections:

- An *Introduction* which outlines this guide and describes the roles of the people working with the system — the ExecuMail team.

- A series of *System Manager Lessons* which consists of five easy, hands-on lessons covering the basic tasks a system manager handles. In just a few hours, you'll gain an understanding of how to operate the voice mail system, both by phone and at the system's console.

- An outline for *Training Others* which covers how to train other system managers, receptionists, and end users. This section will help you share your knowledge with other members of the ExecuMail team and includes a sample training memo which you can modify or use as is to introduce the system to users, once it is installed.

By the time you have finished this guide, you'll be able to answer user questions about the system, conduct a demonstration of the system — both by phone and at the system console — and will be quite familiar with the system's basic operations.

The ExecuMail Team

Teamwork is the key to a successful installation. This guide, *Learning ExecuMail*, can help you ensure that all the members of the team understand the product and how it can help them in their day-today work. The team consists of the installer, the system manager, the operator/receptionist, and the system subscribers.

The ExecuMail Installer

The installer is responsible for the initial installation and configuration of the system. The installer helps oversee the entire training process at a customer site,

providing initial training for the company's system manager, operator, and
subscribers. The installer can also provide ongoing support when the time comes
to expand the system or its features.

The System Manager

The system manager (or managers; you can have more than one), is responsible
for the day-today operation and maintenance of the voice mail system. The
system manager uses the system console (the keyboard and monitor) to add or
delete subscribers from the system, update subscriber options, and perform
backups or other routine tasks. The system manager also answers users'
questions, trains new subscribers, and acts as the contact person for both system
users and the installer.

While this may seem like a lot to do, it actually takes very little time. The system's
ease of use makes the system manager's job a breeze.

Most companies will have their own system manager on-site, but in some cases
the installer or the installer's customer service representative will also act as a
site's system manager.

The Operator/Receptionis t

The operator or receptionist at a site talks to more callers and end users than any
other person in the company. Thus, this person's opinion and understanding of
the voice mail system can have a tremendous influence on the acceptance and
effectiveness of the voice mail system at a new site. ExecuMail can lighten the
workload of a company's receptionists, allowing them to provide better, more
professional service to those callers who need more assistance. The operator or
receptionist can also answer many user questions that might otherwise have to
wait for the system manager and can provide a seamless interface to the system's
voice mail, call routing, and fax handling capabilities. The operator is an integral
part of the ExecuMail team.

The Subscribers

Even the best voice mail system cannot be effective if the end user does not
understand how to use it. ExecuMail's *1* for Yes, 2 for No conversation makes it
easy for both subscribers and outside callers to use the system. Still, to make full
use of the system, subscribers can often benefit from extra training in the
powerful features ExecuMail offers. This can best be done through ExecuMail's
User's Guide and a brief group training or demonstration by the system manager
or installer.

Once subscribers become familiar with ExecuMail's features, they may want to
use the system's menu mode conversation. The menu mode conversation can
replace the system's yes-and-no conversation with special quick option menus.
While this guide focuses on the system's *1 for* Yes, 2 *for* No conversation, later in
this guide you'll also learn how to set subscribers to hear menus, if they prefer.

The Training Process

ExecuMail is extremely easy to use, but any new product requires training. ExecuMail is a product used by the entire company, just like the Comdial telephone system.

This guide outlines a training process to ensure that the training after installation is complete and that all users are satisfied. ExecuMail is most effective when it is well accepted and appreciated by everyone in the company. By becoming thoroughly familiar with the product yourself, you can more effectively train others on the team.

Using the Checklists

Before you can start learning ExecuMail yourself, the system must be installed and operating. You should go over the items on the Installer **Checklist** with the person installing your system to make sure the system is fully prepared.

If you are a new system manager who will be operating your new ExecuMail system, use the **System Manager Checklist** to identify the steps you should take to learn how to use ExecuMail and introduce it to others in your company.

Installer Checklist

☐ Assemble and install the system according to the instructions in the
   Installation   Manual.

☐ Complete the QuickStart Application Worksheets.

☐ Add subscribers, groups, and other initial configuration information (from
   the   worksheets).

☐ Test the basic functions of the system.

☐ Introduce'the system manager to the system.

☐ Go over with the system manager the system documentation, the system
   manager lessons in this guide, and discuss the options for training the
   subscribers.
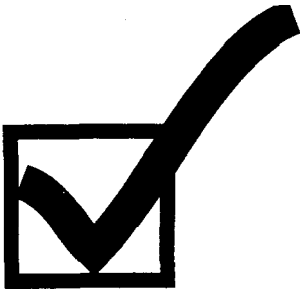
System Manager Checklist

☐   Complete all of the system manager lessons in this guide.

cl   Determine the training method that will work best for your subscribers.

☐   Prepare and distribute the training memo.

cl   Leave a "test" message to each subscriber as described in the memo.

❑   Contact users who do not reply to the "test" message. Answer questions and encourage them to use the system.

❐   During the first week leave additional messages to subscribers encouraging them to ask questions about the system.

☐   Send a follow-up memo.

❑   Make Guest Request Forms available.

System Manager Lessons

For most people, ExecuMail **is** the voice heard on the telephone. This is the voice that politely and quickly answers and directs calls and efficiently takes and delivers messages. This unobtrusive ease of use from a caller's point of view is the result of thoughtful design and years of refinement.

Behind this friendly voice lies a sophisticated computer program. This part of ExecuMail is accessible only from the console (the system video display plus the keyboard). Regular users-called subscribers-never see this part of the system. It is available only to a special kind of subscriber, called the **system** manager. The system manager is the person who uses the console to enter and maintain the information the voice mail system needs for processing calls and controlling operations.

While ExecuMail is sophisticated, it is not complicated-the screens and controls are well organized and easy to use. By following the 5 easy lessons in this section, you can become a skilled system manager in only a few hours.

In these lessons, you'll explore and use the system "hands on," learning how to control its operation and its interaction with callers. You'll use the system both from the console, as a system manager, and from the telephone, calling as a subscriber, guest, and as an outside caller. You'll also learn how to fine-tune and enhance system operation as needed.

The lessons are complete. Only technical details that are the responsibility of your installer have been left out. (These details are in other parts of the system documentation however, if you should ever need them.)

We've kept things simple, too. The lessons don't make assumptions about your level of computer skills. *Everything* **you** need to know is covered, step by step.

Lesson Organization

To help you learn and retain your new skills quickly and painlessly, lessons are in a "discuss-do-review" format. First, we start each lesson by discussing what you can expect to learn. Next comes the hands-on part of the lesson with step-by-step instructions. Each lesson ends with a short review of the topics discussed and new terms defined. For best results, be sure you are familiar with each topic and term before you continue.

Along with the topic review, we give cross-references to other parts of the system manuals that also cover what you have just learned. When you complete a

lesson, browse through this material. The better you know the documentation for the voice mail system, the better you'll be able to take advantage of the system's many features and options.

Learning on a Live System

If you'll be training on the voice mail system as it answers your calls, you might be concerned about the effect your training could have on normal call processing operations.

Training won't hamper normal activity. You can complete training *while* the system answers and processes calls. In fact, lessons 1 and 2 don't change anything on the system at all-you'll only tour screens and test commands. And while lessons 3, 4, and 5 do add sample data to your system, these samples are designed to avoid conflicts or interference. Don't worry about "breaking" anything, either. The system carefully protects its voice messages and other stored information.

Once you complete the lessons, you'll find easy, step-by-step instructions for removing all samples, so that you can quickly return the system to its original state.

Before You Start the First Lesson

Before you start the lessons in this guide, the system must be installed and working. Your installer must have already installed the voice mail system and connected it to the Comdial telephone system. This doesn't mean that the voice mail system must actually be in use in your organization, but it must be *ready* to use. An **Installer Checklist** appears on page 4. You can go over this checklist with your installer to be sure your system is ready to use. You'll also need:

■ A telephone near the system console that you can use to call the system.

■ The number to dial in order to call the system directly.

If you don't have a telephone available at the computer **or** you don't know how to call the system, ask your installer for assistance.

If you do have the telephone and number, you are ready to go. In a few minutes, you'll learn how to start the system (if it is now off), and learn how to make sure everything is working properly.

What You'll Accomplish

These 5 lessons will give you a thorough understanding of:

■ How the system answers and routes calls.

■ How it takes and delivers messages.

■ How to teach subscribers to use the system.

■ How to add or remove subscribers or change their message options.

The first lesson takes about 30 minutes to finish; the remaining lessons take about an hour each. While you may complete these lessons at any comfortable pace, take breaks after lessons 2, 3, and 4. Ideally, try to complete the lessons over a two or three day period. Allow time to review each lesson before you continue

with the next. Once you have completed lesson 5, you'll have learned everything you need to use the system right away.

Lesson Goals

Lesson 1 is a quick introduction to the system. Here, you'll learn how to start, stop, and restart the system, how to sign in and out at the console, and how to move through the system's screens. You'll also learn your duties as system manager.

Lesson 2 shows you how the voice mail system is organized. This material will give you an overview of the entire system. You'll understand where to look for a particular feature, option, or function. As part of the overview, you'll learn about each of the system's different screens in detail.

Lesson 3 will teach you the ins and outs of adding subscribers and guests to the system. In the process, you'll learn how to review, record, and change various system prompts, names, and greetings. You'll practice adding subscribers and learn how to control call transfer and message delivery.

Lesson 4 teaches you how to use the system from a subscriber's point of view. You'll practice leaving and retrieving messages. You'll learn how to review and redirect messages, and how to cancel an undelivered message. Finally, you'll learn how a subscriber uses setup options to record his or her name and personal greetings by phone.

Lesson 5 teaches you how to place subscribers into message groups to speed delivering the same message to several people at once. As you continue with your "subscriber" practice by leaving and retrieving group messages, you'll learn how to pause, rewind, and fast forward through messages and use other touchtone controls. You'll also learn how a subscriber sets and uses a security code and how you, as system manager, can delete a forgotten security code.

Lesson 1: The Screens & Keyboard

This first lesson is a quick, hands-on introduction to the voice mail system's screens and commands. (It is also a good, quick refresher if you have not used the system for a while.) You'll tour the system without doing anything that will change existing settings or information.

Here, you'll learn how to sign in and out of the system at the console and you'll learn to move from screen to screen. We'll define your role as a system manager and touch upon the division of duties between you (as system manager) and your installer.

Using the System Keyboard

You'll soon be starting the hands-on part of the training lessons. Here's the format we'll use for typed instructions:

Key Names

When you see a word in a shadowed box, it represents a key or combination of keys on the console keyboard. For example, ⎯Enter refers to the key labeled "Enter" on the keyboard.

Sometimes we'll show a combination of two or more keys separated by hyphens, Ctrl-S, for example. This means, press *and* **hold** the Ctrl key and then press the S key. After you press S, release both keys together.

We don't use the boxed key symbols for every keystroke—this would be hard to read. But we *will* use the symbols to distinguish between typing the letters of a word, "Enter" for instance, and pressing a single key, ⎯Enter.

Typing Your Response

We'll use two simple "direction" words, *type* and press, to tell you what to type on the keyboard or dial on the telephone. For example:

Type: 866 [-Enter)

This means that you would type "866" on the keyboard and then press the ⎯Enter key. The words and letters we want you to type are printed in a typewriterstyle typeface for added clarity. Type your response as shown-match uppercase and lowercase letters exactly.

"Press" refers either to a single-key action at the keyboard or one or more touchtones on your telephone. For example:

Press: `← Enter`

Press ☎: 1

In the first instance, you would press a single key on the keyboard. In the second, you would press it on the telephone keypad, as indicated by the small picture of a telephone.

Finally, when you type, don't use "1" (lowercase letter "L") for the number one ("1") or "O" (uppercase letter "o") for zero ("0"). While these characters look similar in print, they are not interchangeable on the keyboard: they won't work. (When the distinction is not clear on the page, we'll specify number or letter.)

Following the Results of Your Actions

Along with "type" and "press," we'll use a special two-column format for stepbystep instructions. The left column will show you what to press or type and the right column will show what you'll see on-screen or hear on the telephone. Think of the left column as the "action" you are to perform and the right column as the corresponding "result." For example:

ACTION	RESULT
Press: `F2`	**Please enter your ID:**
Press ☎: 1	*"I'll record your message now. "*

In the first example, you would see the words "Please enter your ID" appear on the console screen immediately after you press `F2`. In the second example, you would hear "I'll record your message now" on the telephone immediately after you pressed "1" on the telephone keypad. As you do the training, use the right "results" column to confirm that you are proceeding properly.

How to Start or Restart ExecuMail

ExecuMail is a full-time, dedicated system. The software uses the system *100%* of the time. You'll not do anything else (like word processing) with the voice mail computer. Except in special circumstances, it will remain on and active, answering and processing calls, 24 hours a day. As such, the system computer, monitor, (and printer if one is part of the system) *should never be switched oft:*

When you sit down at the console, the system should be on and active. You should see either the system "Banner" screen showing the system logo or the words **AWAITING A KEY** on an otherwise empty screen. If you see the Banner screen or the **AWAITING A KEY** message, skip ahead to the next topic heading.

Otherwise, if the system is turned on but the voice mail software is not running, you need to restart the system. (Don't restart the system if the software is already running.) Here's how:

Press: `Ctrl`-`Alt`-`Del`

Press the 3 keys simultaneously. This usually takes both hands. (It is hard to do, so that you won't do it accidentally.) Once you press the keys, it might take a second or two before you see any activity.

This combination of keys restarts (or "reboots") the system. Restarting the system reloads and restarts the software programs used by the system. Restarting ensures that the system tests and reloads itself in the correct sequence. The restart sequence can take several minutes to complete, depending on your particular installation.

On rare occasions, the system might not respond or might stop working properly (we'll discuss how to see if this has happened, below). The ⌨Ctrl⌨Alt⌨Del restart sequence is usually all you need to get the system back into operation.

> *NOTE: If the system computer is switched off, contact your installer.* This might mean the system installation is not complete. You might still be able to train on the system computer, but you'll need to check with your installer to ensure that doing so won't interfere with the installation process or normal telephone operations.

Awaiting a Key

```



                              AWAITING  A  KEY




```

Generally, when you sit down at the console, the system will be turned on and active. However, the screen will probably be *blank* except for the message AWAITING A KEY. This is normal. Since the system is always on, it includes a feature that prolongs the life of the monitor. After a few minutes of keyboard inactivity, the system clears the full screen and displays this short message instead. The message itself changes screen position every few minutes.

The **AWAITING A KEY** message will disappear and the screen will return to normal with the first key press. Try it now...

Press: ⌨←Enter   The Banner Screen is shown.

> **NOTE:** As you use these lessons, the system may clear the screen and show **AWAITING A KEY.** This will happen if you pause to read or attend to something else for more than a couple of minutes. When this happens, just press any key before you resume the lesson instructions.

The Banner Screen

```
1. Ans                                          12:37pm  DAY  29-Jan-94
2. Ans
3. Ans                                          Recording  Time:    3:oo
4. A/D

                            E X E C U M A I L

                               *    *    *

                          Comdial    Corporation



                     COMDIAL



F1  Help                    F3  Select  Port           F5  Versions
F2  Sign-in                 F4  Local  on/off          ESC  Exit
nter  any  character.
```
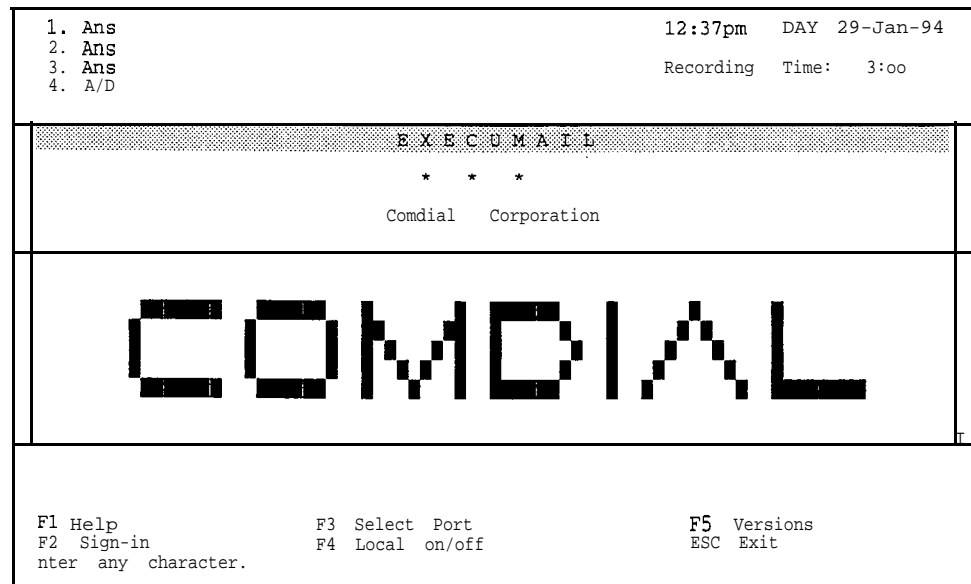
The Banner Screen is shown whenever the system is active but secured (and the screen protection feature has not cleared the screen). Here is where you sign in to the voice mail system to perform your system manager duties.

The Banner Screen has many important status and activity indicators on it. Let's review them:

Ports available and port status: The upper-left comer of the Banner Screen shows port numbers (1, 2, and so on) along with an abbreviation stating current port status (**Ans** meaning "ready to answer," for example). These indicators change while calls are answered and processed. If your system is processing calls as you train, you have probably seen these indicators change. *Port* simply means a single incoming telephone line answered by the system. The number of available ports helps to define the "size" of your system. This can range from 2 to 16 ports.

Earlier, we mentioned a quick test you can use to make sure the system is working. Simply dial the voice mail system and see if it answers your call. Use the telephone near the console and try it now...

Press ☎: {dial the number for   *"Hello, this is... "*
        your system}

Your system should answer within a few rings. If you watch the port status area, you'll see a **RINGING** indicator followed by **DAY ANSWER** (or **NIGHT ANSWER,** if you are working after hours) as your call is answered.

To   disconnect...

*Press=:*** *   . ..and **hang up the telephone.**

Date, time, and answering status: These indicators are in the upper-right comer of the Banner Screen. The date and time shown are from the system's internal clock and calendar. The voice mail system uses these to time and datestamp

messages. For best results, they should be accurate. You can change the system
date and time within ExecuMail. We'll show you how in the next lesson. The
answering status indicator shows either **DAY** or **NIGHT** depending on whether
the system is answering with its daytime or nighttime greeting. This is determined
by the Day Mode schedules you set within the system. These will be covered in
the next lesson, as well.

Keylock status: Just below the date and time, is an area that shows whether or
not the `Caps Lock`, `Num Lock`, or `Insert` keys have been pressed on the
console keyboard. When set on, **CAPS** keeps all letters UPPERCASE, **NUM** enables
the keyboard 10-key pad, and **INSERT** means that typed characters will be
inserted into a line (rather than typing over the existing characters). These keys
may or may not be pressed on your keyboard. Try them now so you can see the
status indicators on the screen:

Press: `Num Lock`   **NUM** indicator toggles on or off.
Press: `Caps Lock`   **CAPS** indicator toggles on or off.
Press: [Insert]   **INSERT** indicator toggles on or off.

Try these keys several times. Leave them   *OFF* when you finish.

Recording time: Messages are recorded digitally on the system's internal hard
disk drive. Once heard, messages are erased after a predetermined period. The
recording time indicator shows the number of hours and minutes available for
new messages. (For example, **5 : 24** ≈ 5 hours, 24 minutes of storage time
available.) Depending on your equipment, the total time available for message
storage can range from a few hours to dozens of hours. Your installer has helped
select the best-sized system for your organization. Watching this number grow
and shrink over time will give you a feeling for how much recording time is
"normal." If your organization grows, and this number starts to drop dramatically,
your installer can quickly help you expand recording capacity.

Banner logo: Your installer may have customized this area of the screen with
your logo instead of the system logo. As a result, this area might not match the
screen shown on page 12.

Available Function Keys: Along the bottom of the Banner Screen, there is a list
of keys showing functions currently available. These correspond to the keys
labeled "F1" through "F5" on your keyboard. For example, pressing `F1` gives
you on-screen help. Different screens have different combinations of functions,
but the ones available are listed here. Try this yourself:

Press: `F5`   Software version information is shown.
                                        PRESS ANY KEY TO CONTINUE

Version numbers can be important for telephone support by your installer. If you
are asked what "version" of voice mail software you are using, look here.

Press: `←Enter`   Software version information clears.

Press: `F1`   Help for the Banner Screen is shown.

The help system gives a summary for each system screen. Use the `↑` `↓`
`PgUp` and `PgDn` keys to review help. Try it now...

Press: PgDn	More help for the Banner Screen is shown.
Press: ↓ ↓	Two more lines of help for the Banner Screen are shown.
Press: PgUp	Move back one screen-full of help.
Press: ↑ ↑	Move back two lines of help.
Press: Esc	Help information clears.

You'll sign in with F2 in just a minute. You'll learn to use F3 and F4 in the next lesson.

One-lime **help:** At the bottom of the screen, immediately below the function key list, is a one-line typing help indicator. This tells you what the system expects you to type. It now reads **Enter any character.** The system will accept anything you type. As you enter information in the system, watch this area for quick reminders.

Subscribers, Guests, and Outside Callers

Let's define some terms we'll be using frequently in the rest of these lessons:

The term *subscriber* refers to all enrolled *users* of the voice mail system. **Enrolled** means that the user's name, extension number, and other information have been entered in the system. This term encompasses regular subscribers and system managers. Nonsubscribers-customers, clients, and friends who telephone your organization-are called *outside callers.*

A *guest* is a person who is hosted by a particular subscriber. A guest is given a "guest mailbox" and very limited system privileges. For example, a client who calls frequently could be assigned as a guest of one of the staff. Unlike an outside caller, a guest can leave and *receive* private messages from his or her host subscriber. Guest privileges give a person two-way communication on the system, but only with the host staff member. When a system feature is available to guests as well as subscribers, we'll mention "subscribers and guests" explicitly. You'll create sample guests in Lesson 3.

Signing In to the System

The voice mail system protects its operations and aata from casual "browsers" with a system of *Personal IDs.* This applies to both the console and the telephone. Each subscriber and guest uses his or her Personal ID to retrieve messages and perform other tasks by phone.

As a system manager, you'll use your Personal ID to enter the system from the console keyboard as well. As shipped, the system contains a sample system manager named "Thomas Jefferson" whose Personal ID is "TOM" (or "866"). At the Banner Screen, F2 is the command you use to sign in. Sign in as Thomas:

Press: F2   **Please enter your ID:**

Type: TOM `←Enter`   **QuickStart APPLICATION Page 1** is shown.
or type: 866 `←Enter`

That's all there is to signing in as system manager! Since signing-in is easy, remember to change your Personal ID regularly to protect system security.

> **NOTE:** If you cannot sign in, your installer or another system manager may have removed or edited Thomas Jefferson. If you cannot sign in as Thomas, use your actual Personal ID or contact your installer for a System ID to use for training. While we'll be adding our own sample system manager later in the lessons, you'll need a substitute for Thomas Jefferson for now.

We'll finish this lesson by taking you on a brief tour of the system screens. First, it is important to learn how to sign out.

Press: `Esc`   **Are you sure you want to sign**
                                              out to the banner screen? (Y/N):

To confirm your intentions...

Press: `Y`   The Banner Screen is shown.

At the Banner Screen, `Esc` also signals that you want to "exit the system." Exiting stops call processing-no calls are answered. (All messages stored on the system are saved.) While the system software should normally be left running, as system manager you'll need to exit the system from time to time. For example, you'll have to exit the system in order to make backup copies of the system software and files. Of course, you should shut down call processing at an announced time, when it will cause little or no disruption.

To keep an unauthorized person from exiting the system and shutting down call processing, the system always asks for the system manager password before exiting. Like signing out, asking to exit gives you a chance to change your mind. Try it now...

Press: `Esc`   **Are you sure you want to exit**
                                              AND DISCONNECT ALL LINES? (Y/N):

Press: `Y`   **To exit, please type your ID:**

Let's **not** exit the system for now, so as to keep processing calls...

Press: `Esc`   The password message clears.

If you do shut down the system (accidentally or intentionally), press the `Ctrl`-`Alt`-`Del` key combination to restart the system.

Overall, it is a good idea to protect the system by placing the console in a restricted area. **Don't try to limit access by unplugging** the **keyboard.** Doing this will often make the system stop working. Even if the system continues to run, the keyboard will probably not work when plugged back in. In either case, you'll be forced to restart the system.

As an added security feature, the system automatically signs you out if there is no keyboard activity for several minutes. This protects the system if you forget to sign out or if you are distracted by a long interruption.

This feature is great when it works as anticipated, but since you'll be pausing to read as you use these lessons, you might find yourself unexpectedly signed out on occasion. Automatic sign out takes place in two stages. First, after a few minutes of inactivity, the screen will display a sign-out confirmation message:

> Are you sure you want to Sign
> out to the banner screen? (Y/N):

Simply press ⏎Enter to clear the message and continue. If the confirmation remains unanswered for several more minutes, the system secures itself and returns to the Banner Screen. If this happens, just sign yourself back in (using F2 and your Personal ID), then return to the correct screen before you continue the lesson instructions.

Screen Tour

Let's take a short tour of the different system screens. With this tour, you'll learn how the screens are organized and which commands help you move from screen to screen. At the Banner Screen, sign back in as Thomas Jefferson:

Press: F2   Please enter your ID:

Type: TOM ⏎Enter   **QuickStart** APPLICATION Page 1
or type: 866 ⏎Enter   is shown.

The voice mail system is organized around 6 information screens. Each screen contains one or more *pages* of information. Simple commands let you move from screen to screen and from page to page within a given screen. Figure 1 on page 17 will give you a feel for the system organization.

From the illustration, you can see the 6 screen names: QuickStart Application Screen, Personal Directory Screen, Groups Screen, Transaction Directory Screen, Voice Prompt Editor Screen, and QuickStart Switch Setup Screen.

The F5 Previous Screen, and F6 Next screen commands let you move from screen to screen. You can think of F5 as moving "backwards" through the screens and F6 moving "forward," relative to your current position. In a way, the screens are really in a kind of circular arrangement, since, if you press either F5 or F6 six times in a row, you'll be right back at the screen you started from.

Try these commands yourself starting from the QuickStart Application Screen...

Press: F6   PERSONAL **DIRECTORY** is shown.

This is the first page of the subscriber and guest directory. There will be one page for each person enrolled in the system. By default, the system keeps this list in

The Console Screens

QuickStart
Application
Screen

Personal
Directory
Screen

QuickStart
Switch Setup
Screen

Voice Prompt
Editor
Screen

Groups
Screen

F6

Next   Screen

Transaction
Directory
Screen

F5

Previous   Screen

Moving between pages of a single screen
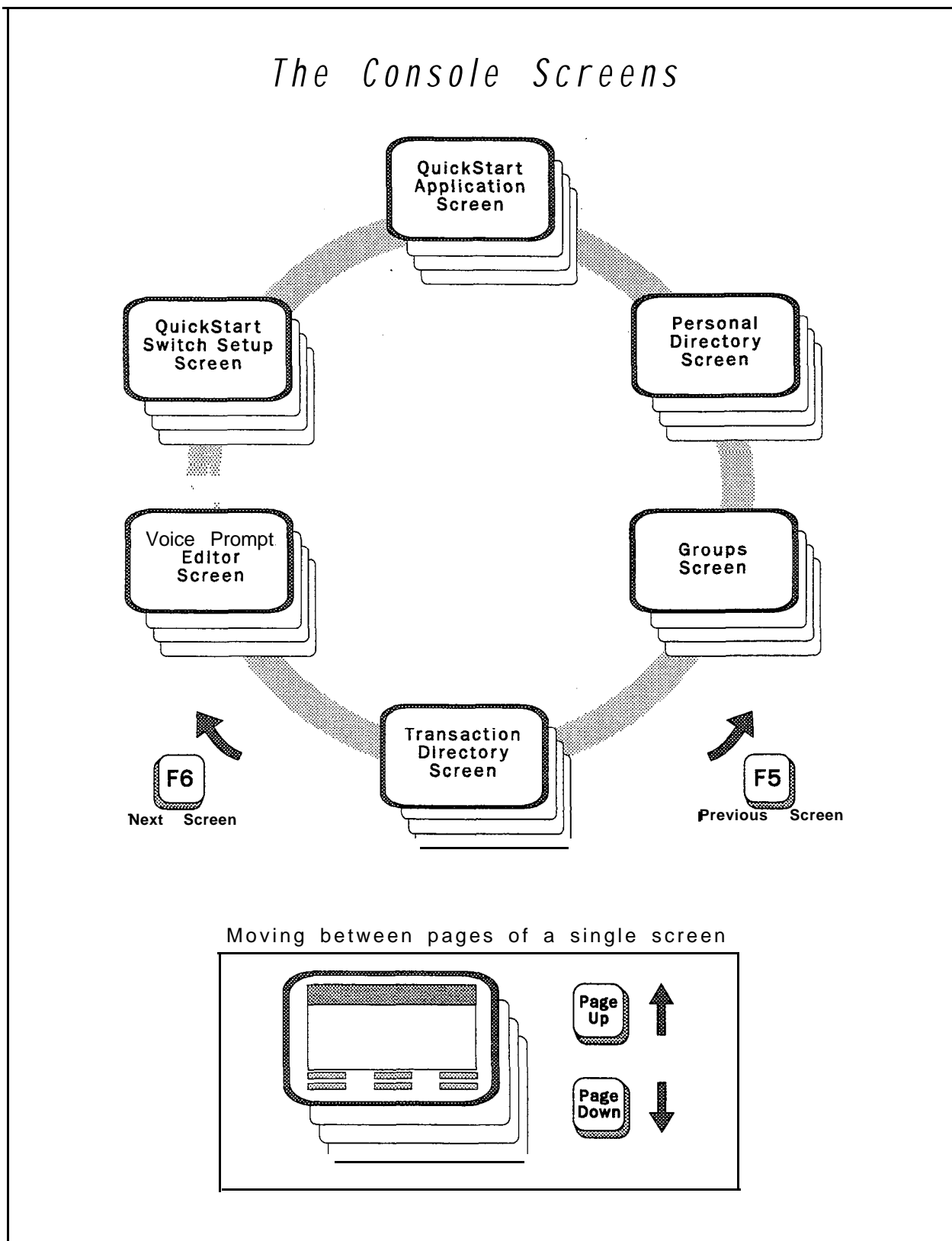
Page
Up

Page
Down

Figure 1: Screen Organization

alphabetical order by last name, so you'll. see the directory page for the first person, alphabetically, in your organization. We'll discuss lineby-line details of this and other screens in the next lesson. For now, just concentrate on the overall screen organization.

NOTE: You may see a subscriber who has a name that begins with a letter (like **JPD**) or an extension number in brackets (like **{100}**). These occur when a subscriber enrolls him- or herself by phone or when you have extra subscriber mailboxes on the system. We'll discuss how subscribers and guests are added in Lesson 3.

Press: F6   GROUPS   is shown.

Subscribers (and guests, in certain cases) can be put in "message groups" to speed delivering the same message to many related people. For example, you could have a message group called "Everybody." Sending a single message to this group would deliver it to everyone in your organization. Message groups typically mirror your organization by department.

Message groups can be added by phone by subscribers, or the system manager can add message groups at the system console. In either case, message groups are sorted by group name or number. The system has options that let you choose who can leave group messages and how messages are delivered to group members. In Lesson 5, you'll create sample message groups by phone and at the system console and you'll learn about group options.

Press: F6   TRANSACTION   DIRECTORY   is shown.

Transaction boxes let the system route certain kinds of   calls,·and collect and distribute information from and to callers. Transaction boxes give the system a wide range of uses. This feature is discussed in the   *Reference Manual.*

Press: F6   VOICE   PROMPT   EDITOR   is shown.

This screen lets you review and modify the recorded prompts that the system uses to create its "conversation" with callers. On this first page, you can see some of the recordings used in conversations. In later lessons, you'll learn how to review and modify these recordings as desired.

Press: F6   **QuickStart** SWITCH SETUP
                                   Page 1 of 3 is shown.

The Switch Setup Screen contains 3 pages of technical settings that let the voice mail system communicate with your particular Comdial telephone system. Your installer may have already selected the correct Comdial telephone system and made any fine-tuning adjustments.

You have moved forward through all 6 screens. If you were to press ⌷F6⌷ once again, you would return to the QuickStart Application Screen. As practice though, use ⌷F5⌷ to move backward to where you started...

Press: ⌷F5⌷   VOICE PROMPT EDITOR is shown.

Press: ⌷F5⌷   TRANSACTION   **DIRECTORY** is shown.

Press: ⌷F5⌷   GROUPS   is shown.

Press: ⌷F5⌷   PERSONAL   **DIRECTORY** is shown.

Press: ⌷F5⌷   **QuickStart** APPLICATION Page 1
                                        is shown.

Unlike the ⌷F5⌷ and ⌷F6⌷ keys, the ⌷PgDn⌷ and ⌷PgUp⌷ keys move through the pages of a particular screen. For example, the QuickStart Application Screen has 6 pages that control how the system answers and processes calls. (If your system has an optional feature package installed, you may have more than 6 QuickStart Application screens.) Your installer will have entered much of this information for you already. Move through the pages...

Press: ⌷PgDn⌷   **QuickStart** APPLICATION Page 2
                                        is shown.

(If ⌷PgDn⌷ doesn't work, make sure the Num Lock indicator is off.)

Press: ⌷PgDn⌷ ⌷PgDn⌷ ⌷PgDn⌷ ⌷PgDn⌷ {slowly, please}

                                        QuickStart APPLICATION Page **3**
                                        through
                                        QuickStart APPLICATION Page 6
                                        are shown.

Finally, move back up a page...

Press: ⌷PgUp⌷   **QuickStart** APPLICATION Page **5**
                                        is shown.

Screen **Shortcut** Keys

Since there are only a few different types of screens, yoc can move quickly through the system using the ⌷F5⌷ and ⌷F6⌷ keys. However, there is also a shortcut to move directly to a particular screen as desired:

Press: ⌷Ctrl⌷⌷G⌷   **GROUPS** is shown.

This shortcut method lets you jump directly to a given screen. The letter combinations are:

⌷Ctrl⌷⌷A⌋ QuickStart Application   ⌷Ctrl⌷⌷T⌋ Transaction Directory
⌷Ctrl⌷⌷D⌋ Personal **Directory**   ⌷Ctrl⌷⌷P⌋ Voice Prompt Editor
⌷Ctrl⌷⌷G⌋ u p s   ⌷Ctrl⌷⌷S⌋ QuickStart Switch Setup

You'll jump to the Personal Directory most often. Try it now...

Press: Ctrl D   PERSONAL   DIRECTORY   is shown.

The Role of a System Manager

Earlier, we said the system manager is the person who enters and maintains subscriber and other information that the system uses for processing calls and controlling operations. This is a limited view. As system manager, you are also the person responsible for the acceptance of the system by other staff members. Ultimately, you are the person who can make the system a successful, fully integrated part of the organization itself.

Your duties as system manager fall into 4 broad areas:

System maintenance: This includes inspecting and testing the system daily to ensure that it is active and working, optimizing the system's hard disk, and making backups of the system periodically as insurance against service disruptions.

Database maintenance: *The database* is the collection of subscriber and other information stored and used by the system. This includes recordings (prompts, names, and greetings). You'll periodically add to, edit, or delete information in the system database. For example, you'll probably add new subscribers to the system at some point. Routine attention to detail here keeps the system flowing smoothly.

Training: During the start-up phase, when the system is new to everyone, your role as an "expert subscriber" is critical. Others will rely on you as a system manager for quick answers to basic questions. The approach you use for training depends upon the number of subscribers. It can be as formal or informal as needed. At first, you might want to train users in conjunction with your installer. At a minimum, training must achieve three things: First, you must let each subscriber know that the system is on-line. Second, you must tell subscribers the minimum steps they must take to get started (listening to the enrollment conversation, or accessing their setup options to record a name and greeting, for example). Finally, you must tell subscribers about the learning tools available (the *User's Guide* and any other materials you or your installer have prepared). After a while, training will be reduced to training any *new* subscribers, notifying others of any system-wide changes made, and perhaps reminding subscribers of advanced features and "expert" shortcuts and tips.

Motivation: One of the most important things a system manager does is ensure that the system becomes an accepted, fully integrated part of the organization. This is more than teaching subscribers to press the right buttons; it is crucial that you be an advocate of the new system. Others will follow your lead in accepting and using the system.

As you can see, the job of system manager takes a combination of organizational, teaching, and motivational skills. At first glance, this might seem like a lot to tackle. Remember that you'll be approaching the job in stage-s-you won't have to do everything all at once.

Plus, your job is made much easier by 3 things:

■ **Subscriber education** is easy. In most cases, subscribers teach themselves how to use the system simply by listening to the enrollment conversation. The system guides a new subscriber through setting up a voice mailbox with easy yes-and-no questions. Or, subscribers can learn about the system by reading the *User's Guide.*

■ Your **installer has eliiated a lot of** the **details** for you by configuring many system features and options. You can learn the basics quickly, and then add to your skills at your own pace.

■ **Training will teach you everythii you need to know** to become a successful system manager. The skills you learn here will help you educate and motivate other subscribers.

Other System Manager Considerations

Here some other things you should consider:

Background knowledge: As system manager, it will help if you understand your Comdial telephone system. This means knowing how extensions are numbered and organized. This also means knowing how to use the functions and features available on individual telephone sets. When subscribers ask questions about the voice mail system, they will also ask questions about other telephone features.

Tie requirements: While not a full-time job, your system manager duties do require routine attention. Generally, this time will decrease as you move from the start-up and training phases into normal operations with the system. Your installer can give you a better idea of what to expect based on your specific situation.

Sharing system manager duties: System manager duties can be shared by two or more people. The system does not limit the number of system managers. You can have as many subscribers with "system manager" status as you need. How duties are shared depends upon the special needs of your organization. For example, you might handle the basics, while your installer does the rest. Or, you might handle the "keyboard" part of the job and leave education to an in-house trainer. Once you complete these lessons, you'll understand the scope of the job. Then, you'll be best able to decide if and how you want to share system manager duties.

The Role of Your Installer

Your installer is an active partner in your system investment. He or she can help you get the best use from your voice mail system. Your installer ensures that the voice mail system and the Comdial telephone system integrate. "Integration" means that the two systems communicate fully with each other.

You may also depend upon your installer for:

■ Configuring **and** setting **up** the **system.** This includes collecting and entering subscriber and other information. Your installer will help you choose the initial messages, options, and other such details that best fit your current needs.

■ **Initial education and orientation.** In addition to helping you learn and understand the voice mail system, this means teaching you other important details that are "outside" the software itself. Examples of these are: the

names and locations of the system components, location of power switches and other important controls, *and how to optimize the system's hard disk and make backups of the system software and database files.*

■   **Ongoing technical maintenance.**   This includes servicing the system computer and other components as needed, and system expansion and enhancement. Examples are: increasing the number of telephone lines answered, updating system software, and implementing improved or expanded features.

■   **Solving problems and** answering **questions.**   When you have a question or a problem, call your installer. Your installer is most familiar with the details of your overall system. As a result, your installer can solve your problems and answer your questions quickly and competently.

Summary

This is the end of Lesson 1. Spend a few minutes using the commands you have just learned to move to various screens and pages. Once you are comfortable with the commands and the system's screens, press `Esc` then `Y` to sign out. Review the summary below before you begin the next lesson.

Key Topics and Terminology

How to start or restart the voice mail system
"Awaiting a key" message
The definition of "port"
Quick, "Hello" test

The Banner Screen and its indicators, including:
     Ports available and port status
     Date, time, and answering status
     Keylock status
     Function keys available listing
     One-line help reminder

The definition of "subscriber," "guest," and "outside caller"
How to sign in and out at the console
The definition of Personal ID
Automatic sign out
Screen organization
The definition of "screen" and "page"
Your role as a system manager
The role of your installer

Command Functions

`Ctrl`-`Alt`-`Del` for system reset/restart
`Esc` to sign out or exit system
`PgDn` `PgUp` for moving through screen pages

`F1` for on-screen help
`F2` for sign in at Banner Screen
`F5` for version number information at Banner Screen
`F5` for moving backward through category screens
`F6` for moving forward through category screens

⌨`Ctrl`-`A` for QuickStart Application Screen
⌨`Ctrl`-`D` for Personal Directory Screen
⌨`Ctrl`-`G` for Groups Screen
⌨`Ctrl`-`P` for Voice Prompt Editor Screen
⌨`Ctrl`-`S` for QuickStart Switch Setup Screen
⌨`Ctrl`-`T` for Transaction Directory Screen

Additional information

Please *see* these *Reference Manual* topics for discussions related to this lesson:

- *Port Applications*
- *System Manager*

Lesson 2: Reviewing System Features

In Lesson 1, you took a brief tour of the six screens that the voice mail system uses to process calls and control operations. In this lesson, you'll **take** an in-depth look at each of these screens. We'll discuss specifics of how each screen is organized and used, and what information each screen contains. In the process, we'll introduce you to the Reference *Manual* and other learning guides by showing you where to look for details about the things we can only touch upon here.

You'll also learn how to use the system's "local connect" feature to listen to prompts, names, and greetings. As in Lesson 1, you'll use the system without making any changes in existing settings or stored information.

While this lesson contains more reading than hands-on activity, many important terms and concepts are defined here. The remaining hands-on training lessons depend upon your understanding this material.

QuickStart Application Screen, Page 1

```
                    Q U I C K S T A R T   A P P L I C A T I O N        Page 1 of 6
1.  Site name:  Your  Company  Name
2.  Contact:                                              Phone#:
                                          ┌─ Calls   Answered ─┐
3.  Total trunks/stations:  0  /0                     Calls/day:   0
4.  Day  Calls  Answered:  All-trunks                 Night  Calls:   All-trunks
5.  All  ports  busy  action:  Ring-until-answered
                                          ┌─ Access   Numbers ─┐
6.  Trunk Pilot #:                                    # of  Trunks  Answered:  0
        Alternate Trunk #s:
7.  Voice  Port  Stations            Pilot  #:
    Station   Numbers:
```

If you are continuing on after completing Lesson 1 and are already signed in...

Press: Ctrl‑A   **QuickStart** APPLICATION **Page 5**
                                       is shown.

Press: PgDn PgDn   **QuickStart APPLICATION Page 1**
                                       is shown.

Or, if you are signed out, at the Banner Screen, sign in as "Thomas Jefferson"...

Press: F2   **Please enter your ID:**

Type: TOM `←Enter`   **QuickStart APPLICATION Page 1**
or type: 866 `←Enter`   is shown.

This is one of two QuickStart screens found on the voice mail system. The QuickStart Application Screen contains at least 6 pages of information. (If your system has an optional feature package installed, you have more than 6 pages.) These pages organize many of the basic operating details for the system.

This first page gives an overview of how your system is configured. It keeps important traffic and contact information in one place, like a registration page for your system.

"QuickStart" is a trademark for our simplified start-up method that helps an installer get the voice mail system configured and running with a minimum of effort and error. QuickStart includes worksheets that help your installer collect and organize the subscriber and other information that must be entered initially. Other worksheets help plan how the system will process calls for your specific needs These worksheets and the complete steps of the QuickStart method are found in the *QuickStart* **Application Manual.**

Page Organization and Data Fields

Notice that a screen page is divided into smaller areas by lines. These areas often have titles to show their general purpose. The Quick&art Application Screen, Page 1 shows **Calls Answered** and **Access Numbers areas, for example.**

Information is organized and stored in **data** fields contained within each area. You enter and edit database information in these fields by typing. To help you recognize that we are discussing something as it appears on-screen, we'll print field names in a special screen typeface, for example: Site name.

In most cases, fields are labeled. The **current** field area is indicated by a highlight and by a blinking typing cursor. For example, the Site name field is currently highlighted on-screen. The highlight shows the size of the field and the cursor shows the current typing point. If you were to type characters now, they would type over your company name.

Sometimes, a field or a group of fields is labeled with a number followed by a period (like so: "1.") These "line" numbers correspond to questions on QuickStart Application worksheets. Numbers (without a period) are also used to identify prompts on the Voice Prompt Editor Screen. When appropriate, we'll refer to a single field, or group of related fields, by its line number **and** field name.

Escaping from Immediate Typing Mistakes

☞ **Before you proceed, make sure that the** *NUM, CAPS,* **and INSERT** *keylock indicators are off (check the upper-right comer of your screen).*

If you type something in a field accidentally, it is easy to undo the mistake. Try it now...

Type: abcd   abcd overtypes the Site name field.

Press: Esc   abcd clears from the Site name field.

Esc works dn y immediately after the mistake. You must realize your mistake
and press Esc before moving to another field. Once you move the cursor to
another field (by pressing ←Enter, Tab↹, and so on), your change is stored.
In this case, you'll have to move back to the field and edit it back to its original
state.

QuickStart Application Screen, Page 2

```
┌─────────────────────────────────────────────────────────────────────────┐
│        Q U I C K S T A R T   A P P L I C A T I O N    Page 2 of 6         │
│                    All Ports  Port 1    Port 2    Port 3    Port 4        │
│                     Day Nt    Day Nt    Day Nt    Day Nt    Day Nt        │
│                         ┬                                                  │
│ 10.  Intro (Hello, this is...):    QP  <-  <-  <-  <-  <-  <-  <-  <-  <-  │
│ 11.  Action (Enter ext number):    QP  <-  <-  <-  <-  <-  <-  <-  <-  <-  │
│ 12.  Otherwise (Hold for oper):    QP  :5      <-  <-     <-  <-     <- <- │
│ 13. System ID if no TTs:           0   $PM                                 │
│                         ┴                                                  │
│                                          │           │                    │
│ 14.  Port Status:                        Ans     Ans     Ans     A/D      │
│ 15.  Rings to answer (0=>pool):           0       0       0       0       │
│ 16.  Day/Night Schedule (1..4):           1       1       1       1       │
│ 17.  Special Port Options:                                                │
│                                                                           │
└─────────────────────────────────────────────────────────────────────────┘
```

Press: PgDn   **QuickStart** APPLICATION Page 2
                                        is shown.

This page contains fields that control what introductory message a caller first
hears (lines 10 to 13) and how ports are answered (lines 14 to 17).

Lines 10, 11, and 12 contain the recorded   *"Hello,* this *is..."* greeting and initial
instructions a caller hears. We call this special group of greetings the   *Opening
Line.* Line 13 tells the system how each port should handle a caller who does not
respond. Most often, these are callers who can't respond because they are calling
from a telephone without touchtones. These callers are usually routed to the
operator or to a special voice mailbox.

Lines 10 to 13 are divided into pairs of fields (labeled   Day and Nt) for each
individual port. These allow for separate day and night schedule actions on each
port. For example, the system could   answer a group of sales lines differently than
a group of service lines or answer a particular port in a different language.

The fields on lines 14 to 17 are set by port. There is a field for each port on your
system. These fields have been preset by your instaiier for best performance. See
the Reference *Manual* for more details. Briefly, these fields are:

Port Status: This field controls how the system uses each port to answer,
route calls, and to dial out to notify subscribers of voice mail   received.

Rings to Answer: This is useful when the system serves as a backup for a
receptionist or operator. More rings lengthens the time an operator has to answer
before the system takes a call.

Day/Night Schedule (1..4): You'll explore day and night schedules in
detail on the QuickStart Application Screen, Page 4. Basically, the system
supports up to 4 different day and night schedules that may be applied to ports
individually.

Special Port Options: Settings in this area control the way the system works with special telephone equipment.

QuickStart Application Screen, Page 3

```
                  Q U I C K S T A R T   A P P L I C A T I O N       Page 3 of 6
20.   Set up System Operator
  System ID: 0                           Voice name: 0:01

                             ┌─>Greeting ──┬─>Action ──────────
  Day?   Yes-->,0            │»Day:  0:10  │Day:  GotoID-->$PM
  Nite?  No                  │ Nite: 0:08  │Nite: GotoID-->$PM
                             │             │
  Await-Ans-->4  Rings       │ Alt:  0:08  │ Max-msg:   90 sec
  Intro: 0:02    Holding? No │             │ Edits OK? Yes
  Transfer Options :         │ Active: D/N │ Send Msg Urgent? No
                             │             │ After Msg: Say-bye
 ─────────────────────────────────────────────────────────────
  Alternate System IDs for Special Operators on each Port:
```

Press: ⌈PgDn⌋   **QuickStart APPLICATION Page 3**
                                            is shown.

The QuickStart Application Screen, Page 3 handles the setup for the System Operator Box. The System Operator Box lets the system handle "operator" calls very flexibly. It is discussed in detail in the *Reference Manual.*

Set up System Operator lets you choose the *System ID* for the **operator.** A System ID uniquely identifies an extension, a subscriber, a guest, and certain other things to the system. A System ID can be a number, a word spelled in touchtones (where A, B, and C translate to 2; D, E, and F are 3; and so on), or a combination of both. System IDs can be up to 10 characters long. They are discussed in detail in *the Reference Manual.*

The operator System ID is preset to "0". In other words, a caller could press "0" at any time to be transferred to the operator box. From there, the system would route the caller to a live operator, a voice mailbox, or perform whatever action you have set within the box. Of course, you can choose any operator ID you wish, "HELP," for example. The *Reference Manual* explains the many potential uses for this system feature.

QuickStart Application Screen, Page 4

```
                  Q U I C K S T A R T   A P P L I C A T I O N       Page 4 of 6
30. Today's date: 19-Jan-94                     Time Now: 10:23am
 ───────────────────────────────────────────────────────────────────
31.     Schedule #1            Schedule #2              Schedule #3
a: 8:00am- 5:00pm MTWHF   a:      -             a:       -
b:                        b:      -             b:       -
c:                        c:      -             c:       -
    Current mode:  DAY        Current mode: NIGHT      Current mode: NIGHT
 Ignore holidays?  No     Ignore holidays? No      Ignore holidays? No
 ───────────────────────────────────────────────────────────────────
32. Schedule #4: DAY
 ───────────────────────────────────────────────────────────────────
33.  Holidays:

34. Daylight Savings? No                    On Now? N/A
        Date On:   7-Awr    Off: 27-Oct     Hours: 1
```

Press: ⌈PgDn⌋   **QuickStart APPLICATION Page 4**
                                            is shown.

The QuickStart Application Screen, Page 4 controls date, time, and schedule-related information. The screen is divided into 4 areas. Let's look at each one.

System Date and Time

It is important that the system calendar and clock settings are correct, since the system adds the recording date and time to each message.

The date is set in the **Today's date** field. If the date is wrong, simply type the corrected date here. **The Time Now** field shows the current clock setting. This field may be changed just like the date field.

Both the date and time are stored in the system's battery-powered clock/calendar. The battery ensures that the correct date and time are kept even during power failures. Once set, this information should remain correct.

Day anti Night Schedules

The voice mail system can handle calls differently between its day and night schedules. The fields on line 31 let you set the range of hours and days of the week for these two modes of operation. In other words, here is where you define the days and hours your organization is open. The voice mail system calls your "open" time the "DAY" schedule. Note that you don't set a specific nighttime schedule; NIGHT is simply everything that falls outside the DAY schedule.

The system allows up to three separate **ranges** of DAY hours and days of the week for each schedule (these ranges are identified as "a," "b," and "c"). It also allows up to three such separate schedules called "Schedule 1," "Schedule 2," and "Schedule 3."

This flexibility can be confusing at first glance. Some examples of possible DAY hours will show you clearly how the DAY schedule is set:

Open Hours	Field Setting Range a:	Range b:	Range c:
8 to 5, Mon-Fri	**8:00am-5:00pm** MTWHF		
8 to 12 1 to 6 Mon-Fri	**8:00am-12:00am** MTWHF	1:**00pm-6:00pm** MTWHF	
9 to 9, Mon-Fri 9 to 6, Sat, Sun	**9:00am-9:00pm,** MTWHF	**9:00am-6:00pm** SU	
9 to 6, **Mon-Thu** 9 to 9, Fri-Sat 9 to 5, Sun	**9:00am-6:00pm** MTWH	**9:00am-9:00pm** FS	**9:00am-5:00pm** U
24 hours, 7 days	**2:01** am-2:OOam MTWHFSU		

Your DAY schedule is entered into the "a:" field normally. Fields "b:" and "c:" are used when your hours vary during the day or vary by day of the week. For example, this might be an office that closes for lunch from 12 to 1 daily, or an office with limited weekend hours. Note that when specifying days for a range, "H" stands for Thursday and "U," for Sunday.

Schedule #1 (the first column shown on screen) is used by the system automatically. Alternate schedule numbers are entered by port at the bottom'of QuickStart Application Screen, Page 1. This is useful when different parts of an organization operate at different times. For example, customer service might stay open several hours longer than the front desk.

Note that the Schedule #1, Schedule #2, and Schedule #3 columns each contain a field that tells you whether the schedule is currently in Day Mode or Night Mode: Current mode: DAY or Current mode: NIGHT. This field shows, based on the days and hours set within ranges **a** : through c : , whether DAY or NIGHT operation is in effect for the schedule. If the date and time shown on line 30 falls within a set schedule range, the field displays **DAY,** otherwise it displays NIGHT.

You can also set whether a schedule operates in Night Mode for 24 hours on holidays by using the **Ignore holidays?** field. We'll discuss holidays in more detail in just a moment.

Schedule #4

Line 32 Schedule #4 is an additional schedule that can be manually set to either Day Mode or Night Mode. Once set, it never changes mode. It is used only in special applications.

Holidays and Daylight Savings Time

Line 33, Holidays contains fields for up to 18 dates. Dates are entered in day-month format (15-Jan, for example). On each holiday, the system will operate on a NIGHT schedule all day long. When a holiday falls on a different day each year, you'll have to remember to change the date here.

Line 34 contains 4 fields that control the automatic use of daylight savings time. To activate this area, you must set Daylight Savings? to Yes. Set the Date On and Date **off** fields to the Sunday dates when the time changes. Since these dates change from year to year, you'll have to set these annually.

At 3:00am on dates entered, the clock will be set forward or backward by the number of Hours given (usually 1, of course). When daylight savings time is in effect, the **On Now?** indicator shows Yes. Note that you may choose to set the system clock manually on line 30 at the same time you set the other clocks in your office, rather than using this automatic function.

QuickStart Application Screen, Page 5

```
                QUICKSTART   APPLICATION        Page 5 of 6
40. Defaults  for each new  Subscriber:
    Personal ID: 8X
                                        Hold/Archive msgs:   0 /2    days
        Access:   PCBF
 —>Transfer ——————————————     —>Greeting ——  —>Action ——————
   Transfer? Yes-->,X                           Take-msg
   Await-Ans-->4  Rings
   Screening? No  Holding? No                   Max-msg:   90 sec  Edits OK? Yes
 —Message Notification ————————
Lamp #: X                              Activate Lamps? Yes
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
#4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
                      Ctrl-E  for  expanded  options
```

Press: `PgDn`   **QuickStart APPLICATION Page 5
is shown.**

The QuickStart Application Screen, Page 5 lets you specify the standard (default)
settings for each subscriber or guest added to the system. Think of it as a
standard entry form for a subscriber or guest's Personal Directory page.

The Personal Directory has many different control settings. These can be
customized for each subscriber and guest, but more often than not, most of the
settings will be the same for each person. You can save yourself time when
enrolling new people on the system by entering default settings here. Then, when
you add a new Personal Directory page, you'll only have to make changes when
a subscriber's or guest's settings are different.

Your installer has preset the best default settings for your system. We'll discuss
these fields and their settings in more detail when we review the Personal
Directory Screen later in the lesson.

QuickStart Application Screen, Page 6

```
                QUICKSTART   APPLICATION        Page 6 of 6
50. Maximum Message Life: 999 days         Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2         New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max  screening  recording:   6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2  Long  ending: 3
55. Beep on record? Yes         Disk full warning at: 15    mins  left

56. Blank PC screen? Yes         Screen  Type:  Auto       Keypad:  Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:            Monthly:
58. Startup:                        Error  notices to:  0
59. ID for Alpha Directory: 555     Auto xfer? Yes   ID for Num Groups:
                    —— Public  Fax  Box ——————————————
 Fax ID: $FAXBOX        Transfer?  No           Alt Action: Operator
 Voice name: 0:02      Await-Ans-->4  Rings
                       Holding?  No              Announce:   Always
```

Press: `PgDn`   **QuickStart APPLICATION Page 6
is shown.**

The QuickStart Application Screen, Page 6 gathers together a variety of control
options, settings, and indicators. Detailed discussions of each field are found in
the *Reference Manual.* We'll summarize them for you here. If you need more
details, refer to the specific field name in the *Reference Manual* index.

Maximum Message Life: This field sets how many days a new message will be held before it is deleted automatically. A *new message* is one that has not been heard by a subscriber or guest. Once a message is heard by a subscriber or guest, it is called an *old message.* **A** setting of "999" keeps new messages indefinitely.

Call Report Aging: The system can produce a number of different reports that summarize call processing activity. Data about system activity are stored in a special file. This field lets you set how many days worth of activity, counting back from the current date, are kept in this file. Consequently, this setting determines the overall reporting period for any system report.

Public Hold/Archive msgs: Once heard, all messages are held on the system for a time automatically, and can be specifically held for a longer time. *Hold* is the number of days an old message is kept before it is deleted. A setting of "0" means that message will be held until midnight of the current day, "1" means until midnight the following day, and so on. Up until this time, the message can be reheard (reviewed) as desired.

A subscriber or guest can request that any message be "archived" so that it will be kept for a longer period than the customary hold period. The *archive* time is given in days, as well.

These fields let you set the hold and archive times for public messages only. Regular subscribers' and guests' message hold and archive times are set individually on the Personal Directory pages. **Public** messages are messages received in the operator box or a special mailbox called the "Public Interview Box." See the *Reference Manual* for more details.

New Msgs and Total : These fields display information only-they can't be edited. New Msgs shows the total count and duration (in hours and minutes) of new public messages received. Total shows the total count and duration for all public messages (new and old) currently on the system.

Max person-person **recording:** This field sets the maximum allowable length a single subscriber-tosubscriber message can be. It is preset to 300 seconds, or 5 minutes total.

Max screening recording: When the voice mail system is asked to screen calls, it asks a caller *"Whom may I say is calling?"* and then records the person's reply. The maximum recording length of this reply, in seconds, is set here. It is preset to 6 seconds.

Skip back time on # : As a message is played, a caller can press the "**#**" touchtone to repeat a small portion of it. By skipping back slightly, a caller can have the system repeat information that was missed (a telephone number that was spoken too quickly, for example). This field lets you set how many seconds will be skipped back with each **#** press. It is preset to 4 seconds. This "skip back" setting is also used to control a similar "fast forward" feature that is available as messages are played. You'll learn to use these features in Lesson 5.

Max **ID attempts:** Subscribers and guests retrieve messages by dialing their Personal ID when the voice mail system answers. Occasionally, a subscriber or guest may misdial his or her Personal ID and need another chance. This field lets you set the number of times a subscriber or guest can try to enter a valid

Personal ID. It is preset to 4 tries. After this number of tries, the caller is disconnected or transferred to another extension. This is a security feature, which slows down the person who might be trying to enter the system by guessing at Personal IDs.

Bad ID Goto-->: This field can contain a System ID which a caller is transferred to if the caller repeatedly dials invalid IDs.

Record pauses : When a caller pauses while speaking, the system must decide if the caller is finished speaking or merely collecting his or her thoughts. The system uses the length of the pause to make this decision. Pauses are interpreted 3 ways:

> Beginning pause is the number of seconds the system will wait for a caller to start speaking. It is preset to 5 seconds. In other words, if the caller doesn't start to leave a message within 5 seconds, the system will assume no message is desired.

> **Short ending** pause is the number of seconds the system will wait after a caller stops speaking to assume that the message is complete. "Short" is used for messages which have a maximum message length of less than 30 seconds. It is preset to 2 seconds. After 2 seconds of silence on a short message, the system will assume the message is complete and continue the processing steps.

> **Long ending pause** is used for messages which have a maximum message length of 30 seconds or longer. This pause is longer because callers tend to pause more often and for more time when leaving detailed or complex messages. It is preset to 3 seconds.

Beep on Record? When this is set to Yes, the system beeps just prior to recording a response or a message from a caller. This is preset to Yes. In some applications, the beep helps prompt callers to begin speaking.

Disk full warning at *n* mins left When the amount of disk storage space left on the system is less than the number of minutes specified in this field, the system alerts subscribers when they sign in to the system. It also asks them to delete any messages they don't need so as to free up more space.

Blank PC screen? When this is set to Yes, the Banner Screen is cleared and the "awaiting a key" message is displayed whenever the console keyboard is idle for several minutes. **No** disables this feature.

Screen Type: Normally this is set to **Auto, meaning the** system automatically senses whether a monochrome or color monitor is being used with the console. This field allows you to choose Mono or **color** manually, if needed.

Keypad: This field displays the type of keypad map currently set for the system. This field is for display only.

OS Surrender and Startup: This feature lets the system shut down the voice mail system and automatically run another program. This is useful for automating the data backup process. This feature is discussed in detail in the *Reference Manual.*

Error notices to: This field sets the system to send a voice message when certain system errors occur. This field is usually set to 0, to make the error notices available to anyone with public message access. To send the error notices to one or more subscribers, you may also set the field to one or more Extension # IDs, separated by commas.

ID **for** Alpha Directory: When the voice mail system answers, a caller can dial an extension number directly to reach a particular subscriber. Often, a caller might not know a subscriber's extension number. The automatic directory assistance feature lets a caller find a subscriber's extension by spelling the first three letters of the person's name, using a touchtone keypad. This field lets you choose the number a caller dials to reach automatic directory assistance. It is preset to 555. Some systems may not be using the automatic directory, because the system is set for keypads without letters (so it is not possible to spell a name). These systems may be using numeric directory assistance instead. See the **Reference** Manual for more details about automatic and numeric directory assistance.

Auto **xfer?** This field applies only to systems using automatic directory assistance. If this is set to Yes, a caller will be transferred from automatic directory assistance to the desired subscriber automatically, once the extension has been found. This works only when there is a single automatic directory assistance entry matching the three letters dialed. If two or more subscribers match, the caller must dial the extension number manually.

ID **for Num** Groups : This field lets you set a special System ID for subscribers to leave messages for message groups by pressing numbers instead of spelling a group's name. This is useful if the system uses a keypad without letters on it (thus preventing subscribers from spelling a group's name), or if some of your subscribers prefer leaving messages by number. You can set some or all subscribers for numeric access instead of alphabetic access. **See** the **Reference Manual** for more details.

Public Fax Box

The QuickStart Application Screen, Page 6 is also used to set up fax detect, routing, and notification. The voice mail system can recognize incoming faxes, and automatically deliver them to your fax machine. You program how the system handles faxes using the fields on the lower portion of the screen.

Fax ID: The System ID a caller may press to reach your fax machine. By default, this ID is **$FAXBOX.** To set up the voice mail system to deliver incoming faxes to your fax machine, you change this field to a unique System ID. The ID can be the same as the fax machine's actual extension number, but doesn't have to be.

Voice Name This field stores the recording for the Public Fax Box's name *("The Public Fax Box').*

Transfer? This field controls whether and how incoming fax calls are transferred to the fax machine's actual extension number. To tell the voice mail system to transfer calls to your fax machine, you set this field to Yes, and enter the fax machine's telephone extension number. In the area below the Transfer? field, you select a transfer type. For the Await Answer and Wait for

`Ringback` call transfer types, in the `Rings` field you also set the number of rings the voice mail system should wait before taking an action.

`Rings:` The number of times the voice mail system rings the fax machine's extension before taking the action specified in the Alt Action field. Applies to Await Answer and Wait for `Ringback` call transfer types only.

Holding? This field controls whether callers are allowed to hold if the fax machine's extension is busy.

`Alt Action` This field controls the action the system takes if your fax machine is busy or doesn't answer (and call holding for the fax extension is turned off). By default, the system transfers the call to the operator. You can also set the 'system up to say goodbye and hangup, just hang up, start the conversation over at the Opening Line, or to route the call to `another` System ID.

Announce This field controls whether the system notifies you when it transfers a call to the fax machine, and whether it asks the person sending a fax to record a message describing the fax. The Announce field has four possible values: Always, Voice, Post, and Never. For more details, see the *Reference Manual.*

Personal Directory Screen

```
            P E R S O N A L   D I R E C T O R Y           NAME  SORT
        Name: Jefferson, Thomas          SYSTEM  MANAGER
   Personal  ID:  TOM                    Voice name: 0:02
Extension #  ID:  1776                   Hold/Archive msgs:   0 /2   days
      Access:  CB                        New Msgs:3  =0:03  Total:3  =0:03
  ┌─>Transfer ──────────────┬─>Greeting ──┬─>Action─────────────────────
  │ Transfer?  No           │ »Std: 0:00  │ Take-msg
  │ Await-Ans-->4  rings    │             │
  │ Screening? No Holding? No│ Alt: 0:00  │ Max-msg:    90 sec  Edits OK? Yes
  └─Message    Notification ─┘
 Lamp #: x                           Activate Lamps? No    On Now? No
 #1:            after  0   min,   8:00am- 6:00pm MTWHF  5 -rings 30  min,Off
 #2:            after  0   min,   6:00pm- 9:00pm MTWHF  4  rings 60  min,Off
 #3:            after  0   min,  12:00am-11:59pm MTWHFSU 0 rings 30  min,Off
 #4:            after  0   min,  12:00am-11:59pm MTWHFSU 4 rings 60  min,Urgent

              Ctrl-E  for  expanded  options
```

Press: `Ctrl`+`D`   PERSONAL DIRECTORY is shown.

A page is added to the Personal Directory Screen for each enrolled subscriber and,guest. The screen itself controls many options for each person. You'll add sample subscribers and experiment with control features in Lesson 3, so we'll limit this discussion to a brief overview.

A Personal Directory page is divided into three control areas. The topmost area of the screen contains information about the subscriber or guest. This includes the person's first and last name, a recording of the name, a Personal ID, and indicators showing the total count and duration of messages received. On a subscriber page, this area also shows an extension number, message hold and archive settings, and any service access options that are set. These additional fields are not available for a guest.

The middle area of the Personal Directory page contains fields that control how calls are transferred, control how messages are taken, and store an optional alternate greeting. These features determine whether calls are transferred to the subscriber's extension (versus taking an immediate message), how many rings to

wait before assuming no-answer, whether callers are allowed to hold, and whether the system "screens" calls. You can also see which greeting is active, and determine how the system will handle the caller if he or she doesn't press a touchtone during the greeting. In most cases, the Action will be Take-msg (take a message).

Here too is where you set the maximum allowable length of an individual message, and select whether or not a caller may "edit" a message he or she has left. These features are not available for a guest.

The bottom area of the Personal Directory page controls message notification and delivery to a subscriber or guest. When voice mail is received for a subscriber, there are many ways the system can alert a person of waiting messages. On Comdial telephone systems that feature message notification by station, the voice mail system can light a "message waiting" lamp or activate a stutter dialtone.

In addition to notifying by station, the system can be set to deliver messages to a subscriber or guest by phone. In other words, the voice mail system can periodically call the subscriber at his or her extension number, home or work telephone, pager, and so on. There are fields for up to 4 different delivery options. These can be set to deliver by time and day of the week at various intervals and schedules.

Expanded Transfer Options

The Personal Directory page also has an "expanded" window, which lets you change special call transfer settings for a subscriber's mailbox. You can open the expanded window by pressing [Ctrl]-[E], then pressing [↓] [←Enter], from any subscriber's page. (You can't view the expanded window from a guest's page, since guests don't use call transfer.) Let's take a look...

```
░░░░░░░░░░░░░░░░░  P E R S O N A L   D I R E C T O R Y  ░░░░░░░  NAME SORT
              Name: Jefferson, Thomas          SYSTEM' MANAGER
    Personal  ID:  TOM                         Voice name: 0:02
Extension # ID: 1776                           Hold/Archive  msgs:     0 /2   days
═ E X P A N D E D    T R A N S F E R    O P T I O N S =  Press ESC to Exit  =
┌─>Transfer ──────────────┬─>Greeting ──┬──┬─>Action ─────────────────────
│  Transfer? Yes-->,X      │»Std: 0:00   │  Take-msg
│  Await-Ans-->4  Rings    │             │
│  Screening? No Holding? No│ Alt:  0:00  │  Max-msg:     90 sec  Edits OK? Yes
│»Transfer Options : A     │             │  Send Msg Urgent? No
│  Screening   Options:    │ Active:  STD│  After  Msg:  Say-bye
├──────────────────────────┴─────────────┴──────────────────────────────────
│   One key dialing: 1>       2>        3>        4>        5>
│                    6>       7>        8>        9>        0>
└────────────────────────────────────────────────────────────────────────────
```

First, make sure you are looking at a subscriber's page. To view Thomas's page...

Press [Ctrl]-[J] then type JEF [←Enter] **to jump to Thomas's page.**

Then, to display expanded transfer options...

Press: [Ctrl]-[E] [↓] [←Enter]   The system displays a pop-up menu, then the Personal Directory's **Expanded Transfer Options** window.

The expanded transfer window shows you: the subscriber's call transfer and call screening options, the personal greeting that is active, and what action the system takes after playing the subscriber's greeting. Usually, the action will be

Take-msg. The expanded window also shows how the system handles
messages for the subscriber, including how long messages can be, whether the
caller can edit the message, whether the message will be sent urgent delivery,
and what the caller hears after leaving the message. The bottom portion of the
expanded window lets you add one-key dialing to a subscriber's mailbox. This is
discussed in detail in the Reference **Manual.**

For now, let's close the expanded portion of the Personal Directory page.

Press: Esc   Expanded Transfer Options window closes.

Groups Screen

```
                             G R O U P S
Name: All Staff                   Open Group of Aaronson, Chris
Dispatch: No                  Voice:   0:02
─────────────────────────────────────┬──────────────────────────────────
Member  name      Last  contacted    │ Member  name        Last contacted
─────────────────────────────────────┼──────────────────────────────────
Xavier,  Jan                         │ Yale,  Hugh
Yeoman.  Mike                        │ Ying,  Sue
Zaftig,  Pat                         │ Zeller, Nell
Zink,  Jay                           │
                                     │
                                     │
                                     │
```

Press: Ctrl G   GROUPS is shown.

As we've explained previously, the voice mail system lets you create message
groups to simplify the task of sending the same message to many subscribers at
once. For example, you might wish to deliver the same message to every
subscriber on the system. This can be done by setting up a message group
containing every subscriber's name. Subscribers can create message groups by
phone, or the system manager can create a group at the system console.

The system keeps a separate page for each message group. Creating groups and
adding subscribers is easy. You'll create sample message groups in Lesson 5, so
we'll just summarize the basics of the screen here.

Name and Voice : Each message group has a name or group number, and a
corresponding recording of its name.

Open Group of : Message groups are "owned" by a particular subscriber. A
message group is either "open" or "private." Any authorized subscriber can send
a message to an open group. When a subscriber owns a private group, only he or
she can leave messages for that group.

Dispatch: This field can be set to either Yes or No. When this option is set
to Yes, the first person in the group who listens to a message is the only person
who receives it. This has many applications. For example, a receptionist might
place a sales lead as a dispatch message for "All Sales People." Then, the first
sales person to listen to the message would be the only person to receive the
lead.

Member name: This area of the page lists the last and first names of each
message group member in alphabetical order.

Last contacted: Shows the date and time a group member last listened to a group message. This is useful when you want to verify that each group member has heard a group message.

Directory Groups and Directory Menus

The Groups Screen may also contain pages for two special kinds of groups: **directory** groups and **directory menus.** These special groups allow the installer or system manager to set up directory assistance using numbers instead of letters.

Using numeric directory assistance involves grouping subscribers by a common characteristic. In most cases, subscribers are grouped by their department. However, you can also group subscribers based on their location, schedule, or where their name falls in the alphabet. Using directory groups and directory menus to create numeric directory assistance is explained in detail in the **Reference Manual.**

Transaction Directory Screen

```
         T R A N S A C T I O N   D I R E C T O R Y               NAME SORT
       Name:' Departments Box"         Transaction box of Jefferson, Thomas
   System  ID:  411                    Voice name: 0:02     Schedule #:

   >Transfer ──────────    >Greeting ──── >Action ───────────
   Day?   No                »Day:  0:13   Day:  Operator
   Nite?  No                 Nite: 0:00   Nite: Operator

   Await-Ans-->4  Rings       Alt:  0:00   Max-msg:      90 sec
   Intro: 0:00    Holdina? No              Edits OK?  Yes                I
   Transfer Options :         Active: D/N  Send  Msg  Urgent?  No
                                           After  Msg:   Say-bye

   One key dialing:   12700   22800     3>555      4>         5>
                      6>      7>        8>         9>         0>
```

Press: Ctrl T   TRANSACTION DIRECTORY is shown.

The Transaction Directory contains a page for each transaction box created. Transaction boxes are stored alphabetically by "box" name. Box is short for "mailbox," and each page of the Transaction Directory contains one complete "box." There are three types of transaction boxes: the basic transaction box, the voice detect box, and the interview box.

Transaction boxes can distribute audiotext information to callers, provide menus of choices for callers, and route calls through the system in special ways. Transaction boxes use the "Transfer -7 Greeting -7 **Action**" process to handle calls. **Transfer** and **Greeting** control how calls are transferred, and tell you which greeting is active. **Action** allows for alternate call processing options in addition to taking a message.

One key dialing lets the transaction box route calls and deliver information based on a caller's single touchtone response, just like you saw earlier on the Personal Directory page. In the example shown above, for instance, the greeting might say **"For sales, press I, for service, press 2, and for directory assistance, press 3. "** This is much easier for a caller than saying **"For sales, press 700, "** and so on.

To use one-key dialing, outside callers must have touchtone telephones.
However, you can also set the system to recognize callers' spoken responses to
yes-and-no questions by using voice detect boxes.

Interview boxes ask a series of questions and record the caller's response to
each question. These can be used to collect information in a controlled, logical
way. For example, a catalog company could automate nighttime order taking and
be certain that all the relevant details are collected (name, address, telephone,
quantity, credit card number, and so on).

```
            T R A N S A C T I O N   D I R E C T O R Y           ID SORT
      Name: Public Interview          Interview box of   Public Access
   System ID: $PM                     Voice name: 0:02

  — Question — Reply ————— Question — Reply ——— Question — Reply ———
   1. 0:08   6   secs       9. 0:00   0   secs    17. 0:00    0   secs
   2. 0:02   9   secs      10. 0:00   0   secs    18. 0:00    0   secs
   3. 0:02   9   secs      11. 0:00       secs    19. 0:00    0   secs
   4. 0:02   9   secs      12. 0:00   0   secs    20. 0:00    0   secs
   5. 0:03  40   secs      13. 0:00   0   secs
   6. 0:03   0   secs      14. 0:00   0   secs
   7. 0:00   0   secs      15. 0:00       secs    Send  Msg  Urgent?  No
   8. 0:00   0   secs      16. 0:00   0   secs    After:  Say-bye
```

Press: `PgDn`, `PgDn`   Until the Public Interview Box
    and so on   is displayed.

Voice detect boxes allow callers to make choices by saying "Yes" or remaining
silent for "No". You can use voice detect boxes to set up special call routing, or
other special applications. This feature is especially useful if many of your callers
do not have touchtone keypads. The system is shipped with a sample voice
detect box already added with the System ID **$VOICE**. *See* the *Reference Manual*
for more details.

```
            T R A N S A C T I O N   D I R E C T O R Y        NAME SORT
      Name:'. Voice' Detect' Box      Voice detect box of Jefferson, Thomas
   System ID: $VOICE                  Voice name: 0:02     Schedule #:

  —>Transfer ————————    —>Greeting ——  —>Action ————————
   Day?  No                 »Day:  0:15     Day:   Operator
   Nite? No                  Nite: 0:00     Nite:  Operator

   Await-Ans-->4  Rings      Alt:   0:00    Max-msg:     90 sec
   Intro: 0:00    Holding?  No              Edits  OK?  No
   Transfer  Options  :      Active:  D/N   Send Msg Urgent? No
                                            After  Msg:  Say-bye

  Voice   Selection:   Voice>              Silence>
```

Press: `PgDn`, `PgDn`   Until the sample voice detect box
    and so on   is displayed.

Transaction boxes, voice detect boxes, and interview boxes are rich and flexible
features of the system. For additional information and suggested applications see
the *Reference Manual.*

Voice Prompt Editor Screen

```
                           V O I C E   P R O M P T   E D I T O R
PROMPT   SET: DR-Directory              'All Ports   Port 1      Port 2      Port 3      Port 4
Num.    Description                     Day Nt     Day Nt      Day Nt      Day Nt      Day Nt

   1 Please press the first thr   :4   <-     <-  <-    <-  <-    <-  <-    <-  <-
   2 Please enter the letters n   :2   <-  <- <-  <-  <-  <-  <-  <  -  <  -
   3  You  may  dial  the  extension :3   <-  <-  <-  <-  <-  <-  <-  <-  <-
   4 To stop the directory, pre   :6   <-  <-  <-   <-   <-   <-   <-  <-  <-
   5 There are no matches to th   :3   <-  <-  <-  <-  <-  <-  <-  <  -  <  -
   6  Press  1  to  trv  another  nam :2  <-  <-  <-  <-  <-  <-  <-  <-  <-
   7  I'm  sorry,  directory assis   :3   <-  <-  <-  <-  <-  <-  <  -  <  -
   8  This  directory  will  help  y :4  <-  <-  <-  <-  <-  <-  <-  <-  <-
   9 End of...                     :2   <-  <-   <-   <-   <-   <-  <-  <-  <-
  10 To start the list again, p   :3   <-  <-  <-  <-  <-  <-  <-  <-  <-
  11 To hear the list again, pr   :3   <-  <-  <-  <-  <-  <-  <-  <  -  <  -
  12 Extension...                 QP   <-  <-  <-  <-  <-  <-  <-  <-  <-
  13 For...                       QP   <-  <-  <-  <-  <-  <-  <-  <-  <-
```

Press: (Ctrl)-(P)   **VOICE   PROMPT   EDITOR**   is shown.

The "voice" of the voice mail system consists of digital recordings of hundreds of words and sentences. Spoken by the system, these recordings are termed *prompts.* Prompts tell a caller what action to take or tell callers what is happening as they progress through the system.

Along with recorded names, greetings, and messages, these prompts are connected to create the conversations the system conducts with a caller.

The Voice Prompt Editor Screen groups the majority of the prompts together in a single, accessible place. There are several hundred prompts listed. Here, you may review or change any of these prompts.

Related prompts are grouped together in what are called **prompt sets.** For example, the first prompt set contains prompts that are used in the system's conversation relating to looking up subscribers by name in directory assistance.

If you need to find a specific prompt, see the guide *Changing the System Conversation.* This guide explains stepbystep how to find and change prompts, and how changing a prompt affects the system conversation.

System prompts are extraordinarily flexible. Notice that different prompts can be recorded for day and night schedules and prompts can be different for each port or group of ports. This flexibility can be used to create a system that "speaks' more than one language, handles two different company departments--even two different companies-within a single system.

Voice Fields

Prompts and other sound recordings played by phone are stored in screen areas called *voice fields.* The system uses the contents of voice fields to create a "conversation" with a caller. Sound recordings used by the system fall into 4 general categories:

Prompts These recordings are the system's "voice," telling callers what action to take, or what is currently happening with their call.

Voice Names -or- Names These identify a subscriber, guest, or group of subscribers to a caller by phone. These are simply recordings of individuals speaking their name (or a group's name).

Greetings There are four kinds of greetings: subscriber greetings, transaction box greetings, voice detect box greetings, and system greetings. Subscriber greetings are recorded by individual subscribers. These optional messages are played to a caller when the subscriber is unable to take a call. This is like having an individual answering machine for each extension-"Hi, I'll be away on vacation until...." Transaction box and voice detect box greetings can "greet" a caller in many varied ways. These uses are discussed in the *Reference Manual.* System greetings are the prompts used in the system's Opening Line. The system greeting is heard by every caller and is stored on the QuickStart Application Screen, Page 2, Lines 10 through 12.

Audiotext messages Transaction box greetings can also be used to deliver information to a caller (for example, today's weather forecast). These messages can be arranged in a menu of choices callers can select.

A system manager can use a telephone to "connect locally" with the system, and then listen to, change, or delete anything recorded in a voice field. You'll learn how to connect locally shortly. Subscriber, transaction box, and voice detect box greetings can be changed by phone as well. You'll learn how to do this in Lesson 4.

Of course, the system also records and stores messages left by outside callers, subscribers, or guests. Unlike voice field recordings, messages can't be heard or changed by the system manager working at the console. For security and privacy, messages are played only to the subscriber or group the messages were sent to.

About Spoken Text Shown in These Lessons

In these lessons, we use two kinds of quoted, italic letters to help you better identify the printed text that you'll speak or hear spoken over the telephone:

"You have one new message. Would you like to check it?"

-OR-

"Hi, this is Chris Aaronson, I'll be away from the office through Friday..."

Plain, quoted italic letters mean: you'll **hear** the system say these words. Quoted, italic letters in **boldface** mean: speak these exact words into the telephone, so the system can record them.

You'll practice recording names and greetings in later lessons.

Connecting With The Voice Mail System Locally

When you are signed in as a system manager, you can use the "local connect" feature to hear and record prompts, names, and other voice field information using a telephone handset.

Local connect is made with the F3 Select Port, and F4 Local on/off, command keys. This is a quick, 4-step process. You'll need a telephone within arm's reach of the system console.

Read all these steps, then follow them to establish a local connection with the system:

1. Dial the system. If you are on a busy system, you might have to wait until a port is free to answer calls.

2. After you dial, watch the port status indicators in the upper-left corner of the Banner Screen. Look for the port taking your call. You'll see RINGING followed shortly by **DAY ANSWER** (or **NIGHT** ANSWER) as your line rings, is answered, and the system plays the Opening Line greeting.

3. The port selection indicator, >>, shows which port will connect locally when you press F4. Press F3 to move the ">>" indicator to the port that has answered your call.

4. Press F4 to connect locally. The port status indicator will change to Local Connect, and any message you hear playing will stop.

> NOTE: Once connected locally, leave the telephone handset off-hook. As you type and read, place the handset on the desk-not back into the cradle of the telephone. If you hang up the telephone before you are finished with the local connection, you'll have to disconnect (discussed on page 42) and then reestablish your connection.

> NOTE: On busy systems with more than 12 ports, press Ctrl F3 to view the port status indicators for the additional ports on the system.

Listening to Voice Fields

To verify that you are connected properly, listen to a voice field. You should be at the Voice Prompt Editor Screen, Page 1. The **PROMPT SET** should say DR-Directory. The highlight should be on prompt 1, "Please press the first thr...." The voice fields for this and the other prompts are to the right of the prompt text. You must position the cursor on a voice field to hear it. Move the cursor with the [Tab⇆] key...

Press: [Tab⇆]   Voice field under All Ports, Day is highlighted.

Although different voice fields are labeled with various names on-screen ("Greeting, " "Name," and "Day," for example), they are easily identified. Simply check the one-line help indicator at the bottom of the screen. When the cursor is positioned on a voice field, one-line help *always* reads Press **F10 to play** message, DEL to delete it.

Voice fields are also easily identified since they show the length of the recorded sound. Prompt lengths are given in seconds. For example, : 5 means the prompt is 5 seconds long. When a prompt is longer than 9 seconds, you'll see **>9** rather than an exact time. Unrecorded (empty) prompts show a left-arrow (**< -**) instead of a time. Names, greetings, and other "non-prompt" voice fields show the length in minutes and seconds. For example, 1: 05 means 1 minute, 5 seconds. When empty, these fields show 0 : 00.

Certain prompt fields show the letters **QP** instead of a time. This is an abbreviation for "Quick Play." This is a system feature that allows often-used prompts to be accessed faster. This feature, set by your installer, keeps conversations moving smoothly under high call loads.

You can listen to any voice field using local connect. You simply move the cursor to the desired voice field and press `F10`.

Try it now. Listen to the handset and...

Press: `F10`   *"Please press the first three letters of the person's last name. "*

Listen to prompt **2**...

Press: `↓`   Prompt 2, **All Ports,Day entry** is highlighted.

Press: `F10`   *"Please enter the letters now. "*

You may experiment with listening to other prompts on this first page or any of the other Voice Prompt Editor Screen pages.

Disconnecting Locally

In the next lesson, you'll use the local connect feature to record voice fields as well as hear them. For now, since you have finished with your local connection, it is important to disconnect properly. *Always press* `F4` *to turn local connect off*.

Remember, `F4` acts only on the port with the "**>>**" indicator. This should still be positioned by the **Local Connect** port you are currently connected to. If not, use `F3` to move "**>>**" to the correct port.

Hang up your handset.

Press: `F4`   **Local Connect** indicator clears.

This action returns the port back to its prior answer status so it can resume processing calls.

NOTE: If you forget to switch the local connection off, the port will not answer calls. This will remain true until you remember to press `F4` or until the system discovers you have disconnected. This can tie up the port for several hours.

QuickStart *Switch Setup Screen*

```
██████████████████████████████████████████████████████████████████████████
███ Q U I C K S T A R T   S W I T C H   S E T U P      Page   1 of 3 ███
1.  Switch:  COMDIAL                        ExecuTech 2000 Series   COM820   2 0
2.  Integration  Options:   COMVM DTMFCP HUT=A DT DT3=3

3.  Outdial Access: 9,
4.  Transfer Initiate: &,X                     Recall: &
            Connect:  Q                        Busy Recall: &

5.  TT Prompt/Msg/Record: 5 /7 /9             Release  on  LCR?   Yes
6.  Answer  on  ring  low? Yes                Off-hook   delay:     5
8.  Ringed  delay:  160                       Ring-off   time:   40

```

Press: Ctrl-S   **QuickStart SWITCH SETUP**
                                 Page 1 of 3 is shown.

This is the other QuickStart screen on the system. The Switch Setup Screen
contains 3 pages of settings that tell the system how to communicate with your
telephones and telephone equipment. This purely technical information is the
responsibility of your installer. It includes settings for call transfer codes, message
waiting lamp activation codes, dialing access codes, touchtone sensitivity settings,
and ring and busy signal characteristics. Unless instructed to do so by your
installer, there are no further adjustments for you to make here.

Summary

This is the end of Lesson 2. You have covered a lot of material here. You should
now be thoroughly familiar with each of the screens the voice mail system uses
to store and organize information. You should also be familiar with the basic
purpose of data fields found on each screen. Please spend a few minutes
reviewing this information before you continue with the next lesson.

Key Topics and Terminology

Screen   organization
The definition of "field"
The location and purpose of the Opening Line
Setting the system date and time, and day and night mode schedules
Setting holiday dates and daylight savings time
The definitions of "new" and "old' messages
The definitions of "hold" and "archive"
The definition of "one key dialing"
The definitions of "prompt," "voice field," "voice names," and "greeting"
How to make a local connect and listen to a voice field
The purpose of the ">>" port selection indicator
What is meant when a prompt shows "QP" in the voice field
The make and model of your Comdial telephone system

Command Functions

⌨ Esc   to undo an immediate typing mistake
⌨ F3   to move the port selection indicator
⌨ F4   to make a local connection
⌨ F10   to listen to the contents of a voice field

Additional Information

Please *see* these *Reference Manual* topics for discussions related to this lesson:

- *Backing Up and Restoring*
- *Directory Assistance*
- *Faxes & the Public Fax Box*
- *Messages*
- *Message Taking*
- *Operator Box*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Recording Voice Fields*
- *Schedules*
- *Subscribers*
- *Switch Setup*
- *System IDs*
- *Transaction Boxes*
- Voice Detect *Boxes*

See also:
- *Changing the System Conversation*

Lesson 3: Adding Subscribers & Guests

In this lesson you'll learn the basics of using the voice mail system as system manager. You'll add new subscribers and a guest to the system. You'll learn how to assign system manager status to a subscriber and you'll learn how to edit subscriber information and all other information stored on the system. Finally, you'll practice using local connect to record names and you'll learn about the various message taking, notification, and delivery options available to each subscriber.

Please note that we've designed the samples used in this lesson carefully to avoid conflicts with actual subscribers or other information. You can enter the sample information and train without concern, while your system processes normal calls. At the end of Lesson 5, we'll show you how to erase the training samples and return your system to its original state.

Adding New Subscribers

Adding new subscribers to the system is a simple process. All you have to do is add a new page to the Personal Directory Screen and enter the subscriber name, extension, and other preliminary information. The system's enrollment conversation guides the subscriber through the process of setting up the mailbox for use.

As part of installation and setup, your installer has already added current subscriber information for you. But, it is important for you to know how to do this for yourself. You'll work with this part of the system often, adding and editing subscribers, and mirroring physical changes in extension numbering and locations.

At the Banner Screen, sign in to the system as "Thomas Jefferson"...

Press: [F2]   Please enter your **ID:** is shown.

Type: TOM [←Enter]   **QuickStart APPLICATION Page 1**
or type: 866 [←Enter]   is shown.

☞ *Before you continue, make sure that the CAPS, NUM, and INSERT keylock indicators are OFF--check the upper-right comer of your screen.*

Move to the Personal Directory Screen...

Press: [Ctrl]-[D]   **PERSONAL DIRECTORY** is shown.

The Personal Directory Screen for the first person in your organization should now be on-screen. (In most cases, the names will be sorted alphabetically, or they may be sorted numerically by ID number.) The first person may be a guest (for example, George Washington) or a regular subscriber.

In the steps that follow, you'll add subscribers and a guest for a hypothetical company to your "live" system. You'll train with this information in parallel with your existing subscribers, message groups, and other "real" information. *This activity* won't affect normal call processing operations.

During training, you'll be acting as "Chris Aaronson," system manager for the newly installed voice mail system at XYZ Widget Corporation. XYZ Widget employs 8 people-you and the corporation's 7 founding partners. Conveniently, the partners' names begin with the letters X, Y, or Z. (This keeps them grouped together at the end of the Personal Directory and separate from your actual subscribers   and   guests.)

Naturally enough, XYZ Widget sells the world's finest widgets in an evergrowing number of shapes, sizes, and colors. Business is booming and the voice mail system was purchased to handle the explosion in telephone traffic. In these next 3 lessons, you'll configure the voice mail system to answer and route calls, and to take and deliver voice mail.

Assigning   IDs

Each subscriber must have a unique extension number and Personal ID. A guest must have a unique Personal ID, as well:

Extension number This is what an outside caller presses to reach a particular subscriber. It is entered in the Extension # **ID** field on the subscriber's Personal Directory page. Since this number must be unique for each subscriber, we refer to this as the   *Extension # ID* in other technical manuals. The system allows extension numbers of up to 10 digits (or the equivalent touchtone letters, for systems using lettered telephone keypads). Note that while the system's Extension **#** ID is *usually* the same as the subscriber's actual telephone extension number, it is not *required* to be the same. We'll look at the reasons for this later in the lesson.

Personal ID A subscriber uses this number to send messages, receive messages, and perform personal "housekeeping" (changing options, security codes, and so forth) by phone. The system supplies a suggested Personal ID based on the extension number. In most cases, this is the digit "8" plus the extension number. While similar, a guest's Personal ID is used only to sending messages to, and retrieve messages from his or her host subscriber. Guests don't have an extension, so a guest's Personal ID is usually selected by agreement between the host and guest.

Our samples use extensions 890 through 897. These should not conflict with any of your existing numbers, unless your system uses 89, 890897, or any longer extension, Personal ID, or other System ID number starting with "89."

If you do try to enter a duplicate extension number, Personal ID, or other conflicting System ID number, you'll get a message that says "Duplicate ID." This message will give the conflicting ID and the name of the subscriber, guest, group, or transaction box already using the number. This prevents any potential

problems or confusion. If you were entering actual information, you would simply review the conflict and choose a different ID number.

NOTE: If you get a "Duplicate ID" message during training, it means one of two things:

1. Another person has already completed these lessons but has failed to erase the sample information. Suspect this if you see "Chris Aaronson" and the other sample subscriber names on the system. If this is the case, follow the instructions at the end of Lesson 5 to erase the sample information completely before you continue.

                        -OR-

2. You have a genuine ID conflict. While unlikely, contact your installer for assistance. Your installer can supply an alternate system for training or arrange to resolve ID conflicts for you `before you continue.`

Subscribers and guests are usually sorted alphabetically by last name. Entering the last name first helps the system keep things sorted. Enter *only* the last name-without a comma, space or any extraneous characters.

XYZ Widget Corporation

Last	First	Position	Ext.	Per. ID
Aaronson	Chris	System Manager	890	8890

Let's first add Chris Aaronson's Personal Directory page. New pages are added with the [F8] command.

Press: [F8]   ADD **MENU** is shown. Subscriber is highlighted.

The Personal Directory "Add" menu gives you the choice of adding either a subscriber or a guest, or adding many subscribers in a range of extensions (the pop-up menu may have additional options depending on the subscriber currently on screen). The [Space Bar] lets you move between these choices. Try it now...

Press: [Space Bar]   Guest is highlighted.

Press: [Space Bar]   Range is highlighted.

Since you really want to add a subscriber...

Press: [Space Bar]   Until Subscriber is highlighted.

[←Enter] adds a new page for the highlighted choice.

Press: [←Enter]   Enter extension number (Press ESC to quit):

Type: *890*[←Enter]   Enter last name: {890}

Type: Aaronson ⏎Enter   Enter **first and middle names:**
{note, two "A's"}

Type: Chris ⏎Enter

Full middle names or initials are optional. If you include a middle name or an initial for actual subscribers or guests, use a space to separate them.

Enter Personal ID: 8890

Your system may create a different suggested Personal ID, since the ID created is controlled by the setting of the default **personal ID** field on the QuickStart Application Screen, Page 5.

☞   *IF your system creates Personal IDs different from the ones shown in the text, correct the ID to match the one shown on page 47 before you continue.*

To accept the default Personal ID...

Press: ⏎Enter   **Enter extension number (Press ESC to quit):**

That's all there is to entering a new subscriber. For convenience, the system always assumes that you are entering a series of new subscribers. It suggests the next extension number in sequence, so you can simply press ⏎Enter to continue adding subscribers. We want you to explore some other features first, so...

Press: Esc   **PERSONAL DIRECTORY** page for **Aaronson, Chris** is added.

Apart from the name, Personal ID, and extension number, all other fields on a Personal Directory page are filled automatically. The settings used are the defaults contained on the QuickStart Application Screen, Page 5. (These will have been preset by your installer.)

Assigning System Manager Status

You have added Chris as a subscriber, but not as a system manager. How do you add a system manager?

Press: F8   **ADD MENU** is shown. **Subscriber** is highlighted.

Notice that the Add menu has four choices. The fourth choice lets you promote any existing subscriber to system manager status. Remember, the system allows as many "system manager" status subscribers as you need. Assign system manager status to Chris...

Press: Space Bar   The words **SYSTEM MANAGER**
Space Bar   are now added to the screen,
Space Bar   to the right of Chris' name.
⏎Enter

Editing Subscriber and Other Information

Editing the Personal ID or any other field on any screen page is easy. You simply move the highlight and cursor to the desired field, and make the change. Remember, the "highlight" shows the field currently "live" for editing. The "cursor" shows the current typing position within the highlighted field.

You move the highlight/cursor with these keys:

Key(s)	Action
`Tab↹`	Moves highlight forward to the next field. Action is left to right, top to bottom.
`⇧Shift`‑`Tab↹`	Moves highlight backward to the prior field. Action is right to left, bottom to top.
`↓`	Moves highlight to the closest field *below* the current field.
`↑`	Moves highlight to the closest field *above* the current field.
`←`	Moves cursor left one character. If you are at the start of the current field, it acts like `⇧Shift`‑`Tab↹`.
`→`	Moves cursor right one character. If you are at the end of the current field, it moves you to the first character of the next closest field. (It acts like `Tab↹`.)

In these lessons, you'll only leave and retrieve messages for Chris and the other sample subscribers, so you need to tell the system not to try ringing a sample "extension" before taking messages. This feature is controlled by the Transfer? field. If this is set to Yes the system will try to route the call to the number shown in the transfer dialing field before taking a message.

In most cases, the transfer number on a Personal Directory page will be X. This is shorthand for "extension." When the system sees only an x in a dialing field, it automatically uses the actual entry found in the Extension # ID field.

Setting **Transfer?** to No tells the system to skip the step of trying to transfer a call to the extension, and take a message directly.

Press: `↓` `↓` `↓` `↓` `←`   **Transfer?** is highlighted.

Type: N `←Enter`   Transfer dialing field is highlighted.

You should set **Transfer?** to *No* for each *sample* subscriber you add.

Before we continue, spend a minute or two experimenting with the highlight and cursor movement keys. Try the following:

Move highlight to Edits ᴏᴋ?

Move highlight to the Access field.

Move the cursor to the end of the Personal   ID   field.

Move cursor to the start of the Extension # ID field.

If you accidentally modify any of the fields while you are moving around, remember that pressing Esc while you are still in the affected field will return it to its original setting.

If you have already moved the cursor to another field before you discover your mistake, you'll have to edit the field back to its original setting.

There are three other keys that help while editing:

Key(s)	Action
Del	Deletes the character at the cursor. Any remaining characters to the right of the cursor are moved left to fill the gap made by the deletion. The cursor stays in its current position.
←Backspace	Deletes the character to the left of the cursor and moves the cursor to the left.
Ctrl-K	Deletes all characters from the cursor to the right-hand end of the field. The cursor stays in its current position.

Using Local Connect to Record Names

In the last lesson, you used local connect to listen to voice fields. Now, you'll *record* voice fields, as well, First, you must set up the local connection. Refer to the detailed instructions on page 40 if you need to refresh your memory.

Dial the system. When it answers, press F3 to move the ">>" indicator to the port taking your call.

Press F4 to connect locally.

Use the Tab key to place the cursor on the Voice   name field.

You should now be connected locally. The cursor should be positioned on the Voice name field for the Personal Directory page belonging to Chris Aaronson. When you are on a voice field, the F9 command lets you record into it.

Press: F9   *To* start **recording   press   SPACE and talk   after   the   beep.   Press ESC to** skip.

Notice that one-line help tells you exactly what to do. Try it yourself. Hold the telephone handset normally. Speak clearly and at a conversational speed. It is natural to speak a little too quickly at first. If there is a lot of background noise in your work area, it will be picked up in the recording, so it is important to work in a quiet area or at a quiet time. For best results, the microphone should be 2 or 3 inches (about 7 centimeters) away from your mouth.

Press: Space Bar

After the beep...

Say: *"Chris Aaronson"*

. ..then. to stop recording...

Press: `Space Bar`   Recording time shown in Voice name field.

> NOTE: Your recording of "Chris Aaronson" will be 2 to 3 seconds long.
> When recording a name, avoid unnaturally long pauses at the beginning or
> end. Be prepared to speak *immediately* after pressing the `Space Bar`. Press it
> again, immediately after you stop speaking. Since the recordings you make
> will be combined with prompts to create a conversation with callers, long
> pauses   sound   awkward.

Recording names and prompts usually takes a little practice. Listen to your
recording. If you are not happy with the quality of it, record it again. Note that a
new recording *erases* an existing recording; you *don't* need to press `Del` to
erase the field first.

Listen to the handset, and...

Press: `F10`   *"Chris Aaronson"*

You should experiment with handset distance and the loudness of your voice.
You'll quickly find a combination that works best with your particular equipment
and environment. *The Reference Manual* gives more tips and specifics.

Of course, each subscriber should record the name in his or her own voice. The
enrollment conversation guides subscribers through recording a name the first
time they call the system, as well as setting up other options. You may record an
initial name for subscribers though, since an empty Voice name field can
confuse callers. Also, you **must** record a guest's Voice name field, since guests
cannot record their own name by phone. (Your installer may have already
recorded initial names for each of your actual subscribers.)

Note that subscribers don't have to use local connect to record their names. This
field and the "greeting" field can be recorded by phone by the subscriber during
the enrollment conversation, or through setup options. You'll try this yourself in
the next lesson.

**Rerecord Chris' name several
times for practice. Experiment with
diierent handset distances and the
loudness of your voice.**

**When you have finished, place the handset
on your desk-don't hang up yet.**

Now let's add the remainder of the staff of XYZ Widget Corporation. Add each of
the remaining subscribers first, then come back and record each name. (Save Jay
Zink's guest for later.) We'll take you through enrolling the next person, Jan
Xavier, step by step. You'll add the remaining 6 subscribers on your own.

XYZ Widget Corporation

Last	First	Position	Ext.	Per. ID
Aaronson	Chris	Svstem Manager	890	8890
Xavier	Jan	President	891	8891
Yale	Hugh	V.P. of Sales	892	8892
Yeoman	Mike	National Sales	893	8893
Ying	Sue	International Sales	894	8894
Zaftig	Pat	V.P. Product Support	895	8895
Zeller	Nell	Applications Support	896	8896
Zink	Jay	OEM Support	897	8897
Zonder	Drew	Jay Zink's Guest	(None)	8898

Add Hugh Yale through Jay Zink.

Press: F8   ADD MENU is shown. Subscriber is highlighted.

Press: ←Enter   Enter extension number (Press ESC to quit):

Type: 891 ←Enter   Enter last name:

Type: Xavier ←Enter   Enter first and middle names:

Type: Jan ←Enter   Enter Personal ID: 8891

Press: ←Enter   PERSONAL DIRECTORY page for Xavier, Jan is added.

                              Enter extension number (Press ESC to quit): 892

Extension 892 is for Hugh Yale. Use the personnel chart to finish adding Hugh and the other remaining subscribers. But don't add the last person, Drew Zonder, just yet.

☞ *If your system creates Personal IDs different from the ones shown above, correct the IDs to match the one shown in this table before you continue.*

When you finish Jay...

Press: Esc   PERSONAL DIRECTORY page for Zink, Jay is added.

Jay Zink has a guest, named Drew Zonder. Drew is a buyer for a company that uses huge numbers of widgets. He and Jay must communicate frequently. "Guest" privileges let Drew leave messages for Jay like any outside caller. But

unlike an outside caller, Drew can *receive* messages from Jay. The host/guest relationship is private. No subscriber other than Jay can leave messages **for** Drew.

Add Jay's guest...

Press: [F8]	**ADD** MENU is shown. Subscriber is highlighted.
Press: [Space Bar]	Guest is highlighted.
Press: [←Enter]	**Add guest for Zink, Jay? (Y/N):**
Press: [←Enter]	**Enter Personal ID:**

Since there is not an extension number for Drew, the system doesn't create a suggested Personal ID. When adding guests, select a Personal ID that is easy for the guest to remember, yet secure enough to protect the voice mailbox. For now, we'll just use 8898...

Type: **8898** [←Enter]	**Enter last name:**
Type: Zonder [←Enter]	**Enter first and middle names:**
Type: Drew [←Enter]	**PERSONAL DIRECTORY** page for **Zonder,** Drew is added.

Notice that a guest page says Guest **of.** . . and gives the subscriber's name. The Send Msg Urgent? field controls whether a guest can send urgent messages to his or her host subscriber. A guest page has fewer fields since there is no need for an extension or call transfer information.

You have added a total of 9 new pages to the Personal Directory. The Personal Directory can contain an unlimited number of pages. In large organizations, it is common to have hundreds of extensions and subscribers. The voice mail system includes commands that simplify finding a particular name in a large listing.

You move through Personal Directory pages with these keys:

Key(s)	Action
(Home)	Moves to the first subscriber (alphabetically).
[End]	Moves to the last subscriber.
[PgDn]	Moves to the next subscriber.
[PgUp]	Moves to the prior subscriber page.
[F2] then [J] -or- [Ctrl]-[J]	Either of these commands will ask you for the last name, extension number or System ID you want to jump to. Enter the first few letters of the desired last name and press [←Enter].

☞ *These commands also work for moving through the pages of the Groups
Screen and the Transaction Directory Screen, since both of these screens are
also organized as a series of single, alphabetized pages. These commands
also work for the Prompt Editor Screen, where 'Jump" allows you to move
ahead to particular prompt sets or prompt numbers.*

Before you record names for each new subscriber, practice using these directory
commands...

Use ⬜F2⬜ then ⬜J⬜ to find Hugh Yale.   (Try "Yal" ⬜← Enter⬜)

Use ⬜PgDn⬜ to move to the end of the directory.

Use ⬜Home⬜ to find Chris Aaronson.

Use ⬜Ctrl⬜⬜J⬜ to find Jan Xavier.   (Try "X" ⬜← Enter⬜)

Now that you are back to Jan, record names for the remaining   XYZ Widget
employees and Jay's guest.

NOTE: In the remainder of this lesson and ail of the next, we'll be asking
you to record names, greetings, messages, and *so* forth. *It is very important
that you record each* of *these exactly as shown.* If you skip recordings or take
shortcuts by reducing or changing the wording we give, you won't be able to
review key features of the system and the resulting examples won't make
sense.

**Use the directory and cursor movement
commands and ⬜F9⬜ and ⬜F10⬜ to record
and play names for Jan Xavier
through Drew Zonder.**

**Remember to set Transfer? to No
for each sample subscriber.**

**When finished, press ⬜F4⬜ to end your local connection
and ⬜Esc⬜ to sign out to the Banner Screen.**

Message Notification and Delivery

Once callers leave voice mail, it is important that the system let subscribers know
that messages are waiting. The voice mail system can tell a subscriber that
messages are waiting in a number of different ways. This process is called
"message   notification." Here are the ways the system notifies a subscriber:

■ By lighting a "message waiting" lamp or by activating a stutter   **dialtone** as
provided by your Comdial telephone system.

■ By announcing that messages are waiting when a subscriber calls the
system.

■ By calling a subscriber periodically, and announcing that messages are
waiting.

This third method "delivers" a subscriber's messages directly by phone. A subscriber need not think about messages until the voice mail system calls. Message delivery is flexible and adaptable. In fact, the system can "hunt" for a subscriber by dialing a series of telephone numbers. (Note that while a guest does not have an extension, the voice mail system does announce that messages are waiting when a guest calls the system. The voice mail system can call a guest periodically, as well.)

Message notification and delivery are controlled by settings found on each subscriber's and guest's Personal Directory page. The subscriber can change many, though not all, of these settings by phone using setup options. The system manager can also change these settings at the system console. Let's look at this.

If you are signed out, at the Banner Screen, sign back in as "Chris"...

Press: F2   Please enter your ID:

Type: *8890* ←Enter   **QuickStart** APPLICATION **Page 1**
                                       is shown.

After you sign in...

Press: Ctrl-D   PERSONAL   DIRECTORY   is shown.

Chris Aaronson's Personal Directory page should be on-screen now. Notification via a message lamp (or stutter dialtone) and delivery are controlled in the Message **Notif ication and** Delivery area of the screen. Let's look at these features briefly.

Lamp notification can be turned on or off. **Lamp** # holds the number the system must dial to activate and deactivate the lamp. The current lamp status is displayed in the right-hand comer.

Lines 1 to 4 are programmed with each number the system should try for delivery. Line 1 is usually considered the subscriber's "work' telephone number. This field usually contains the shorthand x notation meaning deliver messages to the extension first. Line 2 is typically a subscriber's home telephone number. Lines 3 and 4 are provided for alternate delivery numbers (a car telephone and a pager, for example). Line 4 is typically used for delivering urgent messages only.

Various combinations of options let you tell the system how long to wait after a message is received before trying to deliver it, and the valid delivery times and days. You can tell the system how many times to ring the delivery telephone number before assuming no answer and how long to wait before trying again. Finally, you can turn delivery to a particular telephone number on or off, and if delivery is on, specify whether each message should be delivered as it arrives or allowed to accumulate in batches. You can also program the system to deliver only urgent messages.

The QuickStart Application Screen, Page 5 controls the initial message delivery and notification settings for a Personal Directory page. Delivery features are highly flexible. A wide range of situations can be accommodated. For an in-depth discussion of the fields and options, see the Reference *Manual.*

Access Codes

Let's look at the other individual subscriber options available on the Personal
Directory page. These control subscriber access to certain features and control
how to transfer calls and take messages for the subscriber. Since a guest does not
have an extension, these features do not apply to guests.

The many access, transfer, and message taking options have been preset by your
installer to best meet your initial needs. These features make the system
adaptable to wide range of situations. The QuickStart Application Screen, Page 5
contains the initial settings used for any new Personal Directory page.

We'll look at these features briefly. For a detailed discussion, see the *Reference
Manual.*

Access lets you configure an individual subscriber's ability to do key things on
the system. You can enter a series of one-letter access codes to grant or deny
particular system features to subscribers. For example, placing the letter R in this
field prevents a subscriber from redirecting messages- There are many valid
access codes and they can be used in many combinations. Access codes are set
initially by your installer.

Access Code Options Window

The system provides a special pop-up window to remind you of the access codes
and what they do. Take a look...

```
                    P E R S O N A L   D I R E C T - O R Y                  NAME SORT
           Name:  Aaronson,  & i - i s          SYSTEM MANAGER
    Personal  ID:  8890                          Voice  name:  0 :02
 Extension # ID:  890                            Hold/Archive msgs:    0 /2   days
===A C C E S S     C O D E   O P T I O N S ==================Press ESC to Exit =

  A [ 1 No Setup Options     J [ 1 Unused            S [    Can't Send Message
  B [*] No Rec't Summary     K [ 1 Can Edit Holding  T [    Traditional Order
  C [*] No Public Notify     L [ 1 Message Length    U |    Not to Subscribers
  D [ 1 Not in Directory     M | 1 Menu Mode         V |    No Private Message
  E [ 1 Messages by Ext      N [ 1 Hands-Free Play   W |    No Future Delivery
  F [ 1 First-Time Enroll    0 [ ] No Old Messages   X |    No Receipt Request
  G [ 1 Can't Edit Greet     P [ 1 No Public Message  Y |    No Open Groups
  H [ 1 Unused               Q [ 1 No Urgent Message  Z |    Automatic Receipts
  I [ 1 Unused               R [ 1 Can't Redirect

=Press ↑ ↓ →←  TAB or Shift.-TAB  to move;  Press  SPACE to add or remove a code=
```

Figure 2: The Access Code Options window

Press: Ctrl E ↵Enter   The **ACCESS CODE OPTIONS** window is
                                             displayed.

Press: ↓ ↓ ↓   The cursor moves to the first access code
                                             option.

Each access code option is listed, along with a brief description of what the code
does. Also notice that an additional description of the access code appears in the
one-line help at the bottom of the screen. You may press Tab↹ and
⇧Shift Tab↹ repeatedly to move through the list of access codes. Watch the
bottom of the screen to see how the one-line help changes as you move from
code to code.

Press: Tab↹ Tab↹ Tab↹   The help information at the bottom of the
                                             screen changes for each access code.

Check the Codes for Subscribers Used in these Lessons

For the purposes of these lessons, we want to make sure Chris Aaronson has a particular set of access codes. These codes will be different, depending on whether your system is set for alphabetic access or numeric access. (If you are not sure how the system is set, check with your installer before continuing.)

Look at the access codes assigned to Chris, and check to make sure the codes match the ones for Chris shown in the table below. If your system uses keypads without letters, make sure the E access code is included.

For systems set for alphabetic access:	
Subscriber	**Access Codes**
Aaronson, Chris	PCFQVWX
All Other Sample Subscribers	PCQVWX

For systems set for numeric access:	
Subscriber	**Access Codes**
Aaronson, Chris	PCEFQVWX
All Other Sample Subscribers	PCEQVWX

If the codes do not match, use the `Tab↹` and `⇧Shift`-`Tab↹` keys to highlight the bracketed field next to the description of the code you want. To add or remove a code, press `Space Bar`.

Take another minute to check the Personal Directory pages for the other sample subscribers: Xavier, Yale, Yeoman, Ying, Zaftig, Zeller, Zink. Press `PgDn` several times to see their Personal Directory pages. Make sure their access codes match those in the table below. **Note that only Chris Aaronson has the F access code.**

When you have finished checking the access codes, press `PgUp` several times (or use the "Jump" command) to return to Chris Aaronson's Personal Directory page and continue our tour of the Personal Directory Screen's fields.

Call Transfer and Message Taking

Transfer `->` Greeting `->` Action is the area of the page that controls what happens to a call after it is transferred by the system. Transfer? can be set to Yes or No. As you have seen in creating the samples, a setting "no transfers" causes the system to take a message immediately. When this field is set to Yes, the voice mail system will transfer to the number shown in the dialing field immediately to the right. This is usually x, meaning transfer to the number shown in the Extension # ID field. Note that, while often the same, the system Extension # ID and a subscribers actual telephone extension number can be different. This is often exploited to overcome extension numbering limits on some types of telephone equipment. It has other uses, too. For example, two or more subscribers might share the same telephone station.

Holding? set to Yes allows callers with touchtone telephones to hold when the extension is busy, by pressing 1. You can also set this field to VOX to allow callers without touchtone telephones to hold by saying "Yes". Setting this field to No turns off call holding.

Other field settings in this area control whether the system waits for an answer (and the number of rings to wait) and other transfer and call screening options.

The **->** Greeting section of the screen shows whether the subscriber has recorded a standard and an alternate greeting message. A subscriber records his or her optional greetings from the telephone. You can also do this with local connect as system manager. You'll record a greeting and a name from the telephone in the next lesson.

The **->** action section controls how the system handles the call after the caller hears the subscriber's greeting. In most cases, this will be set to **Take-msg.**

Maxmsg controls how long, in seconds, a single message from an outside caller to a subscriber may be. **Edits OK?** controls whether an outside caller is given the option to review, add to, or redo a message.

In addition to the access codes expanded window, the Personal Directory page also has an "expanded" mode that allows you to set up advanced transfer options for subscribers. You took a look at the expanded mode in Lesson 2. The fields on the expanded transfer options window set additional call transfer and screening options using letter codes that enable certain features.

The fields also tell you which greeting is active, set additional transfer options after callers leave a message, and set up call transferring based on single touchtones. *See* the *Reference Manual* for details on using these options.

Summary

This is the end of Lesson 3. You have now learned 90% of the routine keyboard work that you'll perform as system manager. Once you complete the initial start-up and training phases with the system, you'll spend relatively little time at the console. Most of your keyboard-related work as system manager will then concern adding and editing subscriber and guest information.

In the remaining lessons, you'll move from working at the console to concentrating on using the system by phone, as a subscriber. Therefore, please review the topics covered in this lesson carefully.

Key Topics and Terminology

Adding a subscriber
How an "extension number" is used by the system
The definition and use of a "Personal ID"
The cause of a "duplicate ID" warning message
Assigning system manager status
Editing commands
Recording a name with local connect
Adding a subscriber's guest
Directory movement commands
Message notification options
Message delivery options

Command Functions

F8 to add a new subscriber, add a guest, or change system manager status
F9 to record a voice field
Space Bar to start and stop local connect recording, add and remove access
　　　codes from a pop-up window
Ctrl-E to view expanded options from the Personal Directory or QuickStart
　　　Application Screen, Page 5

Tab / Shift-Tab to move highlight forward and backward
↑ / ↓ to move highlight up or down
← / → to move cursor left or right

Del / Ctrl-K to delete characters at the cursor

[Home) / [End) to move to the first and last directory page
Ctrl-J / F2 then J to jump to a specific name or extension number

Additional Informafion

Please see these *Reference Manual* topics for discussions related to this lesson:

■　　*Call Holding*
■　　*Call Transfer & Call Screening*
■　　*Guests*
■　　*Messages*
■　　*Message Delivery*
■　　*Message* Waiting *Lamps*
■　　*Subscribers*
■　　*System IDs*
■　　*Recording* Voice Fields

Lesson 4: Leaving & Retrieving Messages

In this lesson, you'll switch from your role of system manager to that of a regular subscriber. You'll learn to use the voice mail system from a subscriber's point of view, leaving and retrieving messages. In addition, you'll learn how to review messages already heard, and how to redirect a message you have received into another subscriber's mailbox.

We'll show you how easy it is to change your mind: you'll learn how to cancel or redo a message you have already sent, but that has not yet been heard by the recipient. Finally we'll show you how a subscriber can record his or her name and a standard greeting by phone.

Overall, this lesson will teach you what you, in turn, need to teach other subscribers. The features demonstrated in this lesson can form the basis of your own demonstrations of the system.

As in Lesson 3, the sample information you enter here will not affect your working system. We'll show you how to erase all training samples at the end of Lesson 5.

Before You Begin

For the exercises in this lesson to work, you need to make sure the access codes on the Personal Directory pages for your sample subscribers have been set correctly. (If you just checked the sample subscribers' access codes in the last lesson, you may skip this section.) Your installer may have set the default access codes to give all subscribers the enrollment conversation or special delivery options. For these lessons, though, we won't be using all these features.

Alphabetic Access Versus Numeric Access

Your system may be set so that subscribers leave messages by spelling a name, or by pressing a number. These last two lessons are designed to work whether you are using alphabetic access or numeric access. The system will tell you whether to spell a name or enter a number. The steps in the lessons always show both ways of using the system-just follow the step that applies to you.

If your system uses numeric access, your sample subscribers should also have the **E** access code. (Check with your installer if you are not sure whether your system is set for alphabetic or numeric access.)

Let's take a look at Chris Aaronson's access codes...

Sign in to the system console as "Chris"...

Press: F2   **Please enter your ID:**

Type: *8890* ↵Enter   **QuickStart APPLICATION Page 1**
                                   is shown.

Go to the Personal Directory...

Press: Ctrl-D   **PERSONAL DIRECTORY** for Chris Aaronson
                                   is shown.

Take a look at the Access field. If your system uses alphabetic access, the only
access codes in the field should be **PCFQVWX.** If your system uses numeric
access, Chris' access codes should be **PCEFQVWX.** If not...

Press: ↓ ↓ ↓   The Access field is highlighted.

Add any missing access codes for Chris, or remove any extra ones.

For systems set for alphabetic access:	
Subscriber	Access Codes
Aaronson, Chris	PCFQVWX
Ail Other Sample Subscribers	PCQVWX

For systems set for numeric access:	
Subscriber	Access Codes
Aaronson, Chris	PCEFQVWX
All Other Sample Subscribers	PCEQVWX

Take another minute to check the Personal Directory pages for the other sample
subscribers: Xavier, Yale, Yeoman, Ying, Zaftig, Zeller, Zink. Press PgDn to see
their Personal Directory pages. Make sure their access codes match those in the
table above. If your system uses numeric access, be sure your sample subscribers
have the **E** access code. Note that only Chris Aaronson has the F access code.
This code says the person will hear the enrollment conversation the next time he
or she calls the system.

If any access code letters are missing or needed, be sure to change them before
continuing this lesson.

> NOTE: This lesson assumes that your system uses the standard voice prompts. If your installer has m-recorded the system prompts, the words you hear may differ from those in the lesson text.
>
> However, changes in prompt wording won't affect the touchtone steps shown in the text-the intent of the lesson won't change. You should note any differences you hear (this will help you in your own lesson planning), and continue with the lesson.

Once you have finished checking access codes, sign out of the system console.

Calling the System

In this lesson, you'll use the system as an ordinary caller. You'll practice leaving messages both as an outside caller and as a subscriber.

For this lesson, you should be signed out of the system. You'll use the telephone normally--not *connected locally.* In fact, you can complete this lesson from *any* touchtone telephone-in your office or away.

> NOTE: You should be signed-out from the system console to do this lesson.

The Enrollment Conversation

There are two ways to add subscribers to the system: console enrollment and over-the-phone enrollment. ***Console enrollment*** means your installer, or you as a system manager, enter all the information needed for each subscriber at the system console, including the subscriber's complete spelled name, recorded name, Personal ID, and Extension # ID. When the subscriber calls in to the system, everything is set up, ready to go.

Over-the-phone enrollment allows you to set up a range of voice mailboxes for the extensions in your office, and then have subscribers enroll themselves by phone, by listening to a special conversation. When a subscriber first calls in to the system and enters the correct Personal ID, the system enrolls the caller by asking the subscriber to record his or her name, spell his or her name for the automatic directory (if applicable), record a personal greeting, and set a security code.

The enrollment conversation can save you time, because you don't have to set up subscribers' mailboxes for them. It can also help subscribers learn about the voice mail system, because it guides them through several of the most frequently used features.

The F access codes (for "first-time caller") means a mailbox is set up for enrollment by phone. Since Chris **Aaronson** has an F access code, you can hear the enrollment conversation by calling in as Chris. Let's try it now...

> **NOTE:** Since it is hard to read *and* listen to the telephone at the same time, *read through the telephone steps **before** you start dialing!*

Dial the system.	' *'Hello, this is.. . "*
Press ☎: *8890*	*'Hello, and thank you for calling... "*
Answer *the* **questions** *to enroll* **Chris Aaronson on the system.**	*"Thank you! Your voice mailbox is now set up. "*
Press ☎: 1 **to confirm Chris' new mailbox settings, then hang up.**	

If your system's subscribers are set up with the F access code, they will hear this same enrollment conversation when they first call the system and enter their Personal ID. Plus, they will hear only the questions that apply to them. For example, when you just listened to the enrollment conversation as Chris Aaronson, the system skipped asking you to record a name, because in Lesson 3 you already recorded a name for Chris using a local connection. Also, if the system is set for telephone keypads with numbers only, the system does not ask subscribers to spell their name for automatic directory assistance.

Leaving Messages

Now that Chris Aaronson is enrolled, and your other sample subscribers have been enrolled from the console, let's use their Personal IDs to leave and check messages.

Outside Callers Versus Subscribers

The voice mail system categorizes messages in two broad groups:

- Messages from outside callers (customers, clients, friends, etc.).
- Messages from one subscriber or guest to another.

So far, when we've used the term "outside caller" it has meant specifically "not a subscriber" (and "not a guest," as well). In reality, any caller--subscriber or not-is considered an outside caller *unless they identify themselves with a Personal ID.*

You make the outside caller/subscriber distinction when the system first answers your call. Unless you tell the system you are a subscriber, it will treat you as an outside caller. Subscribers hear one kind of conversation, outside callers hear another. Let's try it. First, you'll leave a message for Hugh Yale as an outside caller. Then you'll leave a second message as "Chris Aaronson."

Let's call the system and dial Hugh's extension:

Dial the system.	*"Hello, this is,.. "*
Press ☎: *892*	*"Hugh Yale is not available right now. I'll record your message at the tone. When you are finished, hang up or stay on the line for further options. "*

(If you forgot to set Transfer? to **No** for Hugh, you'll hear *"'Please hold on while I try that extension... "* first or some other prompts. You should press * * *

to disconnect and be sure call transfer for Hugh is set to **No** before continuing this   lesson.)

Leave Hugh a short message...

Say: *'Hi Hugh, this is Pat Johnson. I'm calling for*
more information on the new K-series super
widgets. Please call me at 555-1234."

Shortly after you finish speaking, you'll hear...

"Thank you. Your message has been sent. "

-OR-

'Press I to add to your message, 2 to listen to
it, the pound sign to re-record it or if you're
satisfied with your message, press the star key
to send it. Thank you. Your message   has been
sent. ''

Then...

"If you need further assistance, press the pound
key now. Thank you and goodbye."

A few seconds later, the system disconnects.

In this conversation, the voice mail system acted as an "automated attendant."
The automated attendant feature frees your receptionist from the job of
transferring routine incoming calls. This feature can be used many ways. For
example, the voice mail system might answer all incoming calls. Or, a
receptionist might answer most or all incoming calls, depending on the voice
mail system as a backup during busy times. (Some organizations cannot use the
automated attendant feature, and instead use the system only for voice mail or
delivering audiotext to callers.)

Now leave a message as the subscriber Chris Aaronson, by dialing the system and
entering Chris' Personal ID.

Dial the system.   *"Hello, this is... "*

Press ☎: 8890   *"Chris Aaronson. Remember, 1 for Yes, and*
2 for No. There are no new messages. Would
you like to leave any messages?"

Press ☎: 1 {for "yes"}   *'Please enter the first three letters of the*
person 's last name.. . "   -OR-
'Please enter the extension... "

Press ☎: YAL   *'Hugh Yale. Press yes to confirm. "*
or press extension ☎: 892

Press ☎: 1 {"yes"}   *"Okay, I'll record your message now. "*

Say: *"'Hi Hugh, I've had seveml letters asking about*
our new K-series super widgets. Do we have
any sales kits ready for these yet?"

Shortly after you finish speaking, you'll hear...

"Would you like to leave another message?"

Press ☎: 2 {for "no"]
"There *are RO old messages to* review. *Would you like to access your setup options?"*

Press ☎: 2 ["no"}
"Would you like to do anything else?"

Press ☎: 2 {"no"}
"If you 'd like to try an extension, you may do so now. See you later!"

Shortly after this, the system disconnects.

Rather than listen to these additional prompts, you can use a "*** * ***" shortcut to disconnect immediately. Once you have finished speaking, press the "star" touchtone three times in a row.

You have left Hugh messages both as an outside caller and as a subscriber. The key point to remember is that *the system treats you as an outside caller until you press your Personal ID.*

When you are calling another subscriber from a telephone extension, leaving subscriber-tosubscriber messages is a one or two-step process, depending on how your Comdial telephone system handles calls to an extension that doesn't answer.

Some Comdial telephone systems can forward your call to voice mail if the extension you call doesn't answer in a certain number of rings. With this set up, you dial the extension number directly. Then, if the voice mail system answers, you enter your Personal ID and leave a message for the person you were calling.

When the Comdial telephone system can't forward unanswered calls to an extension, you must hang up when there is no answer, and then dial the voice mail system as a separate step. Your installer can explain the capabilities of your particular Comdial telephone system and how it integrates with the voice mail system.

Retrieving Messages

Retrieving messages is easy. You simply dial the system and enter your Personal ID. If there are any new messages waiting, the system tells you immediately. Call in as "Hugh Yale" and retrieve the 2 messages you just left. As you do this, notice how the system treats subscriber and outside messages.

> NOTE: Since it is hard to read *and* listen to the telephone at the same time, we'll present the telephone steps first and then discuss the key points after you have hung up. *For best results, read through the telephone steps before you start dialing!*

Dial the system.
"'Hello, this is... "

Press ☎: 8892	*"Hugh Yale. Remember, I for Yes, and 2 for No. You have 2 new messages. "*
Press ☎: 1 {for "yes"]	*"Chris Aaronson left one. Would you like to hear it?"*
Press ☎: 1 {"yes"}	*"The message is... 'Hi Hugh, I've had several letters asking about our new K-series super widgets. Do we have any sales kits ready for these yet?'.. . recorded today at {time}. For no reply, press 2. Otherwise, I'll record your message now... "*

Answer Chris' question...

Say:	***"Chris, I'm expecting the new sales kits from the printer this week I'll let you know when they arrive. "***

Shortly after you stop speaking...

"Your message box has a message. Would you like to hear it?"

Your "message box" is for outside callers...

Press ☎: 1 {"yes"}	*"The message is... 'Hi Hugh, this is Pat Johnson. I'm calling for more information on the new K-series super widgets. Please call me at 555-1234. ' recorded today at {time}. There are no further messages. Would you like to leave any messages?"*

Skip the remaining questions and hang up.

Press=:***

The system sorts your messages for you. First, it plays all your urgent messages, then all your normal priority messages. The system also   sorts messages by sender. For example, if you have urgent messages from several different people, it plays all the urgent messages from one person first, then the urgent messages from the next person.

The system also uses many different prompts to help you keep track of where you are and what you are doing. It always tells you how many new messages you have waiting. The system will give a count of messages or a count of messages and their total length in minutes and seconds. For example, the system might say, *"You have 3 new messages totaling 5 minutes and   15 seconds. "* Message length is activated by placing the letter **L** in the Access field of a subscriber's Personal Directory page.

Notice that a *subscriber* does not have to identify him- or herself in a message-Chris Aaronson's recorded name was used to introduce the message. On the other hand, an outside caller must still identify him- or herself when calling.

After a message is played, the system tells you when the message was left.

As you saw in answering Chris' question to Hugh, the system makes it easy for you to carry on a voice mail "dialogue" with another subscriber. At the end of any subscriber message, you can reply if you wish, and your reply is delivered back to that subscriber automatically.

Reviewing and Redirecting Messages

Once you have heard a message, it becomes an "old" message. Old messages are held for the time specified by the "hold" setting of the **Hold/Archive msgs** field found on the Personal Directory. While the system manager can adjust this individually for each subscriber, in most cases the setting is the same as the default given on the QuickStart Application Screen, Page 5.

You may review old messages and hear them again. When an old message is reviewed, the system gives you a chance to keep the message for a period longer than the normal "hold" time. This is called "archiving" a message, and this extra time is called the "archive" time. After you listen to an old message, it is deleted immediately. If you wish to save it longer, **you must** archive it.

You can also review and then redirect (or forward) a message to another subscriber. "Redirecting" a message puts it in another subscriber's mailbox as a new message. When redirecting a message you can add an introductory explanation.

Let's again dial the system. Assume that Hugh Yale just wants to review the message from Pat Johnson (who was an outside caller) and give it to Mike Yeoman for immediate action.

Dial the system.	*"Hello, this is... "*
Press ☎: 8892	*"Hugh Yale. Remember, I for Yes, and 2 For No. There are no new messages. Would you like to leave any messages?"*
Press ☎: 2 {for "no"}	*"You have 2 old messages to review. Would you like to check them?"*
Press ☎: 1 {"yes"}	*"Chris Aaronson has an old message to review. Would you like to hear it?"*

No, you don't want to review the old message from Chris.

Press ☎: 2 {"no"}	*"Your message box has an old message to review. Would you like to hear it?"*
Press ☎: 1 {"yes"}	*"The message is... 'Hi Hugh, this is Pat Johnson. I'm calling For more information on the new K-series super widgets. Please call me at 555-1234. ' recorded today at {time}. Would you like to redirect this?"*
Press ☎: 1 ["yes"}	*"Please enter the first three letters of the person's last name... "* -OR-

"'Please enter the extension... "

Press ☎: YEO {the letter "O"}   *"Mike Yeoman. Press yes to confirm."*
or press extension ☎: 893

> NOTE: If you hear Mike's box number (893) instead of his name, you
> probably forgot to record his name when you added him.

Press ☎: 1 {"yes"}   *"Would you like to record an
                                       introduction?   '*

Press ☎: 1 ("yes"}   *"Okay, I'll record your message now.   "*

Say   **"Hi Mike, please take care of Pat's request as
                                       soon as possible. Ask Chris to let you know
                                       when the new sales kits arrive."**

                                       "I'll copy the message now...   "

After a short pause, you'll hear:

                                       *"Would you like to redirect this message to
                                       anyone else?"*

Press ☎: 2 {"no"}   *"Would you like me to archive this?"*

***Press ☎: 2** {"no"}*   *"There are no further messages. "*

Press ☎: * * * and hang up.

If your system is set up for a telephone keypad with letters, you can "spell" a
subscriber's name using your system's "wildcard" (usually   1 or 0) to substitute for
any letter you are not sure of. For example, if you weren't sure how to   spell Chris
Aaronson's name, you could press AA1 or   AA0 (the number zero) to hear a list of
names beginning with the letters AA. Remember though, you are spelling   with
touchtone letters. Since one number on a lettered keypad equals 3 or 4 possible
letters, a wildcard can sometimes produce unanticipated results.

For example, if you were looking for someone named Chris   Aaronson by dialing
"211" (in other words, A-somethingsomething), you would match all names
beginning with A, B, and C, since 2 "spells" ail 3 of those letters on the system.
You should experiment with the   wildcard and your own list of subscribers. This
will give you a feeling for how this feature works.

Subscribers who leave messages by number cannot use a   wildcard character
when leaving messages for subscribers or guests. These subscribers should keep a
list of everyone's extension number handy for quick reference when leaving
messages.

"Dialing Ahead" for Advanced Users Only

So far, you have listened to each system prompt in its entirety. Once you have
become familiar with the system, you can save time by "dialing ahead." Since
the system listens for your touchtone instructions as it speaks, it is possible to

jump directly to a desired action, answering in advance the questions you would encounter. You simply enter the full sequence of touchtones all at once.

Try it yourself. Review Chris' message and archive it...

Dial the system.   *"Hello, this is... "*

Enter Hugh's Personal ID...

Press ☎:8892   *"Hugh Yale. Remember, 1 for Yes, and 2 for No. There are no new messages. "*

Now dial straight through to the point where Chris' message begins to play...

Press=:2 11   *"Hi Hugh, I've had several letters asking about our new K-series super widgets. Do we have any sales kits ready for these yet?"*

Interrupt the message and archive it...

Press ☎: 2 2 1   *"There are no further messages. "*

Press ☎: * * * ...and hang up.

Other keypad shortcuts are listed in the subscriber *User's Guide.* Once you know the system, you can dial ahead or press special speed key codes to jump directly to the options or features you use most. Skipping familiar prompts makes the system even faster and easier to use.

Canceling an Undelivered Message

A subscriber may cancel any message he or she has sent but that has not yet been heard by the intended subscriber. This is an important feature. Rather than making someone listen to an outdated message followed by a second "never-mind-my-last-message" message, you can cancel unheard messages when conditions change. Try this yourself.

Assume the new sales kits that Chris Aaronson asked Hugh Yale about have arrived. Hugh's last message to Chris said he was expecting them during the week. Call the system as Hugh Yale and cancel this message to Chris...

Dial the system.   *"Hello, this is... "*

Enter Hugh Yale's Personal ID...

Press ☎:8892   *"Hugh Yale. Remember, I for Yes, and 2 for No. There are no new messages. Would you like to leave any messages?"*

Press ☎:1 {for "yes"}   *'Please enter the first three letters of the person's last name... "*   -OR-
                                      "Please enter the extension... "

Press ☎: AAR   *"Chris Aaronson. Press yes to confirm."*
or press extension ☎: 890

Press ☎: 1 {"yes"}	*"This person hasn't heard your last message. Would you like to review it? "*
Press ☎: 1 {"yes"}	*"The message is... 'Chris, I'm expecting the new sales kits from the printer this week... ' "*
Interrupt the message...	
Press ☎: 1 {"yes"}	*"Would you like to cancel this message?"*
Press ☎: 1 {"yes"}	*"Would you like to leave this person an additional message?"*
Press ☎: 1 {"yes"}	*"Okay, I'll record your message now. "*
Say	***"Chris, the new sales kits are here now. "***
Press=:*** . ..and hang up.	

This message replaces your previous message. If you wanted to cancel the message without leaving a replacement, you would simply press 2 (for   no) at the "additional   message"   question.

Recording a Personal Greeting

A subscriber's personal greeting is an optional message that is played before a caller's message is taken. Without a greeting, a caller hears:

"<Subscriber's name> is not available right now. I'll record your message now. Please stay on the line For further options. "

-OR-

"<Subscriber's name> is on the phone now. I'll record your message now. Please stay on the line for further options. "

A greeting "personalizes" the voice mail system. Callers are more likely to leave a message when they hear an   up-to-date personal greeting in the subscriber's own voice.

Subscribers can record two different greetings: a standard greeting and an alternate greeting. In most cases, you'll record a standard greeting for when you are in the office as usual. You'll use the alternate greeting for special purposes, such as when you are out of the office or on vacation.

Since a greeting can be recorded from any telephone, a subscriber can quickly switch between his or her standard or alternate greeting to meet the current situation. This feature is great for when a subscriber's plans change suddenly or the subscriber will be away from the office for an unusual amount of time. If you are a system manager, you should encourage subscribers to at least record a standard greeting and change it routinely.

You can record a greeting by accessing setup options. Try this yourself. Call in as 'Jan Xavier" and change your personal greeting.

Dial the system.	*"Hello, this is... "*

Press ☎: 8891	*"Jan Xavier. Remember, 1 For Yes, and 2 for No. There are no new messages. Would you like to leave any messages?"*
Press ☎: 2 {for "no"}	*"There are no old messages to review. Would you like to access your setup options?"*
Press ☎: 1 {"yes"}	*"Would you like to change your personal greetings?*
Press ☎: 1 {"Yes"}	*"Your current greeting is... 'Jan Xavier is not available right now. ' Would you like to switch to your alternate greeting?"*
Press ☎: 2 {"no"}	*"Would you like to rerecord your standard greeting?"*
Press ☎: 1 {"yes")	*"Okay, I'll record your greeting now."*
Say:	*"Hi, this is Jan Xavier. I'm attending the International Widget Roundup in Vienna. I'll be away from the office until next Thursday. If you need help or information before then, please call Chris Aaronson at extension 890."*

Shortly after you finish speaking...

Press=: * **...to stop recording**

Then...

Press=:*** **. ..and hang up.**

Now, when callers reach Jan Xavier's voice mailbox, they will hear this greeting. Try it yourself as practice.

Dial the system as an outside caller.
Dial Jan's extension: 891.
Listen to the greeting.
Leave a message, if you like.

> NOTE: Remember to remind subscribers to include their name as part of the greeting. The recorded name is not played when there is a personal greeting recorded.

For more information and suggestions about using personal greetings, see the *Reference Manual.*

Recording a Subscriber's Name by Phone

In addition to recording a greeting, one of the first things a new subscriber must do is personalize his or her name. When you first add a new subscriber to the Personal Directory, you may record the subscriber's name yourself, using local connect. (Your installer may have already done this for each enrolled subscriber on your new system.) Or, if subscribers enroll themselves using over-the-phone enrollment, they are asked to record a name then.

A subscriber can also change his or her recorded name by phone at any time. This is done as part of a subscriber's setup options. A subscriber can control many settings of his or her Personal Directory, by phone, using the "setup options" conversation.

These setup options include call transfer options, message delivery options, group maintenance and personal options.

Call in as "Jan Xavier" and try this yourself.

Dial the system.	*"Hello, this is... "*
Press ☎: 8891	*"Jan Xavier. Remember, I for Yes, and 2 For No. "*
Press ☎: 2 2 2 [skip to end}	*"Would you like to access your setup options?"*
Press ☎: 1 {"yes"}	*"Would you like to change your personal greetings?"*
Press ☎: 2 {for "no"}	*"Would you like to change your groups?"*
Press ☎: 2 {for "no"}	*"Would you like to change your transfer or delivery options?"*
Press ☎: 2 {"no"}	*"Would you like to change your personal options?"*
Press ☎: 1 {"yes"}	*"Would you like to set your security code?"*
Skip this option for now...	
Press ☎: 2 {"no"}	*"Would you like to change your recorded name?"*
Press ☎: 1 {"yes"}	*"Your recorded name is currently.. 'Jan Xavier'. Would you like to change it?"*
Press ☎: 1 {"yes"}	*"Okay, state your name at the beep. Press star when you are finished. "*
Say:	*"Jan Xavier"*
Press ☎: *	

Press "star" to signal the end of the recording as soon as you stop speaking.

> *"Your new name is: 'Jan Xavier'. Would you like to change it?"*

Press ☎: **2** {"no"}   *"Would you like to change your spelled name?"*

Press ☎: *** * * . ..and hang up.**

If you'll be a system manager at your company, you'll often show other subscribers how to record their names. You should practice recording Jan Xavier's name until you are comfortable with the steps. There are two important things you should point out to subscribers during training:

- ■   To keep conversations flowing smoothly, names shouldn't have long leading or trailing pauses. Speak immediately when the voice mail system finishes saying *"Okay, state your name at the beep. Press star when you are finished. "* Explain to subscribers that pressing "star" immediately when finished eliminates the trailing pause.

- ■   Remind subscribers to experiment with the loudness of their voice and the distance at which they hold the handset microphone from their mouths when speaking. It will only take a few tries to get a good sounding recording. In short: encourage subscribers to listen to their recordings and experiment until they are comfortable with the sound quality, speaking speed, and intonation.

Setting a Subscriber's Security Code

In addition to recording a greeting and name, a new subscriber should set a security code. A security code protects a subscriber's voice mailbox from unauthorized use. When you first add a new subscriber to the Personal Directory, you'll set a Personal ID at the console. (Your installer may have already done this for each enrolled subscriber on your new system.) However, the subscriber is the only person allowed to create a security code for the mailbox.

A security code is similar to a Personal ID in that the subscriber enters it on the touchtone pad in order to retrieve his or her messages. A security code is different from a Personal ID in that a subscriber can choose not to use one or can change it whenever he or she wishes. This is done as part of the enrollment conversation, and as part of a subscriber's setup options.

A security code differs further from a Personal ID in that the code is totally secret-it is never displayed on screen or in any system reports. A system manager can **not** set another subscriber's security code at the console or anywhere else. Only the subscriber can set the code, and only by phone.

Call in as "Jan Xavier" and try this yourself...

Dial the system.   ' *'Hello, this is.. . "*

Press ☎: **8891**   *"Jan Xavier. Remember, I for Yes, and 2 for No. "*

Press ☎: 2 2 2 {skip to end}   *"Would you like to access your setup options?"*

Press ☎: 1 {"yes"}   *"Would you like to change your personal greetings?"*

Press ☎: 2 {for "no"}   *"Would you like to change your groups?"*

Press ☎: 2 {for "no"}   *"Would you like to change your transfer or delivery options?"*

Press ☎: 2 {"no"}   *"Would you like to change your personal options?"*

Press ☎: 1 {"yes"}   *"Would you like to set your **security** code?"*

Press ☎: 1 {"yes"}   *"Choose a code that you will not forget. **The** code should be 3 to 10 digits. Please enter your security code now. Press star (*) when you are finished. "*

You may now enter up to 10 touchtone digits. The code should be something you will remember, but not something other people could guess. For this lesson, we'll make it as easy as "1 ▪ 2".

Press ☎: 12 *   *"'Please reenter your new security code to confirm it. Press star when you are finished. "*

Press ☎: 12 *   *"Your new security code has now been activated. Would you like to change your recorded name?' '*

Press=:*** ...**and hang up.**

Now, when Jan calls in and enters her Personal ID, the system will prompt her to enter her security code before greeting her. Let's try it now...

Dial the system.   ' *'Hello, this is. . . "*

Press ☎: 8891   *"Please enter your personal security code. "*

Press ☎: 1 2   *"Jan Xavier. Remember, I for Yes, and 2 for No. "*

Press=:***   ...**and hang up.**

Note that the system did not speak Jan's name until her security code had been entered   correctly.

Since this will be one of the first things you'll show other subscribers how to do, practice changing Jan Xavier's security code until you are comfortable with the steps to do it.

Write down Jan's final security code here, as you'll need it for the next lesson:

Subscriber	Personal ID	Security Code
Jan Xavier	8891	

Summary

This is the end of Lesson 4. You have experimented with most of the basic tasks a subscriber does on the system. You should be thoroughly familiar with these basic   functions.

In the next lesson, we'll discuss some of the special touchtone controls a subscriber can use with messages, and look at how message groups are created and edited both at the console and by subscribers by phone.

One area we haven't covered in this lesson is the special delivery options that subscribers may use to make their messages urgent, private, delivered at a future date and time, or to request an explicit return receipt. A subscriber can add one or more of these delivery options to a message. These options are discussed in detail in the *Reference Manual.*

Before you continue with Lesson 5, spend time with the basics of leaving and retrieving messages. Experiment with redirecting and canceling messages, as well. Be sure you can clearly explain to a subscriber the steps required for recording a name and setting a security code.

☞ *You may experiment with any of the sample subscribers except Chris* **Aaronson** *and Hugh Yale. Please do not leave any messages for these subscribers or retrieve any of their existing messages.* **These** *sample subscribers need to remain unchanged in order for the Lesson* **5** *examples to work properly.*

Key Topics and Terminology

Leaving messages
The distinction between outside callers and subscribers
Retrieving new messages
Reviewing old messages
Redirecting messages to another subscriber
Dialing ahead
Archiving messages
Canceling messages
Recording a subscriber's personal greeting by phone
Recording a subscriber's name by phone
Setting a security code

Touchfone   Commands

☎   1   for "yes"
☎   *2*   for   "no"

Additional   Information

In addition to the subscriber's *User's Guide,* please *see* these *Reference Manual* topics for discussions related to this lesson:

■   *Messages*
■   *Security   Codes*

Lesson 5:
Message Groups

Message groups are a convenient way to deliver the same message to a group of related subscribers. You can record the message once and have the system deliver a copy of it to each subscriber in the group.

Subscribers can create and maintain their own message groups from any touchtone telephone. As system manager, you can also create and maintain message groups at the console.

In Lesson 5, you'll create samples of the different kinds of message groups, both by phone as a subscriber and at the console as system manager, and edit some group   settings.

You'll practice leaving and retrieving group messages as a subscriber, and as part of your continuing training as an expert subscriber, learn to use the special touchtone keys that control message recording and playback. Finally, we'll discuss setting and changing a security code as a subscriber and then show you how to delete a forgotten security code as system manager.

> NOTE: Don't confuse message groups with **directory groups.** Message groups are used for sending the same message to several people at once. Directory groups are for creating directory assistance using numbers instead of letters. For more information on directory groups and numeric directory assistance, see the *Reference Manual.*

Like each of the other samples, the message groups you'll create in this lesson have been designed carefully to avoid conflicts with any actual groups used on your system. At the end of this lesson, we give you step by step instructions for deleting all of the training samples you have added in this and all previous lessons.

Spelled-Name Versus Numbered Groups

Your system may use either spelled-name message groups or numbered message groups. If you use spelled names, subscribers select a message group by spelling the group's name using letters on the telephone keypad. With numbered groups, subscribers must first press a special System ID for numbered groups, then a 3digit group number.

This lesson always give-s steps for both spelled-name groups and numbered groups. You should follow the steps that apply to your system. The system will

prompt you for the special System ID for numbered groups, if you need to enter it. (If you are not sure whether your system uses spelled-name or numbered groups, check with your installer.)

If your system uses spelled-name groups, you can go ahead and begin this lesson now.

If your system uses numbered groups, before you begin this lesson, check to be sure a special System **ID** for numbered groups has been set on your system. Let's take a look...

Sign in at the system console as "Chris"...

Press: F2   Please enter your ID:

Type: 8890 ←Enter   **QuickStart** APPLICATION Page 1
                                             is shown.

Go to the QuickStart Application Screen, Page 6...

Press: PgUp   **QuickStart** APPLICATION Page 6
                                             is shown.

(If your system has an optional feature package, you may have to press PgUp more than once.)

Take a look at the ID for Num Groups field. (It is on Line 59.) If your system uses numbered groups, there should be a number in this field. This is the System ID the system will prompt you for, before you leave a group message.

Creating Message Groups by Phone

Creating a message group from any touchtone telephone is fast and simple. Leaving a group message is as easy as leaving a message to a single subscriber. Let's create some sample groups for XYZ Widget Corporation. Then, you can leave test messages and explore how the system works.

The system recognizes two kinds of groups:

- Private group A private message group belongs to a single subscriber, called the group owner. Only the group owner may leave messages for group members. Other members can hear the group message, but they cannot leave a message for the group themselves.

- Open group *All* authorized subscribers on the system can send messages to open groups. Usually, a subscriber is authorized to leave messages for open groups. Individual subscribers can be prohibited from creating open groups by phone, and from leaving any open group messages by placing Y in the Access field of their Personal Directory page.

You can also make a group have either "broadcast" or dispatch" distribution. We'll talk about what this means in a moment.

Let's go ahead and set up some message groups for XYZ Widget Corporation...

If Your System Uses Spelled-Name Groups

XYZ Widget Corporation needs 3 spelled-name message groups. They are:

Group Name	open or **Private?**	**Owner**	**Distribution**	**Members**
AAEverybody	Open	Jan Xavier	Broadcast	All employees
AASales	Private	Hugh Yale	Broadcast	Yeoman, Ying
AATechnical support	Open	Chris Aaronson	Dispatch	Zaftig, Zeller, Zink

We've started each of our sample spelled-name groups with an "AA" to keep them together and to avoid duplicating an actual group name on your system.

If Your System Uses Numbered Groups

XYZ Widget Corporation needs 3 numbered message groups. They are:

Group Number	Open or Private?	Owner	Distribution	Members
223 Everybody	Open	Jan Xavier	Broadcast	All employees
227 Sales	Private	Hugh Yale	Broadcast	Yeoman, Ying
228 Technical support	Open	Chris Aaronson	Dispatch	Zaftig, Zeller, Zink

Let's create the first message group, calling in as the subscriber Jan Xavier. Then you'll create a second private message group, calling in as the subscriber Hugh Yale.

> NOTE: Since it is hard to read and listen to the prompts at the same time, read through the telephone steps **before** you start dialing! Be sure you remember Jan Xavier's security code from the last lesson.

Dial the system.	*"Hello, this is.. . "*
Press ☎: 8891	*"'Please enter your personal security code. "*
Press ☎: Jan's security code	*"Jan Xavier. Remember, I For Yes, and 2 for No. "*
Press ☎: 2 2 2 {skip to end}	*"Would you like to access your setup options?"*
Press ☎: 1 {"yes"}	*"Would you like to change your personal greetings?"*
Press ☎: 2 {for "no"}	*"Would you like to change your groups?"*
Press ☎: 1 {for "yes"}	*"Would you like to create a new group?"*
Press ☎: 1 {for "yes"}	*'Please enter the first three letters of the group 's*

	name... " -OR- *"Please enter the three digits of the group* *number."*
Press ☎: AAE **or press group number ☎: 223**	*"The numbers corresponding to the first three* *letters of the group's name are... "* -OR- *"The group number is 223. "*

Then you'll hear:

	"Would you like to change this?"
Press ☎: 2 {for "no"}	*"At the beep, state the name of the group. Press* *star when you are finished. "*
Say:	**"Everybody"** -OR- **"Group number 223: Everybody'***
Press ☎: *	*"The group's voice name is Everybody. "* -OR- *"The group's voice name is Group number 223:* *Everybody. "*
	"Would you like to change it?"
Press ☎: 2 {for "no"}	*"Can others send a message to this group?"*
Press ☎: 1 {for "yes"}	*"Open group created. Ready to add the first* *member to this group. "*

Next, you'll hear:

	"To add a member, please enter the first three *letters of the person's last name,.. "* -OR- *' 'Please enter the extension num ber..."*
Press ☎: AAR **or press extension ☎: 890**	*'Chris Aaronson. Press yes to confirm. "*
Press ☎: 1 {for "yes"}	*"Added. To exit press star. "*

The system continues asking for members:

	"To add another member, please enter the first *three letters of the person's last name... "* -OR- *"To add another member, please enter the* *extension number. . . "*
Press ☎: XAV **or press extension ☎: 891**	*"Jan Xavier. Press yes to confirm. "*

Add the rest of the members of XYZ Widget Corporation by following the
prompts. Either spell the employee's name, or enter the extension number. To
make it easier, here is each remaining employee's name and extension number:

Last Name	Extension Number
Yale	8 9 2
Yeoman	8 9 3
Ying	8 9 4
Zaftig	8 9 5
Zeller	8 9 6
Zink	8 9 7

> **NOTE:** If you forgot to record names for these subscribers, they'll be identified by mailbox number instead.

After you add Sue Zink to the group...

Press ☎: *   To exit group maintenance.

Press=:***   To disconnect. Then hang up the telephone.

Notice that **any** subscriber can create an open group by phone unless they have the Y access code. You don't have to be a system manager. If you include yourself in the open group, you will hear any messages others send to the group. You cannot be a member of your own private groups, however.

Groups are selected by pressing the touchtones that correspond to the first three letters of the group name, or pressing the group number. When you create groups, it is best to choose a name or number that is unique. While duplicates won't hurt anything, they do slow down the process of selecting a group by touchtone.

The message group's recorded name you choose should be easy to remember and should sound appropriate following the prompt   ***"This is a message for.... "*** This is the prompt the system uses to announce group messages.

Create the AASales or 227 Sales private message group for Hugh Yale.

Dial the system.   ***'Hello, this is... "***

Enter Hugh's Personal ID...

Press ☎: 8892   ***"Hugh Yale. Remember, 1 for Yes, and 2 for No. "***

Follow the prompts to finish adding the group. Be   *sure to answer No to the question, "Can others send a message to this group?"*   This will make it a private group. Use the chart below to add Mike Yeoman and Sue Ying to the group. Take care not to include actual subscribers ▬ otherwise, the system will deliver to them the sample group messages you create.

Last Name	Extension Number
Yeoman	893
Ying	894

Editing Message Groups at the Console

You have now created the "Everybody" and "Sales" groups by phone. **Let's** sign in at the console as system manager and verify that each group contains the correct sample subscribers. At the console:

Press: F2   Please enter your ID:

Type: 8890 ←Enter   **QuickStart** APPLICATION Page 1
                                             is shown.

Press: Ctrl-G   GRoUPS is shown.

You may have to press PgDn until you see the groups. Check to be sure that CAPS, NUM, and INSERT are OFF.

If Your System Uses Spelled-Name Groups

If you have added spelled-name groups, look for a group named **AAD.** Note that for spelled-name groups created by phone, the system automatically assigns a 3-character name for the three touchtones the subscriber pressed for the group name. For example, for **AAEverybody,** the system assigns **AAD** for the touchtones 223. For **AASales** (227), the system assigns AAP . You can change these names at the console, but remember that subscribers spell the group name to select the group.

Change the spelled-name group AAE to AAEverybody.

If Your System Uses Numbered Groups

If you are adding numbered groups, the system uses the 3digit group number for the group's "name". Look for 223 in the Name field on the Groups Screen to find the group containing all your sample subscribers.

Change the numbered group 223 to 223 Everybody.

The Groups Screen

Note that in the upper right comer of the screen, the system tells you that this is an **Open** Group of Xavier, Jan. Any authorized subscriber can send messages to this group, but only Jan can add and delete group members by phone. As system manager, you can also add and delete group members at the console.

Subscribers in the group are listed last name first. Names run across the page from left column to right column and then top to bottom. The area on the screen labeled Last Contacted gives the date and time a particular member last heard a group message.

When a group contains more than 16 members, you can use ⬇ and ⬆ to move through the list. If you discover that you have accidentally included an actual subscriber in a sample group, deleting the mistake is easy. Simply highlight the member you want to delete from the group, press F7, and confirm your deletion.

If Your System Uses Spelled-Name Groups

Press PgDn to move to the next group, labeled AAP. This is the page the system added for the **AASales** group owned by Hugh Yale. Note that the upper right comer of this screen says **Private Group of Yale, Hugh.** Since it is a private group only Hugh Yale can send messages to this group, or change its members by phone.

Change the spelled-name group AAP to   AASales.

If Your System Uses Numbered Groups

Press PgDn until you find the next group you added, labeled 227. This is the page the system added for group number 227 Sales owned by Hugh Yale. Note that the upper right comer of this screen says **Private Group of Yale, Hugh.** Since it is a private group only Hugh Yale can send messages to this group, or change its members by phone.

Change the numbered group 227 to 227 Sales.

Creating Message Groups at the Console

As system manager, you can also add groups at the system console. Let's add the last message group for the Technical Support department now...

F8 **lets you add a new Groups** page...

Press: F8   **ADD** MENU is shown. **Member** is highlighted.

We want the message group to be an *open* message group...

Press: Space Bar   **Open Group** is highlighted.
          Space Bar

Press: ↵Enter   **Enter group name:**

The page movement controls you learned to use for the Personal Directory Screen work for the Groups Screen, too. These conirols are summarized on page 53.

The Technical Support group is for delivering a message to the Technical Support department at XYZ Widget Corporation. Since it is an open group, any authorized subscriber can leave a message for the Technical Support department.

Type: AATechnical   **Add Aaronson, Chris as**
        Support ↵Enter   **group owner (Y/N)?**
or type: 228 Technical
        Support ↵Enter

Press: ↵Enter   **GROUPS** page is added.

Once a message group page is created, you add the names of the subscribers who belong to the group. This is done using the [F8] Add command, as well.

Press: [F8]   ADD MENU is shown. **Member** is highlighted.

Press: [←Enter]   **Enter last name:**

You can add members in any order you desire, although for large groups it is fastest to work in alphabetical order.

Type: ZAF [←Enter]   **Do you want to add ZAFTIG, PAT**
                                  (Press ESC to quit)? (Y/N):

Notice that you only have to type enough of a subscriber's name to identify it to the system.

Press: [←Enter]   **Zaftig, Pat** added to the group.

                                  Do you want to add...

Since a message group contains several subscribers, the system tries to simplify the process of adding members for you. It will continue from the current subscriber forward through your entire list of subscribers. Since the remaining XYZ sample subscribers' names begin with the letter Z, you should be able to add them quickly.

☞ *If you have any actual subscribers whose names begin with Z, you'll have to work carefully to skip over them--answer "'No" rather than pressing* [←Enter].

Press: [←Enter]   **Do you want to add ZELLER, NELL**
                                  (Press ESC to quit)? (Y/N):

Press: [←Enter]   **Do you want to add ZINK, JAY**
                                  (Press ESC to quit)? (Y/N):

After you add Jay Zink, press [Esc] to return to the Groups page for the Technical Support group. Use a "local connect" telephone to record a name for the group. (Refer to Lesson 2 for a reminder of how to record a name using "local connect.")

If you are **addii spelled-name groups:** When you record the name, say "Technical Support" rather than "AA-Technical Support".

If you are adding numbered groups: Be sure to include the group's number in the recorded name. For example, say "Group number 227: Technical Support".

Broadcas t Versus Dispatch Distribution

We mentioned earlier that in addition to being "open" or "private," a message group can have either a "broadcast" or "dispatch" distribution. This controls who receives the message: all members or just one group member.

■   **Dispatch** With dispatch distribution, the first member to listen to the message is the only person who receives it. This is useful in any application where a group of subscribers are equally responsible for a task. For example, a dispatch group might be used for assigning service jobs. The first service person to hear a message takes the job.

■   **Broadcast** With broadcast distribution, each member receives and hears the message. Note that the word "broadcast" does not appear on the Group page. A group uses broadcast distribution when Dispatch? is set to No.

Let's change the Technical Support group to a dispatch group. On the Groups page...

Highlight   Dispatch

Type: Y ⏎Enter   Dispatch field changes to Yes.

Groups and Guests

Group messages can only be left by subscribers. Guests cannot leave group messages, although guests can be members of a private group owned by their host subscriber. For example, Jay's guest, Drew Zonder, could be made a member of any private message group belonging to Jay. Then, when Jay leaves a message to the group, Drew would receive it along with the other, regular subscriber members of the group.

Since the guest-host relationship is between two people only, guests cannot be members of an open group.

Leaving and Retrieving Group Messages

In this part of the lesson, you'll leave and retrieve a group message for practice. At the same time, you'll learn how to use some additional touchtones that let a subscriber control message playback and recording. You'll use the telephone as a subscriber in these examples.

First, we'll show you a problem that commonly arises during training, when you are often practicing as a subscriber and system manager at the same time.

You should still be signed in and at the Groups Screen.

System Manager/Subscriber Conflicts

The system won't let you use the system as a subscriber and system manager at the same time. Try it yourself now...

Dial the system.   *"Hello, this is... "*

Press ☎: *8890*   *"Chris Aaronson"*

So far, so good, but then the system says...

"I'm sorry, I can't talk to you now. Please call back. "

. ..and then starts over at the beginning of the conversation.

Press ☎: * * *

. ..and hang up.

Since you are currently signed in as "Chris Aaronson" at the system console, you can't call into the system as Chris, too. The system recognizes the conflict restarts the system conversation. Don't confuse this with the local connect feature; you simply can't be signed in as a system manager and call as a subscriber at the same time.

This also affects any subscriber whose Personal Directory page is displayed on screen during routine work at the console. For example, say that you had Hugh Yale's Personal Directory page on screen now. If Hugh were to call in and enter his Personal ID, he would also hear *"I'm* son-y, *I can't talk to* you now. *"* Keep this in mind when you are working in the Personal Directory. Do your work quickly and move to a different screen, or sign out, as soon as you are through.

Pausing While Recording

When you are leaving a message as a subscriber, you can pause the recording process to collect your thoughts, find a reference, or deal with other short disruptions. Touchtone "8" pauses a recording.

Sii out of the system.   The Banner Screen appears.

Now, let's call into the system as "Chris Aaronson" and leave a message for "Everybody." While recording the message, you can practice using the "pause" touchtone.

NOTE: If your system uses numbered groups, the system tells you the System ID to press to leave group messages. In the steps below, we use 77 for the System ID for numbered groups. If this System ID is different on your system, the system will prompt you for a different number.

Dial the system.   ' *'Hello, this is... "*

Press ☎: 8890   *"Chris Aaronson. Remember, 1 for Yes, 2 for No. You have one new message. Would you like to hear it?"*

Press ☎: 2 {for "no")   *"Would you like to leave any messages?"*

Press ☎: 1 {"yes"}   *'Please press the first three letters of the person's last name... "* -OR- *"'Please enter the extension or 77 for groups. "*

Press ☎: AAE   " *'Everybody' "* -OR-
or press ☎: 77 223   *"Group number 223: Everybody".*

Then, you'll hear...

                                       "Press yes to confirm. "

Press ☎: 1 {"'yes"}	*"Okay, 1'll record your message now. "*
Say:	"Hi. *We've changed administmtors* **for** *the* **group** *health insumnce plan.* **Coverage** *is now through* **Metro** *International* **Insurance.** *This change takes* **effect** *next Monday, the 21st. For details, contact* **May** *Howard Her extension is..."*

Whoops! You forgot the extension number and need to look it up...

Press ☎: 8	*"Recording paused. Press pause to continue recording. "*

Touchtone "8" pauses the recording for up to 2 minutes. You must press   "8" again within this time to complete your message. During the pause, the system will repeat *"Press pause to continue recording"*   once every 40 seconds.

If you don't resume recording within 2 minutes, the system will disconnect. It will also assume that your message was complete and send it to the named subscriber or group.

May Howard's number is close at hand...

Press ☎: 8

Say:	*"...331. Please leave me a message if she can't answer your questions about the plan. "*

Shortly after you finish speaking...

	"Sending group message. Would you like to leave another message?"

Press ☎: * * * ...and hang up.

Repeating and Skipping Parts of a Message

The message has been left to everyone in the sample group. Call in as Hugh Yale, and retrieve this message. As you listen to it, we'll show you how to use touchtone "7" to move backward through the message to repeat part of it, and touchtone "9" to forward and skip part of a message.

Dial the system.	*"Hello, this is... "*
Press ☎: 8892	*"'Hugh Yale. Remember, I For Yes, 2 For No. Chris Aaronson left a message. Would you like to hear it?"*
Press ☎: 1 {"yes")	*"This is a message for Everybody".* OR- *"This is a message for Group number 223: Everybody. "*

Then, you'll hear. the message...

> *"The message is... 'Hi. We've changed administrators for the group health insurance plan... ' "*

Listen to the message up to the end of the telephone number. Assume you missed the telephone number because Chris spoke too fast...

press ☎: 7   *"...Howard. Her extension is 331... "*

Touchtone "7" lets you "back up" a message by reversing it slightly as it plays back.

Press=:77   *"administrators for the group... "*

Touchtone "9" lets you "fast forward" an equivalent amount of time. Try it now...

Press ☎: *9*   *"is 331. Please leave me a... "*

Pause works during playback, too.

Press ☎: 8   *"'Playback paused. Press pause to continue playing. "*

The portion of Chris' message you actually hear will vary somewhat.

Press ☎: 8   *"-message if she can't answer... "*

Press ☎: * * *. ..and hang up.

Touchtone "7" and "9" work during playback only. Touchtone "8" works during recording and playback. By "recording" we mean only during *message* recording. Pause does not work when you are recording a name or greeting by phone. These touchtone controls are available when you are signed in as a subscriber. *None of these touchtone controls works with local connect.*

Other Special Touchtone Controls

Two other special touchtones let a subscriber control the progress of the system's conversation. These are the "#" or "pound" key touchtone and the "*" or "star" touchtone. You have already used "* * *" to skip everything and disconnect.

For example, if you were to reach a point in the conversation where the system says *"Okay, I'll record your message now, "* pressing "star" once would let you skip leaving the message.

"*" is also useful for ending a recording. After you stop speaking, it takes a few seconds for the system to recognize that you are finished. This keeps the system from cutting you off prematurely. On the other hand, you can save these few seconds by pressing "*" immediately after you have finished speaking. This is also useful for preventing pauses at the end of names. You used this in the last lesson when you recorded Jan Xavier's name.

"#" repeats a prompt or part of a prompt, just like the "7" touchtone does during message playback. It reverses a prompt by the number of seconds specified in

the field **skip back time** on # located on the QuickStart Application
Screen, Page *6. Note that "#" touchtone can substitute for "7" during message
playback, but the "7" touchtone only works for moving backward through
messages, not voice prompts. You* can also press the **#** key to stop recording and
immediately start over if you make a mistake when you are leaving someone a
message.

Overall, "*****" and "**#**" have many uses during a conversation with the system. See
the *User's Guide* for more details.

> NOTE: Some or all subscribers can also use a special menu mode instead of
> listening to yes-and-no questions. For these subscribers, the   "*****" and "**#**" keys
> are used differently from the yes-and-no conversation.

Personal IDs Versus Security Codes

Each subscriber has a "Personal ID." This is usually "8" plus the subscriber's
extension. This scheme is easy to remember and quick to dial. But Personal   IDs
are not intended for system security. They simply distinguish a subscriber from an
outside caller: outside callers hear one kind of conversation, subscribers hear
another.

Obviously, using the default scheme, any subscriber can figure out any other
subscriber's Personal ID. Worse, an outside caller who misdials an extension
number might be mistaken for a subscriber.

The system solves this problem by adding a "security code." This second code
can be entered and changed by a subscriber by phone-the system manager is
not involved. Security codes can be up to lo-digits (or touchtone letters, if the
system's keypad has letters on it) long and a subscriber can change his or her
security code as often as desired.

As system manager, you should encourage each subscriber to set and use a
security code. As you have seen in Lesson 4, setting and changing a security
code is included in the "setup options" part of the subscriber conversation. (It is
also part of the enrollment conversation, which your installer may have
programmed for you.)

It is easy to tell whether a subscriber is using a security code. When a subscriber
has set a security code, the letters *SC* are added to the end of the Personal
ID field on the subscriber's Personal Directory page.

Deleting a Forgotten Security Code

If a subscriber forgets his or her security code, you cannot look the code up, but
you can delete it at the system console. This allows the subscriber to immediately
call in and set a new security code as part of their setup options. Here's how:

1.   Display the affected subscriber's Personal Directory page.

2 .   Press ⌷F7⌷ (the Delete command). You'll see the   **DELETE MENU.**

3. Press the (Space Bar) twice to highlight **Security Code.** Press
    (← Enter). The system asks you **"Do you want to delete the
    SECURITY CODE for this subscriber?"**

4. Press (← Enter).

5. Have the subscriber *immediately* call in and set a new security code.

NOTE: The Personal ID for a system manager *does* offer system security.
Unlike other subscribers' Personal IDs, a system manager's Personal ID *should*
be changed at the console, and changed often. A system manager's Personal
ID should *not* be based on his or her extension number. For added security,
the Personal ID used must not be easy for another person to guess and
should have 5 or more digits. You may also set a security code for a system
manager.

Summary

Lessons 3, 4, and 5 have given you a thorough overview of the basic tasks a
system manager performs. They've also taught you how to use the system from a
subscriber's point of view. This will help you train others to use the system.
Overall, you understand how to add subscribers and guests, how to create
message groups and add group members, and how to leave and retrieve
messages.

Key Topics and Terminology

Spelled-name groups versus numbered groups
System ID for numbered groups
Creating message groups
Group ownership
"Private" versus "open" message groups
Group types: "broadcast" versus "dispatch" distribution
Restricting subscribers from leaving open group messages
The participation of guests in groups
Leaving and retrieving group messages
The meaning of *"I'm sorry, I can't talk to you now"*
Pausing while recording and playing messages
Repeating or skipping part or all of a message
Repeating and skipping prompts
Starting a recording over if you make a mistake
The difference between Personal IDs and security codes
How a subscriber sets a security code
How the system manager deletes a forgotten security code

Touchtone Commands

☎   7   to reverse during message playback
☎   8   to pause during message recording or playback
☎   9   to skip forward during message playback
☎   *   to skip prompts or conversations
☎   #   to reverse prompts and to start over a recording

Additional Information

In addition to the subscriber's User's *Guide,* please see these *Reference Manual* topics for discussions related to this lesson:

- *Guests*
- *Message Groups*
- *Security Codes*

For Further Study

There are several advanced features that we did not discuss in these lessons. These features may have been configured for you by your installer.

While you don't need to understand these features to be a successful system manager, they do represent the "heart" of the system's flexibility and adaptability to many situations.

These *Reference Manual* topics explain these features and may spark ideas for additional uses of your new voice mail system:

- *Directory Assistance*
- *Interview Boxes*
- *Operator Box*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Reports*
- *Transaction Boxes*

A Note on Quick Option Menus

While these lessons focused on the voice mail system's *1 for Yes, 2 for No* conversation, you can also set up any or all subscribers to hear quick option menus for all voice mail features, instead of the usual yes-and-no conversation. You may want to try the system's menu mode yourself, so that you are familiar with it, and can tell other subscribers how it works.

Setting up menu mode is easy-all you have to do is add the   M   access code to the Access field for any subscriber who prefers hearing menus. Using quick option menus is discussed in the *Subscribers* chapter of the *Reference Manual, as* well as in the system's *User's Guide.*

Experimenting With Your System

You are now in a position to experiment until you are comfortable with the system and its key features. You have sample subscribers, a sample guest, and three sample message groups.

In addition to leaving and retrieving messages, both as an outside caller and a subscriber, try the following exercises to practice your new skills:

- Leave a message to Drew Zonder (Jay Zink's guest) and then call in as Drew to retrieve it. Note how a "guest" conversation progresses and the options available to guest subscribers.

- Record greetings and names acting as a subscriber. Switch back and forth between standard and alternate greetings. Once you have recorded the

greetings and listened to them, delete them so that the system uses the
"default" subscriber greeting once again.

■ Set and change security codes for several of the sample subscribers. Practice
deleting a security code as system manager.

■ To understand how a subscriber will approach the system, use the *User's*
Guide to experiment with the system.

● Experiment with the message delivery and transfer portions of the setup
options subscriber conversation. Try adding a home message delivery
number by phone for a sample subscriber. Note that by phone you can
switch between the delivery methods "urgent-only" and "each." However,
you can only change a "batch" delivery method at the console. Confirm the
changes you make by phone by signing in at the system console.

Deleting Sample Subscribers and Groups

Once you have completed training and experimented with the sample
subscribers, groups, and messages on your working system, follow these steps to
delete the samples and return your system to its original state:

Sign in to the system as "Thomas Jefferson," not "Chris Aaronson." (You can't
delete Chris Aaronson if you are signed in as Chris Aaronson.) If 'Thomas" has
already been deleted from your system, use an actual system manager
Personal ID.

At the Banner Screen...

Press: `F2`	`Please enter your ID:`
Type: TOM `←Enter` or type: 866 `←Enter`	`QuickStart APPLICATION Page 1` is shown.
Press: `Ctrl`+`G`	`GROUPS` is shown.

First, you should delete the 3 sample message groups.

If you added spelled-name groups: Delete AAEverybody, AASales, and
AATechnical Support.

If you added numbered groups: Delete 223 Everybody, 227 Sales, and 228
Technical Support.

☞ *Be careful here! In this, and each of the steps that follow, watch the screen
closely. Make sure you are in the right place and on the right page before you
delete.*

You may have to press `PgDn` a few times until the right group is displayed.
Once the message group is on-screen...

Press: `F7`	`Group and Messages` is highlighted on the `DELETE MENU`.
Press: `←Enter`	`Do you want to COMPLETELY` `delete this group? (Y/N):`

Press: ⏎Enter   The message group is deleted.

Once you delete a group, the system returns to the page for the next group,
alphabetically, in the Group Screen directory.

To delete the remaining two sample groups, first find the correct Groups page.
Then, repeat these last three steps twice more. Remember to confirm that you
have the correct Group page on-screen before you press F7.

Next, you'll delete each of the sample subscribers, starting with Chris Aaronson.

Press: Ctrl-D   **PERSONAL DIRECTORY** is shown.

The Personal Directory page now showing should be for Chris Aaronson, as long
as you don't have an actual subscriber whose name comes before "Aaronson"
alphabetically. (If so, use PgDn to move to the correct page.)

Press: F7   **This Subscriber** is highlighted
                                       on the DELETE MENU.

Press: ⏎Enter   **Do you want to COMPLETELY delete**
                                       this subscriber and all
                                       associated groups and boxes?
                                       (Y/N):

> WARNING! Deleting a subscriber automatically deletes all private message
> groups and guests owned by the subscriber, as well. You'll also automatically
> delete any transaction box he or she owns. This can cause the loss of
> important call processing operations that have been programmed on the
> system. So, delete **with** care! Review any message groups or transaction
> boxes that may belong to the subscriber in question. You may need to add
> these back into the system under another subscriber's or system manager's
> name, before deleting the subscriber,

Press: ⏎Enter   Chris Aaronson deleted.

Once you delete Chris Aaronson, the system will move to the Personal Directory
page of the next subscriber, alphabetically, after "Aaronson." This will probably
be an actual subscriber on your system. Move directly to the next sample
subscriber, Jan Xavier...

Press: Ctrl-J, then X   PERSONAL DIRECTORY page for
       then ⏎Enter   **Xavier, Jan** is shown.

☞ *Again, you may have an actual subscriber who Falls before "Xavier. " Watch
  the screen closely. Make sure you are in the right place and on the right page
  before you delete.*

Press: F7   **This Subscriber** is highlighted
                                      on the DELETE MENU.

Press: ←Enter   **Do you want to COMPLETELY
                                      delete this subscriber and all
                                      associated groups and boxes?
                                      (Y/N) :**

Press: [Enter)   Jan Xavier deleted.

The Personal Directory page for "Hugh Yale" should be on-screen now. If not,
use PgDn to move to the correct directory page.

Repeat these two steps (press F7, then ←Enter ←Enter) for Hugh Yale
and these remaining 5 sample subscribers:

**Delete: Yeoman, Mike; Ying, Sue;
Zaftig, Pat; Zeller, Nell; and Zii Jay.**

Jay Zink's guest, Drew Zonder, will be deleted automatically when you delete
Jay's Personal Directory page.

This completes the steps of removing the sample training information from your
system.

Considerations About Deleting "Thomas Jefferson"

"Thomas Jefferson" is a sample system manager that is included with your system
when it is first installed by your installer. The Personal ID "TOM" or "866" lets an
installer gain access to a new system in order to add new subscribers and other
information. Unless your installer had already deleted it, you probably used
"TOM" or "866" to start these training lessons, as well.

Since Thomas Jefferson lets anyone who knows the Personal ID "TOM" or "866"
into the system, some system managers delete this sample subscriber
immediately.

☞ *You may choose to delete Thomas Jefferson yourself; but* **first,** *please consider
the following:*

■   Your installer may have created transaction boxes and added call processing
    functions using Thomas Jefferson as the owner. Deleting Thomas Jefferson
    will cause the loss of these transaction boxes and their functionality.
    Consult your installer about this possibility. (If this is the case, you may
    choose to change Thomas's Personal ID to something secret.)

■   Your installer may depend upon the presence of Thomas Jefferson for
    access to the system for maintenance. Consult your installer about your
    security concerns, and then adopt an agreed-upon substitute Personal ID for
    this purpose.

■   These lessons use Thomas Jefferson for initial access during training. If
    others will complete these lessons on your system, you'll have to provide an
    alternate Personal ID during this phase of training.

■   If you do delete Thomas Jefferson, or change Thomas's Personal ID to
     something else, do allow for the possibility of alternate emergency access to
     the system. A good way to ensure this is to keep two subscribers with system
     manager status enrolled at all times. While the alternate system manager
     might not ever work at the console, you will have another route into the
     system in the event that you forget your primary system manager password.

Training Others on the System

Once you have become familiar with the voice mail system and how it operates, you can share that knowledge and understanding with others on your team. As system manager, this section will provide you with an outline of how to train others to make full use of the voice mail system.

In this section you will find:

■   **Tips for** training the **subscribers** of the voice mail system, including an outline of how to demonstrate the system using a speakerphone.

■   **Tips for training the system managers,** including how to best use this manual and its lessons.

■   **Tips for training operators and receptionists.**

■   **Tips for training the person who will be recording voice prompts** and greetings for the system.

■   Plus, a **sample training memo** you can use or modify to introduce your voice mail system to the subscribers.

Subscriber Training

Subscriber training is by far the most important part of the training process. It is crucial that subscribers understand and appreciate the voice mail system.

In designing a training program the following guidelines should prove helpful:

■   **Train** in **small groups.** Follow the training program described below to cover all the basics.

■   **Set up a "help" message** box. Designate a system manager as *the* person subscribers can go to get help. This person may be an installer or an on-site system manager. This should be the person who leaves the "starter" messages described below.

■   Ease **subscribers into it.** Give the subscribers a week or more to become familiar with the system themselves before allowing the system to handle outside callers. This gives everyone time to play with and learn the voice mail system before having to field questions from their callers.

The subscriber training program consists of:

- A group training session
- A speakerphone demonstration
- A training memo and a *User's Guide* booklet
- "Starter" messages from the system manager

The Group Training Session

The training session gives you a chance to meet with the subscribers of the voice mail system and answer their questions before they even begin using it.

Ideally, the memos and *User's Guides* should be passed out at the training session where you can demonstrate the system and answer any immediate questions.

Remember, the goal of the training session is to *prove* that the system is easy to use — the users need not memorize a lot of commands nor do they need a reference at their telephone.

The Speakerphone Demonstration

For the most effective group training session, we suggest a speakerphone demonstration like the one described here. (If you need to give more in-depth training, you may use Lesson 4, which works best for one-on-one training.) Be sure your demonstration is simple and well-prepared. Use a speakerphone that can be set loud enough so that everyone can hear.

Preparing the Demonstration

Prior to conducting the demonstration, you should prepare the system:

①   Set up a phantom subscriber on the system.

②   Record a name and a personal greeting for the phantom subscriber.

③   Seed the phantom subscriber's mailbox with your own subscriber-to-subscriber message which says something like: *"Hi, welcome to the voice mail system. This is what we call a subscriber-to-subscriber message, which is simply one subscriber leaving a message for another subscriber. These messages are always presented alphabetically by the last name of the person leaving the message. The system will automatically record your reply when it is finished playing the message — you don't have to press any keys. Remember, when the system asks you a question, press 1 for yes or 2 for no."*

④   Make sure that **Transfer** is turned off for the phantom subscriber.

Demonstrating the System

You are now ready to demonstrate the basic voice mail system.

①   Explain to everyone what you are going to do: you will call the system as an outside caller, leave a message for the phantom subscriber, call again (this time as the phantom subscriber), retrieve the message and any others that may be pending, then call again (as yourself) to get the reply. After

this, you will call in as yourself and leave a message for the phantom subscriber.

②   Turn on the speakerphone and dial the system as an outside caller. Let it answer and make certain everyone can hear the speaker. Wait until they have heard most of the Opening Line before pressing any touchtones.

     If the site is using directory assistance, dial the System ID for the directory and demonstrate how an outside caller could select a subscriber from the directory.

     If the site is not using directory assistance, dial the extension number for the phantom subscriber.

③   The phantom subscriber will be unavailable, since call transfer is turned off. The system will instead play the subscriber's greeting and offer to take a message. Leave a simple message like: *"Hello, Mr. Jones, this is Sam Smith, call me as soon as you get this message. Thanks."* Hang up.

④   Tell the group you will now call in as the phantom subscriber to check messages. Dial the system again. When it answers, enter the Personal ID of the phantom subscriber. Explain to everyone what you are doing as you do it.

⑤   Let the system greet you and announce the number of new messages. The system will first play the sample message you recorded prior to the session and ask for a reply. Record a short reply. The system will next play the message you just recorded as an outside caller. Wait for the system to say *"There are no further messages."* then press *** * *** and hang up. Explain to the group that messages from subscribers are identified by name, while messages from outside callers are tagged as being from "your message box."

⑥   Tell the group you are going to call back in as yourself and hear the phantom subscriber's reply. Call the system as before, this time entering your *own* Personal ID. Listen to the reply from the phantom subscriber. Press **2** afterwards to leave no reply and listen to each of the other system prompts, answering "No" to each.

⑦   Summarize the steps you just went through again for the class, explaining that they now know how to retrieve messages and how to reply to messages from other subscribers. Point out that they don't have to remember all the steps in order. All they need to do anytime they call is listen to the system and answer the questions, using **1** for "yes" and **2** for "no."

⑧   Explain that you are going to show them how to send a message to another subscriber. Explain the steps you will go through before you do it. Call the system, when it answers, enter your own Personal ID. Answer "no" when the system asks if you want to hear new messages. Answer "yes" when the system asks if you want to leave any messages. Leave the phantom subscriber a message. After leaving the message, answer "no" to the remaining questions and hang up.

②   Summarize the entire procedure, emphasizing that the callers just need to listen to the questions and answer them. Have one person in the group leave a message for the phantom subscriber, while you talk him or her through it. This proves to the group how easy it is.

③   Take questions and encourage everyone to call the system and try checking for their new messages.

This demonstration covers the most basic functions of the voice mail system only. You may wish to carry out more training sessions later to cover other features.

Security Codes and Other Security Issues

When you train subscribers, be sure to emphasize the importance of using a security code. A security code protects the subscriber from unauthorized use of his or her voice mailbox, and can protect your organization from fraudulent use of your voice mail system. Also, encourage subscribers to do the following:

■   Change their security code frequently. Use a code that is easy to remember, but hard for others to guess.

■   Let the system manager know if their *User's Guide* or *Quick Option Menu* card has been stolen. Hackers may try to "crack" the system by guessing Personal IDs, and trying to find a voice mailbox without a security code.

■   Keep their security code secret. Subscribers should never write their security code down.

In addition, as system manager, you can further protect the voice mail system from unauthorized access by checking the Personal Directory frequently throughout the first few days of use to make sure new subscribers are enrolling themselves by phone. Contact any subscribers who haven't yet enrolled, and make sure they do so as soon as possible. Once everyone has enrolled, be sure to delete any unused voice mailboxes from the system.

The Training Memo and the User's Guide

A sample training memo appears at the end of this guide. The memo is in a checklist form that identifies the system features your site will use. You should check the boxes that apply to your site, make a copy of the memo for each enrolled caller, and distribute it along with the *User's Guide*.

The *User's Guide* provides a quick reference source to answer many basic questions about the system. Passing out the memo and *User's Guide* together can save you a great deal of time answering basic questions.

When the *User's Guide* is distributed, you may emphasize that subscribers will not need the guide for day-to-day use of the system. The system's prompts will lead them through the system. Looking through the guide once is more training than most subscribers need to use the system. Be sure to emphasize that the *User's Guide* covers everything they can do by phone, but that they don't need the guide to use the system.

"Starter" Messages

The day after the training memos and *User's Guides* are distributed, you should record a group message for all subscribers asking if they have read the *User's*

Guide and asking if they have any problems or questions. This group message serves to "seed" the system and encourage subscribers to use it.

During the first week of system operation, you should be checking for messages on a daily basis, and reply to each of the messages in order to further stimulate use of the system.

If you receive any messages that indicate a subscriber is confused or frustrated with the voice mail system, you should call or visit that person to better understand the problem and help resolve it.

One Week After Training

After a week of operation, leave another group message for all enrolled subscribers asking them to report any additional questions or problems. Be certain to check for messages on a daily basis and answer any questions promptly.

Training for Quick Option Menus

Some subscribers may want to use the system's quick option menus, instead of the usual yes-and-no conversation. Be sure to let subscribers know that quick option menus are available for those subscribers who prefer menus to the *1 for Yes, 2 for No* conversation, either by leaving a group message, or by mentioning quick option menus in the training memo.

Setting up menu mode is easy—all you have to do is add the **M** access code to the **Access** field for any subscriber who prefers hearing menus. Make sure you distribute a *Quick Option Menus* card to each subscriber who is using menu mode.

System Manager Training

To be effective at training a system manager, you must know the system well enough to be a system manager yourself. You should know how to operate and configure the system at the console, as well as by phone.

The System Manager Training Session

A system manager training session should be at least one hour long. It must be done in front of an operating voice mail system, and preferably should be held away from the customer site. The best location is probably at the installer's office, using the installer's system. If the training must be done at the customer's site, the session should be away from the trainee's usual work space and should be kept free of interruptions.

> **NOTE:** In many cases, a company's telephone receptionist or operator will act as system manager. This is a logical choice since the system is probably relieving the operator of some of his or her duties. If the operator is to be trained as a system manager, it is essential that he or she not be handling telephone calls at the same time. It is very difficult to learn anything with constant interruptions.

The training session is easy to conduct. The trainee should already be familiar with how to use the system as a subscriber, by phone. You should simply sit with the trainee in front of the voice mail system and go through *Lesson 1* in this manual.

A complete training session would next involve going though the remaining four lessons. If the trainee is nervous about learning the system, you may want to schedule a series of meetings to go through each lesson. Otherwise, the trainee should be encouraged to go through the full set of lessons alone.

The process of following the lessons together makes the training easy for you, since it provides a guide which ensures that the training is complete.

Following-up with the System Manager

After training a system manager, you should be available to answer questions for several days. In fact, it may be wise to schedule two separate training sessions one week apart.

It is generally a good idea to train any system manager how to do voice recordings as well. See the topic *Training for Recording* at the end of this section.

Operator Training

Good operator training is critical to the success of the system at a given site. The operator talks to more callers than any other person in the company, so his or her attitude toward voice mail can have a tremendous influence on overall caller acceptance.

What the Operator Must Know

The operator must be schooled in how to talk to callers about the system, and must be able to work smoothly with it so that the overall system appears seamless.

The actual details of operator training depend on what Comdial telephone system the site has and how it is configured. However, there are several key points which must be covered at almost every site.

Where to Train

Whatever Comdial telephone system is being used, the training should be done at a telephone console identical to the one the operator uses.

This requirement makes it most likely that the training will be done at the customer site, but it is crucial that the operator not be handling calls during the training. Forward the calls to another telephone or console or have someone come in to handle calls while the operator is in training.

How to Talk About Voice Mail

Probably the most important aspect of operator training is discussing how to talk to callers about voice mail.

Make sure the operator understands the benefits of the voice mail and automated attendant features (answers on fewer rings, transfers more quickly, can record long and detailed messages, delivers message in caller's own voice etc.). The operator should be an advocate for voice mail within the company.

How the Operator Handles the Voice Mail System

Teach the operator how to answer calls transferred from the system versus calls from direct telephone lines. Sometimes there is no way to tell the difference between direct calls and the system's transfers, in which case some suitably ambiguous answering phrase must be employed.

If the voice mail system is used as an automated attendant, have the operator get into the habit of telling callers the extension number they are being transferred to. This will help educate frequent callers as to the extension numbers to dial direct, and will lighten the operator's call load. The operator must also know how to transfer calls into voice mailboxes. The timing of the transfer can be fairly delicate on some Comdial telephone systems, so you should have the operator practice a few times with you on the line as the caller. The interaction should sound natural, smooth, and seamless.

While training the operator, look for ways to make things easier on the particular operator console in use. For example, it is sometimes possible to program speed dial numbers or buttons on the console to help the operator transfer calls to voice mail.

Follow-up

As with system manager training, you should remain available for questions from the operator for several days after the training session. You should also follow up in about a week to make sure the operator is comfortable with the system.

Training for Recording

Many sites have a person who is responsible for recording the system prompts and box names. Sometimes this person is also the system manager and/or the telephone operator. Some sites have no one to do recordings.

It is easier for the installer to install the system with all prompts pre-recorded by the installer or by Comdial. On the other hand, the customer may want to have a familiar voice on the system and it is good to have someone available at the site who can record modifications and updates.

Whoever is going to do the recordings must be trained. The training must cover timing (tight ends on names, pauses in prompts where appropriate), volume (not too soft to hear, not so loud it distorts), tone (not squeaky but not too deep), and intonation (friendly, bouncy, not flat). It should also cover the mechanics of how to record in "local connect" mode at the console.

For best results, the person's tone and volume must be controlled and modulated and the intonation should be slightly exaggerated. Remember, people interact with the system only through voice prompts, so they are worth spending a little time on, particularly those prompts that the general public hears (for example, the Opening Line prompts and the prompts used in message boxes).

Training Session

To conduct the recording training session you should sit with the trainee ("the voice") at the voice mail system and run through Lesson 1 and Lesson 2.

A good voice training session can be conducted in about an hour, but if the person is also going to record the prompts and names for the system you should allow an extra hour or two.

Before getting into the actual recording of prompts and names, you and the trainee should practice different types of recordings (names and prompts). Listen to the recordings over the telephone for volume and tone.

Keep in mind that the trainee may be sensitive to criticisms of his or her voice. Words of instruction and criticism should be carefully selected and the trainee should be given lots of encouragement. Remember, you want this person to enjoy making the recordings, as that enjoyment will enhance the sound of the system.

Training Checklist
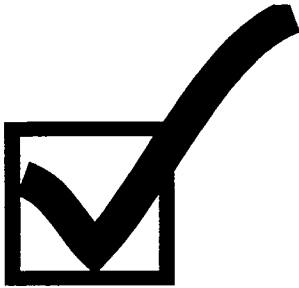
Site name:
System manager name(s):
Operator name:
People trained to record prompts:

Configuration (circle features in use):

Automated Attendant	Voice Mail	Call Forwarding	Message Delivery	Message Lamps

Item	Date Scheduled	Date Finished
1. Subscriber Training Distribute memo		
Distribute User's Guides		
Training Sessions		
Group 1		
Group 2		
Group 3		
Leave initial group message		
Leave follow-up group message		
2. System Manager training 1st training session		
Follow up session		
3. Operator training 1st training session		
Follow up session		
4. Recording prompts training		

Training Memo

You may use this training memo to introduce subscribers to the features of your new voice mail system. On the memo, check the appropriate boxes for the system features that will be used at your site. Then, make a photocopy of this memo for every subscriber and hand it out along with the subscriber's *User's Guide*. **On the back cover of each subscriber's *User's Guide*, be sure to fill in the subscriber's name, extension and Personal ID.**

You may want to send a group message to all users welcoming them to the voice mail system and encouraging them to send you a reply. That gives them practice in using the system and let's you know they are enrolled and using it.

> **NOTE:** For some installations, the sample memo may not be applicable. In this case, write a memo similar to the one presented here, and keep a master copy of the memo for future use.

We have installed a new voice mail system called ExecuMail. This system is easy to use. Just press 1 for Yes, and 2 for No. The system's *User's Guide* will give you tips on how to use its many time-saving features.

The system can also be set up to play menus instead of the yes-and-no conversation. If you prefer to hear menus instead, please let me know.

Our system:

☐   Will answer all incoming calls

☐   Will answer incoming calls only when the receptionist is busy

☐   Provides voice mail only

☐   Will automatically take a message for you if your extension is busy or doesn't answer

ExecuMail will notify you of waiting messages:

☐   By lighting the message waiting lamp on your telephone

☐   By activating a special dialtone on your telephone

☐   By calling your telephone approximately once every 30 minutes

☐   By saying you have new messages when you call the system

Sincerely,

System Manager
Extension _____

Guest Request Form

Your name:	Your extension #:
I would like the following people enrolled as my personal guest callers:	

Guest Name	ID Requested

(If the ID you request is not available, another will be assigned for your guest.)

Glossary

Archived message An old message that is explicitly saved by the subscriber. The message will be saved for the number of days entered in the **Archive Msg.** field on the subscriber's Personal Directory page.

Automated attendant A voice mail feature that automatically answers incoming calls and directs callers to the appropriate extensions without a human operator's assistance.

Audiotext messages Found within transaction boxes, these are used to deliver information to a caller or lead a caller through a series of questions.

Broadcast distribution With broadcast distribution, every member of a message group receives and hears the group message. Note that the word "broadcast" does not appear on the Group page. A group has broadcast distribution when **Dispatch** is set to **No**.

Call screening A feature consisting of several call transfer options giving subscribers information about incoming calls and some control over which calls to accept and which to forward into a message box.

Directory assistance A feature of the voice mail system that lets callers find out how to reach the person they're calling, without speaking to the operator or receptionist. Callers with letters on their telephone keypads can use automatic directory assistance. The system manager can set up numeric directory assistance for outside callers with numbers only.

Dispatch distribution With dispatch distribution, the first member of a message group to listen to a group message is the only person who receives it. This is useful in any application where a group of subscribers is equally responsible for a task. For example, dispatch distribution might be used for assigning service jobs. The first service person to hear a message takes the job.

Enrolled This term means that the user's name, extension number, and other information has been entered in the system.

Extension This is the actual telephone extension number of a telephone in your system. If the actual extension number is different from the voice mail system's Extension Number ID, you must enter this number after the arrow in the field **Transfer? Yes-->** on the subscriber's Personal Directory page or Transaction Box page in order for calls to

be transferred. If the extension number is the same as the Extension #
ID, you don't have to enter the actual number, but may enter **X** (short
for "extension") instead.

Extension # ID This is what an outside caller presses to reach a particular
subscriber. The system allows extension numbers of up to 10 digits.
Note that while the system's Extension # ID is *usually* the same as the
subscriber's actual telephone extension number, it is not *required* to be
the same.

Greetings There are three kinds of greetings: standard greetings, alternate
greetings, and system greetings. Standard and alternate greetings are
used by individual subscribers and by transaction boxes. When used by
subscribers, these optional messages are played to a caller when the
subscriber is unable to take a call. This is like having an individual
answering machine for each extension—*"Hi, I'll be away on vacation
until..."* Transaction box greetings have more varied uses. They can
"greet" a caller in many ways. These uses are discussed in the
Reference Manual. System greetings are the prompts used in the system's
Opening Line.

Group See *Message group.*

Guest A guest is a person who is hosted by a particular subscriber. A guest
is given a "guest mailbox" and very limited system privileges. For
example, a client who calls frequently could be assigned as a guest of
one of the staff. Unlike an outside caller, a guest can leave and *receive*
private messages from his or her host subscriber. Guest privileges give a
person two-way communication on the system, but only with the host
subscriber.

Held message A message which has been heard by the subscriber, which
the subscriber has not archived, and which the system has not yet
deleted. (Same as an "old" message.)

Local connect A port status that provides a direct audio connection to the
system through the telephone line. Local connected status is required
for recording all prompts, interview questions and recorded names.

Message delivery The system calls the subscriber to notify him or her of new
messages. The subscriber must enter his or her Personal ID to hear the
messages.

Message group A collection of subscribers and/or guests for whom a
subscriber can leave a common message. See *Broadcast distribution,
Dispatch distribution, Private group,* and *Open group.*

Message notification A feature by which the voice mail system will notify a
subscriber that he or she has new messages.

Message waiting lamp A light on an extension telephone that can be lit
when the subscriber owning the telephone has new messages.

Names See *Spelled name* and *Voice name.*

Open group *All* authorized subscribers on the system can send messages to an open message group. Usually, a subscriber is authorized to leave a message for any open group. Individual subscribers can be prevented from creating open groups and leaving *any* open group messages by placing **Y** in the **Access** field of their Personal Directory page.

Outside callers Non-subscribers—customers, clients, and friends who call your organization.

Personal ID A subscriber uses this number to retrieve messages, leave messages, and perform personal "housekeeping" (changing options, security codes, etc) by phone. The system supplies a suggested Personal ID based on the Extension Number ID. In most cases, this is the digit "9" plus the extension number.

Private group A private message group belongs to a single subscriber, called the group **owner**. Only the group owner may leave messages for other group members. Other members can hear the group message but cannot leave a message for the group in return.

Spelled name The name or three-character sequence that appears in the **Name** field of the Personal Directory page, transaction box page, voice detect box page, or groups page. Callers with letters on their touchtone keypad can select the person or box by spelling the first three letters of the name if your system is set up for lettered keypads. The spelled name should correspond to the recorded name.

Subscriber This term refers to all enrolled *users* of the voice mail system, whose name, extension number and other information has been entered into the system. This term encompasses regular subscribers (for example, company employees) and system managers.

System ID A code that uniquely identifies each subscriber, guest, transaction box, and interview box on the system. Subscriber IDs are called Personal IDs.

System manager A subscriber who has the ability to access the system and manipulate its features, including adding and deleting subscribers, guests, transaction boxes, etc. A system manager can "promote" other subscribers to be system managers.

Voice mail A general term for messages recorded digitally over the telephone by one person for communication with another person or persons.

Voice name Identifies a subscriber, guest, box, or message group of subscribers to a caller by phone. A voice name is simply a recording of an individual speaking his or her name, a box's name, or a message group's name.

Index

ExecuMail

Voice Processing System

QuickStart
Application Manual

Version 6.5

Com ioys

COMDIAL

Made **right** in the USA

QuickStart
Application
Manual

Version 6.5

COMDIAL
Made right in the USA

Contents

Figures

Applications the QuickStart Way

Using the QuickStart® system, you can configure the voice mail system for a particular application quickly and easily.

An **application** is the way you set up the voice mail system at a site to meet that site's individual needs. Every company has unique telephone communication requirements. The decisions you make about the company's specific needs determine the way you set up the voice mail system.

Four Basic Functions

There are four functions you can configure for the voice mail system:

- Automated attendant
- Voice mail
- Audiotext
- Fax detect

Automated Attendant

Most organizations are equipped with electronic telephone systems. In most cases, these systems don't allow an outside caller to dial an inside extension directly. This means that all incoming calls must go through the receptionist, who routes them to the appropriate extension — a costly and time consuming method. Also, when there is no receptionist on duty, a caller cannot transfer to an extension.

ExecuMail provides a solution to these problems with its automated attendant features. It can act as a receptionist by answering incoming calls and routing callers to the desired extensions. The system answers several calls at the same time. The system can place callers on hold, inform the caller how many calls are holding ahead of him or her, and update this information periodically. It can screen calls, announce the name of the caller, and wait for confirmation from the recipient before putting the call through.

Automated attendant features relieve your receptionist of routine telephone tasks. The receptionist can give better personal service to the callers who need it most.

Voice Mail

Voice mail allows a caller to record messages, in his or her own voice and exact words, for another individual or group of individuals. With voice mail, people can communicate precisely and personally without having to be on the same telephone line at the same time. Communication occurs without endless games

of "telephone tag." Research has shown that only one-third of all business calls achieve direct contact, yet 40% of all messages are "one-way" messages which do not require a dialogue. Voice mail saves time by allowing you to leave a message immediately, even if the person you called is away or on the telephone. Voice mail allows the people in your organization to better manage their communications and their time.

Audiotext

Many organizations want to provide around-the-clock information to clients. The system's audiotext features allow an organization to present this information with natural voice, music, or whatever the organization wants its callers to hear. The voice mail system can offer callers menu trees and messages which can vary depending upon the telephone number called or the time of day. Callers use touchtones to select an item or subject that they want to hear. Even multi-lingual services can be provided.

Retailers, banks, airlines, radio and TV stations, and other companies use the system to provide timely information, even after hours. Service organizations such as libraries, hospitals and government agencies use audiotext as a tool to help them fulfill their public responsibilities while reducing costs.

Fax Detect

ExecuMail can detect incoming faxes, and automatically route them to a fax machine. Increasingly, organizations are depending on fax machines to deliver written information quickly and efficiently. The fax detect, routing, and public notification features eliminate many of the time consuming and repetitive tasks involved with handling incoming faxes.

With fax detect, you do not need a separate trunk line or telephone number to handle incoming faxes. The voice mail system can notify the receptionist or system manager whenever a fax is received. Plus, someone sending a fax from a fax machine telephone can record a descriptive message that is included with the fax notice.

Choosing the Best Keypad Map

To accommodate the touchtone keypads used by different telephone system manufacturers, the voice mail system provides several different keypad maps. A keypad map defines which letters are on the touchtone keys, or whether the keypad uses numbers only.

In most cases, you do not need to change the default keypad map set during installation. However, you may change the keypad map to fit the site's needs. See the *Reference Manual* for a description of each map, and complete steps for changing it, if necessary.

What You Need to Know About Your Site

The QuickStart worksheets define everything that happens to a telephone call once it reaches an organization: how it is answered, transferred, and answered again. Before you begin filling out the worksheets, find out the answers to these questions:

Which trunks will the voice mail system answer?

This is the most important question to answer. Does the organization want the voice mail system to answer all trunks, so that all callers hear the voice mail system first and use it to route to the correct person? Do the receptionists answer the bulk of the calls, with the voice mail system answering only overflow calls during peak periods? Is the voice mail system used exclusively for voice messaging, answering only lines dedicated to that purpose?

What should the voice mail system say when it answers?

Should the different trunks be answered differently? A toll-free line might require a special greeting, for instance. Does the organization want lines answered differently depending on whether it is day or night?

Do you want to use an automatic directory of extensions?

Should callers be given an alphabetic directory of personnel and their telephone extensions?

Which calls should be transferred to an operator?

What happens when a caller wants to go to the operator or has a rotary telephone? Should the transfer be made automatically? What touchtone should callers press to get to the operator, and how many operator lines are there?

How should calls be transferred to extensions?

What happens once an extension is selected? This may be answered differently for different individuals in the organization. Should the voice mail system ask for the caller's name before transferring a call? If the extension doesn't answer or is busy, should the caller be given other choices or just leave a message?

Should internal calls forward to voice mail automatically?

What does the organization want to happen when someone calls an extension from within the organization and it is not answered or is busy? Do they want the call to forward automatically to the voice mail system?

Will subscribers use message notification?

How do people want to be informed when they have messages? Message waiting lamps and automatic calling of a telephone at certain hours are two possible options.

Does the organization use a fax machine?

Does the organization want to use fax detect? What telephone extension should the fax machine use? Should the voice mail system ask outside callers to record a message describing their fax? Should the voice mail system send a public notice each time a call is transferred to the fax machine?

The *QuickStart* Method

The QuickStart method is a system for organizing the answers to all of these questions. QuickStart makes it easy to define an application because it is structured around the most important considerations.

The QuickStart method includes a set of QuickStart worksheets that facilitates setting up your voice mail system. These should be filled in at least one week prior to the scheduled installation date.

About This Manual

There are two basic steps to the QuickStart method:

- Fill in the QuickStart worksheets.
- Configure the application on the QuickStart Application screens.

Fill in the Worksheets

The first half of this manual explains how to fill in each worksheet. Once the worksheets have been completed, you will have a solid understanding of what the customer's application really is and how to make it successful. You will find a complete set of blank worksheets in *Appendix A* at the end of this manual.

Worksheets 1-13 are *basic* worksheets that should be completed for every installation using automated attendant or voice mail features. Worksheets 14-17 are *advanced* worksheets which cover such features as automatic call routing, audiotext applications, and interviews. They should be completed only if required for the site's application.

Default Values Have an Asterisk (*)
Many system features are preset with default values when the software is shipped to you. **If there is a default setting for an option, this choice is marked with an asterisk (*).**

Fill In the Screens

The second half of the manual guides you through the process of filling in the system screens. Once you have completed the worksheets, it's easy to configure the system because the line numbers and blanks on the worksheets correspond with the field numbers and labels on the screen. Each worksheet identifies which system screen it corresponds to.

FILL IN THE WORKSHEETS
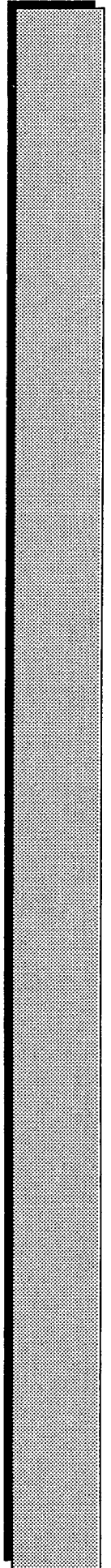
Worksheet 1: Site Information

Use this worksheet to collect information about your Comdial telephone system that may be helpful to a service technician in the future. Although providing the information on Lines l-6 has no effect on how the voice mail system operates, filling in this worksheet gives you an easy way to keep the information in one place.

1. Site name

Write down the name of the site at which the voice mail system is installed.

2. Contact name & Phone

Write down the name of the contact person at the site. The person is usually a system manager. Write down the work telephone number of the contact person, including his or her extension number.

Calls Answered

3. Total number of trunks/Total number of stations

Write down the number of trunks and stations in the Comdial telephone system.

Number of calls per day

Write down the average number of calls the Comdial telephone system handles each day.

4. Day calls to be answered/Night calls to be answered

Choose the calls you want the voice mail system to answer, and when. It can answer all incoming calls or only certain trunks, depending on the needs of the organization. You can also set whether it answers different calls during normal office hours (Day Mode), than it does after hours (Night Mode). Your choices are:

Alltrunks
The system will act as a primary automated attendant and will answer all incoming calls. Callers may reach an operator or receptionist if they press a particular touchtone or have a telephone that lacks touchtones.

Sometrunks

A live operator will answer most calls. The system will act as a "back door" automated attendant to answer either overflow calls or incoming calls on a particular set of trunks.

Site Information

1. Site name The Franklin Shipping Company

2. Contact name Jonathan Winter   Phone # 804-555-1000

Calls Answered

3. Total number of trunks 12   Number of calls per day 800
   Total number of stations 75

4. Day calls to be answered (check one)
   - ☒* All trunks
   - ☐ Some trunks
   - ☐ No trunks (forwarded calls only)

   Night calls to be answered (check one)
   - ☒* All trunks
   - ☐ Some trunks
   - ☐ No trunks (forwarded calls only)

5. Action to take for overflow calls, when all system ports are busy (check one)
   - ☒* Ring system until it answers (System will answer as soon as a port is free.)
   - ☐ Forward calls to Operator (Live Operator handles overflow calls.)
   - ☐ Issue busy tone

System Access Numbers

6. Trunk pilot number _____804-555-1000_____   Number of trunks answered by system 4
   Alternate trunk numbers_____800-555-2001_____

7. Voice Port Stations_____4_____   Station pilot number 71
   Station Number for each port:

1. 201	2. 202	3. 203	4. 204
5.	6.	7.	8.
9.	10.	11.	12.
13.	14.	15.	16.
17.	18.	19.	20.
21.	22.	23.	24.
25.	26.	27.	28.
29.	30.	31.	32.
33.	34.	35.	36.

Application Screen, Page 1

Telephone System Information

Manufacturer Comdial	Model 2000	Software Release #

Switch Setup Screen, Page 1

Keypad Map
- ☒* Q=7, Z=9
- ☐ QZ on the 1 Key
- ☐ QZ on the 0 Key
- ☐ Swedish Keypad
- ☐ Numbers Only Keypad

QuickStart® Application Worksheets

No trunks
An operator will answer all incoming calls first, then may forward certain calls to the voice mail system. In this configuration, the system's automated attendant features are not used.

5. Action fo fake for overflow calls

Choose how the voice mail system handles incoming calls when all its ports are busy, depending on the programming features of the Comdial telephone system:

Ring system until it answers
When all ports are busy, an incoming call continues to ring until an ExecuMail port is free. If the system is being used as an automated attendant, this causes all outside ports to be handled by ExecuMail. Make sure the number of ports on the system can handle the call traffic you expect.

Forward calls to Operator
When all ExecuMail ports are busy, an incoming call is forwarded to a live operator.

Issue busy tone
When all ExecuMail ports are busy, incoming callers hear a busy signal. They must hang up and call back.

System Access Numbers

6. Trunk pilot number

Write the telephone number outside callers will use to reach the voice mail system. Leave this field blank if the voice mail system will only answer forwarded calls.

Number of trunks answered by system

Write in the number of trunks that the voice mail system will answer.

Alternate trunk numbers

Write in other published telephone numbers that outside callers will use to reach the system, such as 800 numbers and service numbers.

7. Voice Port Sfafions

Write in the number of voice mail ports on the system. This number does not include any fax ports, if you have any.

Sfafion Pilot Number

Write in the extension or telephone number subscribers will use to dial the voice mail system internally. This is also called the *master hunt group number.*

Station Number for each voice mail system port

Write in the physical station number of the Comdial telephone system that is connected to each port of the voice mail system. (For example, an g-port system will have only eight of these blanks filled in.)

Comdial Telephone System Information

Write down the type of Comdial telephone system (switch) with which the voice mail system will operate. When you choose this telephone system from ExecuMail's switch library, the voice mail system automatically sets the parameters for best operation with the particular Comdial telephone system you select.

Keypad Map

Indicate which keypad map the voice mail system will use. The keypad map defines how letters and numbers are arranged on the touchtone keypad. The system supports several keypad maps, including a numbers-only map. The keypad map is set automatically during installation.

If you use the numbers-only keypad map, be sure to read the topic in the **Reference Manual** that explains numeric access. With the numbers-only keypad map, subscribers send messages to other subscribers, guests, and message groups by pressing numbers instead of letters. You can also set up numeric directory assistance for outside callers. For more details about numeric directory assistance, **see** the **Reference Manual.**

If you want to set the system for a keypad map other than the default, you must run a special utility. **See** the **Reference Manual** for steps explaining how to change the keypad map.

Worksheet 2:
The Opening Line

The Opening Line is the greeting that the voice mail system plays when outside callers reach the system. The Opening Line is composed of three recordings called the Introduction, Action and Otherwise prompts. While these recordings are separate prompts, most callers hear the prompts as if they were a single greeting.

In many cases, the first contact outside callers have with your organization is with the Opening Line greeting. Because callers will form their first impression by the way they are treated when the system first answers, it's very important to spend some time planning the wording of the Opening Line, as well as how the voice mail system will handle callers at each step of the way.

It is also important that you customize the Opening Line for your application. Make sure the quality of the recording is good. Keep background noise to a minimum, and don't overwhelm callers with a long list of options. Include the name of your organization, and be sure to thank people for calling you.

This worksheet helps you plan your Opening Line. For the Introduction, Action, and Otherwise prompts, either select the wording on the worksheet, or write another prompt better suited for your organization. Note that you can set up different Opening Line prompts for the system's Day Mode and Night Mode.

All Ports

10. Introduction

Write the text for the Introduction prompt. The system plays this prompt first to welcome callers. It might say   *"Thank you for calling <your organization's name>. "*

You may use a different Introduction prompt during   Day Mode and during Night Mode. In most cases, however, the Introduction prompt is the same for both Day Mode and Night Mode.

11. Call to Action

Write the text for the Action prompt. This is the prompt the system plays to let callers know the actions they can take, such as to press an extension number, how to reach directory assistance, or how to send you a fax. It might say something like this: *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the number, press 411 for a directory. To send us a fax, press 329."*

The Opening Line

The Opening Line consists of three voice prompts which the system plays to callers when it answers a call. For each of the three prompts, you may select the default prompt or write down an announcement suitable for your application. Also identify what should happen if the caller does not respond to the prompts.

All Ports

10. Introduction

Day ☒* *"Thank you for calling* <u>the Franklin Shipping Company</u> *"*
☐ Other: _____
_____

Night ☒* Same as **Day** prompt
☐ Other: _____
_____

11. Call to Action

Day ☒* *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory...(1 second pause)"*
☐ Other: _____
_____

Night ☒* Same as **Day** prompt
☐ Other: _____
_____

12. Otherwise

Day ☒* *"Otherwise, please stay on the line and an operator will be right with you."*
☐ Other: _____
_____

Night ☒* *"Otherwise, please answer the following questions, and I'll make sure your message gets attention."*
☐ *"Otherwise, please call back during normal working hours:* _____ *"*
☐ Same as **Day** prompt
☐ Other: _____
_____

13. Action to take if caller does not press a tone

Day Action	Night Action
☒* Transfer call to operator	☐ Transfer call to operator
☐ Interview the caller	☒* Interview the caller
☐ Hang up	☐ Hang up
☐ Other: _____	☐ Other: _____

Application Screen, Page 2

QuickStart® Application Worksheets

The Action prompt is the most important prompt in the Opening Line. Make it simple and clear; callers are likely to hang up if they are presented with too many choices or if the instructions are confusing. Be sure to tell callers what their options are; for example, tell them the System ID to press for directory assistance, or the System ID to reach the fax machine.

You can use a different Action prompt during Day Mode and during Night Mode. In most cases, however, the Action prompt is the same for both Day Mode and Night Mode.

12. Otherwise

Write the text for the Otherwise prompt. The wording of the Otherwise prompt should explain what action the system will take if the caller does not press any touchtones during the Opening Line.

Some callers may choose not to enter any touchtones, or may be calling from a rotary telephone. For a typical installation, you would set the voice mail system to transfer these callers to the operator during Day Mode hours. In this case, your Otherwise prompt might say something like this: *"Othenvise, please stay on the line and an operator will be right with you. "*

Whenever the organization is closed, such as at night or on weekends, you will probably want to use a different Otherwise prompt, such as *"Otherwise, please call back during normal working hours. "*

Before you decide on the exact text for the Otherwise prompt, decide how you want the system to handle callers who don't press touchtones during the Opening Line. These options are described in the next section. Remember, you can use different options for Day Mode and Night Mode.

13. Action to take if caller does not press a fone

Choose how you want the voice mail system to handle the call if no touchtones are pressed during the Opening Line. This action should correspond to the wording of the Otherwise prompt.

Transfer Call to Operator

During daytime hours, this is the most common option for handling callers who do not press any touchtones during the Opening Line.

Interview the Caller

When no operator is available to answer calls, you can configure the voice mail system to ask a caller a series of questions. After each question, the system pauses so the caller can record an answer. The caller's answers are recorded in a single message. You can record up to 20 questions in a single interview box. The system provides a Public Interview Box (System ID $PM) with several questions already recorded. The default questions for the Public Interview Box are:

1. *"I'm going to ask several questions. After each, please reply. First, whom are you trying to reach?"*

2. *"Who's calling please?"*

3. *"At what number can you be reached?"*

4.   *"What's this in reference to?"*

5.   *"What additional message would you like to leave?"*

6.   *"Thank you, I'll make sure your message gets attention. "*

Hang up

When your organization is closed or there is no operator on duty, the system can hang up after the Opening Line prompts. In this case, the Otherwise prompt should say something like this: ***"Please call back during our*** *normal* ***business hours, which are 9 am to 5 pm Monday through Friday. Thank you and goodbye. "*** This option does not affect callers who press touchtones in response to the Action prompt, as long as they press touchtones before the voice mail system hangs up.

other

You may set up a special application that requires the use of a transaction box or voice detect box to route the call.

Transaction boxes are used to create special call routing applications. For example, callers can press a single key to route their call to a department, or to hear more information. For more details, ***see Worksheet 16: Transaction Boxes.***

Voice detect boxes are also used to create special call routing applications. However, instead of pressing touchtones, callers can say "Yes" or remain silent for No to route their call. For more details about voice detect, ***see the Reference Manual.***

Worksheet 3: Operator Handling

When callers reach your organization during your normal business hours, it is important that they have easy access to an operator. Callers need to know how and when they can be connected to an operator.

20. When is an operator available to handle calls?

Identify when there is an operator available to answer calls. Most organizations have operator coverage only during normal business hours. Operator availability during night hours varies widely from one organization to another.

If no operator will be available for either day or night, check the No boxes and skip to Worksheet 4.

Transferring Calls to the Operator

What is the operator's extension number?

Write down the operator's actual extension number on the Comdial telephone system, both for day and night. At many organizations, the operator's extension number is 0 (zero). If your operator has a different extension number, fill in the blank with the number. The voice mail system automatically dials this extension when transferring a call to your operator. Note that the extension numbers can be different for Day Mode and Night Mode.

Call transfer type to use for the operator's extension

Select the appropriate call transfer type for transferring calls to the operator.

There are three ways in which the voice mail system can transfer a call to the operator. If you are not sure which to use, select Await Answer.

Release

When the call transfer type is Release, the voice mail system puts the caller on hold, dials the extension and then releases the call to the Comdial telephone system. The voice mail system does not check the progress of the call or the status of the called extension. If the extension is busy or is not answered, the Comdial telephone system determines what will happen to the call.

Releasing a call to the operator clears the voice mail system's port to take other calls. You can release calls to the operator if your Comdial telephone system supports automatic camp-on of calls transferred to the operator's console.

<table>
<tr><td>

Worksheet

3

</td><td>

Operator Handling

</td></tr>
</table>

20. When is an operator available to handle calls?
    Day ☒* Yes ☐ No
    Night ☐ Yes ☒* No

Transferring Calls to the Operator

What is the operator's extension number on the telephone system? **Day** ☒ 0 (zero) ☐ _____
                                                                  Night ☐ 0 (zero) ☐ _____

Call transfer type to use for operator's extension   ☐ Release
                                                      ☒* Await Answer   for __4__ rings
                                                      ☐ Wait for Ringback for _____ rings
                                                                             (3 rings or more)

Application Screen, Page 3

<table>
<tr><td>

Worksheet

4

</td><td>

System Schedules

</td></tr>
</table>

Use this worksheet to define the system's Day Mode operating schedule. This will usually match the company's office hours. All other hours the system operates in Night Mode. You may specify up to three ranges of hours and days for Day Mode operation.

31. Daytime Schedule   (Enter up to three ranges of hours and days for Schedule #1. Use separate sheets for #2 and #3.)
    a: __8:00__ am /~~pm~~ to __5:00__ ~~am~~ / pm on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
    b: _____ am /~~pm~~ to _____ ~~am~~ / pm on ~~Mon~~ ~~Tue~~ ~~Wed~~ ~~THu~~ ~~Fri~~ Sat ~~SUn~~
    c: _____ am /~~pm~~ to _____ ~~am~~ / pm on ~~Mon~~ ~~Tue~~ ~~Wed~~ ~~THu~~ ~~Fri~~ ~~Sat~~ SUn
    Ignore holidays?   ☐ Yes   ☒* No

32. Special Schedule (#4)   ☒ Day   ☐ Night

33. Holidays   (Write in the day & month of up to eighteen holidays)

    _____ _____ _____ _____ _____ _____ _____
    _____ _____ _____ _____ _____ _____ _____
    _____ _____ _____ _____ _____ _____ _____

34. Automatically adjust system for Daylight Savings Time?

    ☐ Yes   Date On _____   Date Off _____
    ☒ No

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Await Answer

When the call transfer type is Await Answer, the voice mail system puts the caller on hold and dials the operator's extension. If the operator answers within the number of rings specified in the Rings field, the voice mail system puts the caller through.

If the extension is busy or does not answer within the specified number of rings, the voice mail system plays the operator's greeting and then takes an action (typically, going to a special interview box). See the *Reference Manual* for more information on this call transfer type.

Wait for Ringback

When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the operator's extension. If the extension rings the number of times specified in the Rings field, the voice mail system releases the call to the Comdial telephone system.

If the extension is answered while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the extension's greeting and takes the specified action. With the Wait for Ringback call transfer type, the operator **cannot** use call screening features. See the *Reference Manual* for more information on this call transfer option.

Rings

This specifies the number of rings the voice mail system will wait for a call to be answered. The minimum number of rings is 3.

Write in the number of rings for your application. We recommend that you use 3 or 4 rings.

Worksheet 4: System Schedules

Most organizations have established working hours. You can set up the voice mail system to handle calls differently when your organization is open and closed. The voice mail system uses a Day Mode schedule to define the hours your organization is open. The rest of the time the system operates in Night Mode.

You can define up to four different Day Mode schedules, and then assign to different voice ports or transaction boxes different Day Mode schedules. In most cases, however, you will use only one Day Mode schedule, Schedule #1. This worksheet defines only one schedule. You may want to define others later.

31. Daytime Schedule

Write down your organization's regular business hours. Page 20 shows a sample of a completed Schedules Worksheet.

Each working schedule you define for a site can be specified in three different ranges of hours. These ranges (a,b,c) define the hours classified as Day Mode. Note that you may specify any hours as Day Mode; they need not fall in the range that is normally considered daytime. For any hours *not* specified, the voice mail system operates in Night Mode.

Typically, you specify only one range, which might be something like 8:00 am - 5:00 pm Monday through Friday. However, if your organization has different, weekend hours, you may specify ranges for Saturday and Sunday. In the sample shown, the schedule is completed for a business that is open from 9 am to 8 pm Monday through Friday; from 10 am to 5 pm on Saturday, and 11 am to 3 pm on Sunday.

If your organization closes for lunch hour, you can specify Day hours as 8 am to 12 pm in range (a) and 1 pm to 5 pm in range (b). The voice mail system will then be in Night Mode from noon to 1 pm.

Ignore holidays?
In most cases, because your organization is closed on holidays, you will want the voice mail system to operate in Night Mode for 24 hours on those days. This is the default setting. If Schedule #1 should **not** follow your regular Day Mode and Night Mode hours on official holidays (that is, if you want Schedule #1 to operate in Night Mode for 24 hours) select No and fill in **33. Holidays.** If you want the system to follow your regular Day and Night schedule on holidays, select Yes and skip the **33. Holidays** section of the worksheet.

Worksheet 3	# Operator Handling

20. When is an operator available to handle calls?
        Day   ☒* Yes ☐ No
        Night ☐ **Yes** ☒* **No**

Transferring Calls to the Operator

What is the operator's extension number on the telephone system?   **Day** ☒ 0 (zero)   ☐ _____
                                                                      Night ☐ **0** (zero)   ☐ _____

Call transfer type to use for operator's **extension**   ☐ Release
                                                          ☒* Await Answer   for __4__ rings
                                                          ☐ Wait for Ringback for r i n g s
                                                                        (3 rings or more)

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Worksheet 4	# System Schedules

Use this worksheet to define the system's Day Mode operating schedule. This will usually match the company's office hours. All other hours the system operates in Night Mode. You may specify up to three ranges of hours and days for Day Mode operation.

31. Daytime Schedule (Enter up to three ranges of hours and days for Schedule **#1**. Use separate sheets for **#2** and **#3**.)
    a: __8:00__ **am/-pm-** to __5:00__ -am- / **pm** on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
    b: _____ **am /-pm-** to _____ -am-/**pm** on ~~Mon Tue Wed THu Fri~~ Sat ~~SUn~~
    c: _____ **am /-pm-** to _____ -am- / **pm** on ~~Mon Tue Wed THu Fri Sat~~ SUn
    Ignore holidays?   ☐ ✿Ⅲ◆   ☐ ☒ Ⅹ☐

32. Special Schedule **(#4)**   ☒ Day   ☐ Night

33. Holidays (Write in the day **&** month of up to eighteen holidays)

    _____   _____   _____
    _____   _____   _____

34. Automatically adjust system for Daylight Savings Time?

    ☐ ✿Ⅲ◆   Date On _____   Date Off _____
    ☒ No

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32. Schedule #4

Schedule #4 is a special schedule. Schedule #4 stays in either Day Mode or Night
Mode, 24 hours a day, 365 days a year. The mode will not change unless you
change it at the console. Use Schedule #4 to set a group of ports or transaction
boxes to stay in a particular mode regardless of the time of day. By changing the
setting of Schedule #4, you can reset all the ports or transaction boxes that use
Schedule #4. The Schedule #4 field has no impact on Schedule #1, #2, **or** #3.

33. Holidays

At most sites, the voice mail system operates in Night Mode for 24 hours on any
day marked as a holiday. You may specify up to 18 holidays. List only the month
and day for each holiday. You must update the holiday schedule each year to
cover holidays which fall on a different date each year.

34. Daylight Savings Time

The voice mail system can automatically adjust its internal clock for Daylight
Savings Time in those countries and locations that recognize it.

Select Yes if you want the voice mail system to adjust for Daylight Savings Time,
and enter the dates when Daylight Savings Time changes. If you select No, you
may still manually reset the computer's clock twice a year for Daylight Savings
Time.

Worksheet 5: Default Subscriber Settings

This worksheet helps you plan the default settings for every new subscriber. ExecuMail makes adding subscribers with standard features quick and easy. All you have to do is fill in the QuickStart Application Screen, Page 5 with the settings you want for each subscriber. Then, every new subscriber you add will have the settings you choose on this default screen. This saves you time, because you don't have to configure each subscriber individually. Of course, you can still change any setting for any particular subscriber who wants settings different from the default.

Use this worksheet to specify default settings for: Personal IDs, feature access, call transfer, message waiting lamps, and message delivery.

Personal ID and Access Codes

Personal ID for Subscribers

First, write down the convention you want the system to use when creating Personal IDs for subscribers.

On the default setup, when you add a new subscriber, the system automatically creates a unique Personal ID for the subscriber by adding the number 8 to the beginning of the subscriber's Extension # ID (we write this as "8X"). You can change the number 8 to another number or string of numbers plus X (the extension number).

> NOTE: Although you don't have to base the Personal IDs on extension numbers, this saves you from having to think of a unique Personal ID each time you add a subscriber to the system.

If you want to change the default convention to something else, enter that on the worksheet. For more details about IDs, see the *Reference Manual.*

Access Codes

Write down the access codes you want to set up for each subscriber. Access codes allow or deny particular features, such as special delivery options, the enrollment conversation, and whether subscribers can send open group messages. You can specify any combination of the following access codes:

Use this worksheet to specify settings that will apply to *most* subscribers, including settings for Personal IDs, how calls are transferred, whether message waiting lamps are used, and whether the system will call the subscriber to deliver messages. Although these settings apply to most subscribers, you may specify custom settings for an individual subscriber on another worksheet.

Personal ID & Access Codes

The system automatically assigns a Personal ID to a new subscriber by adding one or more digits to the subscriber's extension ('X'). For example, '8X' would create a Personal ID of 8100 for extension 100.

Access codes allow or deny subscribers particular features of the system. See the *Application Manual* or the system's on-line help for access code definitions.

	Default	Change to:
Personal ID for Subscribers	8X	_____
Access Codes	PCBF	_____

Call Transfer

Transfer calls to subscribers?   ☒* Yes ☐ No

Call transfer type

☒* Await Answer   for __4__ rings   Use call screening?   ☐ Yes ☐* No
☐ Release   (Use only with Await Answer call transfer type)
☐ Wait for Ringback   for _____ rings
                       (3 rings or more)   Use call holding?   ☐ Yes ☐ Vox ☐* No
                                               (Do not use with Release call transfer type)

Message Notification

Activate message waiting lamps for new messages?   ☒* Yes ☐ No
(The telephone system must support message waiting lamps or indicators)

Message Delivery

Should the system call the subscriber's extension to deliver new messages?   ☒ Yes ☐* No

☐ Wait __30__ minutes after a new message arrives before trying to call.
Hours to deliver: __8:00__ am / ~~pm~~ to __5:30__ ~~am~~ / pm on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
Ring the extension for __4__ rings before hanging up   (3 or more rings)

Choose one of the following:
☐ Deliver **each** new message as it arrives. If no answer, try again every _____ minutes.
☒ Deliver a **batch** of new messages every __30__ minutes.
☐ Deliver all messages as soon as an **urgent** one arrives. If no answer, try again every _____ minutes.

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QuickStart® Application Worksheets

A   [No Setup Options **Access**]
This denies the subscriber access to changing setup options by phone. With this
code, the subscriber cannot change personal greetings, message groups, call
transfer options, message delivery, recorded name, spelled name, security code,
or directory listing. The access codes A and T may be combined to deny access
to all setup options except personal greetings.

B   [No Receipt Summary]
The system does not tell the subscriber that the messages he or she sent to a
particular person were received, unless the subscriber marks a message for
explicit return receipt.

C   **[Cancel** Public Message Notification]
This prevents the system from notifying the subscriber when a public message is
received. A public message is not addressed to a particular extension. Use this
code for subscribers who have public message access (that is, ·who do not have
the P code), but want their message lamp lit only for messages sent specifically
to them.

D   **[Directory** Restriction **/** Unlisted]
This excludes the subscriber from the automatic directory of subscribers.

E   [Address Messages by **Extension]**
The subscriber leaves messages by extension number instead of by the first three
letters of the recipient's last name.

F   **[First-Time Enrollment** Conversation]
The voice mail system will enroll the subscriber by phone the next time the
subscriber calls the system. This code speeds up the installation process by
allowing subscribers to enroll themselves over the phone, rather than having the
system manager add each subscriber at the console.

G [Cannot **Change Greeting]**
The subscriber cannot change his or her personal greetings.

K   [Can Change Call Holding by Phone]
The subscriber can turn call holding on or off by phone.

L   **[Length** of Messages Announced]
The system announces the length of messages. With this feature, the system will
announce how long new and old messages are, for example "You   *have* 3 *new
messages totaling 3 minutes, 20 seconds. Would you like to hear them?"*

M   **[Menu** Mode Exclusively]
The subscriber hears the system's quick option menus for all voice mail features,
instead of the usual yes-and-no conversation. This code cancels the effect of the T
access code.

N   **[No-Hands** Message Retrieval]
This code turns on hands-free message retrieval. The system does not ask the
subscriber *"Would you like to hear them. ?"* between message sources. This feature
should not be used unless the Comdial telephone system provides "immediate
disconnect."

O   [No **Old** Messages]
The subscriber cannot review old messages.

P   [No **Public** Messages]
The subscriber cannot access public messages. Usually, only one or two people at any site need access to public messages.

Q   [No **Urgent** Messages]
The subscriber cannot mark messages urgent.

R   [Cannot **Redirect** Messages]
The subscriber cannot redirect messages he or she has received.

S   [Cannot **Send** Messages]
The subscriber cannot leave messages for other subscribers, guests, and groups.

T [Traditional Conversation]
The subscriber hears the four basic questions in the order used in a previous software version: Check new messages, Leave messages, Change greetings, Review old messages. To reach setup options other than greetings, the subscriber presses **# #** after the system *asks "Would you like to do anything else?".* The M access code cancels the effect of this code.

U   [No Messages to **Subscribers**]
The subscriber cannot send messages to other subscribers. The subscriber can leave messages for his or her own guests and message groups.

V   [No **Private** Messages]
The subscriber cannot mark messages private. Any message the subscriber sends may be redirected by the recipient.

W [No Future Delivery]
The subscriber cannot mark messages for future delivery.

X   [No Return Receipt Request]
The subscriber cannot mark messages for explicit return receipt.

Y   [No Open Groups]
The subscriber cannot create open groups, or leave messages for open message groups. The subscriber can still create and leave messages for his or her own private message groups.

Z   [Automatic Return Receipt]
The system automatically marks every message sent by the subscriber for return receipt requested. To avoid redundant return receipts and receipt summary announcements, never use the Z code without also using the B access code.

See the *Reference Manual* for more details about access codes.

Call Transfer

Transfer calls to subscribers?

Select Yes if you want the voice mail system to transfer calls for most subscribers. When call transfer is set to Yes, the voice mail system will transfer callers to the

subscriber's actual extension. If the extension is busy or does not answer, the caller may leave a message.

If you select No, callers may leave a message in a subscriber's voice mailbox, but they cannot directly reach a subscriber's extension without going through the operator. Select No if you want to use voice mail only.

Call transfer type

Select the call transfer method that will be applied to most subscribers. There are three ways the voice mail system can transfer a call to a subscriber: Await Answer, Release and Wait for Ringback. For Comdial telephone systems (especially those that do not support Call Forward to Personal Greeting), Await Answer is the most common method of call transfer to a subscriber.

Await Answer
When the call transfer type is Await Answer, the voice mail system puts the caller on hold and dials the extension. If the extension is answered within the number of rings specified in the Rings field, the voice mail system puts the caller through.

If the extension is busy or does not answer within the specified number of rings, the voice mail system plays the extension's greeting and then takes an action (usually "take message"). See the *Reference* Manual for more information on this call transfer type.

Release
When the call transfer type is Release, the voice mail system puts the caller on hold, dials the extension and then releases the call to the Comdial telephone system. The voice mail system does not check the progress of the call or the status of the called extension. If the extension is busy or is not answered, the caller cannot leave a message unless the Comdial telephone system supports Call Forward to Personal Greeting.

Releasing a call to an extension clears the voice mail system's port to take other calls. However, with the Release call transfer type, the subscriber **cannot** use the call holding or call screening features.

Waft for Ringback
When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the extension. If the extension rings the number of times specified in the Rings field, the voice mail system releases the call to the Comdial telephone system.

If the extension is answered while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the extension's greeting and takes the specified action. With the Wait for Ringback call transfer type, the subscriber **cannot** use call screening features. See the *Reference Manual* for more information on this call transfer type.

Use call screening?

The call screening feature lets subscribers find out who's calling before the voice mail system puts the call through. When call screening is turned on, the voice mail system asks callers, *"Whom may I soy is calling?"* before transferring the call

to the subscriber's extension. When the subscriber answers the call, the voice mail system plays the caller's name before putting the call through. You can only use call screening with the Await Answer call transfer type.

Use call holding?

The call holding feature allows you to "queue up" several callers who are waiting for a busy extension to become free. The voice mail system periodically tells callers their position in the queue, and allows them to keep holding, transfer to another extension or leave a message.

The system provides two different types of call holding. You can set the system so that outside callers can press 1 to hold for an extension, or say "Yes" instead. With the first type of call holding, outside callers must have touchtone telephones. With the second type, outside callers do not have to have touchtone telephones. The system listens for spoken sound, using the system's voice detect feature.

Call holding is available with the Await Answer and Wait for **Ringback** call transfer type. Call holding is not available with the Release transfer type.

On the worksheet, select Yes if callers should press a touchtone to hold. Select Vox if callers should say "Yes" to hold. Select No if call holding should be turned off for subscribers by default.

Message Notification

When a subscriber or guest has messages pending, the voice mail system can notify the subscriber by lighting a message waiting lamp, or by playing a stutter **dialtone** on the subscriber's work telephone. This feature is called message notification, and is available only if the Comdial telephone system is programmed to support it.

Activate message waiting lamps for new messages?

Answer whether you will be using message waiting lamps. The voice mail system supports message waiting lamps automatically on Comdial telephone systems. Select Yes to use message waiting lamps to notify subscribers that they have pending messages. Message waiting lamps should be used whenever they are available.

Message Delivery

The voice mail system can call a subscriber to notify him or her of pending messages. For example, when a message comes in, the voice mail system can dial the subscriber's extension number, wait for an answer, and then say:

*'This is **ExecuMail** calling with a message for **<subscriber's name>.** Please enter your Personal ID now to receive the message. "*

if the subscriber enters the correct Personal ID (and security code, if applicable), the voice mail system proceeds with the conversation in the same manner that it does when the subscriber calls the voice mail system directly.

*Should the system **call** the subscriber's extension?*

Check Yes if you want messages delivered to each subscriber's work telephone, as described above. If No, skip the rest of this worksheet.

Wait ___ minutes after a new message arrives

Check if you want the system to wait before delivering new messages, and enter how long the system should wait in the **Wait** minutes field. This field applies to Batch message delivery only. Write down the days and times you want the voice mail system to call you to deliver your messages. Select the number of times the voice mail system will ring a subscriber's extension on each   **delivery** attempt.

Each, Batch, or Urgent Delivery

Check whether you want Each, Batch or Urgent delivery. Also, write down the time interval (in minutes) between delivery attempts.

Each

With Each message delivery, the voice mail system calls the subscriber each time a new message comes in, regardless of when it last tried to call the subscriber. This method speeds up the delivery of new messages, but also increases the amount of dialing out the system does. This means that the dial-out ports may be tied up more frequently. If the dial-out ports are constantly busy, the voice mail system may have to hold dial-out requests in a queue until a dial-out port is free. This could result in actual delays in delivery.

Batch

With Batch message delivery, any message that comes in since the last attempted delivery will be added to the batch and delivered at the next specified time interval. A **30-minute** delivery interval is suitable for most installations. Using batch message delivery lessens the amount of time the voice mail system ties up voice ports dialing out to deliver messages.

Urgent

Urgent message delivery works like Each message delivery, except the voice mail system only calls you each time an urgent message comes in. The system won't call when there are only normal priority new messages waiting.

Worksheet 6:
System Security

The voice mail system offers system-wide features that protect the system from unauthorized access and from certain system errors.

Use Worksheet 6 to identify:

- How many times a caller can misdial.
- Whether a caller should be routed to another System ID for help after misdialing.
- The minimum amount of available message storage space the system requires.
- Who should receive a voice message if certain system errors occur.

How many times should a caller be allowed to misdial?

ldentify the number of times a caller is allowed to misdial. This includes the number of times an outside caller can try entering a valid System ID to route his or her call, and the number of times a subscriber is allowed to try to enter a valid Personal ID and security code.

Should a caller be routed to another System ID for help?

Identify how the system handles a caller who exceeds the number of invalid entries allowed.

At most sites, the system is set to hang up on callers who misdial the number of times specified. However, the system can also route callers to another System ID for additional help. For example, you could route these callers to the operator, who can help determine the correct Extension **#** ID or Box ID.

When should subscribers be asked to delete messages?

Identify the minimum number of minutes of available message storage space the system requires before asking subscribers to delete unnecessary messages.

To help prevent the system from running out of storage space, the system asks subscribers to delete unnecessary messages when space is getting low. Most systems set the minimum amount to 15 minutes. You should not decrease this amount. However, you may increase it for larger systems with many subscribers or ports.

Worksheet **6**	# System Security

Use this worksheet to specify several system-wide features that protect your system from unauthorized access and from certain system errors.

---

53. How many times should a caller be allowed to misdial?
   ❏ J* 4 times   ☐ _____ times

   Should a caller be routed to another System ID for help after misdialing repeatedly?
   ❏ * No (system hangs up) ☐ Yes, route to System ID _____

55. When should the system ask subscribers to delete unnecessary messages?
   ☒* When there is less than 15 minutes of message storage space left
   ☐ When there is less than _____ minutes of message storage space left

58. Who should receive a voice message if a system error occurs?
   ☐* Everyone who receives public messages
   ☒ These subscribers: Name: <u>Jonathan Winter</u>   Personal ID: <u>82219</u>
                   Name: _____   Personal ID: _____
                   Name: _____   Personal ID: _____

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Worksheet **7**	# Directory Assistance

The voice mail system offers an automatic directory of extensions, numeric directory assistance, and a special Departments transaction box to help callers find out the extension number of the person or department they're trying to reach. Use this worksheet to choose the directory assistance the system will provide.

Directory Assistance

	Default ID	Change to:	Make change on:
☒* Automatic directory assistance	*555*	_____	*Application Screen, Page 6*

Should the system automatically route the caller if there is only one matching name in the automatic directory?   ☒* Yes ☐ No

	Default ID	Change to:	Make change on:
❏ Numeric directory assistance	$411	_____	*Groups Screen*
☐ Departments transaction box	411	_____	*Transaction Directory*

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Who should receive a voice message if an error occurs?

Identify who should receive a voice message if a system error occurs.

The system can tell you in two ways if a system error occurs: by displaying a text message at the system console, and for some errors, by also sending a voice message.

Most systems are set to send a voice message to everyone with public message access (no **P** access code). A public message is a special kind of message available only to authorized subscribers. **If** you choose to send error messages to subscribers with public message access, be sure to set at least one subscriber for public message access when you complete Worksheet 12: *Special Subscriber Settings.* You may also want to remove the **c** access code for subscribers with public message access, so that the system can call them or light a lamp when new public messages are waiting. For details about public messages, see the *Reference Manual.*

You may also specify one or more specific subscribers who should receive these messages. This can be in addition to subscribers who receive public messages, or in place of them. Write each subscriber's name and Personal ID on the worksheet.

For details about error messages, see the *Reference Manual.*

Worksheet 7: Directory Assistance

People who call your organization may not know the extension number of the person they are trying to reach. In these cases, a caller must find out the extension by speaking to the operator or by looking up the extension in a directory.

The voice mail system offers two kinds of directory assistance to help outside callers look up a subscriber's extension:

- Automatic directory assistance. The automatic directory provides a list of subscriber names and extensions. Outside callers find out a subscriber's extension by spelling the first three letters of the subscriber's name. Outside callers must have letters on their touchtone keypads to use automatic directory assistance.

- Numeric directory assistance. The numeric directory allows outside callers to press numbers instead of letters to look up a subscriber's extension. Numeric directory assistance involves grouping subscribers by a common characteristic (such as department, location, or schedule), and creating a menu of choices that assigns a single touchtone to each directory grouping.

Use Worksheet 7 to plan the type of directory assistance you want to offer outside callers. Or, if you will not be using directory assistance for this application, write that on the worksheet, and skip to Worksheet 8. For more information about directory assistance, see the *Reference Manual*.

> NOTE: You can also use transaction boxes to set up other kinds of call routing for outside callers who don't know the extension number. The system comes with a sample transaction box (called the Departments Box) to help you set up special call routing to departments.

Directory Assistance

Some sites may want to use both automatic and numeric directory assistance if some outside callers have lettered keypads, while others do not.

Indicate which type of directory assistance the system should offer. You can offer automatic directory assistance, or numeric directory assistance, or both. Using automatic directory assistance requires only that outside callers have letters on their keypad that match the system's keypad map, and that you mention the System ID for directory assistance in the Opening Line. Using numeric directory assistance or transaction boxes for directory assistance requires additional setup at the system console.

<table>
<tr><td>**Worksheet**
6</td><td># System Security</td></tr>
</table>

Use this worksheet to specify several system-wide features that protect your system from unauthorized access and from certain system errors.

---

53. How many times should a caller be allowed to misdial?
☒* 4 times ☐ _____ times

Should a caller be routed to another System ID for help after misdialing repeatedly?
☐ ' No (system hangs up) ☐ Yes, route to System ID _____

55. When should the system ask subscribers to delete unnecessary messages?
☒* When there is less than 15 minutes of message storage space left
☐ When there is less than ____ minutes of message storage space left

58. Who should receive a voice message if a system error occurs?
☐* Everyone who receives public messages
☐ These subscribers: Name: **Jonathan Winter** Personal ID: <u>82219</u>
Name: _____ Personal ID: _____
Name: _____ Personal ID: _____

Application Screen, Page 6

<table>
<tr><td>**Worksheet**
7</td><td># Directory Assistance</td></tr>
</table>

The voice mail system offers an automatic directory of extensions, numeric directory assistance, and a special Departments transaction box to help callers find out the extension number of the person or department they're trying to reach. Use this worksheet to choose the directory assistance the system will provide.

Directory Assistance

	Default ID	Change to:	Make change on:
☒* Automatic directory assistance	*555*	_____	*Application Screen, Page 6*

Should the system automatically route the caller if there is only one matching name in the automatic directory? ☒* ☼⑾◆ ☐ ⚥☐

	Default ID	Change to:	Make change on:
☐ Numeric directory assistance	$411	_____	*Groups Screen*
☐ Departments transaction box	<u>411</u>	_____	*Transaction Directory*

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If you are using automatic directory assistance, the system can automatically route a caller to the correct Extension # ID if there is only name that matches the three letters the caller enters. Indicate on the worksheet whether you want to use this feature with automatic directory assistance.

System IDs for Directory Assistance

Indicate on the worksheet the System IDs callers should press to reach directory assistance. The default System ID for automatic directory assistance is 555. If you will be using a different System ID, mark that information on the worksheet.

Numeric directory assistance requires special configuration at the system console. If you will be using numeric directory assistance, write in the System ID you will use. Refer to the *Reference Manual* for details on how to set up numeric directory assistance.

Be sure to mention the System IDs for directory assistance in the Opening Line.

Department Transaction Box

The system is shipped with a department directory which has the System ID 411. This transaction box announces:

"Press I For Sales, 2 for support, or 3 for a list of all personnel. Once again: press   1 for Sales, 2 for Support, or 3 For a list of all personnel.   "

To use this departments transaction box, you can modify its greeting or System ID to fit your application. If the system will use the default department transaction box, indicate that on the worksheet. Otherwise, write "remove" on the worksheet.

Worksheet 8: Public Fax Box

The voice mail system can detect incoming faxes and route them to a fax machine. This feature eliminates the need for a separate, dedicated telephone line for your fax machine. Each time the system transfers a call to the fax extension, it can send a public announcement to the Public Fax Box.

If you plan to use the voice mail system's fax detect feature, complete this worksheet. Be sure to specify the fax extension number, System ID, and call transfer parameters. Also, indicate whether the person sending the fax is asked to record a message describing the fax.

The Public Fax Box is quite flexible. For details on the various options available, refer to the *Reference Manual.*

Fax ID

Indicate the System ID for the Public Fax Box. You can choose an ID that allows callers to manually dial the fax machine extension, or make it accessible only when a fax machine calls the system. If you expect most callers will have letters on their telephone keypads, you can set the Fax ID to "FAX". In the Opening Line, be sure to tell callers what System ID to press to send a fax.

By default, the System ID is set to $FAXBOX. If the System ID begins with the $ symbol, callers will not be able to select the fax machine by pressing touchtones. Thus, the system will only be able to route automatic faxes sent directly from a fax machine.

Voice Name

Indicate whether you want to change the Public Fax Box's recorded name, which is *"The Public **Fax Box".*** If you decide to change the recording, write in the name you would like to use.

Transfer calls to the Public Fax Box?

To use the fax detect feature, you must indicate the actual telephone extension the fax machine is connected to. Select Yes, and write in the fax machine's extension   number.

Public Fax Box

You can route incoming faxes to a particular extension, known as the Public Fax Box. This extension is then connected to one or more fax machines. Use this worksheet to specify how to set up the Public Fax Box. If you will not be using the Public Fax Box, you may skip this worksheet.

Fax ID: ☐* **$FAXBOX** ☐ FAX (329) ☐ Other: _____

Voice Name: ☒* *"...the Public Fax Box..."* ☐ Other: _____

NOTE: If you use the default Fax System ID, callers can't dial the Public Fax Box directly.

Transfer calls to the Public Fax Box? ☒ Yes, to extension 345 ☐* No (Turn off Public Fax Box)

Call transfer type ☒* Await Answer for _4_ **rings** CI Release CI Wait for **Ringback** for ___ rings
(should be at least 3 rings)

Use call holding? ☒ Yes ☐ Vox ☐ I* No (Do not use holding with Release call transfer type)

Alternate Action: (if fax call transfer is unsuccessful)
   ☒* Say "Goodbye" then hang up   ☐ Route the call to another subscriber or transaction
   ☐ Transfer the call to the operator   box (Use Go-to-ID ->)_____
   ☐ Restart the call at the Opening Line   ☐ Hang up

Announce Options

Use this decision chart to decide how to handle manual fax calls and how to announce calls that are transferred to the Public Fax Box. Circle the choice you want for "Announce..".

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         4/94
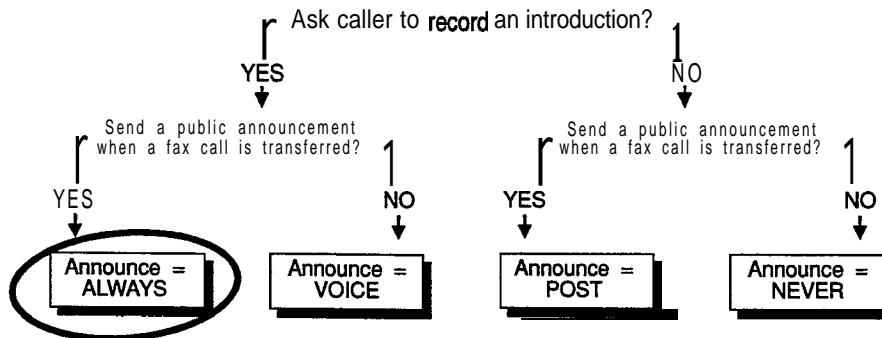
Call transfer type

Select the transfer method that the voice mail system will use for the Public Fax Box. There are three ways the voice mail system can transfer a call: Await Answer, Release, and Wait for Ringback. For Comdial telephone systems (especially those that do not support Call Forward to Personal Greeting), Await Answer is the most common method of call transfer.

Await Answer

When the call transfer type is Await Answer, the voice mail system reminds the caller to press the Start button on his or her fax machine when he or she hears the fax tone, puts the caller on hold, then dials the fax extension. If the extension is answered within the number of rings specified in the Rings field, the voice mail system waits for the caller to press the Start button, then puts the fax through.

If the extension is busy or does not answer within the specified number of rings, and call holding for the fax extension is turned off, the voice mail system takes the alternate action (typically, transfer to the operator).

Release

When the call transfer type is Release, the voice mail system puts the caller on hold, dials the fax extension and then releases the call to the Comdial telephone system. The voice mail system does not check the progress of the fax call or the status of the fax extension.

Releasing a call to the fax extension clears the voice mail system's port to take other calls. However, with the Release call transfer type, the subscriber cannot hold for the fax machine.

Wait for Ringback

When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the fax extension. If the extension rings the number of times specified in the Rings field, the voice mail system releases the call to the Comdial telephone system. The number of rings should be set to at least three.

If the fax extension is answered while the voice mail system is counting rings, the voice mail system puts the fax call through. If the extension is busy and call holding for the fax extension is turned off, the voice mail system takes the alternate action (typically, transfer to the operator).

Use **call** holding?

Indicate whether callers should be able to hold if the fax extension is busy.   To use call holding, you must use the Await Answer or Wait for **Ringback** call transfer type.

The system provides two different types of call holding. You can set the system so that outside callers can press 1 to hold for an extension, or say "Yes" instead. With the first type of call holding, outside callers must have touchtone telephones. With the second type, outside callers do not have to have touchtone telephones. The system listens for spoken sound, using the system's voice detect feature.

On the worksheet, select Yes if callers should press a touchtone to hold for the Public Fax Box. Select V ox if callers should say "Yes" to hold. Select No if call holding should be turned off for the Public Fax Box by default.

Alternate Action

Indicate how the system should handle the caller if the transfer to the fax extension is unsuccessful (and call holding is not allowed). The most common choice is transfer to operator. The possible actions are as follows:

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says ***"If you need further assistance, press the pound key*** *now. Thank* ***you and goodbye"*** and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go **to another ID**
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

Announce Options

Indicate whether the system should send a public notice when it transfers a call to the fax machine, and whether it asks the person sending a manual fax to record a message describing the fax and who it's for. There are four possible values: **Always,Voice,Post,** and Never.

	Ask caller to record a message?	Notify when fax call is transferred?
Always	Yes	Yes
Voice	Yes	Only when caller records a voice message
Post	No	Yes
Never	No	No

If you do use fax notification, the fax notice will be delivered to the Operator Box and received by any subscriber who has public message access. (Typically this is the operator **or** system manager.)

Worksheet 9: Subscriber List

Subscribers are the people who are enrolled in the voice mail system. Subscribers usually have an extension number on your Comdial telephone system. The voice mail system transfers calls to subscribers, and takes messages when they are on the telephone or away from their desks.

There are two different ways to enroll subscribers on the system: by range, and one-by-one. There are advantages and disadvantages to each method.

Before you fill in Worksheet 9, read *Two Ways to Enroll Subscribers* to decide which method you would like to use. Then, if you decide to enroll subscribers by range, use the worksheet to write down the starting and stopping Extension # ID of each range.

Or, if you decide to enroll subscribers one-by-one, use Worksheet 9 to write down the extension numbers and names of all the subscribers you wish to add to the system. If you already have such a list of subscribers, you may use it instead of this worksheet.

Two Ways to Enroll Subscribers
There are two ways to enroll subscribers in the system. A system manager can enroll all the subscribers at the console: entering each subscriber's IDs and spelled name, recording a name, and setting any special options. An alternate way is to add a range of subscriber mailboxes with the F access code, and let subscribers enroll themselves by phone when they first call the system.

There are advantages to each method, and some sites may use both methods of enrollment. Enrolling at the console gives the system manager full control. The subscriber's last and first name can be fully spelled out on-screen, which makes it easier to maintain the system later. No extra, unused mailboxes are created. When the subscriber first calls the system, their voice mailbox is fully functional.

Having subscribers enroll themselves by phone creates less work for the system manager, who can simply add a range of subscriber mailboxes and then tell users their Personal IDs. Through the enrollment conversation, subscribers learn about the system's features. They are encouraged to record their own personal greetings and name, and set their own security code. The system may be less secure, however, if not all the mailboxes that are created are actually used. Also, the spelled name that a subscriber enters by phone is displayed on-screen in a way that may not match the subscriber's actual name.

Subscriber List

if you are adding subscribers **by range,** list the range(s) of Extension # IDs (for example, 210-320). If you are adding subscribers **one-by-one,** make as many copies of this worksheet as necessary to create a list of all subscribers. For each person, write the full name and extension number, with the lowest extension number first. Also, check off any subscribers you do NOT want listed in directory assistance. If you have a list or directory of all personnel and their extension numbers, you may use it in place of this worksheet.

Extension # ID Range 1　　Start : _____　s t o p :

Extension # ID Range 2　　Start : _____　stop: _____

Extension # ID Range 3　　Start : _____　s t o p :

Extension	Last Name	First & Middle Names	Unlisted
210	Wood	Doug	☐
211	Cole	James	☐
212	Thompson	Bob	☐
213	Smith	Lisa	☐
214	Brown	David	☐
215	Shadbolt	Ron	☐
216	Peck	Diana	☐
217	Rowe	Barbara	☐
218	Richmond	William	☐
219	Watson	Sandy	☐
220	White	Sally	☐
221	Winter	Jonathan	☐
			☐
			☐
			☐
			☐
			☐
			☐
			cl
			❏

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When using enrollment by phone, you may want to do two things soon after
general enrollment:

■   Delete any unused subscriber mailboxes

■   Go through the Personal Directory in ID Sort order and type in the full name
    for each subscriber.

Extension # ID Range *1, 2* and *3*

If you decide to add subscribers by range, write down the starting and stopping
Extension **#** ID of each range. If you have more than three ranges, make copies of
the worksheet.

Extension / Last Name / First **&** Middle Names

If you decide to add subscribers oneby-one, write down the subscribers you want
to add to your system, in the order of their extension number, with the lowest
extension number first and the highest last. This will make it easier to add the
subscribers to the system later.

Unlisted

Indicate if any subscribers should   **not** be listed in directory assistance.

Some subscribers may want to be left out of the directory assistance, so that
outside callers can't find out the subscriber's extension number without asking
the operator. If the site uses automatic directory assistance, subscribers can
change their automatic directory listing by phone at any time, by accessing their
setup options. If the site uses numeric directory assistance, only a system
manager can add or remove someone in the numeric directory.

Worksheet 10: Guests

Some subscribers may wish to provide more personal call handling for special clients, contacts, friends, or family. Rather than accessing the system as outside callers, these individuals can be enrolled as guests of a particular subscriber. Each guest receives a Personal ID. The system greets guests by name and gives them immediate access to their host subscriber's voice mailbox.

A guest can leave messages for the host subscriber and receive messages from the host subscriber the same way other subscribers leave two-way messages.

Use this worksheet to list each guest on the system, and the guest's host subscriber. Be sure to ask subscribers to tell you about any guests they would like added to the system. A **Guest Request** *Form* is available in the **Learning** *ExecuMail* manual to help you gather this information.

Host Subscriber

List the name of the subscriber who will host the guest. This is the only subscriber who can leave messages for the guest. This is also the only subscriber who will receive two-way messages from the guest.

Guest Name

List the name of the guest. There is no limit to the number of guests a subscriber may host. If the system uses a lettered keypad, the subscriber can use the first three letters of the guest's last name to leave messages for the guest. Otherwise, the subscriber can use the guest's Personal ID.

Guest Personal ID

Write down the Personal ID the guest will use to access his or her messages from the host subscriber. Like any other System ID, the guest's Personal ID must be unique. See the **Reference Manual** if you need further information.

Urgent?

Specify whether the guest will be able to send urgent messages to the host subscriber.

A subscriber may have one or more guests. Like subscribers, guests can leave and receive messages on the system, but can do so only with their host subscriber. Guests are usually important clients, family members, or others with whom a subscriber wants regular, two-way communication. Make as many copies of this worksheet as you need to list the host subscriber, guest name, and guest Personal ID. If the subscriber wants to receive the guests messages as urgent messages, put a check mark next to the guest's name.

Host Subscriber	Guest Name	Guest Personal ID	Urgent?
Doug Wood	Alice Wood	825423	☐
	Brian Wood	84437	☐
	Jaime Wood	8559	❑
			❑
James Cole	Alan Green	82626	☒
			El
Bob Thompson	Helen Thompson	843536	☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐
			☐

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Worksheet 11:
Message Groups

The voice mail system allows you to create message groups of subscribers to make it easy to send the same message to several people at once. A message group is like a distribution list for a memo. When you send a message to a message group, it is available to all subscribers who are listed as the members of the group.

Subscribers can create and maintain their own message groups from any touchtone telephone. A system manager can also create and maintain message groups at the system console.

This worksheet helps you plan the message groups created at the console. Make a copy of the worksheet for each message group you plan to add.

Considerations

When you add message groups to the system, you should consider these things:

- **Does the system's keypad map have letters or numbers only?** If the system uses a lettered keypad map, message group names may begin with three letters. Subscribers send a message to a group by spelling the group's name using the touchtone keypad.

  If some or all subscribers have only numbers on their keypads, you should choose a special System ID for sending messages to numbered groups, and message group names should begin with three numbers. Subscribers send a message to a group by first pressing the special System ID for numbered groups, then the group's number.

- **Can anyone besides the owner send a message to the group?** A message group can either be **open** or **private.** All authorized subscribers can send messages to open message groups. A private message group belongs to a single subscriber, called the group's **owner.** Only the group's owner can send messages to his or her private groups. The members of a private group will be able to hear group messages, but they won't be able to send a message to the group themselves.

- **Should the message be delivered only to the first person who hears the message?** A message group can have either **broadcast** or **dispatch** distribution. With broadcast distribution, every member of the group receives a copy of the message. With dispatch distribution, only the first person to hear the message receives it.

If a subscriber wants to regularly send messages to a group of other subscribers or guests, you may create a message group for him or her. Subscribers can also create their own message groups over the phone. Decide whether message groups should begin with letters or numbers. If message groups begin with numbers, include the special System ID for sending group messages. For each group you need, write down the group's name or number, as well as the group's owner. Indicate whether the owner is the *only* person who can send messages to the group. A group can also be set for dispatch distribution, so that only the *first* person to hear the message actually receives it.

Select message groups by name or by number?
- ❑ Use named groups   (Message group names begin with 3 letters)
- ☐ Use numbered groups   (Message group names begin with 3 numbers)
    System ID for numbered groups: _____ *(Application Screen, Page 6)*

Group Name or Number: **Sales**	Group Owner: **Jonathan Winter**
Deliver the message *only* to the first person who hears it? ☐ Yes (DISPATCH distribution) ☒* No	Can someone besides the owner send a message to this group? ☒ Yes (OPEN group) ☐* No (PRIVATE group)

Group Members

Ron Shadbolt	
William Richmond	
James Cole	
Diana Peck	

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Spelled Names vs. Numbers

Indicate whether the message groups on the system should begin with three letters, or three numbers. If message group names will begin with numbers, also indicate the System ID subscribers press before leaving group messages.

The special System ID for numbered groups must be unique. It's best if the number is short (two or three digits), to speed the flow of the conversation (the system prompts a subscriber for the System ID each time a subscriber leaves a message). Keep in mind that the ID you choose will prevent you from using a range of other System IDs. For example, using 14 for the special System ID for numbered groups makes the ranges 140-149 and 1400-1499 unavailable.

Group Name or Number

Indicate the name or S-digit number of the message group. Remember that subscribers will use the message group's name or number to leave messages for the group.

For sites using spelled-name groups, give careful consideration to the names you give open groups. Subscribers use the first three letters of the group name to send messages to it, so the name you choose should be easy to remember. For example, it would be easy to remember that entering A-L-L sends a message to a group containing "all staff". However, it would be more difficult to remember to enter E-M-P for the same group which was named "employees".

For sites using numbered groups, note that a   3-digit group number is not a System ID, so it does not have to be unique.

NOTE: It is best not to use your system's   wildcard character (usually 1 or 0) in the group number.

You can have more than one message group with the same spelled name or group number. If this occurs, subscribers choose the correct group by listening to the group's recorded name, lust as they do when   choosing   between   subscribers with the same last name.

Group Owner

Write down the name of the subscriber who will   own this group. Only the owner of the group can change the group by phone.

Deliver the message on/y to the first person who hears it?

Select whether the group will have dispatch or broadcast distribution. Most groups will have broadcast distribution.

Can others send a message *to* this group?

Indicate whether the message group is open or private. Remember, if the group is open, all authorized subscribers can send messages to the group. If the group is private, only the group's owner can send messages to the group.

Group Members

List the names of the subscribers who will be included in the group. Any
subscriber can be a member of a group. A guest can be a member only of his or
her host's private message groups.

Worksheet 12: Special Subscriber Settings

It's easy to customize features for individual subscribers who have special needs. Just by changing the values on a subscriber's Personal Directory page, the system manager can configure features individually for any subscriber, at any time. Subscribers can also change many features themselves from any touchtone telephone.

Make a copy of Worksheet 12 for each subscriber who requires a configuration different from the default settings you entered on Worksheet 5. Then, complete a separate worksheet for each of these subscribers to document the customized features.

Name

Write the name of the subscriber these settings are for.

Personal ID

Write the subscriber's Personal ID. You may change the Personal ID to something other than the default numbering scheme, but each subscriber's Personal ID must be unique.

Exfension # ID

Indicate the ID outside callers will press to reach the subscriber's telephone or voice mailbox. The Extension **#** ID is usually the same as the subscriber's actual telephone extension number, but it doesn't have to be.

Access Codes

Indicate the features you want to turn on or turn off by writing down the access code for those features. An access code is a single letter that turns on or off a specific feature for a subscriber. You can specify any combination of the following access codes:

A   [No Setup Options Access]
This denies the subscriber access to changing setup options by phone. With this code, the subscriber cannot change personal greetings, message groups, call transfer options, message delivery, recorded name, spelled name, security code, or directory listing. The access codes A and T may be combined to deny access to all setup options *except* personal greetings.

Name __Jonathan Winter__
Personal ID __82219__
Extension # ID __221__   Hold I Archive messages __1__ / __3__ days
Access Codes __PCL__

Call Transfer

Transfer calls to subscriber?   ☒* **Yes**   ☐ **No**
Call transfer type   ☒* Await Answer for __6__ rings   ☐ Release   ☐ Wait for **Ringback** for ___ rings
                          (3 rings or more)   *(3 rings or more)*

Transfer options   ☒ Announce ☐   Confirm ☒ Introduce ☐ Message Screen ☐ Screen ☐   None
Screening options • 0 Announce • P Confirm ☐   Introduce ☐   Message Screen ☐ Screen ☐ None
(Use transfer & screening options only with Await Answer call transfer **type)**

Turn screening options on?   ☒ **Yes**   ☐ * **No**   **Use call holding?** ☐ **Yes** ☐ Vox ☒* No
                                                      (Do not use with Release call transfer type)

Action After Greeting

☐   Take a message   ☐ Other Action _____
If taking message:
    Maximum Message Length __45__ seconds   Allow caller to edit message?   ☐   ' Yes ☐ No
    Mark the messages urgent?   ☐ Yes ☐* No ☒ Ask
    Action after message?   __hans up__
Use one-key dialing during greeting?   ☐ Yes ☒* No

Message Notification & Delivery

Lamp # __221__   Activate message waiting lamps for new messages?   ☒* Yes ☐ No
(The telephone system must support message waiting lamps or indicators)

Phone #1 ____221____   Wait__minutes before trying to call.
Hours to deliver: __7:30__ am / ~~pm~~ to 6:00   ~~am~~ / pm on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
Try for __6__ rings before hanging up. Try again in __15__ minutes.
Deliver ☒ **Each** new message ☐ **Batches** of new messages ☐ **Urgent** messages only

Phone #2 555-8391____   Wait__0__ minutes before trying to call.
Hours to deliver: __6:30__ ~~am~~ / **pm** to __lo:oo__ ~~am~~ / pm on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
Try for __6__ rings before hanging up. Try again in__30__ minutes.
Deliver ☐   **Each** new message ☐ **Batches of new messages** ☐ **Urgent** messages only

Phone #3 __555-8391__   Wait__minutes before trying to call.
Hours to deliver: __10:01__ **am/pm** to __7:oo__ am / ~~pm~~ on Mon Tue Wed THu Fri ~~Sat~~ ~~SUn~~
Try for 12 rings before hanging up. Try again in __15__ minutes.
Deliver- **Each** new message ☐ **Batches** of new messages ☐ **Urgent** messages only

Phone #4 _____   Wait minutes before trying to call.
Hours to deliver: _____ **am/pm** to _____ **am / pm** on Mon Tue Wed THu Fri Sat SUn
Try for ___ rings before hanging up. Try again in ____ minutes.
Deliver ☐ **Each** new message ☐ **Batches** of new messages ☐ **Urgent** messages only

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B   [No Receipt Summary]

The system does **not** tell the subscriber that the messages he or she sent to a particular subscriber were received, unless the subscriber marks a message for explicit return receipt.

C   [Cancel Public Message Notification]

This prevents the system from notifying a subscriber when a public message is received. A public message is not addressed to a particular extension. Use this code for subscribers who have public message access (that is, who do   **not** have the P code), but want their message lamp lit only for messages sent specifically to them.

D   [Directory Restriction / Unlisted]

This excludes the subscriber from the automatic directory of subscribers.

E   [Address Messages by Extension]

The subscriber leaves messages by extension number instead of by the first three letters of the recipient's last name.

F   [First-Time Enrollment Conversation]

The voice mail system will enroll the subscriber by phone the next time the subscriber calls the system.

G   [Cannot Change Greeting]

The subscriber cannot change his or her personal greetings.

K   [Can Change Call Holding by Phone]

The subscriber can turn call holding on or off by phone.

L   [Length of Messages Announced]

The system announces the length of messages. With this feature, the system will announce how long new and old messages last, for example "You   *have 3 new messages totaling 3 minutes, 20 seconds. Would you like to hear them?"*

M   [Menu Mode Exclusively]

The subscriber hears the system's quick option menus for all voice mail features, instead of the usual yes-and-no conversation. This code cancels the effect of the *T* access code.

N   [No-Hands Message Retrieval]

This code turns on hands-free message retrieval. The system does not ask the subscriber *"Would you like to hear them?"*   between message sources. This feature should **not** be used unless the Comdial telephone system provides "immediate disconnect."

O   [No Old Messages]

The subscriber cannot review old messages.

P   [No Public Messages]

The subscriber cannot access public messages. Usually, only one or two people at any site need access to public messages. 'If you are using the Public lnterview Box, be sure to set at least one person for public message access (remove the P access code). For details about the Public lnterview Box, see Worksheet 13.

Q   [No Urgent Messages]
The subscriber cannot mark messages urgent.

R   [Cannot Redirect Messages]
The subscriber cannot redirect messages he or she has received.

S   [Cannot Send Messages]
The subscriber cannot leave messages for other subscribers, guests, and groups.

T [Traditional Conversation]
The subscriber hears the four basic questions in this order: Check new messages, Leave messages, Change greetings, Review old messages. To reach setup options other than greetings, the subscriber presses **# #** after the system asks "Would you *like to do anything else. ?"* The M access code cancels the effect of this code.

U   [No Messages to S&scribers]
The subscriber cannot send messages to other subscribers. The subscriber can leave messages for his or her own guests and message groups.

V   [No Private Messages]
The subscriber cannot mark messages private. Any message the subscriber sends may be redirected by the recipient.

W [No Future Delivery]
The subscriber cannot mark messages for future delivery.

X   [No Return Receipt Requested]
The subscriber cannot mark messages for explicit return receipt.

Y   [No Open Groups]
The subscriber cannot create open groups, or leave messages for open message groups. The subscriber can still create and leave messages for his or her own private message groups.

Z   [Automatic Return Receipt]
The system automatically marks every message sent by the subscriber for return receipt requested. To avoid redundant return receipts and receipt summary announcements, never use the Z code without also using the   B access code.

For more details about access codes, *see* the *Reference Manual.*

Call Transfer

Indicate whether call transfer should be turned on or off. When call transfer is turned on for a subscriber, the voice mail system transfers incoming calls to the subscriber's extension. The subscriber can turn call transfer on or off from any touchtone telephone.

If you select No, outside callers may still leave a message in the subscriber's voice mailbox, but they cannot directly reach the subscriber's extension without going through the operator. Select No if the subscriber will use voice mail only.

Call Transfer Type

Select the call transfer method that the voice mail system will use for the subscriber. There are three ways the voice mail system can transfer a call to a subscriber: Await Answer, Release and Wait for Ringback. For Comdial telephone systems (especially those that do not support Call Forward to Personal Greeting), Await Answer is the most common method of call transfer to a subscriber.

Await Answer

When the call transfer type is Await Answer, the voice mail system puts the caller on hold and dials the extension. If the extension is answered within the number of rings specified in the Rings field, the voice mail system puts the caller through.

If the extension is busy or does not answer within the specified number of rings, the voice mail system plays the extension's greeting and then takes an action (usually "take message"). *See* the *Reference Manual* for more information on this call transfer type.

Release

When the call transfer type is Release, the voice mail system puts the caller on hold, dials the extension and then releases the call to the Comdial telephone system. The voice mail system does not check the progress of the call or the status of the called extension. If the extension is busy or is not answered, the caller cannot leave a message unless the Comdial telephone system supports Call Forward to Personal Greeting.

Releasing a call to an extension clears the voice mail system's port to take other calls. However, with the Release call transfer type, the subscriber cannot use the call holding or call screening features.

Wait for Ringback

When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the extension. If the extension rings the number of times specified in the Rings field, the voice mail system releases the call to the Comdial telephone system.

If the extension is answered while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the extension's greeting and takes the specified action. With the Wait for Ringback call transfer type, the subscriber **cannot** use call screening features. See the *Reference Manual* for more information on this call transfer type.

Transfer options

Indicate which call transfer options the subscriber will use. These options control how the voice mail system transfers calls to the subscriber. These options are active only when call transfer is turned on and set to Await Answer. Choose any or all of the following options:

Announce [A]

The subscriber hears a beep before being connected to the caller.

Confirm [C]
The subscriber hears *"Please press I to take the **call or 2 and I'll take a message.** "*
The subscriber must press 1 to be connected to the caller.

Dialtone Detect [D]
The voice mail system checks for **dialtone** before transferring the call. Use this transfer option if the Comdial telephone system does not provide "immediate disconnect".

Introduce [I]
The subscriber hears *"Call for <subscriber's recorded name>"* before being connected to the caller.

Screen [S] or Message **Screen** [M]
The caller is asked, *"Whom may I say is calling?",* then the system records the caller's name. Before the call is transferred, the subscriber hears *"Call from <caller's name>. "* The M option also adds the caller's name to a message the caller leaves. Do not use these options together.

Screening options

If the subscriber will use call screening, indicate which transfer options the subscriber will use when call screening is turned on. You can only use call screening with the Await Answer call transfer type.

In most cases, you will use at least Message Screen [M] and Confirm [C] for the screening options. The call screening feature lets subscribers find out who's calling before the voice mail system puts the call through.

Choose any or all of the options: A, C, D, 1, M, or S, which are described above under *Transfer Options.* (Do not use M and S together.)

Turn screening options on?

When call screening is turned on, the system uses the screening options to control how calls are transferred to the subscriber's extension.

Use call holding?

Indicate whether the subscriber will use the voice mail system's call holding feature. The call holding feature allows you to "queue up" several callers who are waiting for a busy extension, The voice mail system periodically tells callers their position in the queue, and allows them to keep hording, transfer to another extension or leave a message.

The system provides two different types of call holding. You can set the system so that outside callers can press 1 to hold for an extension, or say "Yes" instead. With the first type of call holding, outside callers must have touchtone telephones. With the second type, outside callers do not have to have touchtone telephones. The system listens for spoken sound, using the system's voice detect feature.

Call holding is available with the Await Answer and Wait for **Ringback** call transfer type. Call holding is not available with the Release transfer type.

On the worksheet, select Yes if callers should press a touchtone to hold for the subscriber's extension. Select V ox if callers should say "Yes" to hold. Select *No* if call holding should be turned off for the subscriber by default.

Action A ft er Greeting

Specify how you want the voice mail system to handle callers after they listen to the subscriber's personal greeting. Choose one of the following options:

Take a message
Take a message from the caller. This is the most commonly used option.

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says *"If you **need further assistance, press the pound key now. Thank you and goodbye"** * and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go to another JD
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

If Take a Message is Used

Specify the following information if the system is to take a message after the greeting.

Maximum Message length ___
Write the maximum number of seconds a message from an outside caller can last.

Allow caller to edit message?
Specify whether callers are asked if they want to rerecord or add to their message to the subscriber.

Mark the messages urgent?
Select how the system marks the priority of messages from outside callers. Select Yes to automatically mark all messages from outside callers urgent. Select No to mark **none** of the messages from outside callers urgent. Select Ask if you want the system to **ask** outside callers whether the message should be marked urgent.

Action after message?
Choose how you want the system to handle the callers after they record a message for the subscriber. The possible choices are:

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says *"If you need further assistance, press the pound key now. Thank you and goodbye"* and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go to another ID
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

Use one-key dialing during greeting?

Select whether callers can press single touchtones to route to other System IDs during the subscriber's personal greeting. If yes, indicate on the back of the worksheet which touchtones and System IDs are to be used.

Message Notification and Delivery

When a subscriber or guest has messages pending, the voice mail system can notify the subscriber by lighting a message waiting lamp or by giving a stutter dialtone on the subscriber's extension. This feature is called **message notification,** and is available only if the Comdial telephone system is programmed to support it. The voice mail system can also call a subscriber to notify him or her of pending messages. This feature is called message **delivery.**

Lamp #
Write down the number the voice mail system should dial to turn a message waiting lamp on or off for the subscriber. In most cases, you will use the subscriber's extension number.

Activate message waiting lamps for new messages?

Indicate whether the voice mail system should activate message waiting lamps for the subscriber when new messages come in.

For Phone *#1 - #4*

For *each* telephone number you want the voice mail system to call to deliver messages for the subscriber, write down the answers to the following:

Phone #
Write in the telephone number you want the system to dial.

W a i t minutes
Indicate the number of minutes you want the voice mail system to wait after a new message arrives before dialing. This applies to batch message delivery only.

Delivery Schedule
Write the times the voice mail system should start delivering messages and stop delivering messages. Circle the days of the week the voice mail system should follow this delivery schedule.

Write down the number of times the voice mail system should ring the telephone before hanging up, and how long it should wait before trying the telephone number again.

Select one of the following delivery methods:

Each

With Each message delivery, the voice mail system calls the subscriber each time a new message comes in, regardless of when it last tried to notify the subscriber. This method speeds up the delivery of new messages, but also increases the amount of dialing out the system does. This means that the dial-out ports may be tied up more frequently. If the dial-out ports are constantly busy, the voice mail system may have to hold dial-out requests in a queue until a dial-out port is free. This could actually result in delays in delivery.

Batch

With Batch message delivery, any message that comes in since the last attempted delivery is added to the batch and delivered at the next specified time interval. A N-minute delivery interval is suitable for most installations. Using batch message delivery lessens the amount of time the voice mail system ties up system ports dialing out to deliver messages.

Urgent

Urgent message delivery works like Each message delivery, except the voice mail system only calls you each time an urgent message comes in. The system won't call when there are only normal priority new messages waiting.

Worksheet 13:
Public Interview Box

The Public Interview Box is a special interview box. Messages left in the Public Interview Box are called **public messages,** and are available to any subscriber with public message access. When no operator is on duty, the Public Interview Box can collect messages from callers who don't know where to send their message. By default, the Public Interview Box asks a caller for his or her name, telephone number and a brief message. However, you can ask callers other questions in the Public Interview Box. Use this worksheet if you plan to change the questions the Public Interview asks.

NOTE: If you are using the Public Interview Box, be sure to set at least one subscriber for public message access. To do this, remove the **P** access code from the subscriber's Access field. Most systems set the system manager and the receptionist for public message access. For details on special subscriber settings, see Worksheet 12.

System ID for Public Interview Box

By default, the Public Interview Box uses the System ID, **$PM.** We recommend that you do **not** change this System ID.

Quesfion

Write out the full text for each interview question. You are allowed up to 20 questions for the Public lnterview Box. It is not necessary that each "question" actually be a question-you may want to make a statement. For example, at the end of all the questions, you might want to say **"Thank you for your order. "**

The Public Interview Box comes with six prerecorded questions, listed below:

1. **"I'm going to ask you several questions. After each, please reply. First,** whom **are you trying to reach?"**

2. **"Who's calling please?"**

3. **"'At what number can you be reached?"**

4. **"What's this in reference to?"**

5. **"What additional message would you like to leave?"**

6. **"Thank you, I'll make sure your message gets attention. "**

The Public Interview Box

The Public Interview Box is a special interview box owned by the system. When no operator is on duty, it can collect messages from callers who don't know where to send their message. The messages are delivered to all subscribers with public message access. There is only one Public Interview Box and it cannot be removed from the system. If you will not be using the Public Interview Box, you may skip this worksheet.

Write in the questions to be asked the caller and the maximum time allowed for the caller's answer.

System ID for Public Interview Box   ☒* $PM ☐ Other _____

Question	**Max. Response** (in seconds)
1. Who is calling, please?	6
2. Whom are you **trying** to reach?	9
3. What's this in reference to?	9
4. At what number can **you** be reached?	9
5. What additional message would you like to leave?	45
6.	
7.	
8.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	
19.	
20.	

Should outside callers be allowed to mark messages urgent?   ☐   Yes ☒* No ☐ Ask

Action alter last question
- ☒* Say "Goodbye" then hang up
- ☐ Transfer caller to operator
- ☐ . Restart the call at the opening line
- ☐ Route the call to another subscriber or transaction box (Using Go-to-ID **->**) _____
- ☐ Hang up (The system does not say anything after the last question.)

*Transaction Directory, **Public** Interview*

QuickStart® Application Worksheets

For each question you want to change, fill in the maximum length of reply a caller may leave, in seconds. For questions that normally have short replies, such as *"What is your phone number?"* a reply time of 6 to 10 seconds is usually enough.

For each question or statement that does not require a reply, fill in a reply time of zero.

Should Outside Callers Mark Messages Urgent?

Select how the system marks the priority of messages left in the Public interview Box. Select Yes to automatically mark all messages from outside callers urgent. Select No to **mark none** of the messages from outside callers urgent. Select Ask if you want the system to **ask outside** callers whether the message should be marked urgent.

Action after last question

Decide what action you want the voice mail system to take after asking the questions. The most common choices are Say Goodbye or Hang up. The possible actions are as follows:

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says *"If you need further assistance, press the pound key now. Thank you and goodbye"* and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go to another ID
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

Worksheets 14 & 15: Menus & Interviews

By using transaction boxes and interview boxes, you can set up the voice mail system to do more than just transfer calls to subscribers' telephones. You can offer callers menus of choices, allowing them to select between departments, directories of services, or submenus. You can route callers to interview boxes, ask them a series of questions, then route them on to another transaction box. There's really no limit to the kinds of special applications you can create.

Use Worksheets 14 and 15 to plan any special call routing applications you want to create using transaction boxes and interview boxes. Use Worksheet 14, the *Menus & Interviews Map*, to draw a picture of the overall flow and structure of the application's transaction boxes and interview boxes.

Then use Worksheet 15, *the Menus & Interviews List,* to write down the System IDs, names, and owners of all the transaction boxes and interview boxes you will need. Also, write down whether the box will route callers to other System IDs, and, if it's a transaction box, whether it will use one-key dialing.

Once you plan the overall scheme for your application, use copies of Worksheet 16, *Transaction Boxes,* and Worksheet 17, *Interview Boxes,* to write down the specific requirements you will have for each transaction box or interview box.

Here is an example application to give you a feel for how transaction boxes work together. For more details, *see* the *Reference Manual.*

Menus & Interviews
Map

Use this sheet to draw a map or diagram of any personnel directories, information menus, or special call routing you will use in your application. You can then use the *Menus & Interviews* List worksheet to list the transaction boxes required for this part of your application.

```
┌─────────────────────────────────────────────────────────┐
│ "Thank you for calling FloppySoft. For Support, press 200.│
│ For Accounting, press 300.  For product information, press 400.│
│ For Sales, press 500. Otherwise, please stay on the line and │
│ an operator will be right with you."                     │
└─────────────────────────────────────────────────────────┘

If the
caller
presses:   200            300              400            500

    ┌──────────────┐              ┌──────────────┐
    │ 200 Technical│              │ 400 Product  │
    │ Support box  │              │ Information box│
    └──────────────┘              └──────────────┘

     To other boxes               To other boxes
   depending on caller's        depending on caller's
        selection                    selection

              ┌──────────────┐
              │ 500 Accounting│        Sales box
              │     box      │
              └──────────────┘

            To accountant's              To each sales
              extension                   rep in turn
```

Transaction Directory

QuickStart® Application Worksheets
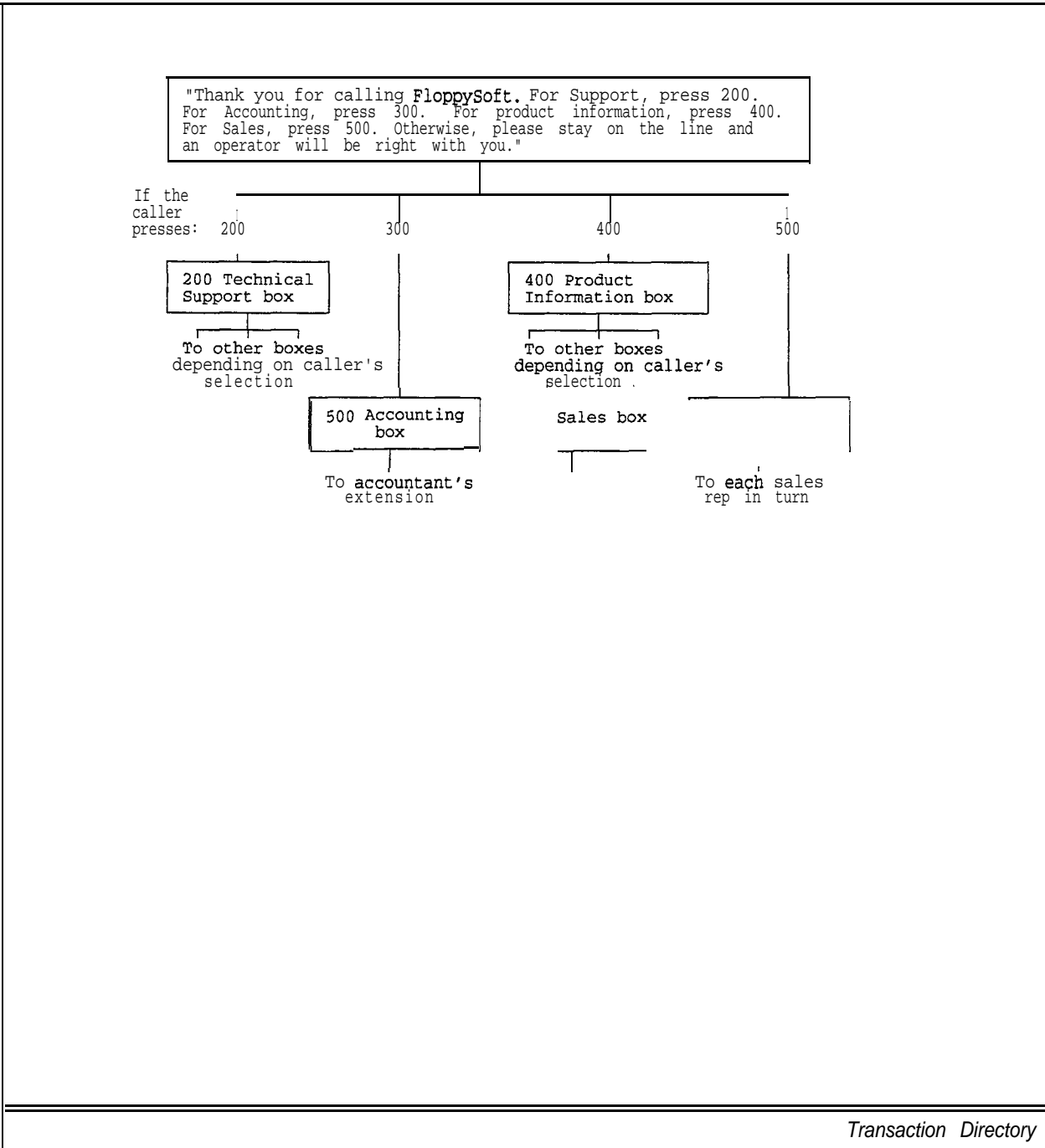
Example

A Directory of Departments

FloppySoft Corporation, a software company, plays this Opening Line for callers:

"Thank you For calling FloppySoft. For Technical Support, press 200. For Accounting, press 300. For product information, press 400. For Sales, press 500. Otherwise, please stay on the line and an operator will be right with you. "

Each of the selections in this menu corresponds to a System ID for a transaction box. In this example, the Technical Support transaction box with System ID *200* routes calls for a specific FloppySoft product, depending on the selection the caller makes.
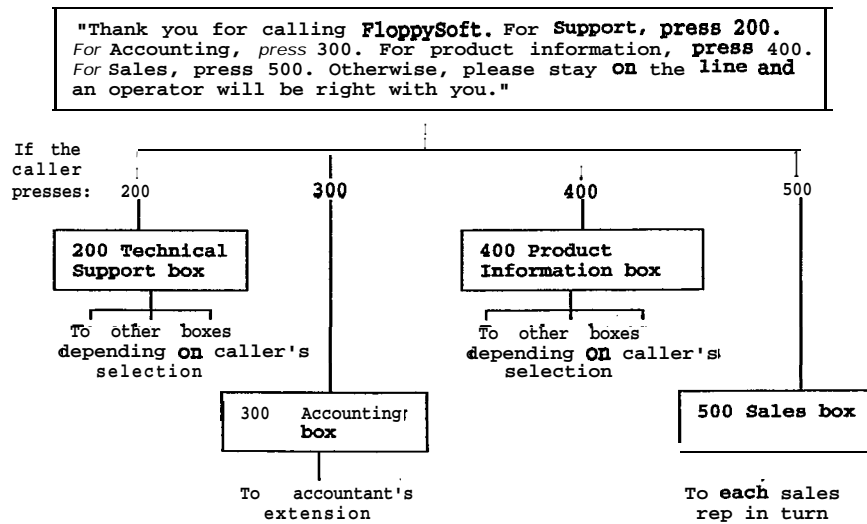
Figure 1: FloppySoft's menus and interviews map

List here the transaction boxes or interview boxes you need to complete the application features you designed in the previous worksheet. Make as many copies of this worksheet as you need. For each box listed here, you should also complete an individual *Transaction* Box or *Interview* Box worksheet.

System ID 200	Name Technical Support Box	Owner Jonathan Winter
Transfer? ❏ Yes, to Ext. # ____ ☒ No	Greeting ❏ None Press 1 for NetWork, 2 for DataBase, or 3 for Spreadsheet (pause). ☒ Use One-Key Dialing	Action after Greeting Say-bye

System ID 300	Name Accounting	Owner Lisa Smith
Transfer? ❏ Yes, to Ext. # 213 ❏ ☠❏	Greeting ❏ None I'm sorry, our accountant is not available. Please leave a message. ❏ Use One-Kev Dialina	Action after Greeting Take a message

System ID 400	Name Product Information Box	Owner Jonathan Winter
Transfer? ❏ Yes, to Ext. # ____ ☒ No	Greeting ❏ None For Network, press 1. For DataBase, press 2. For Spreadsheet, press 3. Cl Use One-Key Dialing	Action after Greeting Say-bye

Svstem ID 500	Name Sales Box	Owner Bob Thompson
Transfer? ❏ Yes, to Ext. # 212 ❏ ☠❏	Greeting ❏ None Thank you! I'll transfer you to the next available sales representative. ❏ Use One-Key Dialing	Action after Greeting Go to 501

Svstem ID 404	Name Order Interview	Owner Bob Thompson
Transfer? ❏ Yes, to Ext. # __ •0 No	Greeting ❏ None Product Order Interview ❏ Use One-Key Dialing	Action after Greeting Hang up

Transaction Directory

QuickStart® *Application Worksheets*

Each of the Technical Support department's transaction boxes routes calls to a hunt group. If all of the technicians in a hunt group are unavailable, the voice mail system takes a message.

```
200  Tech Support

ext #      Greeting                              Action

 none     "Press 1 for NetWork, 2 for          Say-bye
           DataBase, or 3 for SpreadSheet
           (pause)."


 1> 201    2> 202    3> 203
```

```
201  Network  Support

ext #      Greeting                              Action

 125      "I'm sorry, all of our Technicians    Goto 0
           are answering other calls. Please
           hold on and I'll connect you to
           an operator."
```

```
202  Database  Support

ext #      Greeting                              Action

 138      "I'm sorry, all of our Technicians    Goto 0
           are answering other calls. Please
           hold on and I'll connect you to
           an operator."
```

```
203 SpreadSheet Support

ext #      Greeting                              Action

 126      "I'm sorry, all of our Technicians    Goto 0
           are answering other calls. Please
           hold on and I'll connect you to
           an operator."
```

Figure 2: **FloppySoft** Technical Support menu boxes

The System ID 300 is the System ID for a transaction box that rings the company accountant's extension. If the accountant is away from his or her desk, the voice mail system takes a message.

```
300    Accounting

ext #      Greeting                              Action

 213      "I'm sorry, our accountant is         Take-Msg
           unavailable. Please leave a
           message."
```

Figure 3: The **FloppySoft** Accounting transaction **box**

The System ID 400 for product information is a transaction box linked to a series of transaction boxes in much the same way that the Technical Support department's transaction boxes are linked together (Figure 4). The difference is that while the Technical Support department uses transaction boxes to route calls to the hunt groups, the product information line uses transaction boxes to provide information on each of its products.

```
┌──────────────────────────────────────────────────────────────┐
│  400   Product   Info                                          │
│                                                                │
│  ext #      Greeting                            Action         │
│  ┌──────┐   ┌──────────────────────────┐       ┌──────────┐    │
│  │ none │   │ "For  Network,  press  1.  For   │ Say-bye  │    │
│  └──────┘   │ DataBase, press  2. For          └──────────┘    │
│             │ Spreadsheet,   press   3."        │               │
│             │                                   │               │
│             └──────────────────────────┘                       │
│                                                                │
│  1-> 401    2-> 402    3-> 403                                 │
└──────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────┐
│  401   Network   Info                                          │
│                                                                │
│  ext #      Greeting                            Action         │
│  ┌──────┐   ┌──────────────────────────┐       ┌──────────┐    │
│  │ none │   │ 'Voted  'Product  of  the  Year'  by │ Goto 400 │  │
│  └──────┘   │ Networks Today magazine, Floppy- └──────────┘    │
│             │ Soft  Network  Management  is  the                │
│             │ perfect  tool  for  any  office  using            │
│             │ personal   computers.   To   order                │
│             │ Network, press 1."                                │
│             └──────────────────────────┘                       │
│  1-> 404                                                       │
└──────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────┐
│  402 DataBase Info                                             │
│                                                                │
│  ext #      Greeting                            Action         │
│  ┌──────┐   ┌──────────────────────────┐       ┌──────────┐    │
│  │ none │   │ "FloppySoft DataBase is a full-  │ Goto 400 │    │
│  └──────┘   │ featured,   robust   database   program └──────┘ │
│             │ To order FloppySoft DataBase,                     │
│             │ press 1."                                         │
│             └──────────────────────────┘                       │
│  1-> 404                                                       │
└──────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────┐
│  403   Spreadsheet   Info                                      │
│                                                                │
│  ext #      Greeting                            Action         │
│  ┌──────┐   ┌──────────────────────────┐       ┌──────────┐    │
│  │ none │   │ "FloppySoft SpreadSheet is an    │ Goto 400 │    │
│  └──────┘   │ arithmetically  dynamic  spread-  └──────────┘   │
│             │ sheet.  To  order  SpreadSheet                    │
│             │ press 1."                                         │
│             └──────────────────────────┘                       │
│  1-> 404                                                       │
└──────────────────────────────────────────────────────────────┘
```

```
┌──────────────────────────────────────────────────────────────┐
│  404 Order Interview Box                                       │
│                                                                │
│  Question 1: What product would you like to order?"            │
│  Question 2: "What is your phone number?"                      │
│  Question 3: "To what address do you want the product          │
│              shipped?"                                          │
│  Question 4: "To what Purchase Order number should             │
│              this be billed?"                                  │
└──────────────────────────────────────────────────────────────┘
```
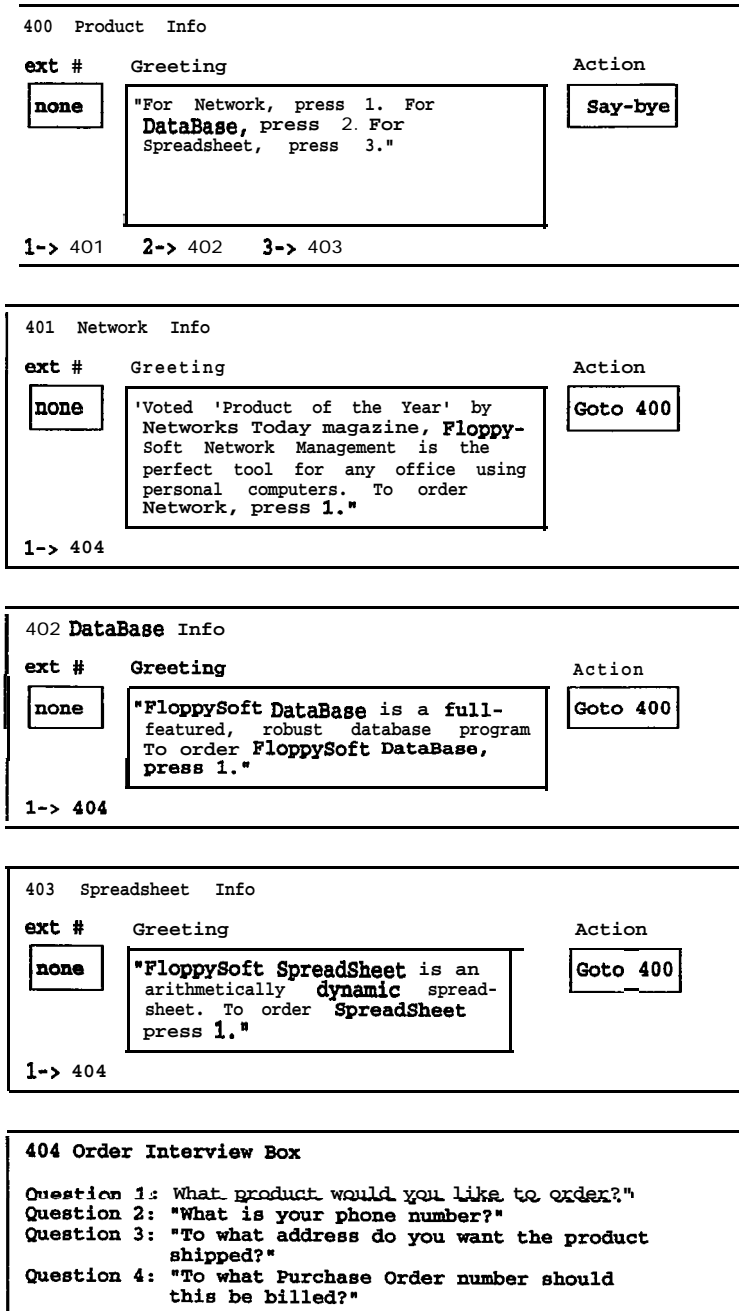
Figure 4: **FloppySoft** product information and ordering menu boxes

The System ID 500 is for a transaction box which is linked to several other transaction boxes. Each box routes calls to a specific sales representative. Incoming callers who don't dial the number of a specific representative are routed to the first transaction box in the chain.

The first box attempts to route the caller to a sales representative. If the sales representative is not available, the voice mail system routes the caller to the next transaction box in the chain, which in turn attempts to route the caller to another sales   representative.
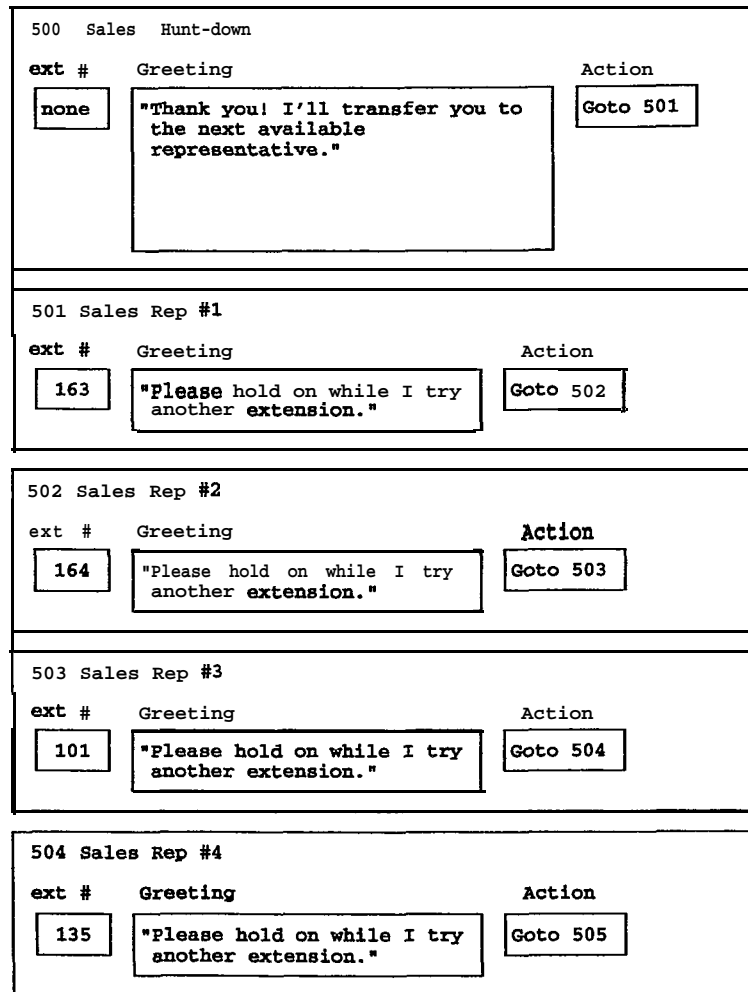
```
┌─────────────────────────────────────────────────────────────┐
│  500   Sales   Hunt-down                                     │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ none │   │ "Thank you! I'll transfer you to │ Goto 501 │ │
│  └──────┘   │  the next available           │  └────────────┘ │
│             │  representative."             │                 │
│             │                               │                 │
│             │                               │                 │
│             └──────────────────────────────┘                 │
├─────────────────────────────────────────────────────────────┤
│  501 Sales Rep #1                                            │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ 163  │   │ "Please hold on while I try   │  │ Goto 502   │ │
│  └──────┘   │  another extension."          │  └────────────┘ │
│             └──────────────────────────────┘                 │
└─────────────────────────────────────────────────────────────┘
┌─────────────────────────────────────────────────────────────┐
│  502 Sales Rep #2                                            │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ 164  │   │ "Please hold on while I try   │  │ Goto 503   │ │
│  └──────┘   │  another extension."          │  └────────────┘ │
│             └──────────────────────────────┘                 │
├─────────────────────────────────────────────────────────────┤
│  503 Sales Rep #3                                            │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ 101  │   │ "Please hold on while I try   │  │ Goto 504   │ │
│  └──────┘   │  another extension."          │  └────────────┘ │
│             └──────────────────────────────┘                 │
└─────────────────────────────────────────────────────────────┘
┌─────────────────────────────────────────────────────────────┐
│  504 Sales Rep #4                                            │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ 135  │   │ "Please hold on while I try   │  │ Goto 505   │ │
│  └──────┘   │  another extension."          │  └────────────┘ │
│             └──────────────────────────────┘                 │
└─────────────────────────────────────────────────────────────┘
```

Figure 5: **FloppySoft** Sales hunt group boxes

This cycle continues until the caller reaches a sales representative, or until the system has tried to reach every sales representative in the hunt group. At this point, the system transfers the caller to the operator.
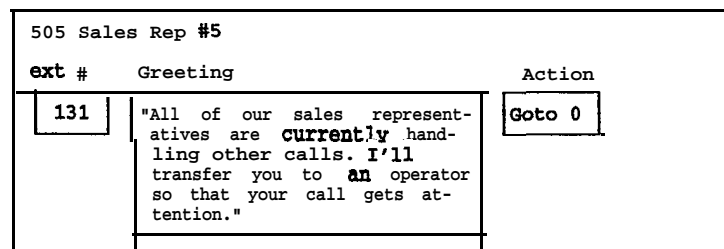
```
┌─────────────────────────────────────────────────────────────┐
│  505 Sales Rep #5                                            │
│                                                              │
│  ext #       Greeting                          Action        │
│  ┌──────┐   ┌──────────────────────────────┐  ┌────────────┐ │
│  │ 131  │   │ "All of our sales represent-  │  │ Goto 0     │ │
│  └──────┘   │  atives are currently hand-   │  └────────────┘ │
│             │  ling other calls. I'll       │                 │
│             │  transfer you to an operator  │                 │
│             │  so that your call gets at-   │                 │
│             │  tention."                    │                 │
│             └──────────────────────────────┘                 │
└─────────────────────────────────────────────────────────────┘
```

Figure 6: Final box in **FloppySoft** Sales hunt group

Worksheet 16: Transaction Boxes

After you complete Worksheets 14 and 15 to plan the overall flow of your transaction boxes and interview boxes, you are ready to decide the specifics of how each box in your application will work.

First, make a copy of Worksheet 16 for each transaction box you will need. Then, complete a worksheet for each transaction box.

System ID

Write down the transaction box's System ID.

Name

Write down the name of the transaction box.

Give the box a name that describes its purpose, such as "Customer Information Box." Keep in mind that the owner of the box can use the first three letters of the box's name to record a greeting for the box by phone.

Owner

Write down the name of the subscriber who will own the transaction box. This person will be able to listen to the box's messages and record the box's greetings.

Call Transfer

Transfer the calls reaching this box to an extension?

Indicate whether you want calls reaching this transaction box to be transferred to an actual telephone extension during Day Mode or Night Mode.

Select Yes and write down the extension number if callers reaching the transaction box should be immediately transferred to an extension. Callers will not hear the transaction box's greeting before being transferred. Select No to turn call transfer off for this transaction box.

Call transfer type

Select the transfer method that the voice mail system will use for this transaction box. There are three ways in which the voice mail system can transfer a call: Await Answer, Release and Wait for Ringback. For Comdial telephone systems (especially those that do not support Call Forward to Personal Greeting), Await Answer is the most common method of call transfer.

Transaction boxes are the building blocks of special applications. They can be used to provide audiotext, one-key menus, special message taking, and special call routing. For each transaction box in your application, fill out a copy of this worksheet.

System ID 201	**Name** NetWork Support	**Owner** Jonathan Winter

Call Transfer

Transfer the calls reaching this box to an extension?

Day hours   ☒   Yes, to extension _125_   ☐* No

Night hours   ☐   Yes, to extension _____   ☒* No

Call transfer type   ☒*   Await Answer for _4_ rings   ☐ Release   ☐ Wait for Ringback for ___ rings
(3 rings or more)   (3 rings or more)

Transfer options   ☒ Announce   ☐ Confirm   ☐ Introduce   ☐ Message Screen   ☐ Screen   ☐ None
(Use only with Await Answer call transfer type)

Use call holding?   ☐ Yes ☐ Vox ☒* No
(Do not use with Release call transfer type)

Greeting

Day Greeting   I'm sorry, all of our Technicians are answering other calls. Please hold on and I'll connect you to an operator.

Night Greeting   You've reached our NetWork support desk after hours. You may leave a message for our technicians. Be sure to include your phone number.

Use one-key dialing during greeting?   ☐ Yes   ☒* No

1 = _____   2 = _____   3 = _____   4 = _____   5 = _____

6 = _____   7 = _____   8 = _____   9 = _____   0 = _____

Action After Greeting

Day Night   (check one box for Day hours and one box for Night hours)

☐   ☐ Say "Goodbye" then hang up

☒   ☐ Transfer the caller to the operator

☐   ☐ Restart the call at the Opening Line

☐   ☐ Route the call to another subscriber or transaction box   (Use Go-to-ID -> _____)

☐   ☐ Interview the caller   (Use Go-to-ID -> $PM)

☐   ☒ Take a message

If taking message:

Maximum Message Length _180_ seconds   Allow caller to edit message?   ☒* Yes ☐ No

Mark the messages urgent?   ☐ Yes ☐* No ☒ Ask

Action after message? _Say Goodbye_

Transaction Directory

QuickStart® Application Worksheets

Await Answer
When the call transfer type is Await Answer, the voice mail system puts the caller on hold and dials the extension. If the extension is answered within the number of rings specified in the **Rings** field, the voice mail system puts the caller through.

If the extension is busy or does not answer within the specified number of rings, the voice mail system plays the extension's greeting and then takes an action (usually "take message"). See the *Reference Manual* for more information on this call transfer type.

Release
When the call transfer type is Release, the voice mail system puts the caller on hold, dials the extension and then releases the call to the Comdial telephone system. The voice mail system does not check the progress of the call or the status of the called extension. If the extension is busy or is not answered, the caller cannot leave a message unless the Comdial telephone system supports Call Forward to Personal Greeting.

Releasing a call to an extension clears the voice mail system's port to take other calls. However, with the Release call transfer type, the subscriber **cannot** use the call holding or call screening features.

Wait for Ringback
When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the extension. If the extension rings the number of times specified in the **Rings** field, the voice mail system releases the call to the Comdial telephone system.

If the extension is answered while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the extension's greeting and takes the specified action. With the Wait for Ringback call transfer type, the subscriber **cannot** use call screening features. See the *Reference Manual* for more information on this call transfer type.

Transfer options

Indicate which call transfer options the transaction box will use. These options control how the voice mail system transfers calls to the subscriber who answers the telephone when a call is transferred from this transaction box. These options are active only when call transfer is turned on. Choose any or all of the following options:

Announce [A]
The subscriber hears a beep before being connected to the caller.

Confirm [C]
The subscriber hears *"Please press 1 to take the call or 2 and I'll take a message."* The subscriber must press 1 to be connected to the caller.

Dialtone Detect [D]
The voice mail system checks for dialtone before transferring the call. Use this transfer option if the Comdial telephone system does not provide "immediate disconnect".

Introduce [I]
The subscriber hears *"Call for <box name>"* before being connected to the caller.

Screen [S] or Message Screen [M]
The caller is asked, "Whom *may I* say *is calling?",* then the system records the caller's name. Before the call is transferred, the subscriber hears *"Call from <caller's name>. "* The M option also adds the caller's name to a message the caller leaves. Do not use these options together.

Greeting

Day Greeting / Night Greeting

Write down the text of the day greeting and the night greeting for the transaction box.

The caller hears the greeting when call transfer is turned off, or the extension is busy or does not answer. The caller hears either the day or night greeting, depending on whether the schedule for this box is in Day Mode or Night Mode.

Use one-key dialing during greeting?

Indicate whether this transaction box will use one-key dialing. If it will, write in the System IDs that correspond to the single digits.

The one-key dialing feature lets you set up single digits to represent full System IDs for other transaction boxes, interview boxes, or extension numbers. Each one-key dialing menu has ten fields where you can enter the System IDs that will be substituted for individual touchtones. Fill in an existing System ID for each single digit the caller may press. When you record the greeting, be sure to include pauses in your recording so the caller has time to make a selection.

The purpose of one-key dialing is to simplify instructions to the caller. Any time the caller presses a single digit during or after the greeting, the system translates that single digit to the corresponding System ID, and routes the call accordingly.

Action After Greeting

Select the action the system should take if the caller doesn't press any touchtones during the greeting. Choose an action for Day Mode and Night Mode.

The voice mail system takes the action only if the caller does not press any touchtones during the transaction box's greeting. If there is no greeting recorded, the voice mail system takes the action immediately.

You may specify a different action to be taken during Day Mode than during Night Mode. The possible actions are described below.

Take a message
Take a message from the caller. This is the most commonly used option.

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says *"If you need further assistance, press the pound key now. Thank you and goodbye"* and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go to another ID
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

If Take a Message is Used

If you want the transaction box to take a message, answer the rest of the questions on the worksheet.

Maximum Message Length
Write the maximum number of seconds a message from an outside caller can last.

Allow caller to edit message?
Specify whether callers should be asked if they want to rerecord or add to their message to the subscriber.

Mark the messages urgent?
Select how the system marks the priority of messages from outside callers. Select Yes to automatically mark **all** messages from outside callers urgent. Select No to mark none of the messages from outside callers urgent. Choose Ask if you want the system to **ask** outside callers whether the message should be marked urgent.

Action after message?
Choose how you want the system to handle the callers after they record a message for the subscriber. The possible choices are:

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system says *"If you need further assistance, press the pound key now. Thank you and goodbye,"* and hangs up.

Hang up
The system hangs up, without saying goodbye.

Go to another ID
The system routes the caller to another System ID. Be sure to write down the System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

Worksheet 17: Interview Boxes

An interview box is a special type of transaction box which can ask a series of up to 20 questions and record the caller's responses in a single message.

Make a copy of Worksheet 17 for each interview box your application will use. Then, fill in the worksheet with the box's name, owner, and System ID. Write out the text of each question you want the voice mail system to ask.

Box Name

Write the name of the interview box. Give the box a name that describes its purpose, such as "Sales Order Box."

Owner

Write the name of the subscriber who will own the interview box. The owner will receive the messages left in the interview box.

System ID

Choose a System ID for the interview box. Make sure this ID does not conflict with any other System IDs in the system.

Question

Write out the full text for each interview question. You are allowed up to 20 questions for the interview box. It is not necessary that each "question" actually be a question-you may want to make a statement. For example, at the end of all the questions, you might want to say   *"Thank you for your order.* "

Fill in the maximum length of reply a caller may leave, in seconds. For questions that normally have short replies, such *as ("What is your phone number?')* a reply time of 6 to 10 seconds is usually enough. For each question or statement that does not require a reply, fill in a reply time of zero.

Should Outside Callers Mark Messages Urgent?

Select how the system marks the priority of messages left in the interview box. Select Yes to automatically mark all messages from outside callers urgent. Select No to mark none of the messages from outside callers urgent. Select Ask if you want the system to ask outside callers whether the message should be marked urgent.

Interview Boxes

Interview boxes allow you to ask specific questions of callers. All the responses of a caller are joined together in a single message, which is sent to the owner of the interview box. For each interview box in your application, fill out a copy of this worksheet. Write in the questions to be asked of the caller and the maximum time allowed for the caller's answer.

BOX **Name** Order Interview | **Owner** Bob Thompson

System ID $404

Question	**Max. Response** (in seconds)
1. What product would you like to order, and how many copies?	10
2. What is your telephone number?	10
3. How would you like this shipped?	15
4. Please tell me the complete shipping address.	30
5. To what purchase order number should this be billed?	10
6. Any additional instructions or requests?	40
7. Thank you. We will confirm your order within one business day.	0
6.	
9.	
10.	
11.	
12.	
13.	
14.	
15.	
16.	
17.	
18.	
19.	
20.	

Should outside callers be allowed to mark messages urgent?   ☐   Yes ☒* No ☐ Ask

Action after last question
☒* Say "Goodbye" then hang up
☐   Transfer caller to operator
☐   Restart the call at the Opening Line
☐ Route the call to another subscriber or transaction box (Using Go-to-ID ->)_____
☐   Hang up (The system does not say anything after the last question.)

Transaction Directory

QuickStart® Application Worksheets

Action after last question

Decide what action you want the voice mail system to take after asking the
questions. The most common choices are Say Goodbye or Hang **up.** The
possible actions are as follows:

Transfer to operator
Transfer the caller to the operator.

Say Goodbye
The system *says "If you need further assistance, **press the pound key now. Thank
you and goodbye,** "* and hangs up.
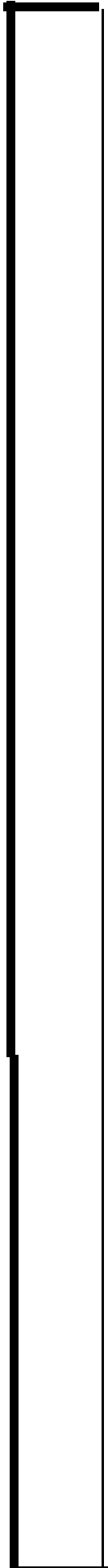
Hang up
The system hangs up, without saying goodbye.

Go to another JD
The system routes the caller to another System ID. Be sure to write down the
System ID if you choose this option.

Restart the call
Return the caller to the Opening Line.

FILL IN THE SCREENS

Before You Begin Filling In the Screens

Now that you have filled in all of your worksheets, you are ready to actually fill in the system screens with the configuration you have chosen. Before you begin filling in screens, take a minute to read through this section.

Using the Completed Worksheets

It's easy to use your completed worksheets to configure the system, because the worksheets correspond to the voice mail system screens. The name of the screen is printed in the lower right comer of the worksheet. For those screens with numbered lines, the line numbers on the worksheets correspond to the line numbers on each screen.

This section of the guide walks you through using each worksheet to fill in the system screens, step by step. Just sign in to the system, find the screen you want, and type your answers to the worksheet questions in the fields on the screen. Your application will be configured in no time.

If you have any questions as you configure the application, refer to this manual or to the *Reference Manual* for details about system features.

Sign In to the System

Only a system manager can access the system screens and change their contents. To configure the voice mail system, first sign in to the system at the console using a system manager Personal ID. If you don't know a valid system manager Personal ID, check with your installer.

To sign in to the system:

1.   Press F2. The system prompts: Please enter **your** ID.

2.   Type the system manager Personal ID ←Enter. The system displays the QuickStart Application Screen, Page 1.

> NOTE: If you are not sure how to use the system's screens and keys, take some time to work through the first two chapters of the *Learning ExecuMail* manual. The lessons explain how to sign in, how to quickly move to each screen, and how to edit the system's screens.

You are ready to begin typing in your answers to the questions on the worksheets.

NOTE: If you get interrupted as you configure the application, the   system may sign you out and return to the Banner Screen. The system does   this automatically to protect the system from unauthorized access. If this occurs, just sign back in and continue from where you left off.

Program Worksheet 1: Site Information

You enter the site information from Worksheet 1 on the QuickStart Application Screen, Page 1 (Figure 7).

```
          QUICKSTART  APPLICATION        Page 1 of 6
1. Site name: Your Company Name
2. Contact:                            Phone#:
Calls─────────────Answered

3.  Total trunks/stations: 0 /0        Calls/day:  0
4.  Day  Calls  Answered:  All-trunks  Night  Calls:  All-trunks
5.  All  ports  busy  action:  Ring-until-answered
                            ─── Access  Numbers
6.  Trunk Pilot #:                     # of Trunks Answered: 0
      Alternate Trunk #s:
7.  Voice Port Stations        Pilot #:
    Station  Numbers:
```

Figure 7: **QuickStart** Application Screen, Page 1

The QuickStart Application Screen, Page 1 gives an overview of how your system is configured. It keeps important telephone traffic and contact information in one place.

1. Site name

Move the cursor to the Site name field. Type the name of the site `←Enter`.

2. Contact name & Phone #

In the Contact field, type the contact's name `←Enter`. In the **Phone#** field, type the contact's work telephone number   `←Enter`.

Calls Answered

3. Total number of trunks / total number of stations

In the **Total trunks/stations** field, type the number of trunks `←Enter`, followed by the number of stations   `←Enter` for the Comdial telephone system.

Number of Calls per day

In the **Calls/day** field, type the average number of calls received on the site's busiest days `←Enter`.

4. Day Calls Answered/Night Calls Answered

In the **Day Calls Answered** field, type one of the following:

Worksheet choice	You type	
All trunks	A	⏎Enter
Some trunks	S	⏎Enter
No trunks	F	⏎Enter

Repeat this step for the **Night Calls** field to indicate how you want the voice mail system to answer trunks at night.

*5. Action to take when all **ports** are busy*

In **the All ports busy action** field, type one of the following:

Worksheet choice	You type	
Ring until answered	R	⏎Enter
Operator forward	O	⏎Enter
Busy tone	B	⏎Enter

System Access Numbers

6. Trunk Numbers

In the **Trunk Pilot** # field, type the area code and telephone number outside callers use to reach the voice mail system and press ⏎Enter . If the voice mail system answers only internally forwarded calls, just press ⏎Enter to leave the field blank.

Number of trunks answered

In the **# of Trunks Answered** field, type the number of trunks the voice mail system will answer and press ⏎Enter .

Alternate trunk numbers

In the **Alternate Trunk #s** field, type any other telephone number outside callers can use to reach the voice mail system and press ⏎Enter . You can enter additional numbers in up to three different fields. Press ⏎Enter after you type each number to move the cursor to the next telephone number field.

7. Voice Port Stations/Pilot Number

In the **Voice Port Stations** field, type the number of ports on the system used for voice mail.

In the **Pilot** # field, type the internal extension number subscribers use to reach the voice mail system ⏎Enter .

Station Number for each **port**

In the **Station Numbers** field, type all the Comdial telephone system's station numbers that are connected to a voice mail system port. Type the numbers in ascending order, separated by commas. If the station numbers are sequential, you may enter a range of numbers separated by a hyphen (for example, 101-104).

Comdial Telephone System Information

To select the appropriate Comdial telephone system you will be using with the voice mail system, move to the QuickStart Switch Setup Screen, Page 1 (Figure 8) by pressing [Ctrl]-[S].

```
QUICKSTART    SWITCH    SETUP      Page   1 of 3
1. Switch: COMDIAL                    ExecuTech 2000 Series COM820 2C
2. Integration Options: COMVM DTMFCP HUT=A DT DT3=3

3. Outdial Access: 9,
4. Transfer Initiate: &,X                    Recall: &
           Connect:  Q                       Busy Recall: &

5. TT Prompt/Msg/Record: 5 /7 /9             Release on LCR?  Yes
6. Answer on ring low? Yes                   Off-hook delay: 5
7. Ring-on time:  10                         Ring-off  time: 40
8. Pooled delay:  450
```

Figure 8: **QuickStart** Switch Setup Screen, Page 1

In the **switch** field, type **COM** followed by a space and press [←Enter]. The system will find the name of the first matching Comdial telephone system in **ExecuMail's** switch library. Then the system prompts you for the model name and software version. For example, you type **COM** for Comdial and the system asks:

Is it the ExecuTech 2000? (Y/N):

If you answer No, then the system tries another model name, such as:

Is it the DXP? (Y/N):

NOTE: Be sure you choose the correct model name and software version for your site! Some Comdial telephone system models have different software versions that each act differently with the voice mail system.

When you answer Yes to a model name, the system asks:

Are you sure you want to initialize all switch parameters?

When you press [Y], the fields on the screen are automatically filled with the parameters best suited to your Comdial telephone system.

Program Worksheet 2: The Opening Line

You use the information from Worksheet 2 on the   QuickStart Application Screen, Page 2 (Figure 9). Use this worksheet to help you as you record your Opening Line prompts and set up how the system handles incoming calls.

```
              QUICKSTART  APPLICATION          Page 2 of 6
                           All Ports   Port 1   Port 2   Port 3   Port 4
                           Day Nt     Day Nt   Day Nt   Day Nt   Day Nt
                              I         I        I        I
10.  Intro (Hello, this is...):     QP  <-   <-  <-  <-   <-   <-  <-  <-  <-
11.  Action (Enter ext number):     QP  <-   <-  <-  <-   <-   <-  <-  <-  <-
1.2.  Otherwise (Hold for oper):  QP :5 <-  <-  <-  <-  <-  <-  <-  <-
13.System ID if no TTs:              0    $PM
                              I         I        I        I        I
14.  Port Status:                       Ans      Ans      Ans      A/D
15.  Rings to answer (0=>pool):          0        0        0        0
16.  Day/Night Schedule (1..4):          1        1        1        1
17.  Special Port Options:
```

Figure 9: QuickStart Application Screen, Page 2

If you are not already viewing the   QuickStart Application Screen, press Ctrl-A, then PgDn to display Page 2.

All Ports

10-12. Record Introduction, Action and Otherwise prompts

You record the Introduction, Action and **Otherwise** prompts on the QuickStart Application Screen, Page 2, lines 10-12. As you look at the screen, notice that under the column titled All **Ports** Day there are either numbers or the letters QP. The numbers indicate the length, in seconds, of the associated prompt. Prompts greater than nine seconds are displayed as   **>9**. QP indicates the prompt has been loaded into the Quick Play index. See the   *Reference Manual* for a description of Quick Play.

These prompts have already been recorded for a default Opening Line, but you may rerecord them to personalize the voice mail system for your application.

Rerecording prompts involves two main steps:

■   Establish a "local connection" with the voice mail system. Local connection is made with the F3 Select Port, and F4 Local on/off, command keys. This is a quick, 4-step process. You will need a telephone within arm's reach of the system console.

■   Use the F9 and F10 command keys to listen to and rerecord the
     prompts.

To establish a local connection:

1.   Dial the system. If you are on a busy system, you might have to wait until a
     port is free to answer calls.

2.   After you dial, watch the port status indicators in the upper-left corner of the
     Banner Screen. Look for the port taking your call. You will see RINGING
     followed shortly by DAY **ANSWER** (or NIGHT ANSWER) asyourline rings,
     is answered, and the system plays the Opening Line greeting.

3.   The port selection indicator, >>, shows which port will connect locally when
     you press F4. Press`F3 to move the ">>" indicator to the port that has
     answered your call.

4.   Press F4 to connect locally. The port status indicator will change to
     Local Connect, and any message you hear playing will stop.

NOTE: Once you are connected locally, leave the telephone handset
off-hook. If you hang up the telephone before you are finished with the local
connection, you will have to disconnect and then reestablish your
connection.

To re-record the Intro prompt:

1.   Make sure the cursor is on line 10 on the   QuickStart Application Screen,
     Page 2, under All Ports **Day.**

2.   Press F9 . Press Spacebar to start recording. Read the text of the
     Introduction prompt from the worksheet. Press any key to stop recording.

3.   Listen to the prompt to make sure it sounds the way you want it to. Press
     F10 to hear the prompt.

4.   Repeat steps 1 through 3 until you are satisfied with the recording of the
     prompt.

Rerecord the Action and Otherwise prompts, too. When you are finished, be sure
to press F4 again to disconnect locally. If you forget, you will tie up a port until
the local connection is disconnected.

For tips on recording high-quality prompts, refer to the   *Reference Manual.*

13. Action to fake if caller does not press a fone

If the caller doesn't press any touchtones during the Opening Line prompts, the
voice mail system routes the caller to the System ID you type in the **System** ID
if no **TTs** fields.

There are two fields to be filled in: one for Day Mode, and one for Night Mode.
You must enter a System ID in **each** field, unless you want the system to simply
hang up on callers who do not enter touchtones.

Follow the appropriate step to fill in the system **ID** if **No TTs** field in the
Day column. Then follow the appropriate step to fill in the field in the Nt
column.

On the worksheet, if you chose:

Transfer Call to Operator
Type the operator's ID, (usually 0) and press   [← Enter].

Interview the caller
Type **$PM** and press [← Enter]. Callers will be routed to the Public Interview
Box.

Hang Up
Leave the field blank (no System ID). To delete an existing ID, position the cursor
on the ID and press the [Del] key several times until the field is empty. Press
[← Enter].

Other
Type the System ID of the transaction box, interview box, or other System ID to
which you want the voice mail system to route the caller. Press   [← Enter].

NOTE: A System ID may have up to ten digits, but only three digits are
displayed at a time in this field. You can scroll left and right through the field.
To guarantee that nothing is hidden to right of the entry, press   [Ctrl]-[K], to
delete to the end of the field.

Program Worksheet 3: Operator Handling

You use the information from Worksheet 3 on the QuickStart Application Screen, Page 3 (Figure 10).

```
          Q U I C K S T A R T   A P P L I C A T I O N      Page 3 of 6
20.   Set up System Operator
  System ID: 0                        Voice name: 0:01

                              ->Greeting ---->Action
  Day?   Yes-->,0             »Day:  0:10   Day:   GotoID-->$PM
  Nite?  No                    Nite: 0:08   Nite:  GotoID-->$PM

  Await-Ans-->4  Rings         Alt:  0:08   Max-msg:    90 sec
  Intro: 0:02    Holding?  No               Edits OK? Yes
  Transfer  Options  :         Active:  D/N Send Msg Urgent? No
                                            After Msg: Say-bye

  Alternate  System  IDs  for  Special  Operators  on  each  Port:

```

Figure IO: QuickStart Application Screen, Page 3

If you are not already viewing the QuickStart Application Screen, press `Ctrl`-`A`, then press `PgDn` until you display Page 3.

20. When is an operator available to handle calls?

Move the cursor to the **Day?** field, and type Y `[Enter]` if an operator is available during the hours your organization is open (Day Mode) `↵Enter`. Type N `↵Enter` if no operator is available.

Follow these same steps for the **Nite?** field.

What is the operator's extension number on the system?

If an operator will be available to handle calls during Day Mode or Night Mode, type the operator's actual extension number after the arrow (for example, Yes- **->,** 0). Often the operator's extension is 0 (zero). If your telephone has a different extension number for the operator, type the number and press `↵Enter`.

Call Transfer Type to use for operator's extension

The call transfer type field is located directly below the **Nite?** field. It is not labeled. The transfer type field can have one of three possible settings: **Release, Await -Ans, or Wait-ring.** To change the setting, position the cursor on the field and, over the existing setting, type:

Worksheet Choice	You type
Release	R ⏎ Enter
Await Answer	A ⏎ Enter
Wait for Ringback	W (Enter)

Rings to wait

In the **Rings** field, type the number of Rings to Wait and press ⏎ Enter . This parameter does not apply if you selected Release as the call transfer type.

Program Worksheet 4:
System Schedules

You use the information from Worksheet 4 on the   QuickStart Application Screen, Page 4 (Figure 11).

```
  Q U I C K S T A R T   A P P L I C A T I O N      Page 4 of 6
30. Today's date: 19-Jan-94                       Time Now: 10:23am
31.    Schedule #1          Schedule #2                 Schedule #3
a: 8:00am- 5:00pm MTWHF   a:                        a:
b:                        b:                        b:
c:                        c:                        c:
   Current mode: DAY        Current mode: NIGHT        Current mode: NIGHT
 Ignore holidays? No      Ignore holidays?  No       Ignore holidays?  No
32. Schedule #4: DAY
33.  Holidays:

34.  Daylight Savings? No                    On Now?  N/A
         Date On:            Off:            Hours:  1
```

Figure 11: **QuickStart** Application Screen, Page 4

If you are not already viewing the   QuickStart Application Screen, press [Ctrl]-[A], then press [PgDn] until you display Page 4.

37. Daytime Schedule

Move the cursor to **Schedule #1**. Type the beginning time (in HH:MM format) [←Enter]. Type the ending time [←Enter]. Type the letters for the days of the week this range applies to. The valid letters are:

> **M**   Monday
> T   Tuesday
> W   Wednesday
> **H**   Thursday
> **F**   Friday
> S   Saturday
> **U**   Sunday

You can enter up to 3 different ranges for each separate schedule. (For example, your organization could be open from 8:00 am to 12:00 pm, closed for lunch from 12:OO pm to 1:00 pm, and then reopen from 1:00 pm to 6:00 pm.) Don't forget to enter the days of the week   (MTWHFSU) for each schedule range entered. (Note that H = Thursday and U ≈ Sunday).

Ignore holidays?
If Schedule #1 should **not** recognize holidays (in other words, if Schedule   #1 should follow its normal hours on all holidays), move the cursor to the Ignore **holidays?** field. Type Y[←Enter].

Schedule #2, Schedule #3, and Schedule #4 are for advanced applications, as described in the *Reference Manual.* Leave the fields for these schedules blank for now.

33. Holidays

Type the dates your organization is closed on the two rows below Line 33. Type the date of the month, followed by a hyphen   (-), followed by the first three letters of the month and press [←Enter]. For example, type l-Jan [←Enter]. You may enter up to nine holidays on each row. The date will be considered a holiday in any year.

34. Automatically adjust system for Daylight Savings Time?

Type Y or N [←Enter] to set the Daylight Savings? field on Line 34 to Yes or No. If you set the field to Yes, type the date that   the system will turn on Daylight Savings Time in the Date On field. In the Date Off field, enter the day that the system will turn off Daylight Savings. Use the same format   (date-month) as you did for your holidays (for example   **31-Dec**).

Program Worksheet 5: Default Subscriber Settings

You use the information from Worksheet 5 on the QuickStart Application Screen, Page 5 (Figure 12).

```
         Q U I C K S T A R T   A P P L I C A T I O N      Page 5 of 6
       40. Defaults for each new  Subscriber:
       Personal ID: 8X
                                        Hold/Archive   msgs:   0 /2   days
          Access.. PCBF
      >Transfer                 >Greeting   >Action
       Transfer?  Yes-->,X                   Take-msg
       Await·Ans-->4  Rings
       Screening? No Holding? No             Max-msg:    90 sec Edits  OK? Yes
      Message Notification
     Lamp #: X                                Activate   Lamps?  Yes
     #1: x          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min,Off
     #2:            after 0    min,  6:00pm- 9:OOpm MTWHF    5  rings 60  min,Off
     #3:            after 0    min. 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
     #4:            after 0    min. 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent

                        Ctrl-E  for  expanded  options
```

Figure 12: QuickStart Application Screen, Page 5

If you are not already viewing the QuickStart Application Screen, press `Ctrl`-`A`, then press `PgDn` until you display Page 5.

The parameters on this screen will be applied to new subscribers as they are added to the system. Later you can change these parameters for individual subscribers on their Personal Directory Screens.

Changing parameters on the QuickStart Application Screen, Page 5, does **not** change those parameters for subscribers already enrolled in the system.

Personal ID & Access Codes

Personal ID for Subscribers

To use a different numbering convention for Personal IDs, type a different prefix in the Personal ID field and press `Enter`.

Access Codes

To turn on or off specific features for subscribers, highlight the Access field. To add codes, type the access codes and press `Enter`. To remove codes, press `Del`.

You can also use a special pop-up window to add or remove access codes for a subscriber (Figure 13). On the pop-up window, a code that is active has a star (*) in its checkbox.

```
░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░░░░░░NAME SORT
        Name: Jefferson, Thomas              SYSTEM  MANAGER
   Personal  ID:  TOM                     Voice name: 0:02
Extension #  ID:  1776                    Hold/Archive  msgs:     0 /2    days
 ── A C C E S S   C O D E      O P T I O N S ─────────── Press ESC to Exit ─┐
                                                                            │
 A [ ] No Setup Options      J [ ] Unused         S [ ] Can't Send Message  │
 B [*] No Rec't Summary      K [ ] Can Edit Holding T [ ] Traditional Order │
 C [*] No Public Notify      L [ ] Message Length  u [ ] Not to Subscribers │
 D [ ] Not in Directory      M [ ] Menu Mode       v [ ] No Private Message │
 E [ ] Messages by Ext       N [ ] Hands-Free Play W [ ] No Future Delivery │
 F [ ] First-Time Enroll     O [ ] No Old Messages X [ ] No Receipt Request │
 G [ ] Can't Edit Greet      P [ ] No Public Message Y [ ] No Open Groups   │
 H [ ] Unused                Q [ ] No Urgent Message Z [ ] Automatic Receipts│
 I [ ] Unused                R [ ] Can't Redirect                           │
└─Press ↑ ↓ → ← TAB or Shift-TAB to move; Press SPACE to add or remove a code ═╝
```

Figure 13: Access code options window

To **add or remove access codes at the access code options window:**

1.   Press `Ctrl`-`E`.

2.   Press `← Enter`.

3.   Press the `Tab` `↑Shift`-`Tab` `↓` `↑` `←` or `→` keys to highlight the checkbox for the code you want.

4.   Press `Spacebar` to add or remove a code.

5.   Press `Esc` to close the window.

Call Transfer

Transfer calls to subscribers?

If Yes, highlight the Transfer? field. Type Y `← Enter`. After the arrow (->), type X `← Enter`. This shorthand means that the voice mail system will transfer calls to each subscriber's extension. Later you will assign Extension # IDs to individual subscribers as you add them to the system, as described on Worksheet 9.

If No, type N `← Enter` in the Transfer? field and skip the rest of this section.

Call transfer type

The transfer type field is located directly below the **Transfer?** field. It is not labeled. It will have one of three possible settings: **Release**, **Await-Arm,** or **Wait-ring.** To change the setting, position the cursor on the field, and, over the existing setting, type:

Worksheet Choice	You type	
Await Answer	A	`← Enter`
Release	R	`← Enter`
Wait for Ringback	W	`← Enter`

for _____ rings

In the Rings field, type the number of times the extension should ring before the caller is transferred to the subscriber's voice mailbox `← Enter`. This parameter does not apply if you selected Release as the call transfer type.

Use call screening?

Press `Ctrl`+`E`, then `↓` `←Enter` to expand the screen. If you want to use call
screening, in the Screening **Options** field, type sc for Screen-Confirm and
press `←Enter`. Move the cursor to the Screening? field, and type Y for Yes
`←Enter`. You can turn on call screening only with the Await Answer call
transfer type.

If you do not want to use call screening, set the Screening? field to No. Move
the cursor to the Transfer **Opt ions** field. Type **A** for Announce and press
`←Enter`. Subscribers will hear a beep before the voice mail system connects
an outside caller. If you are using the Release call transfer type, leave both the
Screening .**Options** and the **Transfer Options** fields blank.

Use call holding?

Set up call holding. In the Holding? field:

Worksheet Choice	You type	
Yes	y	`←Enter`
VOX	V	`←Enter`
No	N	`←Enter`

Keep in mind that you cannot use call holding with the Release call transfer type.

Press `Esc` to close the expanded window.

Message Notification

Lamp #

In the **Lamp** # field type the telephone number the system should dial to turn a
message waiting lamp on or off for the subscriber and press   `←Enter`.
Typically, you use an X to represent a subscriber's extension number.

Activate message waiting lamps for new messages?

In the Activate **Lamps?** field, type Y for Yes or N for No and press
`←Enter` to indicate whether the voice mail system should activate message
waiting lamps for every subscriber.

If you select Yes, also check the Message Lamp On and Off codes at the top of
the QuickStart Switch Setup Screen, Page 2 to ensure that they are the correct
codes for your Comdial telephone system. These codes were configured
automatically when you typed in the name of your Comdial telephone system.
(See Worksheet 1.)

Message Delivery

Should the system call the subscriber to deliver messages?

If you answered Yes on the Worksheet, move the cursor to the   **#1** field. Type X
`←Enter` if you want the system to call a subscriber's extension number.

W a i f minutes

In the **after** field, type the number of minutes you want the voice mail system
to wait after a new message arrives and press ⏎Enter. This applies only to
Batch message delivery.

Delivery Schedule

The fields where you type a delivery number and schedule for the subscriber's
extension are not marked. After you type the   X for the subscriber's extension
number, the cursor automatically moves to the next field.

Type the time the voice mail system should start delivering messages and   press
⏎Enter. Type the time the voice mail system should stop delivering messages
and press ⏎Enter.

Type the days of the week the voice mail system should follow this delivery
schedule and press ⏎Enter. Use these letters:

    M Monday
    T Tuesday
    W Wednesday
    H Thursday
    F Friday
    S   Saturday
    U Sunday

Type the number of times the voice mail system should ring the extension before
hanging up and press ⏎Enter.

On the far right of the   **#1** Line, type a code to select a delivery method and press
⏎Enter. Use these letters:

    B for Batch
    E for Each
    U for Urgent
    0 for Off

Program Worksheet 6: System Security

You use the information from Worksheet 6 on the   QuickStart Application Screen, Page 6 (Figure 14).

```
QUICKSTART APPLICATION            Page 6 of 6
50. Maximum Message Life: 999 days         Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2         New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording:  300 secs   Max screening  recording:  6
53. Skip back time on #: 4      Max ID attempts: 4      Bad ID Goto-->
54. Record  Pauses...Beginning:  5    Short ending:  2 Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15    mins left

56. Blank PC screen? Yes      Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:            Monthly:
58. Startup:                       Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
                          ---- Public Fax Box ----
  Fax ID: $FAXBOX        Transfer?  No          Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding?  No           Announce:  Always
```

Figure 14: QuickStart Application Screen, Page 6

If you are not already viewing the   QuickStart Application Screen, press Ctrl-A, then press PgDn until you display Page 6.

53. Max ID attempts

Use the Max ID attempts field to set the number of times a caller can misdial. To use a value other than the default of 4, highlight the Max ID attempts field. Type the new value ↵Enter.

If a caller should be routed to another System ID for help after misdialing, type the System ID in the Bad ID Goto--> field ↵Enter.

55. Disk full warning at ___ mins left

Use the Disk full warning at left mins field to set the number of minutes of available message storage space allowed before the system asks subscribers to delete unnecessary messages. To change this setting, highlight the Disk full warning at mins left field. Type the new value ↵Enter.

58. Error notices to

Use the Error notices to field to set who should receive a voice message if certain system errors occur. The system is set by default to the System ID for the Operator Box (System ID Ø), which sends the messages to everyone with public message access. If the System ID for the Operator Box is different on your system, be sure to replace 0 with the correct ID.

Or, to send the **messages** to a subscriber, replace the Operator Box's System ID
with a subscriber's Personal ID. To send the messages to more than one
subscriber, separate the subscribers' Personal **IDs** with commas (for example,
8123,8456,8 678). You can also send the message to everyone with public
message access and to one or more subscribers (for example,
Ø,8123,8456,8789).

NOTE: If you use the Operator Box System ID to send error notices to
everyone with public message access, be sure to remove the P access code
for at least one subscriber. See Worksheet 12 for details.

Program Worksheet 7: Directory Assistance

Use the information you gathered on Worksheet 7 to set up directory assistance.

Automatic Directory Assistance

To turn on automatic directory assistance requires no special configuration. The default system comes with the automatic directory already set to the System ID 555 in the ID for Alpha **Directory** field on the QuickStart Application Screen, Page 6 (Figure 15).

```
               QUICKSTART  APPLICATION       Page 6 of 6
 50. Maximum Message Life: 999 days          Call Report Aging: 14 days
 51. Public Hold/Archive msgs: 0 /2     New Msgs:  0=0:00  Total:  0=0:00

 52. Max person-person recording: 300 secs   Max screening recording: 6
 53. Skip back time on #: 4      Max ID attempts: 4      Bad ID Goto-->
 54. Record Pauses...Beginning: 5      Short ending: 2     Long ending: 3
 55. Beep on record? Yes          Disk full warning at: 15    mins left

 56. Blank PC screen? Yes      Screen Type: Auto        Keypad: Q=7, Z=9 keys
 57. OS Surrender- Daily:              Weekly:          Monthly:
 58. Startup:                       Error notices to: 0
 59. ID  for  Alpha  Directory: 555      Auto xfer? Yes   ID for Num Groups:
                         ───── Public Fax Box ─────
  Pax ID: $FAXBOX          Transfer?  No         │ Alt Action: Operator
  Voice name: 0:02         Await-Ans-->4  Rings  │
                           Holding? No           │ Announce: Always
```

Figure 15: **QuickStart** Application Screen, Page 6

If you are not already viewing the **QuickStart** Application Screen, press [Ctrl]-[A], then press [PgDn] until you display Page 6.

> NOTE: Be sure to mention in the Opening Line the System ID outside callers press to reach automatic directory assistance.

To change the System ID for the automatic directory:

1. Move the cursor to the ID **for** Alpha Directory field on line **59**.

2. Type the new System ID and press [←Enter].

To turn off the automatic directory:

1. Move the cursor to the **ID for Alpha Directory** field on line **59**.

2. Press [Del] repeatedly until the field is empty [←Enter].

To route callers to the correct Extension # ID automatically

1. Highlight the `Auto xf er?` field.

2. Type Y `←Enter` to set the field to Yes.

To ask callers to enter the Extension # ID before their call is routed:

1. Highlight the Auto `xfer?` field.

2. Type N `←Enter` to set the field to No.

Numeric *Directory* Assistance

Setting up numeric directory assistance requires special configuration at the system console. To set up numeric directory assistance, you add directory menus and directory groups at the Groups Screen, then manually add subscribers to directory groups. Numeric directory assistance requires ongoing maintenance as new subscribers or groupings are added or deleted from the system. Subscribers cannot change their listing in the numeric directory themselves by phone.

If you want to set up numeric directory assistance, refer to the *Reference Manual* for detailed information and steps.

Department Transaction Box

The system is shipped with a department directory using a transaction box with the System ID 411. If you decided to use this directory on your system, you may want to rerecord its greetings or change its System ID.

If you decided not to use this department directory, you should delete the transaction boxes named:
■ Departments Box
■ Sales Box
■ Technical Support Box

To rerecord greetings for the Department, Sales, or Technical Support Box:

1. Establish a local connection with the voice mail system. For steps, see page 82.

2. Press `Ctrl`-`T` to access the Transaction Directory.

3. Press the `PgUp` or `PgDn` keys (or use the Jump command) to display the transaction box you want to change (either: **Departments** Box, **Sales Box,** or the Technical **support Box).**

4. Highlight the Greeting Day field.

5. Press `F9`. Press `Spacebar` to start recording the new greeting. Press any key to stop recording.

6. Listen to the greeting to make sure it sounds the way you want it to. Press `F10` to hear it.

7. Repeat steps 5 and 6 until you are satisfied with the recording.

To change the System ID callers press to reach the department *directory:*

1. Press (Ctrl)-(T) to access the Transaction Directory.

2. Press the (PgUp) or (PgDn) keys (or use the Jump command) to display the **Departments Box.**

3. Move the cursor to the system **ID** field.

4. Type the new System ID and press (←Enter).

To delete the transaction boxes:

1. Press (Ctrl)-(T) to access the Transaction Directory.

2. Press the (PgUp) or (PgDn) keys (or use the Jump command) to display the transaction box you want to delete (either: Departments Box, Sales **Box,** or the **Technical Support Box).**

3. Press (F7).

4. Press (←Enter) to select Box.

5. Press (Y) for Yes to delete the transaction box.

6. Repeat steps 1 through 5 for each box in the department directory.

Program Worksheet 8: Public Fax Box

To set up the fax detect feature, fill in the Public Fax Box fields on the   QuickStart
Application Screen, Page 6 (Figure 16).

```
            Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days            Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2        New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attemuts: 4      Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15     mins left

56. Blank PC screen? Yes       Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:              Weekly:              Monthly:
58. Startup: CNG                         Error notices to:  0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
                          --- Public Pax Box ---
  Fax ID: $FAXBOX       Transfer?  No          Alt Action: Operator
  voice name: 0:02      Await-Ans-->4   Rings
                        Holding?  No          Announce: Always
```

Figure 16: The Public Fax Box

If you are not already viewing the   QuickStart Application Screen, Page 6, press
[Ctrl]-[A]. Press [PgUp] or [PgDn] until Page 6 is displayed.

Fax ID

Move the cursor to the Fax ID field. Type the System ID the Public Fax Box
[←Enter]. By default, the System ID is set to $FAXBOX.

Voice Name

If you want to change this, establish a local connection and rerecord the Public
Fax Box's name. The default recorded name is *"The Public Fax Box".* For steps to
establish a local connection, see page 82.

To rerecord the name:

1.   Once a local connection is established, highlight the Voice Name field.

2.   Press [F9]. Press [Spacebar] to start recording. Say the name. Press any key
     to stop recording.

3.   Listen to the name to make sure it sounds the way you want it to. Press
     [F10] to hear the name.

4.   Repeat steps 2 and 3 until you are satisfied with the recording.

Transfer calls to the Public Fax Box?

Move the cursor to the **Transfer?** field. Type Y ←Enter , Type the fax
machine's extension number on the Comdial telephone system ←Enter . If you
are using more than one fax machine, set up a hunt group on your Comdial
telephone system for the fax machines' extensions, and enter the pilot extension
number here.

Call transfer type

Set the call transfer type. The transfer type field is located directly below the
Transfer? field. It is not labeled. You can choose one of three possible
settings: **Release, Await -Ans, or Wait -ring. To change** the setting,
position the cursor on the field, and, over the existing setting, type:

Worksheet Choice	You type
Await Answer	A ←Enter
Release	R [t -]]
Wait for Ringback	W ←Enter

for _____ rings

In the **Rings** field, type the number of times the fax extension should ring
before the system takes the alternate action and press   ←Enter . This parameter
does not apply if you selected **Release as the call transfer type.**

Use call holding?

Set up call holding. In the Holding? field:

Worksheet Choice	You type
Yes	y ←Enter
VOX	V ←Enter
N o	N ←Enter

Keep in mind that you cannot use call holding with the Release call transfer type.

Alternate Action

Set how the system should handle the caller if the transfer to the fax extension is
unsuccessful. The most common choice is Transfer to operator. Depending on
which alternate action was checked off on the worksheet, enter the following in
the **Alt Action field.**

Worksheet Choice	You type
Say "Goodbye" and hangup	S ←Enter
Transfer caller to operator	O ←Enter
Restart call from Opening Line	R ←Enter
Try another System ID	G ←Enter
	(and specify the System ID)
Hangup	H ←Enter

Announce Options

In the Announce field, set whether the system should send a public notice
when it transfers a call to the fax machine, and whether it asks the person

sending a manual fax to record a message describing the fax and who it's for. Depending on the choice circle on the worksheet, enter the following:

Worksheet Choice	You type	
Always	A	⏎ Enter
Voice	V	⏎ Enter
Post	P	⏎ Enter
Never	N	⏎ Enter

Set the **CNG** *Startup Parameter*

To use the Public Fax Box, you must add the   CNG   startup parameter to the **Startup** field on Line 58 of the   QuickStart Application Screen, Page 6. This parameter sets the voice mail system to recognize incoming fax tone.

To add the CNG startup parameter:

1.   Highlight the Startup field on the QuickStart Application Screen, Page 6.

2.   If necessary, press → repeatedly to move the cursor to the end of any startup options already entered in the field.

3.   Type CNG ⏎ Enter .

Program Worksheet 9: Subscriber List

You use Worksheet 9 to add new subscribers to the system on the Personal Directory Screen. A sample page from the Personal Directory Screen is shown in Figure 17.

```
░░░░░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░░░░░░NAME SORT
         Name: Yale..Hugh
   Personal ID: 812312                    Voice name: 0:02
Extension # ID: 12312                     Hold/Archive msgs:   0 /2   days
        Access: PCB                       New Msgs:0  =0:00  Total:0  =0:00
  ->Transfer ───────────────┬─>Greeting ──┬─>Action─────
   Transfer?  No            │»Std: 0:00   │ Take-msg
  Await-Ans-->4 Rings       │             │
   Screening?  No  Holding? No │ Alt: 0:00 ┬ Max-msg:   90 sec  Edits OK? Yes
 -Message  Notification ─────
Lamp #: x                               Activate  Lamps? No   On Now? No
#1:           after 0    min,  8:00am- 6:00pm MTWHF   5 rings 30 min,Off
#2:           after 0    min,  6:00pm- 9:00pm MTWHF   4 Rings 60 min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0 Rings 30 min,Off
#4:           after 0    min, 12:00am-11:59pm MTWHFSU 4 Rings 60 min,Urgent
 ───────────────────────────────────────────────────────────
                    Ctrl-E for expanded options
```

Figure 17: Personal Directory Screen

Before you add subscribers, be sure you set up the default settings for each subscriber on the QuickStart Application Screen, Page 5. Then, any subscribers you add to the system will be set up with the default features automatically, which will save you a lot of time. See *Worksheet 5: Default Subscriber Settings* for details.

Once you have set subscriber defaults, press `Ctrl`-`D`, to display the Personal Directory Screen. To view each subscriber, press the `PgUp` and `PgDn` keys. The `Home` key displays the first subscriber (alphabetically) and the `End` key displays the last subscriber. The Personal Directory Screen keeps a page of information containing settings for each subscriber.

The Add Menu

You can add subscribers one by one (see page 103), or by range of Extension # IDs (see below). If the subscribers use consecutive Extension # IDs, adding by range can save several steps.

To add subscribers by range:

1. Press `F8` to **Add.**

2. Press `↓` `↓` to select Range `←Enter`.

3. Type the starting number of the range and press `Tab`. Type the ending number of the range and press `←Enter`.

```
Enter Range of Extension # IDs
Start:          stop:
```

4. If desired, type any numbers or letters as a prefix to the Extension # IDs you
   are adding. Press ⟨Tab⟩. Type any numbers or letters as a suffix to the
   Extension # IDs you are adding. Press ⟨←Enter⟩.

```
Constant prefix:
Constant suffix:
```

The system displays the **range** you selected and asks you to confirm.

5. To accept the range, press ⟨Y⟩. Otherwise, press ⟨N⟩. Follow these steps
   again to add a new range of Extension # IDs.

   Once you confirm the range, the system displays a series of status messages
   as it adds the Extension # IDs.

   If an ID in the range conflicts with a System ID already in your system, that
   particular ID is **not** added. You will see this message:

```
ID . . . conflicts with existing
ID:  <ID and name of mailbox> and was not added.
Please make a note of this.
Do you want to continue with the
next Extension # ID (Y/N)?
```

To continue adding the remaining Extension # IDs in the range, press ⟨Y⟩.

To stop the process altogether, press ⟨N⟩. You may then repeat these steps to
add different ranges of Extension # IDs that do not include the conflicting
IDs.

6. When the system finishes adding the range of Extension # IDs, look through
   the Personal Directory to find the pages the system added. Each new
   subscriber has a spelled name with the Extension # ID in curly brackets { }.
   For each subscriber added by range, retype each subscriber's name in the
   Name field.

```
                P E R S O N A L   D I R E C T O R Y          NAME SORT
          Name: {12314}
   Personal  ID:  812314                Voice name: 0:00
Extension # ID:  12314                  Hold/Archive msgs:   0 /2   days
       Access:   PCBF                   New Msgs:0  =0:00 Total:0  =0:00
——>Transfer ——————————————  >Greeting — ┐Action ——————————
  Transfer?  Yes-->,X        »Std: 0:00  | Take-msg
  Await-Am- ->4 Rings                    |
  Screening? No Holding? No  | Alt: 0:00 | Max-msg:    90 sec Edits OK? Yes
——Message Notification ————————————————————————————————————
Lamp #: X                               Activate Lamps? Yes On Now? No
#1: x         after 0    min.  8:00am- 6:00pm MTWHF   4 rings  30 min,Off
#2:           after 0    min,  6:00pm- 9:00pm MTWHF   5 Rings  60 min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0 Rings  30 min,Off
#4:           after 0    min, 12:00am-11:59pm MTWHFSU 4 Rings  60 min,Urgent

                    Ctrl-E for  expanded  options
```

Figure 18: Subscriber added by range

To add subscribers one by one:

1. Press F8 to display the **Add** menu.

2. Press S to select Subscriber.

3. Type the extension number [Enter).

4. Type the person's last name ←Enter.

5. Type the person's first name ←Enter.

6. Press ←Enter to accept the default Personal ID for this subscriber, or type
    a different ID. Press [Enter).

To make it easy to add several subscribers at once, the system automatically
prompts you for the next Extension # ID.

Continue adding the rest of the subscribers on your list by repeating steps 3
through 6 for each one. Press Esc to return to the Personal Directory Page when
you are finished.

For any subscriber who should **not** be listed in the automatic directory, add the
letter D to that subscriber's Access field. Remember that subscribers can also
change their automatic directory listing at any time from any touchtone
telephone.

Record Names

For sites that are not using the subscriber enrollment conversation (the letter F in
subscribers' Access field), you should record a name for each subscriber you just
added. The subscriber can m-record the name in his or her own voice later.

The system plays a subscriber's name to identify the source or destination of a
message. To reduce confusion, it's very important that each subscriber has a
recorded name.

Making a recording at the system console involves establishing a local
connection with the voice mail system, then recording the names using a
telephone handset.

To record a subscriber's name:

1. Establish a local connection. For steps, see page 8?

2. Press the PgUp or PgDn keys (or use the Jump command) to display the
    subscriber's Personal Directory Page. Highlight the Voice name field.

3. Press F9. Press [Spacebar) to start recording. Say the subscriber's first
    and last name. Press any key to stop recording.

4. Listen to the name to make sure it is correct. Press F10 to hear the name.

5. Repeat steps 3 and 4 until you are satisfied with the recording.

6. Repeat steps 2 through 5 for each new subscriber.

When you are finished recording names, be sure to press   [F4] again to
disconnect locally. If you forget, you will tie up a port until the local connection
is   disconnected.

For tips on making recordings, refer to the   *Reference Manual.*

Program Worksheet 10: Guests

You use the information from Worksheet 10 to add guests on the Personal Directory Screen. A example of a guest's Personal Directory Screen is shown in Figure 19.

```
                    P E R S O N A L   D I R E C T O R Y              NAME SORT
        Name: Washington, George            Guest of.....Jefferson, Thomas
  Personal ID: GEORGE                        Voice name: 0:02
                                             New  Msgs:0  =0:00  Total:0  =0:00
Send Msg Urgent? No


                          ──────Message Notification ──
#1:            after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
#4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
```

Figure 19: Personal Directory Screen for a guest

If you are not already viewing the Personal Directory, press   [Ctrl]-[D].

Add Guests

Follow these steps for each guest.

To add a guest:

1. Press the [PgUp] or [PgDn] keys to display the page belonging to the host subscriber.

2. Press [F8].

3. Press [Spacebar] once to select Guest [←Enter].

4. Press [←Enter] to confirm the name of the host subscriber.

5. Type the guest subscriber's Personal ID [←Enter].

6. Type the guest's last name [←Enter].

7. Type the guest's first name [←Enter].

8. Record a name for the guest. For complete steps, see page 103.

Mark Messages Urgent

If the guest will be able to send the host subscriber urgent messages, move the cursor to the **Send Msg** Urgent? field. To configure the system to mark all messages from the guest urgent, type **Y** **[←Enter]** To configure the system to ask the guest each time if the message is urgent, type **A** for Ask and press **[←Enter]**.

Message Notification

Even though guests do not use an internal extension, you can set the system to call a guest at up to 4 outside telephone numbers.

To set the system to deliver messages to a guest:

1. Highlight the **#1** field.

2. Type the number the voice mail system should call to deliver messages **[←Enter]**.

3. In the **after** field, type the number of minutes you want the voice mail system to wait after a new message arrives and press **[←Enter]**. This applies only to batch message delivery.

4. Type the time the voice mail system should start delivering messages and press **[←Enter]**.

5. Type the time the voice mail system should stop delivering messages and press **[←Enter]**.

6. Type the days of the week the voice mail system should follow this delivery schedule and press **[←Enter]**, Use these letters:
    - **M** Monday
    - **T** Tuesday
    - **W** Wednesday
    - **H** Thursday
    - **F** Friday
    - S Saturday
    - **U** Sunday

7. Type the number of times the voice mail system should ring the number before hanging up and press **[←Enter]**.

8. On the far right of the **#1** line, type a code to select a delivery method and press **[←Enter]**. Use these letters:
    - **B** for Batch
    - **E** for Each
    - **U** for Urgent
    - 0 for Off

9. Repeat this process to add more delivery numbers and schedules for the guest, if desired.

Program Worksheet 11: Message Groups

You use the information from Worksheet 11 to add message groups at the Groups Screen (Figure 20).

```
                        G R O U P S
 Name: All Staff                   Open Group of Aaronson, Chris
 Dispatch: No                      Voice:  0:02
┌──────────────────────────────────┬──────────────────────────────────┐
│   Member   name   Last  contacted │   Member  name  .  Last  contacted│
├──────────────────────────────────┼──────────────────────────────────┤
│  Xavier,  Jan                     │  Yale,  Hugh                      │
│  Yeoman,  Mike                    │  Ying,  Sue                       │
│  Zaftig,  Pat                     │  Zeller,  Nell                    │
│  Zink,  Jay                       │                                   │
│                                   │                                   │
│                                   │                                   │
│                                   │                                   │
│                                   │                                   │
└──────────────────────────────────┴──────────────────────────────────┘
```

Figure 20: Groups Screen

To view the Groups Screen, press `Ctrl`+`G`.

Using Numbered Groups

If you are using numbered message groups instead of spelled-name groups, you also need to be sure to set a special System ID for leaving numbered group messages. You set the special System ID in the **ID** for **Num Groups** field on the QuickStart Application Screen, Page 6 (Figure 21).

```
            Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days        Call Report Aging:  14 days
51. Public Hold/Archive msgs: 0 /2        New Msgs:   O=0:OO Total:   0=0:00
─────────────────────────────────────────────────────────────────────────
52. Max person-person recording:  300 secs   Max  screening  recording:   6
53. Skip back time on #: 4      Max  ID  attempts:  4      Bad ID Goto-->
54. Record   Pauses...Beginning:  5      Short ending:    2 Long ending:  3
55. Beep on record? Yes          Disk full  warning at: 15    mins  left
─────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes      Screen  Type:  Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:             Weekly:            Monthly:
58. Startup:                               Error notices to: 0
59. ID for Alpha Directory: 555       Auto xfer? Yes   ID for Num Groups: 77
─────────────────────── Public Fax Box ──────────────────────────────────
 Fax ID: $FAXBOX       │Transfer?  No          │ Alt Action: Operator
 Voice name: 0:02      │Await-Ans-->4 Rings     │
                       │Holding?  No            │ Announce:  Always
```

Figure 21: ID for Num Groups field

To set a special System ID for numbered groups:

1. Press `Ctrl`+`A` to view the QuickStart Application Screen. Press `PgUp` or `PgDn` until you see Page 6.

2. Press ⊡ repeatedly until you highlight the **ID for Num Groups** field.

3. Type the System ID `←Enter`.

Adding Message Groups at the Console

Subscribers can add message groups to the system from any **touchtone** telephone. The system manager can also add message groups at the system console. Worksheet 11 is used for message groups added at the console.

Adding a new message group from the console involves two main steps:
- Add the message group
- Add members to the message group

To add a new message group:

1. If necessary, press `Ctrl G` to display the **Groups** Screen.

2. Press `F8` to add a new group.

3. To add a private message group, press `P`. To add an open message group, press `O`.

4. To assign the system manager as the group's owner, press `←Enter`. To assign a different subscriber as the group's owner, press `N`. Type the first few letters of the owner's last name and press `←Enter`. The system displays the first matching name. Press `Y` to select the name, or `N` to display the next matching name. Press `N` until you see the name you want. Then, press `Y`.

5. After you select the message group's owner, type the group's name or number and press `←Enter`. For numbered groups, the first three characters of the group name should be digits (for example, 234 **Sales** Group). For lettered groups, subscribers will use the first three letters of the group name to leave messages for the group.

6. Record a name for the group. Follow the steps to establish a local connection and record the name, just as you did for subscribers' names. For more information, see page 103.

To add members to the message group:

1. Press `F8`.

2. Press `←Enter` to select Member.

3. Type the first few letters of the first group member's last name. The system displays the first matching name.

4. Press `Y` to add the subscriber to the group, or press `N` to display the next matching name. Continue pressing `Y` or `N` until you have added all the members to the message group.

Program Worksheet 12: Special Subscriber Settings

Use the information on Worksheet 12 to set up custom features for individual subscribers on the Personal Directory Screen. Several custom call transfer features you will set up from Worksheet 12 are available on the Expanded Transfer Options window (Figure 22).

```
                      PERSONAL   DIRECTORY              NAME SORT
            Name: Zink, Jay
   Personal  ID: 812323                  Voice name: 0:02
Extension # ID: 12313                    Hold/Archive  msgs:     0 /2    days
   EXPANDED   TRANSFER   OPTIONS            Press ESC to Exit
 ->Transfer                 ->Greeting      ->Action
  Transfer? Yes  -->,X       »Std: 0:06    | Take-msg
   Await-Ans-->4  Rings                    |
   Screening? Yes  Holding?  N o   Alt: 0:05   Max-msg:    90 sec  Edits OK? Yes
  »Transfer Options : AC                    Send Msg  Urgent? Ask
   Screening  Options:  ASC   Active:  STD   After  Msg:  Hangup

   One key dialing: 1>       2>       3>       4>       5>
                    6>       7>       8>       9>       0>
```

Figure 22: **Personal** Directory Screen with expanded transfer options displayed

The subscribers you add to the system with Worksheet 9 all receive the default settings on the QuickStart Application Screen, Page 5. However, there may be some subscribers who want features other than the default. Using Worksheet 12 as your guide, configure custom message delivery schedules, delivery methods, one-key dialing, transfer options and screening options by changing the settings on individual Personal Directory pages for those subscribers.

NOTE: This section assumes you have already added the subscribers to the system. To add a new subscriber, follow the procedure in the section of this guide called *Program Worksheet 9.*

To view a subscriber's Personal **Directory Page:**

1.   Press `Ctrl`-`D` to display the Personal Directory.

2.   Press the `PgUp` or `PgDn` keys (or use the Jump command) to display the correct   subscriber.

To view Expanded Transfer Options for a subscriber:

1.   At the subscriber's Personal Directory page, press `Ctrl`-`E`.

2.   Press `↓` to highlight Transfer Options `←Enter`.

Once you open the Expanded Transfer Options window, it stays open as **you** scroll through the Personal Directory to view subscribers' pages.

You fill in the fields on the Personal Directory Screen in one of *two* ways:

- Type over the contents of the field with the new values, and press
  `← Enter`.

- Type a code in the field and press `← Enter`. The codes turn different features on or off, depending on the field. You should have already determined the correct codes when you filled in Worksheet **12.**

Name, IDs, Hold/Archive Time

To change a subscriber's Name, Personal ID, Extension # ID, or Hold/Archive time:

1. Move the cursor to the field you want to change.

2. Type the change and press `← Enter`.

Access Codes

Access codes turn on or off certain features for the subscriber. Each code is a single letter representing a feature. Just add or remove the access codes to or from the subscriber's Access field.

To add or remove an access code:

1. Highlight the **Access** field.

2. Make sure your keyboard is in INSERT mode. To add a code, type any missing letters. Move the cursor to any code you want to delete. Press the `Del` key to remove the code. Press `← Enter` when you are finished.

You can also use a special **pop-up** window to add or remove access codes for a subscriber (Figure 23). On the **pop-up** window, a code that is active has a star (*****) in its checkbox.

```
░░░░░░░░░░░░░░░░░░░░░░PERSONAL   DIRECTORY░░░░░░░░░░NAME SORT
          Name:   Jefferson,  Thomas         SYSTEM   MANAGER
    Personal  ID:  TOM                      Voice name: 0:02
 Extension # ID:  1776                       Hold/Archive   msgs:   0 /2   days
═ A C C E S S       C O D E   O P T I O N S ──────── Press  ESC  to  Exit ─

  A [ I No Setup Options  J [ ] Unused           S [ ] Can't Send Message
  B [*] No Rec't Summary  K [ ] Can Edit Holding. T [ ] Traditional Order
  C [*] No Public Notify  L [ l Message Length    U [ ] Not to Subscribers
  D [ ] Not in Directory  M [ ] Menu Mode         v [ ] No Private Message
  E [ ] Messages by Ext   N [ ] Hands-Free Play   W [ ] No Future Delivery
  F [ ] First-Time Enroll 0 [ ] No Old Messages    X [ ] No Receipt Request
  G [ 1 Can't Edit Greet  P [ ] No Public Message  Y [ ] No Open Groups
  H [ ] Unused            Q [ ] No Urgent Message  Z [ ] Automatic Receipts
  I [ ] Unused            R [ ] Can't Redirect

└Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code ═
```

Figure 23: Access code options window

Once you open the Access Code Options window, it stays open as you scroll through the Personal Directory to view subscribers' pages.

To add or remove access codes at the pop-up window:

1. Press `Ctrl`-`E`.

2. Press `←Enter` to select Access **Codes.**

3. Press the `Tab↹` `⇧Shift`-`Tab↹` `↓` `↑` `←` or `→` keys to highlight the **checkbox** to the left of the description of the code.

4. Press `Spacebar` to add or remove the code.

5. Press `Esc` to close the **pop-up** window.

Call Transfer

Transfer *calls to* subscriber?

When call transfer is turned on for a subscriber, you can set several custom features that control how the voice mail system transfers calls. The subscriber can turn call transfer to a work extension on or off from any touchtone telephone. When call transfer is turned on, the custom settings you configure in the middle portion of the Personal Directory page take effect. Even if call transfer is turned off for a particular subscriber, you may want to set up custom call transfer features. That way, when the subscriber turns call transfer on, the custom features will be available.

To turn call transfer on or off:

1. Highlight the Transfer? field.

2. To turn call transfer on, type ʏ `←Enter`. After the arrow (**-->**), type **X** `←Enter` if calls should be transferred to the subscriber's extension. Or, type a different telephone extension number.

    To turn call transfer off, type **N** `←Enter` and skip the rest of this section.

Call transfer type

The transfer type field is located directly below the **Transfer?** field. It is not labeled. It will have one of three possible settings: **Release, Await-Am,** or **Wait-ring.** To change the setting, position the cursor on the field, and, over the existing setting, type:

Worksheet Choice	**You type**	
Await Answer	A	`←Enter`
Release	R	`←Enter`
Wait for **Ringback**	W	`←Enter`

for _____ rings

In the Rings field, type the number of times the extension should ring before the caller is transferred to the subscriber's voice mailbox. Press `←Enter`. This parameter does not apply if you selected Release as the call transfer type.

Transfer options

If necessary, display the Expanded Transfer Options window. (See the steps on page 109.) Move the **cursor to the Transfer Options** field. The voice mail system will use these options when call transfer is turned on, if the call transfer type is **Await-Ans**.

Type as many of these codes in the field as you need:

Worksheet Choice	**You Type**	
Announce	A	[← Enter]
Confirm	C	[← Enter]
Dialtone Detect	D	[← Enter]
Introduce	I	[← Enter]
Message Screen	M	[← Enter]
Screen	S	[← Enter]

NOTE: Do not use the **M** and **S** options together.

Screening options

Move the cursor to the **Screening Options** field. The voice mail system will use these options when call screening is turned on, if the call transfer type is **Await-Am.** Type as many of these codes in the field as you need:

Worksheet Choice	**You Type**	
Announce	A	[← Enter]
Confirm	C	[← Enter]
Dialtone Detect	D	[← Enter]
Introduce	I	[← Enter]
Message Screen	M	[← Enter]
Screen	S	[← Enter]

NOTE: Do not use the **M** and **S** options together.

Turn screening options on?

To turn call screening on or off, first move the cursor to the Screening? field. To turn it on, type Y [← Enter]. Keep in mind that you can only use call screening with the Await Answer call transfer type.

To turn call screening off, type **N** [← Enter].

Use call holding?

Set up call holding. In the Holding? field:

Worksheet Choice	**You type**	
Yes	Y	[← Enter]
VOX	V	[← Enter]
No	N	[← Enter]

Keep in mind that you cannot use call holding with the Release call transfer type.

Action After Greeting

Move the cursor to the field underneath **- >Act** ion. Type the code that
represents how you want the voice mail system to handle the   call after playing
the subscriber's personal greeting. Your options are:

Worksheet Choice	You Type	
Take a message	T	↵Enter
Transfer to operator	O	↵Enter
Say Goodbye	S	(Enter)
Hang up	H	↵Enter
Go to another ID	G	↵Enter
Restart the call	R	↵Enter

If faking a message

If the Action is set to Take-nag, these additional parameters affect the way the
system takes the message.

Maximum Message Length
Move the cursor to the Max-msg field. Type the maximum number of seconds a
message from an outside caller can last and press   ↵Enter.

Allow caller to edit message?
Move the cursor to the Edits ok? field. To allow outside callers to rerecord
their messages to this subscriber, type   Y ↵Enter. To prevent callers from
rerecording their messages, type N   ↵Enter.

Mark the messages urgent?

Move the cursor to the **Send Msg Urgent?** field. To set the system to mark all
messages from outside callers urgent, type   Y ↵Enter. To keep outside callers
from marking messages urgent, type N   ↵Enter. To set the system to ask callers
if they want to send their message urgent, type A for Ask and press   ↵Enter.

Action after message?

Move the cursor to the **After Msg** field. Type the code for the action you want
the system to take after recording a message from an outside caller and press
↵Enter. The possible choices are:

Worksheet Choice	You Type	
Transfer to operator	O	↵Enter
Say Goodbye	S	↵Enter
Hang up	H	↵Enter
Go to another ID	G	↵Enter
Restart the call	R	↵Enter

Use one-key dialing during greeting?

Use the One key dialing portion of the Expanded Transfer Options screen
to set up single digits to represent full System   IDs for other transaction boxes,
interview boxes, or subscriber extension numbers. Move the cursor   to the
single-digit number you want to use. **Type** the System ID and press ↵Enter.

Press Esc to close the Expanded Transfer Options window.

Message Notification & Delivery

If you are looking at the Expanded Transfer Options portion of the subscriber's Personal Directory page, press **[Esc]** to close it. The system displays the Message Not **if ication** portion of the screen. This is where you set up message notification and delivery settings for the subscriber.

lamp #

In the **Lamp** # field, type the number the voice mail system should dial to turn a message waiting lamp on or off for the subscriber. In most cases, you will use X for the subscriber's extension number.

Activate message waiting lamps for new messages?

In the **Activate Lamps?** field, type **y** for Yes or **N** for No and press **[←Enter]** to indicate whether the voice mail system should activate message waiting lamps.

If you select Yes, also check the Message Lamp On and Off codes at the top of the **QuickStart** Switch Setup Screen, Page 2 to ensure that they are the correct codes for your Comdial telephone system. These codes were configured automatically when you typed in your Comdial telephone system. (See Worksheet 1.)

For Phone *#1 - #4*

You fill in the specifics for each message delivery telephone number on the last 4 lines of the Message Notification portion of the screen. For each telephone number you want the voice mail system to call to deliver messages, fill in the following:

> **NOTE:** *See* the *Reference Manual* for details about the special characters you can use in message delivery telephone numbers. These characters allow you to program pauses and other special dialing for your Comdial telephone system.

Phone
Type the telephone number you want the system to dial and press **[←Enter]**.

W a i t minutes
In the **after** field, type the number of minutes you want the voice mail system to wait after a new message arrives and press **[←Enter]**. This applies only to batch message delivery.

Delivery Schedule
Next, type the time the voice mail system should start delivering messages and press **[←Enter]**. Type the time the voice mail system should stop delivering messages and press **[←Enter]**.

Type the days of the week the voice mail system should follow this delivery schedule and press **[←Enter]**. Use these letters:

        M Monday
        T Tuesday
        W Wednesday
        H   Thursday
        F Friday
        S Saturday
        U Sunday

Type the number of times the voice mail system should ring the extension before hanging up and press [←Enter].

Type a code to select a delivery method and press   [←Enter]. Use these letters:

        B for Batch
        E for Each
        U for Urgent
        0 for Off

Program Worksheet 13: Public Interview Box

You use the information from Worksheet 13 on the Public Interview Box page of the Transaction Directory (Figure 24).

```
             T R A N S A C T I O N   D I R E C T O R Y            NAME SORT
        Name: Public Interview          Interview box of   Public Access
   System ID: $PM                       Voice name: 0:02

  ─ Question ─ Reply ───────── Question ─── Reply ─── ─ Question ─── Reply ───
   1. 0:08    6    secs      9. 0:00     0    secs    17. 0:00     0    secs
   2. 0:02    9    secs     10. 0:00     0    secs    18. 0:00     0    secs
   3. 0:02    9    secs     11. 0:00     0    secs    19. 0:00     0    secs
   4. 0:02    9    secs     12. 0:00          secs    20. 0:00     0    secs
   5. 0:03    4 0  secs     13. 0:00     0    secs
   6. 0:03    0    secs     14. 0:00     0    secs
   7. 0:00    0    secs     15. 0:00     0    secs    Send Msg Urgent?  No
   8.  0:00   0    secs     16. 0:00     0    secs    After: Say-bye
```

Figure 24: Transaction Directory, Public Interview Box

To view the Public Interview Box, sign in and press `Ctrl`-`T` to view the Transaction Directory. Press `PgUp` or `PgDn` (or use the Jump command) to display the Public Interview Box.

To record the Public Interview Box questions, follow the instructions beginning on page 82 to establish a local connection and record the questions. After you record all the questions, type the maximum reply time (in seconds) for each question, immediately to the right of the question.

Should outside callers mark messages urgent?

Move the cursor to the **Send Msg Urgent?** field. To set the system to mark all messages left in the Public Interview Box urgent, type Y `←Enter`. To keep outside callers from marking messages urgent, type **N** `←Enter`. To set the system to ask callers each time if they want to send their message urgent, type A for Ask and press `←Enter`.

Action after last question

Depending on which action was selected on the worksheet, type the following in the **After** field:

Worksheet Choice	You type	
Say "Goodbye" then hangup	S	⏎Enter
Transfer caller to operator	O	⏎Enter
Restart call from Opening Line	R	⏎Enter
Try another System ID	G	⏎Enter (and specify the System ID)
Hangup	H	⏎Enter

Program *Worksheets* 14 *&* 15: Menus *& Interviews*

The Menus & Interviews worksheets are meant to be used as guides for designing your application's transaction boxes and interview boxes. For each box that you have listed on Worksheet 15, you should complete a separate Worksheet 16 (for a transaction box) or Worksheet 17 (for an interview box).

You will then configure each transaction box or interview box from those worksheets.

For each copy of Worksheet 16 you have filled in, add a transaction box to the system at the Transaction Directory (Figure 25).

```
            T R A N S A C T I O N   D I R E C T O R Y          NAME SORT
          Name: NetWork Support         Transaction box of Winter, Jonathan
      System ID: 201                     Voice name: 0:02    Schedule #:

    ->Transfer ————————————  ->Greeting ——  ->Action ——————————————
    Day?   Yes-->,125        »Day:  0:13   Day:  Operator
    Nite?  No                 Nite: 0:00   Nite: Take-msg

    Await-Ans-->4  Rings      Alt:  0:00   Max-msg:   90 sec
    Intro: 0:00    Holding?  No            Edits OK?  Yes
    Transfer Options : A     Active:  D/N  Send  Msg  Urgent?  No
                                           After  Msg:   Say-bye

      One key dialing: 1>      2>        3>        4>        5>
                       6>      7>        8>        9>        0>
```

figure 25: Sample transaction box

To view the Transaction Directory, press `Ctrl`-`T`.

> NOTE: When you add a transaction box, the system copies the call transfer and action parameters from the transaction box you are viewing when you add the box.

Add a Transaction Box

To add a transaction box

1. If necessary, press `Ctrl`-`T` to access the Transaction Directory.

2. Press `F8` for the Add menu.

3. Select Transaction box.

4. You are prompted with: Add transaction box for <System Manager **name**>? (Y/N) Press `N` for No if you want the box to belong to a different subscriber. You are then prompted with: Add transaction box for which subscriber (enter last name): Enter the last name of the subscriber who will own the box. Any letter or word that you enter, whether or not it is a valid subscriber name, will put you into an alphabetical list of subscribers with the following confirmation prompts:

Add transaction box **for** subscriber **<NAME>**
(Press ESC to quit)? (Y/N):

If you press **[N]** for No, the same prompt offers the name of the next
subscriber (alphabetically) in the system. If you press **[← Enter]** for Yes,
you are then prompted for the System ID and name of the transaction box.

5.   Type the System ID for the transaction box **[← Enter]**.

6.   Type the name of the transaction box **[← Enter]**. The name may not be left
     blank. The first three letters of this name may be used by the subscriber
     owning the box to record new greetings. (If your system has been set up for
     numeric access only, the owner may use the box's System ID to record
     greetings.) The system then displays the new transaction box on screen.

7.   After adding a transaction box, record a name for the box. Follow the steps
     to establish a local connection and record the name, just as you did for
     subscribers' names. For steps to establish a local connection, see page 82.

Call Transfer

Transfer the calls reaching **this** box **to** an extension?

To turn on call transfer to another extension during Day Mode:

1.   Highlight the Day? field.

2.   Type Y **[← Enter]**.

3.   Type the extension number **[← Enter]**.

To turn call transfer on during Night Mode, repeat these steps for the Nite?
field.

Call transfer type

Set the call transfer type. The transfer type field is located directly below the
Transfer? field. It is not labeled. You can choose one of three possible
settings: **Await-Am, Release, or Wait-ring.** To change the setting,
position the cursor on the field, and, over the existing setting, type:

Worksheet Choice	**You type**	
Await Answer	A	**[← Enter]**
Release	R	**[← Enter]**
Wait for Ringback	W	**[← Enter]**

for _____ rings

In the Rings field, type the number of times the extension should ring before
giving up on call transfer. Press [Enter]. This parameter does not apply if you
selected Release as the call transfer type.

Transfer options

Move **the cursor to the Transfer Options** field. The voice mail system will use these options when call transfer is turned on, if the call transfer type is **Await-An&** Type as many of these codes in the field as you need:

Worksheet Choice	You Type	
Announce	A	←Enter
Confirm	C	←Enter
Dialtone Detect	D	←Enter
Introduce	I	←Enter
Message Screen	M	←Enter
Screen	S	←Enter

NOTE: Do not use the M and the S access codes together.

Use call holding?

To **turn** call holding on or off, move the cursor to **the Holding?** field. To turn it on, type Y ←Enter. Keep in mind that you cannot use call holding with the Release call transfer type.

To **turn** call holding off, type **N** ←Enter.

Action after Greeting

Move the cursor to the field underneath **- >Act ion.** Type the code that represents how you want the voice mail system to handle the call after playing the box's greeting. You can choose a different action for Day Mode and Night Mode. Your options are:

Worksheet Choice	You Type	
Take a message	T	←Enter
Transfer to operator	O	←Enter
Say Goodbye	S	←Enter
Hang up	H	←Enter
Go to another ID	G	←Enter
Restart the call	R	←Enter

If taking a message

If the Action is set to **Take-msg,** these additional parameters affect the way the system takes the message.

Maximum Message Length
Move the cursor to the Max-msg field. Type the maximum number of seconds a message from an outside caller can last and press ←Enter.

Allow caller to edit message?
Move **the cursor to the Edits Ok?** field. To allow outside callers to m-record their messages to this box, type **Y** ←Enter. To prevent callers from rerecording their messages to this box, type **N** ←Enter.

Mark the messages urgent?

To set the system to mark all messages for this transaction box urgent, type **Y** ⏎Enter. To keep outside callers from marking messages urgent, type **N** ⏎Enter. To set the system to ask callers if they want to send their message urgent, type A for Ask and press ⏎Enter.

*Action **after** message?*

Move the cursor to the **After Msg** field. Type the code for the action you want the system to take after recording a message from an outside caller and press ⏎Enter. The possible choices are:

Worksheet Choice	**Type**	
Transfer to operator	O	⏎Enter
Say Goodbye	S	⏎Enter
Hang up	H	[Enter)
Go to another ID	G	⏎Enter
Restart the call	R	⏎Enter

Use one-key dialing during greeting?

Use the **One key dialing** portion of the screen to set up single digits to represent full System IDs for other transaction boxes, interview boxes, or subscriber extension numbers. Move the cursor to the singledigit number you want to use. Type the System ID ⏎Enter.

Program Worksheet 17: Interview Boxes

For each copy of Worksheet 17 you filled in, add an interview box at the Transaction Directory. A sample interview box appears in Figure 26.

```
                    T R A N S A C T I O N   D I R E C T O R Y            ID SORT
        Name: Sales Interview Box      Interview box of   Penny Whistle
   System ID: 500                      Voice name: 0:02

   ━ Question ━ Reply ━━━ ━ Question ━━ Reply ━━ ━ Question ━━ Reply ━━━

   1. 0:08   6   secs      9. 0:00   0   secs   17. 0:00    0   secs
   2. 0:02   9   secs     10. 0:00   0   secs   18. 0:00    0   secs
   3. 0:02   9   secs     11.  0:00  0   secs   19. 0:00    0   secs
   4. 0:02   9   secs     12. 0:00   0   secs   20. 0:00    0   secs
   5. 0:03  40   secs     13. 0:00   0   secs
   6.  0:03  0   secs     14. 0:00   0   secs
   7. 0:00   0   secs     15. 0:00   0   secs   Send  Msg Urgent?  No
   8. 0:00   0   secs     16. 0:00   0   secs   After:   Say-bye
```

Figure 26: Sample interview box

If you are not already viewing the Transaction Directory, press   Ctrl-T.

Add an Interview Box

To add an interview box

1.   If necessary, press Ctrl-T to access the Transaction Directory.

2.   Press F8 for the Add menu.

3.   Press ↓ ↵Enter to select **Interview box.**

4.   You are prompted with: **Add interview box for <System Manager name>? (Y/N)** Press N for No if you want the box to belong to a different subscriber. You are then prompted with: **Add interview box for which subscriber (enter last name):** Enter the last name of the subscriber who will own the box. Any letter or word that you enter, whether or not it is a valid subscriber name, will put you into an alphabetical list of subscribers with the following confirmation prompts:

> **Add interview box for subscriber <NAME>**
>   **(Press ESC to quit)? (Y/N):**

If you press N for No, the same prompt offers the name of the next subscriber (alphabetically) in the system. If you press ↵Enter for Yes, you are then prompted for the System ID and name of the interview box.

5. Type the System ID ⌷←Enter⌷.

6. Type the name of the interview box ⌷←Enter⌷. You must type a name. The system then displays the new interview box on screen.

7. After adding an interview box, record **a** name for the box. Follow the steps to establish a local connection and record the name, just as you did for subscribers' names. For steps to establish a local connection, see page **82.**

Record **Interview** Box Questions

To record the interview box's questions, establish a local connection and record the questions, just as you did with subscriber names. For steps to establish a local connection, see page 82.

After you record each question, type the maximum reply time (in seconds) immediately to the right of the question.

Should outside callers mark messages urgent?

Move the cursor to the **Send Msg Urgent?** field. To set the system to mark all messages left in the interview box urgent, type Y ⌷←Enter⌷. To keep outside callers from marking messages urgent, type **N** ⌷←Enter⌷. To set the system to ask callers if they want to send their message urgent, type **A** for Ask and press ⌷←Enter⌷.

Action **after** last question

Depending on which action was checked off on the worksheet, enter the following in the **After** field.

Worksheet Choice	You type	
Say "Goodbye" and hangup	S	⌷←Enter⌷
Transfer caller to operator	O	⌷←Enter⌷
Restart call from Opening Line	R	⌷←Enter⌷
Try another System ID	G	⌷←Enter⌷
		(and specify the System ID)
Hangup	H	⌷←Enter⌷

Index

APPENDIX: QuickStart Worksheets
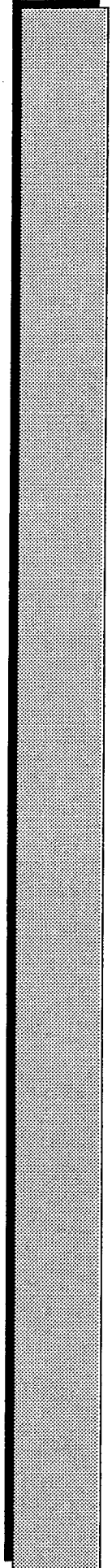
<table>
<tr><td>**Worksheet**
1</td><td colspan="2"># Site Information</td></tr>
<tr><td colspan="3">1. Site name</td></tr>
<tr><td colspan="2">2. Contact name</td><td>Phone #</td></tr>
</table>

Calls Answered

3. Total number of trunks | Number of calls per day
Total number of stations

4. Day calls to be answered (check one)
- [ ]* All trunks
- [ ] Some trunks
- [ ] No trunks (forwarded calls only)

Night calls to be answered (check one)
- [ ]* All trunks
- [ ] Some trunks
- [ ] No trunks (forwarded calls only)

5. Action to take for overflow calls, when all system ports are busy (check one)
- [ ]* Ring system until it answers (System will answer as soon as a port is free.)
- [ ] Forward calls to Operator (Live Operator handles overflow calls.)
- [ ] Issue busy tone

System Access Numbers

6. Trunk pilot number _____ Number of trunks answered by system _____
Alternate trunk numbers _____

7. Voice Port Stations _____ | Pilot number
Station Number for each port:

1. _____	2. _____	3. _____	4. _____
5. _____	6. _____	7. _____	8. _____
9. _____	10. _____	11. _____	12. _____
13. _____	14. _____	15. _____	16. _____
17. _____	18. _____	19. _____	20. _____
21. _____	22. _____	23. _____	24. _____
25. _____	26. _____	27. _____	28. _____
29. _____	30. _____	31. _____	32. _____
33. _____	34. _____	35. _____	36. _____

Application Screen, Page 1

Telephone System Information

Manufacturer	Model	Software Release #

Switch Setup Screen, Page 1

Keypad Map
- [ ]* Q=7, Z=9
- [ ] QZ on the 1 Key
- [ ] QZ on the 0 Key
- [ ] Swedish Keypad
- [ ] Numbers Only Keypad

QuickStart® Application Worksheets

The Opening Line

The Opening Line consists of three voice prompts which the system plays to callers when it answers a call. For each of the three prompts, you may select the default prompt or write down an announcement suitable for your application. Also identify what should happen if the caller does not respond to the prompts.

All Ports

10. Introduction

Day ☐* *"Thank you for calling [name of company]"*
    ☐ Other: _____
    _____

Night ☐* Same as **Day** prompt
    ☐ Other: _____
    _____

11. Call to Action

Day ☐* *"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory...(1 second pause)"*
    ☐ Other: _____
    _____

Night ☐* Same as **Day** prompt
    ☐ Other: _____
    _____

12. Otherwise

Day ☐* *"Otherwise, please stay on the line and an operator will be right with you."*
    ☐ Other: _____
    _____

Night ☐* *"Otherwise, please answer the following questions, and I'll make sure your message gets attention."*
    ☐ *"Otherwise, please call back during normal working hours: _____"*
    ☐ Same as **Day** prompt
    ☐ Other: _____
    _____

13. Action to take if caller does not press a tone

Day Action	Night Action
☐* Transfer call to operator	☐ Transfer call to operator
☐ Interview the caller	☐* Interview the caller
☐ Hang up	☐ Hang up
☐ Other: _____	☐ Other: _____

Application Screen, Page 2

QuickStart® Application Worksheets

Worksheet 3	# Operator Handling

20. When is an operator available to handle calls?
    Day   ☐* Yes ☐ No
    Night   ☐ Yes ☐* No

Transferring Calls to the Operator

What is the operator's extension number on the telephone system?   **Day**   ☐ 0 (zero)   ☐ _____
                                                    Night   ☐ 0 (zero)   ☐ _____

Call transfer type to use for operator's extension   ☐   Release
                                                           ☐*   Await Answer   for _____ rings
                                                            ☐   Wait for Ringback   for _____ rings
                                                                     (3 rings or more)

Application Screen, Page 3

Worksheet 4	# System Schedules

Use this worksheet to define the system's Day Mode operating schedule. This will usually match the company's office hours. All other hours the system operates in Night Mode. You may specify up to three ranges of hours and days for Day Mode operation.

31. Daytime Schedule   (Enter up to three ranges of hours and days for Schedule #1. Use separate sheets for #2 and #3.)
     a: _____ **am / pm** to _____ **am / pm** on Mon Tue Wed THu Fri Sat SUn
     b: _____ **am / pm** to _____ **am / pm** on Mon Tue Wed THu Fri Sat SUn
     c: _____ **am / pm** to _____ **am / pm** on Mon Tue Wed THu Fri Sat SUn
Ignore holidays?   ☐ Yes   ☐* No

32. Special Schedule (#4)   ☐ Day   ☐ Night

33. Holidays   (Write in the day & month of up to eighteen holidays)

_____   _____   _____   _____   _____   _____
_____   _____   _____   _____   _____   _____
_____   _____   _____   _____   _____   _____

34. Automatically adjust system for Daylight Savings Time?

☐ Yes   Date On _____   Date Off _____
☐ No

Application Screen, Page 4

QuickStart® Application Worksheets

<table>
<tr><td>**Worksheet**
5</td><td># Default Subscriber Settings</td></tr>
</table>

Use this worksheet to specify settings that will apply to *most* subscribers, including settings for Personal IDs, how calls are transferred, whether message waiting lamps are used, and whether the system will call the subscriber to deliver messages. Although these settings apply to most subscribers, you may specify custom settings for an individual subscriber on another worksheet.

Personal ID & Access Codes

The system automatically assigns a Personal ID to a new subscriber by adding one or more digits to the subscriber's extension ('X'). For example, '8X' would create a Personal ID of 8100 for extension 100.

Access codes allow or deny subscribers particular features of the system. See the *Application Manual* or the system's on-line help for access code definitions.

	Default	Change to:
Personal ID for Subscribers	8X	_____
Access Codes	PCBF	_____

Call Transfer

Transfer calls to subscribers?   ☐* Yes ☐ No

Call transfer type

☐* Await Answer   for _____ rings   Use call screening?   ☐ Yes ☐* No
☐ Release   (Use only with Await Answer call transfer type)
☐ Wait for Ringback   for _____ rings   Use call holding?   ☐ Yes ☐ Vox ☐* No
                       (3 rings or more)   (Do not use with Release call transfer type)

Message Notification

Activate message waiting lamps for new messages?   ☐* Yes ☐ No
(The telephone system must support message waiting lamps or indicators)

Message Delivery

Should the system call the subscriber's extension to deliver new messages?   ☐ Yes ☐* No

☐ Wait _____ minutes after a new message arrives before trying to call.
Hours to deliver: _____ **am / pm** to _____ **am / pm** on **Mon Tue Wed THu Fri Sat SUn**
Ring the extension for _____ rings before hanging up   (3 or more rings)

Choose one of the following:
☐ Deliver **each** new message as it arrives. If no answer, try again every _____ minutes.
☐ Deliver a **batch** of new messages every _____ minutes.
☐ ·Deliver all messages as soon an **urgent** one arrives. If no answer, try again every _____ minutes.

Application Screen, Page 5

QuickStart® Application Worksheets

<table>
<tr><td>**Worksheet**
6</td><td># System Security</td></tr>
</table>

Use this worksheet to specify several system-wide features that protect your system from unauthorized access and from certain system errors.

---

53. How many times should a caller be allowed to misdial?
    ☐* 4 times   ☐ _____ times

    Should a caller be routed to another System ID for help after misdialing repeatedly?
    ☐* No (system hangs up)   ☐ Yes, route to System ID _____

55. When should the system ask subscribers to delete unnecessary messages?
    ☐* When there is less than 15 minutes of message storage space left
    ☐ When there is less than _____ minutes of message storage space left

58. Who should receive a voice message if a system error occurs?
    ☐* Everyone who receives public messages
    ☐ These subscribers: Name: _____ Personal ID: _____
                           Name: _____ Personal ID: _____
                           Name: _____ Personal ID: _____

Application Screen, Page 6

<table>
<tr><td>**Worksheet**
7</td><td># Directory Assistance</td></tr>
</table>

The voice mail system offers an automatic directory of extensions, numeric directory assistance, and a special Departments transaction box to help callers find out the extension number of the person or department they are trying to reach. Use this worksheet to choose the directory assistance the system will provide.

Directory Assistance

	Default ID	Change to:	Make change on:
☐* Automatic directory assistance	555	_____	*Application Screen, Page 6*

Should the system automatically route the caller if there is only one matching name in the automatic directory?   ☐* Yes   ☐ No

	Default ID	Change to:	Make change on:
☐ Numeric directory assistance	$411	_____	*Groups Screen*
☐ Departments transaction box	411	_____	*Transaction Directory*

QuickStart® Application Worksheets

<table>
<tr><td>**Worksheet**
8</td><td># Public Fax Box</td></tr>
</table>

You can route incoming faxes to a particular extension, known as the Public Fax Box. This extension is then connected to one or more fax machines. Use this worksheet to specify how to set up the Public Fax Box. If you will not be using the Public Fax Box, you may skip this worksheet.

Fax ID: ☐* $FAXBOX ☐ FAX (329) ☐ Other: _____

Voice Name: ☐* *"...the Public Fax Box..."* ☐ Other: _____

NOTE: If you use the default Fax System ID, callers can't dial the Public Fax Box directly.

Transfer calls to the Public Fax Box? ☐ Yes, to extension _____ ☐* No (Turn off Public Fax Box)

Call transfer type ☐* Await Answer for ___ rings ☐ Release ☐ Wait for Ringback for ___ rings
(should be at least 3 rings)

Use call holding? ☐ Yes ☐ Vox ☐* No (Do not use holding with Release call transfer type)

Alternate Action: (if fax call transfer is unsuccessful)

☐* Say "Goodbye" then hang up   ☐ Route the call to another subscriber or transaction
☐ Transfer the call to the operator   box (Use Go-to-ID -> _____)
☐ Restart the call at the Opening Line   ☐ Hang up

Announce Options

Use this decision chart to decide how to handle manual fax calls and how to announce calls that are transferred to the Public Fax Box. Circle the choice you want for "Announce=".

```
                        ┌─ Ask caller to record an introduction? ─┐
                       YES                                        NO
                        ↓                                          ↓
        ┌─ Send a public announcement ─┐        ┌─ Send a public announcement ─┐
        │  when a fax call is transferred? │        │  when a fax call is transferred? │
       YES                              NO        YES                              NO
        ↓                               ↓          ↓                               ↓
   ┌──────────┐                  ┌──────────┐  ┌──────────┐                  ┌──────────┐
   │ Announce =│                  │ Announce =│  │ Announce =│                  │ Announce =│
   │  ALWAYS  │                  │  VOICE   │  │  POST    │                  │  NEVER   │
   └──────────┘                  └──────────┘  └──────────┘                  └──────────┘
```

QuickStart® Application Worksheets

Subscriber List

If you are adding subscribers **by range**, list the range(s) of Extension # IDs (for example, 210-320). If you are adding subscribers **one-by-one**, make as many copies of this worksheet as necessary to create a list of all subscribers. For each person, write the full name and extension number, with the lowest extension number first. Also, check off any subscribers you do NOT want listed in directory assistance. If you have a list or directory of all personnel and their extension numbers, you may use it in place of this worksheet.

Extension # ID Range 1   Start : _____   Stop: _____

Extension # ID Range 2   Start : _____   Stop: _____

Extension # ID Range 3   Start : _____   Stop: _____

Extension	Last Name	First & Middle Names	Unlisted
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐

Personal Directory Screen

QuickStart® Application Worksheets

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Guests

A subscriber may have one or more guests. Like subscribers, guests can leave and receive messages on the system, but can do so only with their host subscriber. Guests are usually important clients, family members, or others with whom a subscriber wants regular, two-way communication. Make as many copies of this worksheet as you need to list the host subscriber, guest name, and guest Personal ID. If the subscriber wants to receive the guest's messages as urgent messages, put a check mark next to the guest's name.

Host Subscriber	Guest Name	Guest Personal ID	Urgent?
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐
_____	_____	_____	☐

Personal Directory Screen

QuickStart® Application Worksheets

Message Groups

If a subscriber wants to regularly send messages to a group of other subscribers or guests, you may create a message group for him or her. Subscribers can also create their own message groups over the phone. Decide whether message groups should begin with letters or numbers. If message groups begin with numbers, include the special System ID for sending group messages. For each group you need, write down the group's name or number, as well as the group's owner. Indicate whether the owner is the *only* person who can send messages to the group. A group can also be set for dispatch distribution, so that only the *first* person to hear the message actually receives it.

Select message groups by name or by number?

☐ Use named groups   (Message group names begin with 3 letters)

☐ Use numbered groups   (Message group names begin with 3 numbers)
   System ID for numbered groups:_____   *(Application Screen, Page 6)*

Group Name or Number:	Group Owner:
Deliver the message *only* to the first person who hears it? ☐ Yes (DISPATCH distribution) ☐* No	Can someone besides the owner send a message to this group? ☐ Yes (OPEN group) ☐* No (PRIVATE group)

Group Members

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

_____   _____

Groups Screen

QuickStart® Application Worksheets

Special Subscriber Settings

Name _____
Personal ID _____
Extension # ID _____   Hold / Archive messages ___ / ___ days
Access Codes _____

Call Transfer

Transfer calls to subscriber?   □* Yes □ No

Call transfer type   □* Await Answer for ___ rings   □ Release   □ Wait for Ringback for ___ rings
                                    (3 rings or more)   (3 rings or more)

Transfer options   □ Announce □ Confirm □ Introduce □ Message Screen □ Screen □ None
Screening options   □ Announce □ Confirm □ Introduce □ Message Screen □ Screen □ None
(Use transfer & screening options only with Await Answer call transfer type)

Turn screening options on?   □ Yes   □* No   **Use call holding?**   □ Yes □ Vox □* No
                                                                                        (Do not use with Release call transfer type)

Action After Greeting

□ Take a message   □ Other Action _____
If taking message:
    Maximum Message Length ____ seconds   Allow caller to edit message?   □* Yes □ No
    Mark the messages urgent?   □ Yes □* No □ Ask
    Action after message? _____
Use one-key dialing during greeting?   □ Yes   □* No

Message Notification & Delivery

Lamp # _____   Activate message waiting lamps for new messages?   □* Yes □ No
(The telephone system must support message waiting lamps or indicators)

Phone #1 _____   Wait ____ minutes before trying to call.
Hours to deliver: _____ **am / pm** to _____ **am / pm** on **Mon Tue Wed THu Fri Sat SUn**
Try for ____ rings before hanging up. Try again in ____ minutes.
Deliver   □ **Each** new message   □ **Batches** of new messages   □ **Urgent** messages only

Phone #2 _____   Wait ____ minutes before trying to call.
Hours to deliver: _____ **am / pm** to _____ **am / pm** on **Mon Tue Wed THu Fri Sat SUn**
Try for ____ rings before hanging up. Try again in ____ minutes.
Deliver   □ **Each** new message   □ **Batches** of new messages   □ **Urgent** messages only

Phone #3 _____   Wait ____ minutes before trying to call.
Hours to deliver: _____ **am / pm** to _____ **am / pm** on **Mon Tue Wed THu Fri Sat SUn**
Try for ____ rings before hanging up. Try again in ____ minutes.
Deliver   □ **Each** new message   □ **Batches** of new messages   □ **Urgent** messages only

Phone #4 _____   Wait ____ minutes before trying to call.
Hours to deliver: _____ **am / pm** to _____ **am / pm** on **Mon Tue Wed THu Fri Sat SUn**
Try for ____ rings before hanging up. Try again in ____ minutes.
Deliver   □ **Each** new message   □ **Batches** of new messages   □ **Urgent** messages only

Personal Directory Screen

QuickStart® Application Worksheets

The Public Interview Box

The Public Interview Box is a special interview box owned by the system. When no operator is on duty, it can collect messages from callers who don't know where to send their message. The messages are delivered to all subscribers with public message access. There is only one Public Interview Box and it cannot be removed from the system. If you will not be using the Public Interview Box, you may skip this worksheet.

Write in the questions to be asked the caller and the maximum time allowed for the caller's answer.

System ID for Public Interview Box   ☐* $PM   ☐ Other _____

Question   **Max. Response** (in seconds)

1. _____   _____
2. _____   _____
3. _____   _____
4. _____   _____
5. _____   _____
6. _____   _____
7. _____   _____
8. _____   _____
9. _____   _____
10. _____   _____
11. _____   _____
12. _____   _____
13. _____   _____
14. _____   _____
15. _____   _____
16. _____   _____
17. _____   _____
18. _____   _____
19. _____   _____
20. _____   _____

Should outside callers be allowed to mark messages urgent?   ☐ Yes   ☐* No   ☐ Ask

Action after last question
   ☐*   Say "Goodbye" then hang up
   ☐   Transfer caller to operator
   ☐   Restart the call at the opening line
   ☐   Route the call to another subscriber or transaction box   (Using Go-to-ID -> _____)
   ☐   Hang up   (The system does not say anything after the last question.)

Transaction Directory, Public Interview

QuickStart® Application Worksheets

Menus & Interviews Map

Use this sheet to draw a map or diagram of any personnel directories, information menus, or special call routing you will use in your application. You can then use the *Menus & Interviews List* worksheet to list the transaction boxes required for this part of your application.

Transaction Directory

QuickStart® Application Worksheets

Menus & Interviews List

List here the transaction boxes or interview boxes you need to complete the application features you designed in the previous worksheet. Make as many copies of this worksheet as you need. For each box listed here, you should also complete an individual *Transaction Box* or *Interview Box* worksheet.

System ID	Name	Owner
Transfer? ☐ Yes, to Ext. # ____ ☐ No	Greeting ☐ None ☐ Use One-Key Dialing	Action after Greeting

System ID	Name	Owner
Transfer? ☐ Yes, to Ext. # ____ ☐ No	Greeting ☐ None ☐ Use One-Key Dialing	Action after Greeting

System ID	Name	Owner
Transfer? ☐ Yes, to Ext. # ____ ☐ No	Greeting ☐ None ☐ Use One-Key Dialing	Action after Greeting

System ID	Name	Owner
Transfer? ☐ Yes, to Ext. # ____ ☐ No	Greeting ☐ None ☐ Use One-Key Dialing	Action after Greeting

System ID	Name	Owner
Transfer? ☐ Yes, to Ext. # ____ ☐ No	Greeting ☐ None ☐ Use One-Key Dialing	Action after Greeting

Transaction Directory

QuickStart® Application Worksheets

Transaction Boxes

Transaction boxes are the building blocks of special applications. They can be used to provide audiotext, one-key menus, special message taking, and special call routing. For each transaction box in your application, fill out a copy of this worksheet.

System ID	Name	Owner

Call Transfer

Transfer the calls reaching this box to an extension?

Day hours   ☐   Yes, to extension _____   ☐* No

Night hours   ☐   Yes, to extension _____   ☐* No

Call transfer type   ☐*   Await Answer for ___ rings   ☐ Release   ☐ Wait for Ringback for ___ rings
                                 (3 rings or more)   (3 rings or more)

Transfer options   ☐ Announce   ☐ Confirm   ☐ Introduce   ☐ Message Screen   ☐ Screen   ☐ None
(Use only with Await Answer call transfer type)

Use call holding?   ☐ Yes   ☐ Vox   ☐* No
(Do not use with Release call transfer type)

Greeting

Day Greeting _____
_____

Night Greeting _____
_____

Use one-key dialing during greeting?   ☐ Yes   ☐* No

1 = _____	2 = _____	3 = _____	4 = _____	5 = _____
6 = _____	7 = _____	8 = _____	9 = _____	0 = _____

Action After Greeting

Day Night   (check one box for Day hours and one box for Night hours)

☐   ☐   Say "Goodbye" then hang up

☐   ☐   Transfer the caller to the operator

☐   ☐   Restart the call at the Opening Line

☐   ☐   Route the call to another subscriber or transaction box   (Use Go-to-ID -> _____)

☐   ☐   Interview the caller   (Use Go-to-ID -> $PM)

☐   ☐   Take a message

If taking message:

Maximum Message Length ____ seconds   Allow caller to edit message?   ☐* Yes   ☐ No

Mark the messages urgent?   ☐ Yes   ☐* No   ☐ Ask

Action after message? _____

Transaction Directory

QuickStart® Application Worksheets

Interview Boxes

Interview boxes allow you to ask specific questions of callers. All the responses of a caller are joined together in a single message, which is sent to the owner of the interview box. For each interview box in your application, fill out a copy of this worksheet. Write in the questions to be asked the caller and the maximum time allowed for the caller's answer.

Box Name	Owner
System ID	

Question	Max. Response (in seconds)
1. _____	_____
2. _____	_____
3. _____	_____
4. _____	_____
5. _____	_____
6. _____	_____
7. _____	_____
8. _____	_____
9. _____	_____
10. _____	_____
11. _____	_____
12. _____	_____
13. _____	_____
14. _____	_____
15. _____	_____
16. _____	_____
17. _____	_____
18. _____	_____
19. _____	_____
20. _____	_____

Should outside callers be allowed to mark messages urgent? ☐ Yes ☐* No ☐ Ask

Action after last question
- ☐* Say "Goodbye" then hang up
- ☐ Transfer caller to operator
- ☐ Restart the call at the Opening Line
- ☐ Route the call to another subscriber or transaction box (Using Go-to-ID -> _____)
- ☐ Hang up (The system does not say anything after the last question.)

Transaction Directory

QuickStart® Application Worksheets

ExecuMail

Voice Processing System

Changing the
System Conversation

Com 046

COMDIAL
Made right in the USA

Changing the
System Conversation

COMDIAL
Made right in the USA

Contents

Using This Guide

This guide will help you customize the system conversation. The guide is designed to be used in conjunction with the *Reference Manual*, which describes how to record Opening Line prompts and other voice fields. The guide is divided into the following sections.

- **Changing the Conversation** gives the basic steps for customizing the system prompts, including how to use the lists at the back of the guide to identify the specific prompts you want changed. It assumes you understand the design of the system conversation.

- **Conversation Overview** fully describes the system conversation and details each of its parts, including phrases, phrase names, prompts, prompt sets, prompt numbers, voice fields, and the Voice Prompt Editor Screen. You may wish to read this section *before* attempting to change any prompts.

- **Appendix A: Prompt by Text** lists the system prompts, sorted alphabetically by prompt text. The list includes the complete prompt number, the number of the floppy disk where the original system prompt is stored, the prompt text, and the phrase or phrases which use the prompt.

- **Appendix B: Prompt by Number** lists the system prompts, sorted by complete prompt number. The list includes the complete prompt number, the number of the floppy disk where the original system prompt is stored, the prompt text, and the phrase or phrases which use the prompt.

- **Appendix C: Phrase by Name** lists the system phrases, sorted alphabetically by phrase name. The list includes the phrase name, the phrase text, and the prompts associated with the phrase.

Changing the Conversation

While you do not have to change the conversation on your system, some applications are more effective if you do. For example, two organizations may want to share a single system, or one organization may want to offer service in more than one language.

You may want to change the system's Opening Line. This allows you to greet callers with your organization's name, offer a directory of extensions, and tell callers about any customized menus.

> **NOTE:** Complete instructions on changing the Opening Line are found in the *Reference Manual.*

If you decide to change any of your system prompts (other than the Opening Line), you will need to:

- Understand the system conversation design.
- Identify the prompt number of the specific prompt you want to change.
- Locate that prompt on screen.
- Select the appropriate voice field column.
- Re-record the voice field.

Understand the System Conversation Design

In order to maintain the natural flow of your system conversation, it is important to understand how the different parts of the conversation work together before making any changes.

The system conversation consists of phrases and prompts. Whenever the system reaches a point in the conversation where it needs to play a recording, that location is marked with a *unique* phrase. This **phrase** is a set of instructions that tells the system which prompt (or prompts) to play. A **prompt** is the actual recording the system plays.

The same prompt may be used at several different points in the conversation. In other words, *the same prompt may be used by more than one phrase.* If a prompt is used in more than one phrase, you should think about how your prompt changes will sound in each phrase before doing any re-recording.

You may wish to read the section *Conversation Overview* on page 5, before making any prompt changes.

Identify the Prompt Number

Before you re-record a prompt, you must first identify the complete number of the prompt you want to re-record. The way to identify a prompt number depends on how you discovered the change you want to make:

■ . If you heard the part of the conversation you want to change while listening to the system conversation, you know the **prompt text.**

■ If you read the part of the conversation you want to change in the system documentation, you know the **phrase name.** PH_Chk_YouHaveUrgent is an example of a phrase name.

If you know the prompt text:

1. Look up the prompt you want to change using the alphabetical prompt list in *Appendix A: Prompt by Text.*

2. Remember that the same prompt may be used in more than one phrase in the system conversation. Check which phrases use the prompt. If the prompt is used in only one phrase, skip to step 3.

   If the prompt is used in more than one phrase, look up each phrase in *Appendix C: Phrase by Name.* Make sure the new prompt you want to record works in each of these phrases.

3. Write down the complete prompt number for each prompt you wish to change (for example, DRØØ3), and skip to the section, *Locate the Prompt on the Voice Prompt Editor Screen.*

If you know the phrase name:

1. Look up the phrase in *Appendix C: Phrase by Name.*

2. Check which prompts are associated with that phrase.

3. Remember that each of these prompts may be used in several other phrases in the system conversation. Look up each prompt you want to change in *Appendix B: Prompt by Number.* If the prompt is used in only one phrase, skip to step 4.

   If the prompt is used in more than one phrase, look up each phrase in *Appendix C: Phrase by Name.* Make sure the new prompt you want to record works in each of these phrases.

4. Write down the complete prompt number for each prompt you wish to change (for example, DRØØ3).

For more details on prompt numbers or phrase names, see the *Conversation Overview* on page 5.

Locate the Prompt on the Voice Prompt Editor Screen

After identifying the number of the prompt you want to change, locate the voice field for that prompt on the Voice Prompt Editor Screen.

> **NOTE:** Prompts in the OP prompt set are stored in the Opening Line voice fields on the QuickStart Application Screen, Page 2. For details, see the topic *Opening Line* in the *Reference Manual.*

1. Sign in at the system console and press ⌈Ctrl⌋⌈P⌋. The Voice Prompt Editor Screen appears (Figure 1).

```
                    V O I C E   P R O M P T   E D I T O R
     PROMPT SET: DR-Directory        All Ports  Port 1   Port 2   Port 3   Port 4
     Num.  Description               Day Nt    Day Nt   Day Nt   Day Nt   Day Nt

       1  Please press the first thr  :4  <-     <-  <-    <-  <-    <-  <-    <-  <-
       2  Please enter the letters n  :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
       3  You may dial the extension  :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
       4  To stop the directory, pre  :6  <-     <-  <-    <-  <-    <-  <-    <-  <-
       5  There are no matches to th  :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
       6  Press 1 to try another nam  :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
       7  I'm sorry, directory assis  :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
       8  This directory will help y  :4  <-     <-  <-    <-  <-    <-  <-    <-  <-
       9  End of...                   :2  <-     <-  <-    <-  <-    <-  <-    <-  <-
      10  To start the list again, p  :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
      11  To hear the list again, pr  :3  <-     <-  <-    <-  <-    <-  <-    <-  <-
      12  Extension...                QP  <-     <-  <-    <-  <-    <-  <-    <-  <-
      13  For...                      QP  <-     <-  <-    <-  <-    <-  <-    <-  <-
```

Figure 1: Voice Prompt Editor Screen

2. Jump to the prompt you want to change by pressing ⌈Ctrl⌋⌈J⌋ and typing the complete prompt number ⌈←Enter⌋. For example, type:
    ⌈Ctrl⌋⌈J⌋ DRØØ3 ⌈←Enter⌋

    For details on moving around the Voice Prompt Editor Screen, see page 9.

3. Highlight the voice field you want to record.

    For details on selecting the appropriate voice field for your recording, see page 10.

Record the Voice Field

After you have highlighted a voice field:

1. Establish a local connection using a telephone and the ⌈F3⌋ and ⌈F4⌋ command keys.

2. Record the new prompt or other recording using the telephone handset and the ⌈F9⌋ and ⌈F10⌋ command keys.

For details on establishing a local connection, recording voice fields, appending to prompts, or copying prompts, see the topic *Recording Voice Fields* in the *Reference Manual.*

Conversation Overview

This section describes the system conversation and details each of its parts.

The System Conversation

The **system conversation** consists of phrases and prompts. Whenever the system reaches a point in the conversation where it needs to play a recording, that location is marked with a *unique* phrase. This phrase tells the system which prompts to play.

Phrases and Phrase Names

A **phrase** is a set of instructions that tells the system which prompt (or prompts) to play at a given point in the conversation.

For example, when the system reaches the part of the conversation where it must ask a subscriber if he or she would like to check new messages, that part of the conversation is marked with the phrase:

"Would you like to check [it \ them]?"   [PH_Chk_WouldLikeToCheck]

One of the instructions in this phrase tells the system to check how many messages the subscriber has. If there is *one* new message, the phrase instructs the system to play prompt SLØ5Ø (Would you like to check *it?*) If there is *more than one* new message, the phrase instructs the system to play prompt SLØ51 (Would you like to check *them?*)

The system documentation contains many examples of the system conversation. To help you identify the specific part of the conversation being discussed, each example is followed by a **phrase name** in brackets.

Appendix C lists the system phrases by name. If your system includes additional feature packages, refer to your feature package documentation for associated phrases.

Prompts

A **prompt** is an actual recording you hear when listening to the system conversation.

The same prompt may be used at several different points in the conversation. In other words, the same prompt may be used by more than one phrase. For example, prompt SLØ73 (urgent messages) is used in 6 different phrases.

If a prompt is used in more than one phrase, you should consider how the changed prompt will sound in each phrase before doing any re-recording.

The system prompts are pre-recorded in the system's "voice" before the voice mail system is shipped. With the optional ExecuMail Fax Feature Package, the system conversation may include 500 to 1000 prompts. Prompts are stored on disk in a prompt set subdirectory by prompt number (for example, (\SL\SLØ73).

Prompt Sets, Prompt Numbers and Prompt Disks

A **prompt set** is a group of prompts relating to a specific part of the conversation. For example, the prompts the system plays when outside callers reach a subscriber's voice mailbox, a transaction box, or an interview box are in the "Message Box" prompt set.

Each prompt set is identified by a 2-letter code (for example, prompts in the "Message Box" prompt set are identified by MB). Each prompt in the prompt set has its own number. The complete **prompt number** contains the prompt set code followed by a 3-digit number (for example, MBØØ1).

Figure 2 lists the prompt sets. *Appendix A* lists the system prompts by text. *Appendix B* lists the system prompts by number. The system also includes unnumbered prompts, which are not members of any prompt set. For details, see *Unnumbered Prompts* on page 11. If your system includes an additional feature package, refer to your feature package documentation for any additional prompts.

The **prompt disks** store prompts in separate DOS sound files in the appropriate prompt set's subdirectory. For example, the first prompt in the "Message Box" prompt set is stored on Prompt Disk 3 as \MB\MBØØ1 (the subdirectory followed by the complete prompt number).

Voice Fields

Each system prompt is accessed through a **voice field** on a system screen.

Voice fields are located on several of the system screens. Almost all of the voice fields for prompts are stored on the Voice Prompt Editor Screen. However, the voice fields for the Opening Line prompts are stored on the QuickStart Application Screen, Page 2. The voice fields for non-prompt recordings, such as voice names, transaction box greetings, and interview box questions, are stored on the appropriate Personal, Group, or Transaction Directory Screen. The Operator Box voice name and greetings are stored in voice fields on the QuickStart Application Screen, Page 3. For details, see *Unnumbered Prompts* on page 11.

If a prompt's voice field contains a recording, that field displays a number. The number represents how many seconds the recording lasts. Prompts lasting longer than 9 seconds are indicated by **>9**.

Prompt Set Code	Prompt Set Screen Name	Prompt Set Contents
DR	Directory	Played when outside callers reach automatic (or numeric) directory assistance.
DS	Delivery Sched's	Played when subscribers set message delivery schedules by phone.
DT	Date & Time	Played in timestamps and when subscribers use future message delivery.
ER	Error Notice	Played if certain system errors occur. (Error Notice prompts are not displayed on the Voice Prompt Editor Screen.)
GL	Global	Played in several parts of the system conversation (silence, beeps, *"on"* and *"off"*).
GR	Group Maintain	In the transaction box's 0> field, enter the System ID of the transaction box that will dial the operator. Played when subscribers create, change, or delete message groups.
HD	Holding	Played when callers hold for an extension (includes up to 10 music-on-hold prompts).
MB	Message Box	Played when outside callers reach a subscriber's voice mailbox, a transaction box, or an interview box.
ME	Menus	Played when subscribers use menu mode.
NM	Numbers	Played whenever a number is needed (message announcements, dates and timestamps).
OP	Intro Action Otherwise	Played during the Opening Line. (These prompts are stored on the QuickStart Application Screen, Page 2.)
SD	Special Delivery	Played when subscribers set special delivery options (urgent, private, return receipt, future delivery).
SL	Sub. Listen	Played when subscribers call the system to check messages.
SP	Sub. Options	Played when subscribers change individual setup options.
SR	Sub. Record	Played when subscribers leave messages for subscribers, guests, or message groups.
SS	Sub. Setup	Played for subscribers during first-time enrollment.

Figure 2: Prompt sets

> **NOTE:** A voice field on the Voice Prompt Editor may contain the letters **QP**, which means the prompt is indexed for "Quick Play", a feature that speeds the system's conversation. For details on Quick Play, see the *Reference Manual*. On the Voice Prompt Editor Screen, **only** the prompts in the **All Ports Day** voice field may be indexed in Quick Play. The prompts in the **All Ports Nt** and the **Port n Day/Nt** voice fields cannot be indexed for Quick Play.

If a prompt's voice field does **not** contain a recording, that field displays a left arrow (<-).

The Voice Prompt Editor Screen

Most prompts are stored in voice fields on the Voice Prompt Editor Screen (Figure 3).

```
                    V O I C E   P R O M P T   E D I T O R
PROMPT SET: DR-Directory        All Ports  Port 1   Port 2   Port 3   Port 4
Num.   Description              Day Nt     Day Nt   Day Nt   Day Nt   Day Nt

  1   Please press the first thr  :4  <-    <-  <-   <-  <-   <-  <-   <-  <-
  2   Please enter the letters n  :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  3   You may dial the extension  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
  4   To stop the directory, pre  :6  <-    <-  <-   <-  <-   <-  <-   <-  <-
  5   There are no matches to th  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
  6   Press 1 to try another nam  :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
  7   I'm sorry, directory assis  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
  8   This directory will help y  :4  <-    <-  <-   <-  <-   <-  <-   <-  <-
  9   End of...                   :2  <-    <-  <-   <-  <-   <-  <-   <-  <-
 10   To start the list again, p  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
 11   To hear the list again, pr  :3  <-    <-  <-   <-  <-   <-  <-   <-  <-
 12   Extension...               QP   <-    <-  <-   <-  <-   <-  <-   <-  <-
 13   For...                     QP   <-    <-  <-   <-  <-   <-  <-   <-  <-
```

Figure 3: Voice Prompt Editor Screen

The Voice Prompt Editor Screen contains these fields:

PROMPT SET
This field displays the 2-letter code and name of prompt set you're viewing. The Voice Prompt Editor Screen sorts prompt sets alphabetically by 2-letter code.

Num.
The column on the left side of the screen displays the number for each prompt in the displayed prompt set. The Voice Prompt Editor Screen stores each set of prompts by an abbreviated number-only code (for example, **7**). The complete prompt numbers begin with the 2-letter prompt set code, followed by the prompt number (for example, **DR007**). Complete prompt numbers are used throughout the system documentation and as filenames on the Prompt Disks and system's hard disk. For a list of the system prompts and their numbers, see *Appendix A: Prompt by Text* or *Appendix B: Prompt by Number*. For prompts used in additional feature packages, refer to the documentation that came with the feature package.

Description
This column displays a brief description of the text of each prompt. The description usually includes the first words of the prompt, which act as a reminder of what the prompt says. To read a description that extends beyond the display space, position the cursor on the description field and press ⊟ to scroll to the right. The fully extended description will display up to 250 characters.

> **NOTE:** Typing a new prompt description does **not** change the prompt
> recording. Similarly, re-recording the prompt does **not** change the description.
> **You can only edit the description by typing over the Description
> field.**

All Ports Day/Nt

This pair of columns contains the voice fields for prompts you want the system to
play on all ports (except for any port that has a port-specific recording). The
prompt in the **Day** column is played on all ports during Day Mode. The prompt
in the **Nt** column is played on all ports during Night Mode.

Unless you make recording changes, the original system prompts appear under
the **All Ports Day** column. The system uses these prompts on all ports, day
and night, unless other prompts are recorded specifically for a particular port or
for Night Mode.

Port *n* Day/Nt

In addition to the pair of columns for **All Ports**, there is a pair of **Day/Nt**
columns for each voice port on the system. Each pair of columns contains the
voice fields for prompts you want the system to play **for that specific port only.**
The prompt in the **Day** column is played for that specific port during Day Mode.
The prompt in the **Nt** column is played for that specific port during Night Mode.
These columns allow you to customize an application for different businesses or
departments sharing a system, or to localize an application for businesses offering
service in several different languages.

Moving Around the Screen

To jump to a specific prompt or prompt set, either:

- Press [Ctrl]-[J].

- Press [F2], then press [↓] [←Enter] to select **Jump to Prompt**.

In the pop-up box, either:

- Type a complete prompt number to jump to a prompt (for example, type
  DR003 [←Enter]).

- Type a prompt set code to jump to a prompt set (for example, type
  DR [←Enter]).

- Type an abbreviated prompt number to jump to a prompt in the prompt set
  already on-screen (for example, type **003** [←Enter]).

You scroll through the prompt sets by pressing [F8] to move to the next prompt
set and [Shift]-[F8] to move to the previous set. For a complete list of prompt
sets, see page 7. You scroll through the list of prompts in the prompt set
on-screen by pressing the [↑] [↓] keys or the [PgUp] and [PgDn] keys.

If you have more than 4 ports on your system, press [Ctrl]-[PgUp] or [Ctrl]-[PgDn]
to view the prompts for those ports.

You move from field to field across the page by pressing the [Tab↹] and
[Shift]-[Tab↹] keys or the arrow keys. In the **Description** fields, you move
one character at a time by pressing the [←] [→] keys.

Selecting Voice Fields

Depending on the voice field selected, you can record prompts to be played on:

- All ports at all times

- Only during Day Mode or Night Mode

- Only on certain ports

If a prompt's voice field does **not** contain a recording, that field displays a left arrow (<-). If there is an arrow in the **All Ports Nt** column, the system plays the **All Ports Day** prompt. When prompts appear in columns other than **All Ports Day**, the system decides which prompt to play based on the following priority (Figure 4).

Prompt Priority in Day Mode	Prompt Priority in Night Mode
1st: **Port n Day** prompt 2nd: **All Ports Day** prompt	1st: **Port n Nt** prompt 2nd: **Port n Day** prompt 3rd: **All Ports Nt** prompt 4th: **All Ports Day** prompt

Figure 4: Prompt priorities in Day Mode and Night Mode

> **NOTE:** The left arrow symbol (<-) means that the system uses the **All Ports Day** or **All Ports Nt** prompt, and **not** the previous port's prompt. If you want several, *but not all*, ports to play the same prompt, copy the desired prompt to the voice field for **each** of the desired ports.

This priority of prompts is best understood by looking at a few examples. Look at the screen in Figure 5. Some special port-specific prompts have been added for prompt DRØØ1. **During Day Mode**, callers ringing in on Port 1 hear the **Port 1 Day** prompt. Callers on Ports 2 and 3 hear the **All Ports Day** prompt. Callers on Port 4 hear the **Port 4 Day** prompt.

```
                 V O I C E   P R O M P T   E D I T O R
PROMPT SET: DR-Directory         All Ports   Port 1    Port 2    Port 3    Port 4
Num.  Description                 Day  Nt    Day  Nt   Day  Nt   Day  Nt   Day  Nt

  1   Please press the first thr  :9   :8    >9   :6   <-   <-   <-   <-   :8   <-
  2   Please enter the letters n  :2   <-    <-   <-   <-   <-   <-   <-   <-   <-
  3   You may dial the extension  :3   <-    <-   <-   <-   <-   <-   <-   <-   <-
  4   To stop the directory, pre  :6   <-    <-   <-   <-   <-   <-   <-   <-   <-
  5   There are no matches to th  :3   <-    <-   <-   <-   <-   <-   <-   <-   <-
  6   Press 1 to try another nam  :2   <-    <-   <-   <-   <-   <-   <-   <-   <-
  7   I'm sorry, directory assis  :3   <-    <-   <-   <-   <-   <-   <-   <-   <-
  8   This directory will help y  :4   <-    <-   <-   <-   <-   <-   <-   <-   <-
  9   End of...                   :2   <-    <-   <-   <-   <-   <-   <-   <-   <-
 10   To start the list again, p  :3   <-    <-   <-   <-   <-   <-   <-   <-   <-
 11   To hear the list again, pr  :3   <-    <-   <-   <-   <-   <-   <-   <-   <-
 12   Extension...                QP   <-    <-   <-   <-   <-   <-   <-   <-   <-
 13   For...                      QP   <-    <-   <-   <-   <-   <-   <-   <-   <-
```

Figure 5: Voice Prompt Editor Screen with port-specific day/night prompts

During Night Mode (Figure 5), callers ringing in on Port 1 hear the **Port 1 Nt** prompt. Callers ringing in on Ports 2 and 3 hear the **All Ports Nt** prompt. Callers on Port 4 hear the **Port 4 Day** prompt.

In the example in Figure 6, there is **no** DRØØ1 prompt recorded in the **All Ports Nt** voice field. **During Night Mode**, callers ringing in on Port 1 hear the **Port 1 Nt** prompt. Callers ringing in on Ports 2 and 3 hear the **All Ports Day** prompt. Callers on Port 4 hear the **Port 4 Day** prompt.

		All Ports		Port 1		Port 2		Port 3		Port 4	
PROMPT SET: DR-Directory		Day	Nt	Day	Nt	Day	Nt	Day	Nt	Day	Nt
Num.	Description										
1	**Please press the first thr**	:9	<-	>9	:6	<-	<-	<-	<-	:8	<-
2	Please enter the letters n	:2	<-	<-	<-	<-	<-	<-	<-	<-	<-
3	You may dial the extension	:3	<-	<-	<-	<-	<-	<-	<-	<-	<-
4	To stop the directory, pre	:6	<-	<-	<-	<-	<-	<-	<-	<-	<-
5	There are no matches to th	:3	<-	<-	<-	<-	<-	<-	<-	<-	<-
6	Press 1 to try another nam	:2	<-	<-	<-	<-	<-	<-	<-	<-	<-
7	I'm sorry, directory assis	:3	<-	<-	<-	<-	<-	<-	<-	<-	<-
8	This directory will help y	:4	<-	<-	<-	<-	<-	<-	<-	<-	<-
9	End of...	:2	<-	<-	<-	<-	<-	<-	<-	<-	<-
10	To start the list again, p	:3	<-	<-	<-	<-	<-	<-	<-	<-	<-
11	To hear the list again, pr	:3	<-	<-	<-	<-	<-	<-	<-	<-	<-
12	Extension...	QP	<-	<-	<-	<-	<-	<-	<-	<-	<-
13	For...	QP	<-	<-	<-	<-	<-	<-	<-	<-	<-

Figure 6: Voice Prompt Editor Screen with no All Ports Nt prompt recorded

Storing Prompts on the Hard Disk

When a prompt is recorded in a voice field column other than the **All Ports Day** column, it keeps the same filename as the prompt stored in the **All Ports Day** column, but adds a new filename extension. The filename extension indicates whether the prompt is played in Day Mode (A for AM) or Night Mode (P for PM), along with the number of the port (1, 2, 3, and so on) which plays the prompt.

For example, the first prompt in the "Message Box" prompt set is stored with the filename MBØØ1 ("Message Box" prompt set, prompt number 1). If you make two new recordings for the **Port 3** column, the DOS sound files for those Port 3 recordings are named MBØØ1.A3 for the **Day** column, and MBØØ1.P3 for the **Nt** column.

Unnumbered Prompts

As mentioned earlier in this document, almost all of the voice fields for prompts are stored on the Voice Prompt Editor Screen. The system includes additional prompts that are stored on other screens. These **unnumbered prompts** have a different type of DOS filename and are not members of any prompt set. For details on how to move around the voice mail system screens, see the *Reference Manual*.

The table below lists the unnumbered prompts, sorted by the screen location where they are stored. The list includes:

- The filename including the \OGM subdirectory
- The number of the floppy disk where the original system prompt is stored
- A description of the prompt, including its screen location
- The prompt text

Filename	Disk	Description (Location)	Prompt Text
\OGM\A %C%%%%%.%	1	Operator Box Voice name (Application Screen, Page 3)	The operator box.
\OGM\A %C%%%%%.#	1	Intro Operator Box (Application Screen, Page 3)	I'll transfer you now.
\OGM\A %C%%%%%.!	1	Operator Box Day greeting (Application Screen, Page 3)	I'm sorry, the operator is currently unavailable. To try again, press 0, otherwise, please answer the following questions and I'll make sure your message gets attention.
\OGM\A %C%%%%%.@	1	Operator Box Nite greeting (Application Screen, Page 3)	You've reached our office after hours. No operator is on duty now. You may leave a message by answering the following questions and I'll make sure your message gets attention.
\OGM\A %C%%%%%.&	1	Operator Box Alt greeting (Application Screen, Page 3)	No operator is on duty now. You may leave a message by answering the following questions and I'll make sure your message gets attention.
\OGM\A %G%%%%%.%	1	Public Fax Box Voice name (Application Screen, Page 6)	The Public Fax Box.
\OGM\O %&DCEJ%N	1	George Washington Voice name (Personal Directory)	George Washington.
\OGM\I %BDCEDCE	1	Thomas Jefferson Voice name (Personal Directory)	Thomas Jefferson.
\OGM\M %@FB%H&4.%	1	Accounts message group Voice name (Groups Screen)	Accounts.
\OGM\G %@DCEV9Z.%	1	All Sales People message group Voice name (Groups Screen)	All Sales people.
\OGM\K %@FB%F&4.#	1	Customer Service message group Voice name (Groups Screen)	Customer Service.
\OGM\J %@FB%E&4.#	1	Numeric Directory Voice name (Groups Screen)	Numeric Directory.
\OGM\J %@FB%E&4.%	1	Sales message group Voice name (Groups Screen)	Sales.
\OGM\K %@FB%F&4.%	1	Shipping message group Voice name (Groups Screen)	Shipping.
\OGM\L %@FB%G&4.%	1	Technical Support message group Voice name (Groups Screen)	Technical Support.
\OGM\A %CDCE9GA.!	1	Voice Mail Box Day greeting (Transaction Directory)	Please enter your Personal ID now. <Silence> Please enter your Personal ID now. <Silence> Please enter your Personal ID now.
\OGM\J %CDCEYTW.%	1	Sample transaction box Departments Voice name (Transaction Directory)	The Directory Box.
\OGM\J %CDCEYTW.!	1	Sample transaction box Departments Day greeting (Transaction Directory)	Press 1 for Sales, 2 for Support, or 3 for a list of all personnel. Once again, 1 for Sales, 2 for Support, or 3 for a list of all personnel.
\OGM\I %CDCEXOE.%	1	Sample transaction box Sales Voice name (Transaction Directory)	The Sales Box.
\OGM\I %CDCEXOE.!	1	Sample transaction box Sales Day greeting (Transaction Directory)	You have reached our Sales Department. All lines are currently busy. Please hold on and the operator will be right with you.
\OGM\I %CDCEXOE.@	1	Sample transaction box Sales Nite greeting (Transaction Directory)	You have reached our Sales Department. Normal business hours are from 8 a.m. to 5 p.m. Monday through Friday. Please call back during these times.
\OGM\I %CDCEXOE.#	1	Sample transaction box Sales Intro (Transaction Directory)	I'll transfer you now.
\OGM\A %CDCEP&D.%	1	Sample transaction box Technical Support Voice name (Transaction Directory)	Technical Support.

Filename	Disk	Description (Location)	Prompt Text
\OGM\A %CDCEP&D.!	1	Sample transaction box Technical Support Day greeting (Transaction Directory)	All of our support lines are currently busy. Please hold for the operator.
\OGM\A %CDCEP&D.@	1	Sample transaction box Technical Support Nite greeting (Transaction Directory)	You have reached our Technical Support department. Normal hours are 6 a.m. to 6 p.m., Monday through Friday. Please call back during our regular business hours.
\OGM\A %CDCEP&D.#	1	Sample transaction box Technical Support Intro (Transaction Directory)	I'll transfer you now.
\OGM\A %C%%%9GA.%	1	Sample voice detect box Voice name (Transaction Directory)	Voice Detect Box.
\OGM\A %C%%%9GA.!	1	Sample voice detect box Day greeting (Transaction Directory)	If your telephone does not have a touchtone keypad, you may continue by using your voice. To do this, you will say, yes for yes or remain silent for no. To continue by using your voice, say yes, otherwise remain silent to go to the operator.
\OGM\A %E%%%%%%.%	1	Sample Public Interview Box Voice name (Transaction Directory)	The Interview Box.
\OGM\A %E%%%%%%.#	1	Sample Public Interview Box question 1 (Transaction Directory)	I'm going to ask several questions. After each, please reply. First, whom are you trying to reach?
\OGM\A %E%%%%%%.!	1	Sample Public Interview Box question 2 (Transaction Directory)	Who's calling please?
\OGM\A %E%%%%%%.@	1	Sample Public Interview Box question 3 (Transaction Directory)	At what number can you be reached?
\OGM\A %E%%%%%%.&	1	Sample Public Interview Box question 4 (Transaction Directory)	What's this in reference to?
\OGM\A %E%%%%%%.A	1	Sample Public Interview Box question 5 (Transaction Directory)	What additional message would you like to leave?
\OGM\A %E%%%%%%.B	1	Sample Public Interview Box question 6 (Transaction Directory)	Thank you. I'll make sure your message gets attention.

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Appendix A:
Prompt by Text

This appendix provides a complete list of the system prompts, sorted alphabetically by text. The list includes:

- The complete prompt number
- The floppy disk where the original system prompt is stored
- The prompt text
- The phrase or phrases which use the prompt

Most of the system prompts are stored in voice fields on the Voice Prompt Editor Screen. Prompts in the OP prompt set are stored in the Opening Line voice fields on the QuickStart Application Screen, Page 2. For details, see the topic *Opening Line* in the *Reference Manual*. A few prompts appear on other screens. These unnumbered prompts are not members of any prompt set. For details, see *Unnumbered Prompts* on page 11.

If your voice mail system includes additional feature packages, it may use additional prompts not listed in this appendix. Refer to your feature package documentation for those prompts.

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
NM042	4	0 (Oh) (leading zero)	SUBPH_Time
NM018	4	0 (zero) (leading)	SUBPH_NumberLeading
NM019	4	0 (zero) (trailing)	SUBPH_NumberTrailing
NM001	4	1 (leading)	SUBPH_NumberLeading
NM020	4	1 (trailing)	SUBPH_NumberTrailing
SL078	5	1 new message.	SUBPH_1-10NewMessages
SL088	5	1 urgent.	PH_Chk_XUrgent
NM002	4	2 (leading)	SUBPH_NumberLeading
NM021	4	2 (trailing)	SUBPH_NumberTrailing
SL079	5	2 new messages.	SUBPH_1-10NewMessages
SL089	5	2 urgent.	PH_Chk_XUrgent
NM003	4	3 (leading)	SUBPH_NumberLeading
NM022	4	3 (trailing)	SUBPH_NumberTrailing
SL080	5	3 new messages.	SUBPH_1-10NewMessages
SL090	5	3 urgent.	PH_Chk_XUrgent
NM004	4	4 (leading)	SUBPH_NumberLeading
NM023	4	4 (trailing)	SUBPH_NumberTrailing
SL081	5	4 new messages.	SUBPH_1-10NewMessages
SL091	5	4 urgent.	PH_Chk_XUrgent
NM005	4	5 (leading)	SUBPH_NumberLeading
NM024	4	5 (trailing)	SUBPH_NumberTrailing
SL082	5	5 new messages.	SUBPH_1-10NewMessages
SL092	5	5 urgent.	PH_Chk_XUrgent
NM006	4	6 (leading)	SUBPH_NumberLeading
NM025	4	6 (trailing)	SUBPH_NumberTrailing
SL083	5	6 new messages.	SUBPH_1-10NewMessages
NM007	4	7 (leading)	SUBPH_NumberLeading
NM026	4	7 (trailing)	SUBPH_NumberTrailing
SL084	5	7 new messages.	SUBPH_1-10NewMessages
NM008	4	8 (leading)	SUBPH_NumberLeading
NM027	4	8 (trailing)	SUBPH_NumberTrailing
SL085	5	8 new messages.	SUBPH_1-10NewMessages
NM009	4	9 (leading)	SUBPH_NumberLeading
NM028	4	9 (trailing)	SUBPH_NumberTrailing
SL086	5	9 new messages.	SUBPH_1-10NewMessages
NM010	4	10 (leading)	SUBPH_NumberLeading
NM013	4	10 (trailing)	SUBPH_NumberTrailing
SL087	5	10 new messages.	SUBPH_1-10NewMessages
NM011	4	11 (leading)	SUBPH_NumberLeading
NM033	4	11 (trailing)	SUBPH_NumberTrailing
NM012	4	12 (leading)	SUBPH_NumberLeading
NM034	4	12 (trailing)	SUBPH_NumberTrailing
NM035	4	13 (trailing)	SUBPH_NumberTrailing
NM036	4	14 (trailing)	SUBPH_NumberTrailing
NM037	4	15 (trailing)	SUBPH_NumberTrailing
NM038	4	16 (trailing)	SUBPH_NumberTrailing
NM039	4	17 (trailing)	SUBPH_NumberTrailing
NM040	4	18 (trailing)	SUBPH_NumberTrailing
NM041	4	19 (trailing)	SUBPH_NumberTrailing
NM029	4	20 (leading)	SUBPH_NumberTrailing
NM014	4	20 (trailing)	SUBPH_NumberTrailing
NM030	4	30 (leading)	SUBPH_NumberTrailing
NM015	4	30 (trailing)	SUBPH_NumberTrailing
NM031	4	40 (leading)	SUBPH_NumberTrailing

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
NM016	4	40 (trailing)	SUBPH_NumberTrailing
NM032	4	50 (leading)	SUBPH_NumberTrailing
NM017	4	50 (trailing)	SUBPH_NumberTrailing
DT033	2	a.m.	SUBPH_Time
GR014	3	Added.	PH_Group_AddedorDeleted
SS011	5	All settings have been erased and your mailbox remains as new. If you wish to repeat the setup process now, enter your personal ID.	PH_Sub_AllSettingsAreErased
ER002	2	An error occurred during disk maintenance. Please contact your system representative.	PH_GAEN_DiskOptimization
ER003	2	An error occurred during your regularly scheduled backup. It is important to have a current backup. Please contact your system representative.	PH_GAEN_TapeBackup
ER001	2	An error occurred with disk redundancy. The system is running on a single drive. Please contact your system representative.	PH_GAEN_DiskRedundancy
GL016	2	An interruption has occurred, press 1 to continue.	PH_Rec_DialtoneDetected
DT031	2	And...	SUBPH_Days PH_Chk_And
HD021	3	And I have too many lines holding already.	PH_Hold_TooMany
SL004	5	And left a message.	(Not used in current version.)
DT011	2	April	SUBPH_Date
GR020	3	Are you sure you want to delete...	PH_Group_SureYouWantToDelete
DT020	2	At...	PH_Spdl_FutureAt
GR019	3	At the beep, state the name of the group. Press star when you are finished.	PH_Group_RecordGroupName
DT015	2	August	SUBPH_Date
GL022	2	*BEEP* (for transfer announce)	PH_Xfer_Announce
MB015	3	Box number...	PH_Chk_BoxNo PH_Fax_Greet
SL005	5	But left no reply.	PH_Chk_ButLeftNoReply
MB010	3	Call for...	PH_Xfer_CallForName PH_Xfer_CallForExt
MB012	3	Call from...	PH_Xfer_CallFrom
SP058	6	Call holding to your extension is...	PH_Sub_HoldingToExtensionIs PH_Sub_HoldingIsNotSupported
SP059	6	Call screening to your extension is...	PH_Sub_ScreeningToExtensionIs PH_Sub_ScreeningIsNotSupported
SP060	6	Call transfer to your extension is currently...	PH_Sub_TransferToExtensionIs
MB018	3	Call transferred...	PH_Chk_TransferedToFax
HD004	3	Calls are answered in the order received.	PH_Hold_YouAreInLine
GR007	3	Can others send a message to this group?	PH_Group_CanOtherSendToThis
SR017	6	Cancelled.	PH_Chk_Cancelled
SR041	6	Cancelling group message.	PH_Leave_CancellingGroupMsg
DS002	2	Change delivery to your home phone?	PH_Dlv_LikeToChangeHomePhone
DS003	2	Change delivery to your pager?	PH_Dlv_LikeToChangePagerPhone
DS004	2	Change delivery to your spare phone?	PH_Dlv_LikeToChangeSparePhone
SP020	6	Choose a code that you will not forget. The code should be 3 to 10 digits. Please enter your security code now. Press star when you are finished.	PH_Sub_ChooseACodeWillNotForget
GR024	3	Conflicts with an existing group number. Would you like to choose another group number?	PH_Group_NumberConflicts
SL076	5	Continue reviewing this message?	PH_Chk_ContinueReviewingThis
DT025	2	Days ago at...	SUBPH_DateTime
DT019	2	December	SUBPH_Date
GL018	2	Deleted.	PH_Group_AddedorDeleted
DS019	2	Delivery options complete, would you like to review them?	PH_Sub_DeliveryOptionsComplete
GR008	3	Do you want to change the group number?	PH_Group_ChangeNameorNumber
GR010	3	Do you want to change the group's recorded name?	PH_Group_ChangeRecordedName
GR009	3	Do you want to change the group's spelled name?	PH_Group_ChangeNameorNumber

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
GR011	3	Do you want to delete this member?	PH_Group_ConfirmorDelete
DR009	2	End of...	PH_Dir_EndOfGroup
SL055	5	End of urgent messages.	PH_Chk_EndOfUrgent
SS001	5	Enrollment paused. Press 1 to continue the enrollment process.	PH_Sub_EnrollmentPausedPress1
DS014	2	Enter the day of the month as a number from 1 to 31.	PH_Spdl_EnterDayOfMonth
SP012	6	Enter the digits of the new phone number. To insert 1 second pauses, press the pound key. Press star when you are finished.	PH_Sub_EnterNewPhoneNumber
DS013	2	Enter the ending time to the minute. Press star when you are finished.	PH_Dlv_EnterStopTime
SP043	6	Enter the first three letters of your last name. (Last name directory)	PH_Sub_EnterFirst3Letters
SP043	1	Enter the first three letters of your first name. (First name directory)	
DS015	2	Enter the month of the year as a number from 1 to 12 where January is 1 and so on.	PH_Spdl_EnterMonth
DS010	2	Enter the new days active by pressing 1 for Sunday, 2 for Monday, and so on. Press star when you are finished.	PH_Dlv_EnterActiveDays
SP011	6	Enter the new phone number now. Press star when you are finished.	(Not used in current version.)
DS012	2	Enter the starting time to the minute. Press star when you are finished.	PH_Dlv_EnterStartTime
DS011	2	Enter the time to the minute. Press star when you are finished.	PH_Spdl_EnterTime
DS021	2	Enter the year as a four-digit number.	(Not used in current version.)
DR012	2	Extension...	PH_Dir_NameOrExt PH_Box_HelloIHaveACallFor
SP031	6	Extension...	PH_Chk_Extension PH_Xfer_CallForExt
DT009	2	February	SUBPH_Date
DR013	2	For...	PH_Dir_ForNamePress
SL019	5	For...	(Not used in current version.)
ME009	4	For greetings press 4, groups 5, transfer or delivery 6, personal options 7.	PH_Opt_ForGreetingsPress4
SR044	6	For groups.	PH_Leave_AskForExtOr
DS020	2	For later today press 0, for tomorrow press 1, for 2 days from now press 2, and so on. To enter a month and day, press 9.	PH_Spdl_ForLaterPress
SL015	5	For no reply press 2, otherwise I'll record your message now.	PH_Chk_ForNoReply
GL004	2	For Q press 7, for Z press 9.	PH_Dir_PleasePressLetters PH_Leave_AskForName PH_Sub_EnterFirst3Letters PH_Sub_DoesNotKnowExtension PH_Group_AddMemberbyName PH_Group_DelMemberbyName PH_Group_EnterFirst3Letters PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
ME016	4	For transfer options press 4, for delivery options press 5.	PH_Opt_ForTransferOptionsPress
SD021	4	For urgent delivery, press 9.	PH_Box_FirstEditMenu PH_Box_NextEditMenu
ME012	4	For urgent press 4, private 5, return receipt 6, future delivery 7, to finish press star.	PH_Opt_ForUrgentPress4
ME021	4	For voice messages press 4, for totals press 5.	PH_Chk_MessageCategoryMenu
SL056	5	For your return receipts, press 1. <pause>	PH_Chk_ForReceipts
DT005	2	Friday (leading)	SUBPH_Days
DT040	2	Friday (trailing)	SUBPH_Days
SL042	5	From...	PH_Chk_From
SL057	5	Got all your messages and left...	PH_Chk_MsgGotAll
SL058	5	Got all your messages and left a message.	PH_Chk_MsgGotAll PH_Chk_GotAndLeft

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SL059	5	Got all your messages and left an urgent message.	PH_Chk_MsgGotAll PH_Chk_GotAndLeft
SL060	5	Got the message you sent...	PH_Chk_PerMessageReceipt
SL003	5	Got your last message...	PH_Chk_Receipt
SL062	5	Got your last message to...	PH_Chk_GotYourMessageTo
SL061	5	Got your last message.	(Not used in current version.)
SS002	5	Great! Welcome to the voicemail system. To use your new voice mailbox in the future, just enter your personal ID when the system first answers. If you'd like to use your mailbox now, enter your personal ID.	PH_Sub_GreatWelcomeToTheSystem
GR013	3	Group number...	PH_Group_Number PH_Group_NumberConflicts PH_Group_NameAndOrNumber PH_Group_GroupNumber
SL077	5	Guest number...	PH_Gst_GuestNumber
SL052	5	Has...	PH_Chk_MsgHas
SL031	5	Has a message for you.	PH_Chk_MsgHas
SL021	5	Has an old message to review.	PH_Chk_MsgHas
SL069	5	Has an urgent message for you.	PH_Chk_MsgHas
SL063	5	Has not heard this message.	PH_Leave_PersonHasNotHeardMsg
GR015	3	Has the following members.	PH_Group_HasTheFollowingMembers
SL064	5	Hasn't heard your last message but left...	PH_Chk_MsgHasntGot
SL065	5	Hasn't heard your last message but left a message.	PH_Chk_MsgHasntGot PH_Chk_HasntGotButLeft
SL066	5	Hasn't heard your last message but left an urgent message.	PH_Chk_MsgHasntGot PH_Chk_HasntGotButLeft
SL007	5	Hasn't heard your last message yet.	PH_Leave_HasntHeardLast
OP001	4	Hello, ExecuMail messaging system...	PH_Open_HelloThisIsThe
SS003	5	Hello, and thank you for calling. As a new voice mailbox owner, please take a moment to personalize your new mailbox.	PH_Sub_WelcomeToTheSystem
HD023	3	<Hold music 0>	PH_Hold_HoldMusic
HD024	3	<Hold music 1>	PH_Hold_HoldMusic
HD025	3	<Hold music 2>	PH_Hold_HoldMusic
HD026	3	<Hold music 3>	PH_Hold_HoldMusic
HD027	3	<Hold music 4>	PH_Hold_HoldMusic
HD028	3	<Hold music 5>	PH_Hold_HoldMusic
HD029	3	<Hold music 6>	PH_Hold_HoldMusic
HD030	3	<Hold music 7>	PH_Hold_HoldMusic
HD031	3	<Hold music 8>	PH_Hold_HoldMusic
HD032	3	<Hold music 9>	PH_Hold_HoldMusic
SL001	5	How nice to hear from you.	PH_Gst_HowNiceToHear
HD007	3	I will attempt to put you through, please stay on the line.	PH_Hold_AttemptPutYou
SL024	5	I'll copy the message now.	PH_Leave_WillCopyMessageNow
MB006	3	I'll record your message at the tone. When you are finished, hang up or stay on the line for further options.	PH_Box_WillRecordMessageNow
MB022	3	I'll record your message at the tone. When you are finished, please stay on the line to be transferred to a fax machine.	PH_Fax_AnnotateFollowup
HD001	3	I'm sorry, all lines are busy.	PH_Hold_AllStillBusy
HD002	3	I'm sorry, all lines are still busy.	PH_Hold_AllStillBusy
DR007	2	I'm sorry, directory assistance could not be completed.	PH_Dir_AssistanceCouldNot
SL075	5	I'm sorry I can't access the next message right now.	PH_Leave_CantAccessMessage
SL074	5	I'm sorry I can't access this message right now.	PH_Leave_CantAccessMessage
GL014	2	I'm sorry, I can't presently access...	PH_Chk_CantAccess PH_Leave_SorryCantAccess
GL012	2	I'm sorry, I can't take a message now, but thanks for calling.	PH_Box_SorryCantTakeMessage

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
GL015	2	I'm sorry, I can't talk to you now, please call back.	PH_Box_SorryCantTalkNow
GR012	3	I'm sorry, I cannot presently change this group.	PH_Group_SorryCantChangeGroup
MB001	3	I'm sorry, I did not hear your selection. Please reenter your selection now.	PH_Box_BadIDorPassword
DS023	2	I'm sorry, I did not recognize the date you entered.	PH_Spdl_NotRecognizeDate
DS024	2	I'm sorry, I did not recognize the days you entered.	PH_Dlv_NotRecognizeDays
DS022	2	I'm sorry, I did not recognize your time entry.	PH_Dlv_NotRecognizeTime
GL013	2	I'm sorry, I'm out of message space and can't record any more.	PH_Rec_OutOfSpace
MB014	3	I'm sorry, maximum recording time was exceeded.	PH_Box_FirstEditMenu PH_Box_MaxRecordingTimeExceeded
HD022	3	I'm sorry the line is no longer busy, but now it doesn't answer.	PH_Hold_NoLongerBusy
MB002	3	I'm sorry, the security code you entered isn't correct.	PH_Box_BadIDorPassword
SP026	6	I'm sorry, the two security codes you entered don't match.	PH_Sub_SorryCodesDidNotMatch
SR013	6	I'm sorry, there is no such extension number.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMoreMatches
DS026	2	I'm sorry, this schedule has a delivery mode that cannot be changed over the phone.	PH_Dlv_NoChangeOverPhone
SP033	6	I'm switching to your alternate greeting which currently is...	PH_Sub_SwitchingToGreeting
SP034	6	I'm switching to your standard greeting which currently is...	PH_Sub_SwitchingToGreeting
SD023	4	If this is an urgent message, press 9.	PH_Box_IfThisisUrgent PH_Box_FirstEditMenu
OP002	4	If you are calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory.	PH_Open_IfYouKnowExtension
MB007	3	If you need further assistance, press the pound key now. Thank you and goodbye.	PH_Box_Goodbye
HD033	3	If you'd like to hold, please say yes; to leave a message, remain silent.	PH_Hold_YouAreInLine
HD005	3	If you'd like to hold, press 1; to leave a message press 2.	PH_Hold_YouAreInLine
MB008	3	If you'd like to leave a message, I'll record it now.	PH_Box_WillRecordMessageNow PH_Box_WillTakeMessageBeep
SL012	5	If you'd like to leave a message, I'll record it now.	PH_Leave_LikeToLeave
SP002	6	If you'd like to try an extension, you may do so now. See you later.	PH_Sub_SeeYouLater
MB003	3	Is not available right now.	PH_Box_IsGone PH_Box_NameIsGone
GR062	3	Is number...	PH_Group_NameAndOrNumber
MB005	3	Is on the phone now.	PH_Box_IsGone PH_Box_NameIsGone PH_Hold_NameStillBusy
MB004	3	Is out today.	PH_Box_IsGone PH_Box_NameIsGone
HD003	3	Is still on the phone...	PH_Hold_NameStillBusy
DT008	2	January	SUBPH_Date
DT014	2	July	SUBPH_Date
DT013	2	June	SUBPH_Date
SL047	5	Left...	PH_Chk_LeftX PH_Chk_MsgLeft
SL006	5	Left a message.	PH_Chk_MsgLeft
SL070	5	Left an urgent message for you.	PH_Chk_MsgLeft
SR024	6	List who has not heard this message?	PH_Leave_ShouldListNotHeardMsg
SL030	5	Listen to the rest?	PH_Chk_ListenToRest PH_Leave_ListentotheRest
ME017	4	Main menu.	PH_Sub_MainMenu
DT010	2	March	SUBPH_Date
SD028	4	Mark for future delivery?	PH_Spdl_MarkFuture

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SD014	4	Mark for return receipt?	PH_Spdl_MarkedReceiptYN
SD009	4	Mark it private?	PH_Spdl_MarkedPrivateYN
SD019	4	Mark it urgent?	PH_Spdl_MarkedUrgentYN
SD007	4	Marked as private.	PH_Spdl_MarkedPrivateSK
SD008	4	Marked as private. Keep it private?	PH_Spdl_MarkedPrivateSK
SD017	4	Marked as urgent.	PH_Spdl_MarkedUrgentSK
SD018	4	Marked as urgent. Keep it urgent?	PH_Spdl_MarkedUrgentSK
SD031	4	Marked for delivery...	PH_Spdl_MarkedForDelivery
SD012	4	Marked for return receipt.	PH_Spdl_MarkedReceiptSK
SD013	4	Marked for return receipt. Keep return receipt?	PH_Spdl_MarkedReceiptSK
DT012	2	May	SUBPH_Date
DS006	2	Message delivery to your home phone is...	PH_Dlv_MessageDeliveryIs
DS007	2	Message delivery to your pager is...	PH_Dlv_MessageDeliveryIs
DS008	2	Message delivery to your spare phone is...	PH_Dlv_MessageDeliveryIs
DS005	2	Message delivery to your work phone is...	PH_Dlv_MessageDeliveryIs
ME007	4	Message delivery. For your work phone press 4, home phone 5, pager 6, spare phone 7.	PH_Opt_MessageDelivery
SL028	5	Message saved as new.	PH_Chk_SavedAsNew
SR022	6	Message saved.	PH_Leave_MessageSaved
SL041	5	Messages to review.	PH_Chk_YouHaveReview PH_Chk_MsgHas
DT027	2	Minutes.	PH_Chk_TotalTime
DT001	2	Monday (leading)	SUBPH_Days
DT036	2	Monday (trailing)	SUBPH_Days
SL040	5	New messages.	PH_Chk_YouHaveNew PH_Chk_YouStillHaveNew PH_Chk_MsgHasntGot PH_Chk_MsgGotAll PH_Chk_MsgLeft
SD015	4	No receipt.	PH_Spdl_MarkedReceiptSK
SP017	6	No security code has been set.	PH_Sub_NoSecurityCodeHasBeenSet
SP042	6	Not entered. Please note that you should enter a spelled name.	PH_Sub_NumbersToLastName
GR002	3	Not entered. The group cannot be added without a group name.	PH_Group_NotEnteredNeedsName
GR005	3	Not entered. The group cannot be added without a group number.	PH_Group_NotEnteredNeedsName
GR003	3	Not entered. The group number will not be changed.	PH_Group_NotEnteredNeedsName
GR006	3	Not entered. The group's spelled name will not be changed.	PH_Group_NotEnteredNeedsName
SD010	4	Not private.	PH_Spdl_MarkedPrivateSK
SP063	6	Not recorded.	PH_Sub_YourRecordedNameIs
SP028	6	Not recorded. Please note that it is best to have a recorded name.	PH_Sub_YourNewNameIs
GR004	3	Not recorded. The group cannot be added without a recorded name.	PH_Group_TheVoiceNameIs
SP061	6	Not supported by your phone's transfer setting. Please see your system manager if you need more information.	PH_Sub_ScreeningIsNotSupported PH_Sub_HoldingIsNotSupported
SD020	4	Not urgent.	PH_Spdl_MarkedUrgentSK
DT018	2	November	SUBPH_Date
DT017	2	October	SUBPH_Date
GL008	2	Off.	PH_Dlv_MessageDeliveryIs PH_Dlv_UrgentDeliveryIs PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
SR045	6	Okay, I'll record it now.	(Not used in current version.)
SP072	6	Okay, I'll record your greeting now.	PH_Sub_RecordYourGreeting
SR008	6	Okay, I'll record your message now.	PH_Leave_WillRecordMessageNow

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SP044	6	Okay, state your name at the beep. Press star when you are finished.	PH_Sub_StateYourNameAtTheBeep
SP029	6	Okay, state your name now. Please state only your name.	(Not used in current version.)
GL007	2	On.	PH_Dlv_MessageDeliveryIs PH_Dlv_UrgentDeliveryIs PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
DS030	2	On...	PH_Dlv_OnDays
DT026	2	One minute.	PH_Chk_TotalTime
SL036	5	One new message.	(Not used in current version.)
SS004	5	One way people know they've reached you or that you've called them, is by hearing your name. At the beep please state your first and last name, state only your name. Press the star key when you are finished.	PH_Sub_OneWayPeopleKnow
GR023	3	Open group...	PH_Group_NameAndOrNumber
GR022	3	Open group created. Ready to add the first member to this group.	PH_Group_Created
GR063	3	Open Group number...	PH_Group_NameAndOrNumber
GL005	2	Or, press pound pound to enter the extension number.	PH_Leave_AskForName PH_Group_AddMemberbyName PH_Group_DelMemberbyName
SR047	6	Or, press pound pound to spell the person's name.	PH_Leave_AskForExt PH_Leave_AskForExtOr PH_Group_AddMemberbyExt PH_Group_DelMemberbyExt PH_Group_ContAddMemberbyExt PH_Group_ContDelMemberbyExt
SR020	6	Otherwise I'll make sure your message is delivered.	PH_Box_FirstEditMenu
OP003.P	4	Otherwise, please answer the following questions and I'll make sure your message gets attention.	PH_Open_IfYouKnowExtension
OP003	4	Otherwise, please stay on the line and an operator will be right with you.	PH_Open_IfYouKnowExtension
DT024	2	Over...	SUBPH_NumberTrailing SUBPH_DateTime PH_Leave_NumberHaveNotHeard
DT034	2	p.m.	SUBPH_Time
NM043	4	Pause.	SUBPH_NumberString
SR025	6	People have not heard this message.	PH_Leave_NumberHaveNotHeard
SP056	6	Personal options complete. Would you like to review them?	PH_Sub_PersonalOptionsComplete
SL045	5	Playback paused.	PH_Pause_PlaybackPaused
SM002	5	Please enter the box number to reset.	PH_SBOwn_EnterBoxToReset
SR012	6	Please enter the extension number.	PH_Leave_AskForExt PH_Leave_AskForExtOr PH_Group_AddMemberbyExt PH_Group_DelMemberbyExt PH_Group_ContAddMemberbyExt PH_Group_ContDelMemberbyExt
SR043	6	Please enter the extension or...	PH_Leave_AskForExtOr
GR016	3	Please enter the first three letters of the group's name.	PH_Group_EnterFirst3Letters
SR003	6	Please enter the first three letters of the person's last name. (Last name directory)	PH_Leave_AskForName PH_Group_AddMemberbyName
SR003	1	Please enter the first three letters of the person's first name. (First name directory)	PH_Group_DelMemberbyName PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
GR017	3	Please enter the group number.	(Not used in current version.)
DR002	2	Please enter the letters now.	PH_Dir_PleasePressLetters PH_Leave_AskForName PH_Sub_EnterFirst3Letters PH_Sub_DoesNotKnowExtension PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
GR018	3	Please enter the three digits of the group number.	(Not used in current version.)

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
GR061	3	Please enter the three digits of the group number.	PH_Leave_AskForGroupNumber PH_Group_EnterGroupNumber
SP019	6	Please enter your new security code. Press star when you are finished. To delete your security code, just press star now.	PH_Sub_EnterSecurityCode
SP021	6	Please enter your new security code. The code should be 3 to 10 digits. Press star when you are finished. To delete your present security code, just press star now.	(Not used in current version.)
SL013	5	Please enter your personal security code.	PH_Sub_EnterPersonalCode
MB009	3	Please hold on while I try that extension.	PH_Xfer_HoldOn
MB020	3	Please hold on while I try the FAX machine. Remember, press the start button when your hear the tone.	PH_Xfer_HoldOn
MB013	3	Please press 1 to take the call, or 2 and I'll take a message.	PH_Xfer_Confirm
DR001	2	Please press the first three letters of the person's last name. (Last name directory)	PH_Dir_PleasePressLetters
DR001	1	Please press the first three letters of the person's first name. (First name directory)	
SR010	6	Please press your personal ID now to receive the message.	PH_Box_HelloIHaveACallFor
SP025	6	Please re-enter your new security code to confirm it. Press star when you are finished.	PH_Sub_EnterSecurityCode
MB019	3	Please state who should receive this fax, and what it's about.	PH_Fax_AnnotatePublic
SD027	4	Pre-recorded...	PH_Chk_PrerecordedAt
DR023	2	Press 0.	SUBPH_PressNumber
DR014	2	Press 1.	SUBPH_PressNumber PH_FaxCk_MenuOfferNum
DT035	2	Press 1 for a.m. or 2 for p.m.	PH_Dlv_1ForAm2ForPm
GL006	2	Press 1 for yes or 2 for no.	PH_Sub_WouldYouLikeToChange PH_Sub_LikeToSetSecurityCode
SL029	5	Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it.	PH_Box_FirstEditMenu PH_Box_NextEditMenu
DR006	2	Press 1 to try another name.	PH_Dir_NoMatches
DR015	2	Press 2.	SUBPH_PressNumber
SR018	6	Press 2 to record.	PH_Pause_2ToRecord
DR016	2	Press 3.	SUBPH_PressNumber
DR017	2	Press 4.	SUBPH_PressNumber
DR018	2	Press 5.	SUBPH_PressNumber
DR019	2	Press 6.	SUBPH_PressNumber
DR020	2	Press 7.	SUBPH_PressNumber
DR021	2	Press 8.	SUBPH_PressNumber
DR022	2	Press 9.	SUBPH_PressNumber
GL019	2	Press a touchtone to continue.	PH_Rec_PressTTToContinue PH_Pause_PressTT
SL046	5	Press pause to continue playing.	PH_Pause_PauseToPlay
SR016	6	Press pause to continue recording.	PH_Rec_RecordingPaused PH_Rec_PressPauseToContinue
SR011	6	Press yes to leave a personal message for...	PH_Leave_Press1toLeaveMessage
SM001	5	Press yes to reset a personal message box.	PH_SBOwn_LikeToResetBox
SR046	6	Press Yes, to confirm.	PH_Leave_Confirm PH_Group_ConfirmorDelete
GR021	3	Private group created. Ready to add the first member to this group.	PH_Group_Created
SL067	5	Received...	PH_Chk_ReceivedAt
SL018	5	Recorded...	PH_Chk_RecordedAt
SR042	6	Recording.	PH_Leave_RecordingthenBeep PH_Rec_Recording
SR014	6	Recording paused.	PH_Rec_RecordingPaused
SL002	5	Remember, 1 for yes and 2 for no.	PH_Sub_HelloOwner

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
ME018	4	Remember for the main menu, press star; to move back a menu, press pound.	PH_Sub_HelloOwner
HD009	3	Remember, you may press 2 to leave a message, or the pound key to try another extension at any time.	PH_Hold_HoldOptions
DT006	2	Saturday (leading)	SUBPH_Days
DT041	2	Saturday (trailing)	SUBPH_Days
DS017	2	Schedule options complete, would you like to review them?	PH_Sub_ScheduleOptionsComplete
DT028	2	Second.	PH_Chk_TotalTime
DT029	2	Seconds.	PH_Chk_TotalTime
SD002	4	Send it this way?	PH_Spdl_SendThisWay
SR040	6	Sending group message.	PH_Leave_SendingGroupMessage
SR023	6	Sent...	PH_Chk_SentAt
DT016	2	September	SUBPH_Date
SP057	6	Setup options complete. Would you like to review them?	PH_Sub_SetupOptionsComplete
GL010	2	Shall I leave it on?	PH_Dlv_LeaveTurnOn PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL009	2	Shall I turn it on?	PH_Dlv_LeaveTurnOn PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL021	2	[1 millisecond of silence]	PH_Leave_Beep
GL002	2	[1 second of silence]	PH_Dir_GroupName PH_Dir_EndOfGroup PH_Dir_ToStartHearAgain
GL003	2	[3 seconds of silence]	PH_Dir_EndPause PH_Fax_ShortHoldPhrase
GL001	2	[Half second of silence]	PH_FaxCk_NoDeliveryOffer
SR031	6	Some group members haven't heard your last message.	PH_Leave_GroupMessageNotHeard
SS005	5	Someone who does not know your extension number may still reach you or leave you a message just by knowing your last name. For this, the system must know how to spell your last name. To spell your name, find the touchtone keys that correspond to the first three letters of your last name. (Last name directory)	PH_Sub_DoesNotKnowExtension
SS005	1	Someone who does not know your extension number may still reach you or leave you a message just by knowing your first name. For this, the system must know how to spell your first name. To spell your name, find the touchtone keys that correspond to the first three letters of your first name. (First name directory)	
DT007	2	Sunday (leading)	SUBPH_Days
DT042	2	Sunday (trailing)	SUBPH_Days
MB021	3	Thank you. If you'd like to listen to your message press 2, to re-record it press the pound key.	PH_Box_FirstEditMenu
SR015	6	Thank you. Your message has been sent.	PH_Box_ThankYou
SR019	6	Thank you. Your urgent message has been sent.	PH_Box_ThankYou
SS006	5	Thank you. Your voice mailbox is now setup. If you are satisfied with your mailbox settings, press one. Remember that you may change each setting individually later on. However, if you wish to erase all current settings and repeat the setup process, press 2.	(Not used in current version.)
MB016	3	Thank you, and goodbye.	PH_Box_VoiceDetectBoxGoodbye PH_Box_Goodbye
SP069	6	The alternate greeting is...	PH_Sub_YourGreetingIs
SP075	6	The current greeting is...	PH_SBOwn_TheCurrentGreetingIs
DS016	2	The current phone number contains special dialing codes that cannot be entered over the phone. Are you sure you want to change this number?	PH_Sub_CurrentNumberHasSpecial
SP009	6	The current phone number is...	PH_Sub_TheCurrentPhoneNumberIs
DS009	2	The current schedule is active from:	PH_Dlv_ScheduleActiveFrom

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SL054	5	The first message is...	PH_Chk_FirstNextMessageIs
SL043	5	The first message is for...	PH_Chk_FirstNextMessageFor
GR025	3	The following groups exist:	PH_Group_TheseExist
GR026	3	The group number is...	PH_Group_TheNumberIs
GR027	3	The group's voice name is...	PH_Group_TheVoiceNameIs
SR026	6	The last member heard it...	PH_Chk_LastMemberAt
SL009	5	The message is...	PH_Chk_FirstNextMessageIs PH_Chk_TheMessageIs PH_Chk_MessageForGroup
SP013	6	The new phone number is...	PH_Sub_TheNewPhoneNumberIs
SL026	5	The next message is...	PH_Chk_FirstNextMessageIs
SL044	5	The next message is for...	PH_Chk_FirstNextMessageFor
GR028	3	The numbers corresponding to the first three letters of the group's name are:	PH_Group_TheNumberIs
SP045	6	The numbers corresponding to the first three letters of your last name are... (Last name directory)	PH_Sub_NumbersToLastName
SP045	1	The numbers corresponding to the first three letters of your first name are... (First name directory)	
MB017	3	The person you are trying to reach...	PH_Box_NameIsGone PH_Hold_NameStillBusy
SP067	6	The standard day greeting is...	PH_Sub_YourGreetingIs
SP068	6	The standard night greeting is...	PH_Sub_YourGreetingIs
ER004	2	The voice mail system...	PH_GAEN_VMS
GL011	2	The voice mail system is running low on recording space. Please delete all unnecessary messages.	PH_Sub_LowOnSpace
DS027	2	There are currently no scheduled days.	PH_Dlv_NoScheduledDays
DS028	2	There are currently no scheduled hours.	PH_Dlv_NoScheduledHours
GR030	3	There are no further matches to the group number you entered.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMatches
SP076	6	There are no further matches to the three digits you entered.	(Not used in current version.)
SP004	6	There are no further matches to the three letters you entered.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMatches PH_Group_NoMoreMatches
SL016	5	There are no further messages.	PH_Chk_YouStillHaveNew PH_Chk_YouStillHaveUrgent PH_Chk_NoFurther
GR032	3	There are no groups.	PH_Group_ThereAreNoGroups
GR037	3	There are no matches to that extension number.	PH_Group_NoMoreMatches
GR029	3	There are no matches to the group number you entered.	PH_Group_NoMatches
DR005	2	There are no matches to the three letters you entered.	PH_Dir_NoMatches
GR031	3	There are no matches to the three letters you entered.	PH_Group_NoMatches PH_Group_NoMoreMatches
SL032	5	There are no new messages.	PH_Chk_YouHaveNew PH_Chk_YouHaveUrgent
ME004	4	There are no new messages. To hear return receipts press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_NoNewHearReceipts
ME003	4	There are no new messages. To leave messages press 5, review old messages 6, setup options 7.	PH_Opt_NoNewLeaveMessages
SL033	5	There are no old messages to review.	PH_Chk_YouHaveReview
DS025	2	There are no valid delivery times. This schedule cannot deliver messages.	PH_Dlv_NoValidTimes
HD020	3	There are over 10 calls holding ahead of you.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
SP007	6	There is no current greeting.	(Not used in current version.)
DS031	2	There is no current phone number.	PH_Sub_NoCurrentPhoneNumber
DS029	2	There is no phone number. This delivery schedule cannot dial out.	PH_Sub_ThereIsNoPhoneNumber
SL010	5	There's also this message.	PH_Chk_AlsoThisMessage
DS018	2	This dialing schedule is incomplete.	PH_Dlv_ScheduleIncomplete

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
DR008	2	This directory will help you find a person's extension by their department.	PH_Dir_ThisDirWill
SP071	6	This greeting is currently in use. Would you like to try again?	PH_Leave_GreetingInUse
GR036	3	This group has no members.	PH_Group_NoMembers
SL011	5	This is a message for...	PH_Chk_FirstNextMessageFor PH_Chk_MessageForGroup
SL017	5	This is ExecuMail calling with a message for...	PH_Box_HelloIHaveACallFor
SR028	6	This message...	PH_Spdl_UrgentPrivateMessage
SL025	5	This message cannot be redirected.	(Not used in current version.)
SD011	4	This message cannot be redirected.	PH_Spdl_NoRedirect
SD001	4	This message has no special delivery.	PH_Spdl_NoSpecialDelivery
GL020	2	This option is not available. Please see your system manager if you need more information.	PH_Sub_ThisOptionIsNotAvailable PH_Spdl_OptionNotAvailable
SR029	6	This person hasn't heard your last message.	PH_Leave_PersonHasNotHeardLast
SR005	6	This person hasn't heard your last message, which is...	(Not used in current version.)
GR001	3	This person is already a member.	PH_Group_ThisPersonIsAMember
SD025	4	This private message...	PH_Spdl_UrgentPrivateMessage
SD024	4	This urgent message...	PH_Spdl_UrgentPrivateMessage
SD026	4	This urgent private message...	PH_Spdl_UrgentPrivateMessage
DT004	2	Thursday (leading)	SUBPH_Days
DT039	2	Thursday (trailing)	SUBPH_Days
DT032	2	To...	PH_Dlv_ScheduleActiveFrom
GR056	3	To add a member...	PH_Group_AddMemberbyName
GR058	3	To add another member...	PH_Group_ContAddMemberbyName
ME019	4	To add members press 4, delete members 5, list members 6, change group name 7.	PH_Opt_ToAddMembersPress4
ME008	4	To change the phone number press 4, schedule 5, delivery mode 6.	PH_Opt_ToChangeThePhoneNumber PH_Opt_ToChangePhoneEtcPlusFax
ME015	4	To change transfer number press 4, call screening 5, call holding 6.	PH_Opt_ToChangeTransferNumber
ME011	4	To change your security code press 4, recorded name 5, spelled name 6, directory status 7.	PH_Opt_ToChangeSecurityCode
ME001	4	To check new messages, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_ToCheckNewMessages
SR030	6	To confirm cancellation press 1.	PH_Leave_ToConfirmCancel
HD034	3	To continue to hold, please say yes; to stop holding, remain silent.	PH_Hold_YouAreInLine
HD006	3	To continue to hold, press 1; to leave a message press 2. Or, to try another extension, press the pound key. You must press a tone to remain connected.	PH_Hold_YouAreInLine
ME020	4	To create a group press 4, edit a group 5, list groups 6, delete a group 7.	PH_Opt_ToCreateAGroupPress4
GR057	3	To delete a member...	PH_Group_DelMemberbyName
GR059	3	To delete another member...	PH_Group_ContDelMemberbyName
GL017	2	To exit, press star.	PH_Sub_EnterFirst3Letters PH_Group_AddMemberbyName PH_Group_DelMemberbyName PH_Group_ToExitPressStar PH_SBOwn_LikeToResetBox PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
SR027	6	To exit the list, press star at any time.	PH_Leave_ToExitListPressStar
ME010	4	To hear current greeting press 4, switch greeting 5, edit standard greeting 6, edit alternate greeting 7.	PH_Opt_ToHearCurrentGreeting
ME002	4	To hear new messages, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_NewMessages
ME005	4	To hear return receipts, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_HearReceipts
DR011	2	To hear the list again, press the pound key.	PH_Dir_ToStartHearAgain

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
ME014	4	To hear this message press 4, cancel 5, change special delivery 6, list who has not heard it 7, to finish press star.	PH_Opt_ToHearMessageNotHeard
ME013	4	To hear this message press 4, cancel 5, change special delivery 6, to finish press star.	PH_Opt_ToHearMessagePress4
ME006	4	To leave messages press 5, review old messages 6, setup options 7.	PH_Opt_LeaveMessages
SD003	4	To send it this way, press 1.	PH_Spdl_ToSendThisWay
DR010	2	To start the list again, press the pound key.	PH_Dir_ToStartHearAgain
DR004	2	To stop the directory, press the pound key. Remember you may dial the extension at any time.	PH_Dir_ToStopDir
DT021	2	Today at...	SUBPH_DateTime PH_Spdl_FutureAt
DT023	2	Tomorrow at...	PH_Spdl_FutureAt
DT030	2	Totaling...	PH_Chk_TotalTime
SP049	6	Transfer and delivery options complete. Would you like to review them?	PH_Sub_TransDlvOptionsComplete
SP055	6	Transfer options complete. Would you like to review them?	PH_Sub_TransferOptionsComplete
DT002	2	Tuesday (leading)	SUBPH_Days
DT037	2	Tuesday (trailing)	SUBPH_Days
SP032	6	Urgent message delivery is currently...	PH_Dlv_UrgentDeliveryIs
SL073	5	Urgent messages.	PH_Chk_YouHaveUrgent PH_Chk_YouStillHaveUrgent PH_Chk_MsgHasntGot PH_Chk_MsgHas PH_Chk_MsgGotAll PH_Chk_MsgLeft
SD022	4	Urgent.	PH_Chk_XUrgent
SR035	6	Was transmitted...	(Not used in current version.)
DT003	2	Wednesday (leading)	SUBPH_Days
DT038	2	Wednesday (trailing)	SUBPH_Days
SS007	5	When callers can't reach you directly they will go to your voice mailbox. To encourage callers to leave a you message, your mailbox should include a personal message to greet them. At the beep, please record your personal greeting.	PH_Sub_WhenCallersCantReachYou
GR060	3	When you are finished selecting names from the list, press star.	PH_Group_WhenFinishedPressStar
HD008	3	While you are holding, you may press 2 to leave a message, or the pound key to try another extension at any time.	PH_Hold_HoldOptions
MB011	3	Whom may I say is calling?	PH_Xfer_WhomIsCalling
SR021	6	Will be sent...	PH_Spdl_WillBeSent
SR036	6	Will be sent immediately.	PH_Spdl_SentImmediately
SD016	4	With return receipt requested.	PH_Spdl_WithReceipt
SL014	5	Would you like me to archive this?	PH_Chk_LikeToArchive
SD004	4	Would you like special delivery for this message?	PH_Sub_LikeSpecialDeliveryRedir PH_Spdl_LikeSpecialDelivery
SD005	4	Would you like special delivery for this reply?	PH_Spdl_LikeSpecialDeliveryRep
SP001	6	Would you like to access your setup options?	PH_Sub_LikeToAccessSetup
GR034	3	Would you like to add members to this group list?	PH_Group_LikeToAddMembers
GR033	3	Would you like to add members to this group?	PH_Group_LikeToAddToThisGroup
SS008	5	Would you like to be listed in the directory, so that outside callers may reach you just by knowing your name? Press 1 for yes or 2 for no.	PH_Sub_LikeIncludedInDirectory
SR006	6	Would you like to cancel this message?	PH_Leave_WouldYouLiketoCancel
SP062	6	Would you like to change call transfer?	PH_Sub_LikeToChangeTransfer
SP014	6	Would you like to change it?	PH_Dlv_LikeToChange PH_Sub_WouldYouLikeToChange PH_Sub_TXWouldYouLikeToSwitch PH_Sub_LikeToChangePhoneNumber
DS001	2	Would you like to change message delivery to your work phone?	PH_Dlv_LikeToChangeWorkPhone

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SR004	6	You have a message from this person.	PH_Chk_MessageHaventHeard
SL035	5	You have one new message.	(Not used in current version.)
SL034	5	You have one old message to review.	PH_Chk_YouHaveReview
SL072	5	You have one urgent message.	PH_Chk_YouHaveUrgent
SR038	6	You left this group another message.	PH_Leave_YouLeftGroup
SR037	6	You left this person another message.	PH_Leave_YouLeftPerson
DR003	2	You may dial the extension at any time.	PH_Dir_YouMayDialExt
SL038	5	You still have...	PH_Chk_YouStillHaveNew PH_Chk_YouStillHaveUrgent PH_FaxCk_YouStillHaveFaxes
SL037	5	You still have one new message.	PH_Chk_YouStillHaveNew
SL068	5	You still have one urgent message.	PH_Chk_YouStillHaveUrgent
SS010	5	You will not be listed in the directory since a listing requires both your recorded name and a spelled name. Callers will have to know your extension number to reach you or leave you a message.	PH_Sub_YouHaveNotBeenListed
SP040	6	Your alternate greeting is...	PH_Sub_YourGreetingIs
SP008	6	Your current greeting is...	PH_Sub_YourGreetingIs
SR032	6	Your last message has not been heard.	PH_Leave_GroupMessageNotHeard
SP052	6	Your listing in the directory is now...	PH_Sub_ListingInDirectoryIsNow
SL053	5	Your message box...	PH_Chk_YourMessageBox
SL008	5	Your message box has a message.	PH_Chk_YourMessageBox
SL071	5	Your message box has an urgent message.	PH_Chk_YourMessageBox
SP030	6	Your new name is...	PH_Sub_YourNewNameIs
SP027	6	Your new security code has now been activated.	PH_Sub_SecurityCodeNowActive
SP053	6	Your recorded name is currently...	PH_Sub_YourRecordedNameIs
SP023	6	Your security code has been deleted.	PH_Sub_SecurityCodeDeleted
SP024	6	Your security code has not been changed.	PH_Sub_SorryCodesDidNotMatch
SP041	6	Your standard greeting is...	PH_Sub_YourGreetingIs

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SD006	4	Would you like to change special delivery for this message?	PH_Spdl_LikeToChangeSpecial
SP010	6	Would you like to change the current phone number?	PH_Sub_LikeToChangePhoneNumber
GR035	3	Would you like to change the name of this group?	PH_Group_LikeToChangeName
SP047	6	Would you like to change them?	PH_Sub_WouldYouLikeToChange
GR038	3	Would you like to change this?	PH_Group_LikeToChangeThis
SD029	4	Would you like to change to immediate delivery?	PH_Spdl_ChangeToImmediate
SP015	6	Would you like to change your delivery options?	PH_Sub_LikeToChangeDelivery
SP048	6	Would you like to change your directory listing status?	PH_Sub_LikeToChangeDirStatus
SP006	6	Would you like to change your greetings?	PH_Sub_LikeToChangeGreetings
GR039	3	Would you like to change your groups?	PH_Sub_LikeToChangeGroups
SP016	6	Would you like to change your personal options?	PH_Sub_LikeToChangeOptions
SP050	6	Would you like to change your recorded name?	PH_Sub_LikeToChangeRecordName
SP051	6	Would you like to change your spelled name?	PH_Sub_LikeToChangeSpelledName
SP046	6	Would you like to change your transfer or delivery options?	PH_Sub_LikeToChangeTransorDlv
SL050	5	Would you like to check it?	PH_Chk_WouldLikeToCheck
SL051	5	Would you like to check them?	PH_Chk_WouldLikeToCheck
SR034	6	Would you like to continue reviewing this message?	(Not used in current version.)
GR040	3	Would you like to continue with group maintenance?	PH_Group_LikeToContinueMaint
GR041	3	Would you like to create a new group?	PH_Group_LikeToCreateNewGroup
GR045	3	Would you like to create another group?	PH_Group_LikeToAddAnother
GR042	3	Would you like to delete a group?	PH_Group_LikeToDeleteAGroup
GR043	3	Would you like to delete another group?	PH_Group_LikeToDeleteAnother
SP005	6	Would you like to delete it?	(Not used in current version.)
GR046	3	Would you like to delete members from this group list?	PH_Group_LikeToDeleteMembers
GR044	3	Would you like to delete members from this group?	PH_Group_LikeToDeleteFromThis
SP022	6	Would you like to delete your security code?	PH_Sub_WouldYouLikeToDeleteCode
SP003	6	Would you like to do anything else?	PH_Sub_LikeToDoAnythingElse
GR047	3	Would you like to edit a group?	PH_Group_LikeToEditAGroup
GR050	3	Would you like to edit another group?	PH_Group_LikeToEditAnother
SL048	5	Would you like to hear it?	PH_Chk_WouldLikeToHear PH_Chk_LikeToHearIt
SL049	5	Would you like to hear them?	PH_Chk_WouldLikeToHear
SD030	4	Would you like to keep that?	PH_Spdl_KeepFuture
SR009	6	Would you like to leave another message?	PH_Leave_LikeToLeaveAnother
SR001	6	Would you like to leave any messages?	PH_Leave_LikeToLeaveAny
SR002	6	Would you like to leave this group an additional message?	PH_Leave_LikeLeaveGroupAnother
SR007	6	Would you like to leave this person an additional message?	PH_Leave_LikeLeavePersonAnother
GR048	3	Would you like to list all your groups?	PH_Group_LikeToListAllGroups
GR049	3	Would you like to list members of this group?	PH_Group_LikeToListMembers
GR051	3	Would you like to make any more changes to this group?	PH_Group_LikeToChangeMore
GR052	3	Would you like to make changes to another group?	(Not used in current version.)
SP035	6	Would you like to make this greeting active?	PH_Sub_MakeThisCurrentGreeting
SP073	6	Would you like to re-record the alternate greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP064	6	Would you like to re-record the standard day greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP065	6	Would you like to re-record the standard night greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP036	6	Would you like to re-record your alternate greeting?	PH_Sub_WouldYouLikeToRerecord
SP037	6	Would you like to re-record your standard greeting?	PH_Sub_WouldYouLikeToRerecord
GR053	3	Would you like to record a message for this group now?	PH_Group_RecordMessageNow

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SM005	5	Would you like to record a personal greeting?	PH_SBOwn_LikeToRecordGreeting
SM004	5	Would you like to record a voice name?	PH_SBOwn_LikeToRecordVoiceName
SL023	5	Would you like to record an introduction?	PH_Leave_LikeRecordIntroduction
SL027	5	Would you like to redirect this message to anyone else?	PH_Leave_LikeToRedirect
SL022	5	Would you like to redirect this?	PH_Chk_LikeToRedirect
SR033	6	Would you like to review it?	PH_Leave_GroupMessageNotHeard PH_Leave_PersonHasNotHeardLast
SL020	5	Would you like to review or redirect old messages?	(Not used in current version.)
GR054	3	Would you like to review the list of your groups?	PH_Group_ReviewListofGroups
GR055	3	Would you like to review this list?	PH_Group_LikeToReviewList
SS009	5	Would you like to set a security code to safeguard your mailbox? Press 1 for yes or 2 for no.	PH_Sub_EnrollSetSecurityCode
SM003	5	Would you like to set a security code?	PH_SBOwn_LikeToSetSecurityCode
SP018	6	Would you like to set your security code?	PH_Sub_LikeToSetSecurityCode PH_Sub_SetSecurityCode
SP074	6	Would you like to switch to the alternate greeting?	PH_Sub_TXWouldYouLikeToSwitch
SP066	6	Would you like to switch to the standard day and night greeting?	PH_Sub_TXWouldYouLikeToSwitch
SP038	6	Would you like to switch to your alternate greeting?	PH_Sub_WouldYouLikeToSwitch
SP054	6	Would you like to switch to your alternate greeting?	(Not used in current version.)
SP039	6	Would you like to switch to your standard greeting?	PH_Sub_WouldYouLikeToSwitch
SP070	6	Would you like to try again?	PH_Dlv_LikeToTryAgain PH_Spdl_NotRecognizeDate PH_Group_NoMatches
SR039	6	Would you still like to leave this person a message?	PH_Leave_StillLikeLeaveMessage
DT022	2	Yesterday at...	SUBPH_DateTime
HD017	3	You are eighth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD014	3	You are fifth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD010	3	You are first in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD013	3	You are fourth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD018	3	You are ninth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD011	3	You are second in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD016	3	You are seventh in line	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD015	3	You are sixth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD019	3	You are tenth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD012	3	You are third in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
SL039	5	You have...	PH_Chk_YouHaveNew PH_Chk_YouHaveUrgent PH_Chk_YouHaveReview PH_FaxCk_YouHaveFaxes
SL093	5	You have 1 new message...	SUBPH_YouHave1-10NewMessages
SL094	5	You have 2 new messages...	SUBPH_YouHave1-10NewMessages
SL095	5	You have 3 new messages...	SUBPH_YouHave1-10NewMessages
SL096	5	You have 4 new messages...	SUBPH_YouHave1-10NewMessages
SL097	5	You have 5 new messages...	SUBPH_YouHave1-10NewMessages
SL098	5	You have 6 new messages...	SUBPH_YouHave1-10NewMessages
SL099	5	You have 7 new messages...	SUBPH_YouHave1-10NewMessages
SL100	5	You have 8 new messages...	SUBPH_YouHave1-10NewMessages
SL101	5	You have 9 new messages...	SUBPH_YouHave1-10NewMessages
SL102	5	You have 10 new messages...	SUBPH_YouHave1-10NewMessages

Appendix B:
Prompt by Number

This appendix provides a complete list of the system prompts, sorted by complete prompt number. The list includes:

- The complete prompt number

- The floppy disk where the original system prompt is stored

- The prompt text

- The phrase or phrases which use the prompt

Most of the system prompts are stored in voice fields on the Voice Prompt Editor Screen. Prompts in the OP prompt set are stored in the Opening Line voice fields on the QuickStart Application Screen, Page 2. For details, see the topic *Opening Line* in the *Reference Manual*. A few prompts appear on other screens. These unnumbered prompts are not members of any prompt set. For details, see *Unnumbered Prompts* on page 11.

If your voice mail system includes additional feature packages, it may use additional prompts not listed in this appendix. Refer to your feature package documentation for those prompts.

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
DR001	2	Last name directory: Please press the first three letters of the person's last name.	PH_Dir_PleasePressLetters
DR001	1	First name directory: Please press the first three letters of the person's first name.	
DR002	2	Please enter the letters now.	PH_Dir_PleasePressLetters PH_Leave_AskForName PH_Sub_EnterFirst3Letters PH_Sub_DoesNotKnowExtension PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
DR003	2	You may dial the extension at any time.	PH_Dir_YouMayDialExt
DR004	2	To stop the directory, press the pound key. Remember you may dial the extension at any time.	PH_Dir_ToStopDir
DR005	2	There are no matches to the three letters you entered.	PH_Dir_NoMatches
DR006	2	Press 1 to try another name.	PH_Dir_NoMatches
DR007	2	I'm sorry, directory assistance could not be completed.	PH_Dir_AssistanceCouldNot
DR008	2	This directory will help you find a person's extension by their department.	PH_Dir_ThisDirWill
DR009	2	End of...	PH_Dir_EndOfGroup
DR010	2	To start the list again, press the pound key.	PH_Dir_ToStartHearAgain
DR011	2	To hear the list again, press the pound key.	PH_Dir_ToStartHearAgain
DR012	2	Extension...	PH_Dir_NameOrExt PH_Box_HelloIHaveACallFor
DR013	2	For...	PH_Dir_ForNamePress
DR014	2	Press 1.	SUBPH_PressNumber PH_FaxCk_MenuOfferNum
DR015	2	Press 2.	SUBPH_PressNumber
DR016	2	Press 3.	SUBPH_PressNumber
DR017	2	Press 4.	SUBPH_PressNumber
DR018	2	Press 5.	SUBPH_PressNumber
DR019	2	Press 6.	SUBPH_PressNumber
DR020	2	Press 7.	SUBPH_PressNumber
DR021	2	Press 8.	SUBPH_PressNumber
DR022	2	Press 9.	SUBPH_PressNumber
DR023	2	Press 0.	SUBPH_PressNumber
DS001	2	Would you like to change message delivery to your work phone?	PH_Dlv_LikeToChangeWorkPhone
DS002	2	Change delivery to your home phone?	PH_Dlv_LikeToChangeHomePhone
DS003	2	Change delivery to your pager?	PH_Dlv_LikeToChangePagerPhone
DS004	2	Change delivery to your spare phone?	PH_Dlv_LikeToChangeSparePhone
DS005	2	Message delivery to your work phone is...	PH_Dlv_MessageDeliveryIs
DS006	2	Message delivery to your home phone is...	PH_Dlv_MessageDeliveryIs
DS007	2	Message delivery to your pager is...	PH_Dlv_MessageDeliveryIs
DS008	2	Message delivery to your spare phone is...	PH_Dlv_MessageDeliveryIs
DS009	2	The current schedule is active from:	PH_Dlv_ScheduleActiveFrom
DS010	2	Enter the new days active by pressing 1 for Sunday, 2 for Monday, and so on. Press star when you are finished.	PH_Dlv_EnterActiveDays
DS011	2	Enter the time to the minute. Press star when you are finished.	PH_Spdl_EnterTime
DS012	2	Enter the starting time to the minute. Press star when you are finished.	PH_Dlv_EnterStartTime
DS013	2	Enter the ending time to the minute. Press star when you are finished.	PH_Dlv_EnterStopTime
DS014	2	Enter the day of the month as a number from 1 to 31.	PH_Spdl_EnterDayOfMonth
DS015	2	Enter the month of the year as a number from 1 to 12 where January is 1 and so on.	PH_Spdl_EnterMonth
DS016	2	The current phone number contains special dialing codes that cannot be entered over the phone. Are you sure you want to change this number?	PH_Sub_CurrentNumberHasSpecial

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
DS017	2	Schedule options complete, would you like to review them?	PH_Sub_ScheduleOptionsComplete
DS018	2	This dialing schedule is incomplete.	PH_Dlv_ScheduleIncomplete
DS019	2	Delivery options complete, would you like to review them?	PH_Sub_DeliveryOptionsComplete
DS020	2	For later today press 0, for tomorrow press 1, for 2 days from now press 2, and so on. To enter a month and day, press 9.	PH_Spdl_ForLaterPress
DS021	2	Enter the year as a four-digit number.	(Not used in current version.)
DS022	2	I'm sorry, I did not recognize your time entry.	PH_Dlv_NotRecognizeTime
DS023	2	I'm sorry, I did not recognize the date you entered.	PH_Spdl_NotRecognizeDate
DS024	2	I'm sorry, I did not recognize the days you entered.	PH_Dlv_NotRecognizeDays
DS025	2	There are no valid delivery times. This schedule cannot deliver messages.	PH_Dlv_NoValidTimes
DS026	2	I'm sorry, this schedule has a delivery mode that cannot be changed over the phone.	PH_Dlv_NoChangeOverPhone
DS027	2	There are currently no scheduled days.	PH_Dlv_NoScheduledDays
DS028	2	There are currently no scheduled hours.	PH_Dlv_NoScheduledHours
DS029	2	There is no phone number. This delivery schedule cannot dial out.	PH_Sub_ThereIsNoPhoneNumber
DS030	2	On...	PH_Dlv_OnDays
DS031	2	There is no current phone number.	PH_Sub_NoCurrentPhoneNumber
DT001	2	Monday (leading)	SUBPH_Days
DT002	2	Tuesday (leading)	SUBPH_Days
DT003	2	Wednesday (leading)	SUBPH_Days
DT004	2	Thursday (leading)	SUBPH_Days
DT005	2	Friday (leading)	SUBPH_Days
DT006	2	Saturday (leading)	SUBPH_Days
DT007	2	Sunday (leading)	SUBPH_Days
DT008	2	January	SUBPH_Date
DT009	2	February	SUBPH_Date
DT010	2	March	SUBPH_Date
DT011	2	April	SUBPH_Date
DT012	2	May	SUBPH_Date
DT013	2	June	SUBPH_Date
DT014	2	July	SUBPH_Date
DT015	2	August	SUBPH_Date
DT016	2	September	SUBPH_Date
DT017	2	October	SUBPH_Date
DT018	2	November	SUBPH_Date
DT019	2	December	SUBPH_Date
DT020	2	At...	PH_Spdl_FutureAt
DT021	2	Today at...	SUBPH_DateTime PH_Spdl_FutureAt
DT022	2	Yesterday at...	SUBPH_DateTime
DT023	2	Tomorrow at...	PH_Spdl_FutureAt
DT024	2	Over...	SUBPH_NumberTrailing SUBPH_DateTime PH_Leave_NumberHaveNotHeard
DT025	2	Days ago at...	SUBPH_DateTime
DT026	2	One minute.	PH_Chk_TotalTime
DT027	2	Minutes.	PH_Chk_TotalTime
DT028	2	Second.	PH_Chk_TotalTime
DT029	2	Seconds.	PH_Chk_TotalTime
DT030	2	Totaling...	PH_Chk_TotalTime
DT031	2	And...	SUBPH_Days PH_Chk_And
DT032	2	To...	PH_Dlv_ScheduleActiveFrom

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
DT033	2	a.m.	SUBPH_Time
DT034	2	p.m.	SUBPH_Time
DT035	2	Press 1 for a.m. or 2 for p.m.	PH_Dlv_1ForAm2ForPm
DT036	2	Monday (trailing)	SUBPH_Days
DT037	2	Tuesday (trailing)	SUBPH_Days
DT038	2	Wednesday (trailing)	SUBPH_Days
DT039	2	Thursday (trailing)	SUBPH_Days
DT040	2	Friday (trailing)	SUBPH_Days
DT041	2	Saturday (trailing)	SUBPH_Days
DT042	2	Sunday (trailing)	SUBPH_Days
ER001	2	An error occurred with disk redundancy. The system is running on a single drive. Please contact your system representative.	PH_GAEN_DiskRedundancy
ER002	2	An error occurred during disk maintenance. Please contact your system representative.	PH_GAEN_DiskOptimization
ER003	2	An error occurred during your regularly scheduled backup. It is important to have a current backup. Please contact your system representative.	PH_GAEN_TapeBackup
ER004	2	The voice mail system...	PH_GAEN_VMS
GL001	2	[Half second of silence]	PH_FaxCk_NoDeliveryOffer
GL002	2	[1 second of silence]	PH_Dir_GroupName PH_Dir_EndOfGroup PH_Dir_ToStartHearAgain
GL003	2	[3 seconds of silence]	PH_Dir_EndPause PH_Fax_ShortHoldPhrase
GL004	2	For Q press 7, for Z press 9.	PH_Dir_PleasePressLetters PH_Leave_AskForName PH_Sub_EnterFirst3Letters PH_Sub_DoesNotKnowExtension PH_Group_AddMemberbyName PH_Group_DelMemberbyName PH_Group_EnterFirst3Letters PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
GL005	2	Or, press pound pound to enter the extension number.	PH_Leave_AskForName PH_Group_AddMemberbyName PH_Group_DelMemberbyName
GL006	2	Press 1 for yes or 2 for no.	PH_Sub_WouldYouLikeToChange PH_Sub_LikeToSetSecurityCode
GL007	2	On.	PH_Dlv_MessageDeliveryIs PH_Dlv_UrgentDeliveryIs PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL008	2	Off.	PH_Dlv_MessageDeliveryIs PH_Dlv_UrgentDeliveryIs PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL009	2	Shall I turn it on?	PH_Dlv_LeaveTurnOn PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL010	2	Shall I leave it on?	PH_Dlv_LeaveTurnOn PH_Sub_ListingInDirectoryIsNow PH_Sub_TransferToExtensionIs PH_Sub_ScreeningToExtensionIs PH_Sub_HoldingToExtensionIs
GL011	2	The voice mail system is running low on recording space. Please delete all unnecessary messages.	PH_Sub_LowOnSpace
GL012	2	I'm sorry, I can't take a message now, but thanks for calling.	PH_Box_SorryCantTakeMessage
GL013	2	I'm sorry, I'm out of message space and can't record any more.	PH_Rec_OutOfSpace
GL014	2	I'm sorry, I can't presently access...	PH_Chk_CantAccess PH_Leave_SorryCantAccess

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
GL015	2	I'm sorry, I can't talk to you now, please call back.	PH_Box_SorryCantTalkNow
GL016	2	An interruption has occurred, press 1 to continue.	PH_Rec_DialtoneDetected
GL017	2	To exit, press star.	PH_Sub_EnterFirst3Letters PH_Group_AddMemberbyName PH_Group_DelMemberbyName PH_Group_ToExitPressStar PH_SBOwn_LikeToResetBox PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
GL018	2	Deleted.	PH_Group_AddedorDeleted
GL019	2	Press a touchtone to continue.	PH_Rec_PressTTToContinue PH_Pause_PressTT
GL020	2	This option is not available. Please see your system manager if you need more information.	PH_Sub_ThisOptionIsNotAvailable PH_Spdl_OptionNotAvailable
GL021	2	[1 millisecond of silence]	PH_Leave_Beep
GL022	2	*BEEP* (for transfer announce)	PH_Xfer_Announce
GR001	3	This person is already a member.	PH_Group_ThisPersonIsAMember
GR002	3	Not entered. The group cannot be added without a group name.	PH_Group_NotEnteredNeedsName
GR003	3	Not entered. The group number will not be changed.	PH_Group_NotEnteredNeedsName
GR004	3	Not recorded. The group cannot be added without a recorded name.	PH_Group_TheVoiceNameIs
GR005	3	Not entered. The group cannot be added without a group number.	PH_Group_NotEnteredNeedsName
GR006	3	Not entered. The group's spelled name will not be changed.	PH_Group_NotEnteredNeedsName
GR007	3	Can others send a message to this group?	PH_Group_CanOtherSendToThis
GR008	3	Do you want to change the group number?	PH_Group_ChangeNameorNumber
GR009	3	Do you want to change the group's spelled name?	PH_Group_ChangeNameorNumber
GR010	3	Do you want to change the group's recorded name?	PH_Group_ChangeRecordedName
GR011	3	Do you want to delete this member?	PH_Group_ConfirmorDelete
GR012	3	I'm sorry, I cannot presently change this group.	PH_Group_SorryCantChangeGroup
GR013	3	Group number...	PH_Group_Number PH_Group_NumberConflicts PH_Group_NameAndOrNumber PH_Group_GroupNumber
GR014	3	Added.	PH_Group_AddedorDeleted
GR015	3	Has the following members.	PH_Group_HasTheFollowingMembers
GR016	3	Please enter the first three letters of the group's name.	PH_Group_EnterFirst3Letters
GR017	3	Please enter the group number.	(Not used in current version.)
GR018	3	Please enter the three digits of the group number.	(Not used in current version.)
GR019	3	At the beep, state the name of the group. Press star when you are finished.	PH_Group_RecordGroupName
GR020	3	Are you sure you want to delete...	PH_Group_SureYouWantToDelete
GR021	3	Private group created. Ready to add the first member to this group.	PH_Group_Created
GR022	3	Open group created. Ready to add the first member to this group.	PH_Group_Created
GR023	3	Open group...	PH_Group_NameAndOrNumber
GR024	3	Conflicts with an existing group number. Would you like to choose another group number?	PH_Group_NumberConflicts
GR025	3	The following groups exist:	PH_Group_TheseExist
GR026	3	The group number is...	PH_Group_TheNumberIs
GR027	3	The group's voice name is...	PH_Group_TheVoiceNameIs
GR028	3	The numbers corresponding to the first three letters of the group's name are:	PH_Group_TheNumberIs
GR029	3	There are no matches to the group number you entered.	PH_Group_NoMatches
GR030	3	There are no further matches to the group number you entered.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMatches
GR031	3	There are no matches to the three letters you entered.	PH_Group_NoMatches PH_Group_NoMoreMatches

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
GR032	3	There are no groups.	PH_Group_ThereAreNoGroups
GR033	3	Would you like to add members to this group?	PH_Group_LikeToAddToThisGroup
GR034	3	Would you like to add members to this group list?	PH_Group_LikeToAddMembers
GR035	3	Would you like to change the name of this group?	PH_Group_LikeToChangeName
GR036	3	This group has no members.	PH_Group_NoMembers
GR037	3	There are no matches to that extension number.	PH_Group_NoMoreMatches
GR038	3	Would you like to change this?	PH_Group_LikeToChangeThis
GR039	3	Would you like to change your groups?	PH_Sub_LikeToChangeGroups
GR040	3	Would you like to continue with group maintenance?	PH_Group_LikeToContinueMaint
GR041	3	Would you like to create a new group?	PH_Group_LikeToCreateNewGroup
GR042	3	Would you like to delete a group?	PH_Group_LikeToDeleteAGroup
GR043	3	Would you like to delete another group?	PH_Group_LikeToDeleteAnother
GR044	3	Would you like to delete members from this group?	PH_Group_LikeToDeleteFromThis
GR045	3	Would you like to create another group?	PH_Group_LikeToAddAnother
GR046	3	Would you like to delete members from this group list?	PH_Group_LikeToDeleteMembers
GR047	3	Would you like to edit a group?	PH_Group_LikeToEditAGroup
GR048	3	Would you like to list all your groups?	PH_Group_LikeToListAllGroups
GR049	3	Would you like to list members of this group?	PH_Group_LikeToListMembers
GR050	3	Would you like to edit another group?	PH_Group_LikeToEditAnother
GR051	3	Would you like to make any more changes to this group?	PH_Group_LikeToChangeMore
GR052	3	Would you like to make changes to another group?	(Not used in current version.)
GR053	3	Would you like to record a message for this group now?	PH_Group_RecordMessageNow
GR054	3	Would you like to review the list of your groups?	PH_Group_ReviewListofGroups
GR055	3	Would you like to review this list?	PH_Group_LikeToReviewList
GR056	3	To add a member...	PH_Group_AddMemberbyName
GR057	3	To delete a member...	PH_Group_DelMemberbyName
GR058	3	To add another member...	PH_Group_ContAddMemberbyName
GR059	3	To delete another member...	PH_Group_ContDelMemberbyName
GR060	3	When you are finished selecting names from the list, press star.	PH_Group_WhenFinishedPressStar
GR061	3	Please enter the three digits of the group number.	PH_Leave_AskForGroupNumber PH_Group_EnterGroupNumber
GR062	3	Is number...	PH_Group_NameAndOrNumber
GR063	3	Open Group number...	PH_Group_NameAndOrNumber
HD001	3	I'm sorry, all lines are busy.	PH_Hold_AllStillBusy
HD002	3	I'm sorry, all lines are still busy.	PH_Hold_AllStillBusy
HD003	3	Is still on the phone...	PH_Hold_NameStillBusy
HD004	3	Calls are answered in the order received.	PH_Hold_YouAreInLine
HD005	3	If you'd like to hold, press 1; to leave a message press 2.	PH_Hold_YouAreInLine
HD006	3	To continue to hold, press 1; to leave a message press 2. Or, to try another extension, press the pound key. You must press a tone to remain connected.	PH_Hold_YouAreInLine
HD007	3	I will attempt to put you through, please stay on the line.	PH_Hold_AttemptPutYou
HD008	3	While you are holding, you may press 2 to leave a message, or the pound key to try another extension at any time.	PH_Hold_HoldOptions
HD009	3	Remember, you may press 2 to leave a message, or the pound key to try another extension at any time.	PH_Hold_HoldOptions
HD010	3	You are first in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD011	3	You are second in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD012	3	You are third in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
HD013	3	You are fourth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD014	3	You are fifth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD015	3	You are sixth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD016	3	You are seventh in line	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD017	3	You are eighth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD018	3	You are ninth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD019	3	You are tenth in line.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD020	3	There are over 10 calls holding ahead of you.	PH_Hold_YouAreInLine PH_Fax_YouAreInLine
HD021	3	And I have too many lines holding already.	PH_Hold_TooMany
HD022	3	I'm sorry the line is no longer busy, but now it doesn't answer.	PH_Hold_NoLongerBusy
HD023	3	<Hold music 0>	PH_Hold_HoldMusic
HD024	3	<Hold music 1>	PH_Hold_HoldMusic
HD025	3	<Hold music 2>	PH_Hold_HoldMusic
HD026	3	<Hold music 3>	PH_Hold_HoldMusic
HD027	3	<Hold music 4>	PH_Hold_HoldMusic
HD028	3	<Hold music 5>	PH_Hold_HoldMusic
HD029	3	<Hold music 6>	PH_Hold_HoldMusic
HD030	3	<Hold music 7>	PH_Hold_HoldMusic
HD031	3	<Hold music 8>	PH_Hold_HoldMusic
HD032	3	<Hold music 9>	PH_Hold_HoldMusic
HD033	3	If you'd like to hold, please say yes; to leave a message, remain silent.	PH_Hold_YouAreInLine
HD034	3	To continue to hold, please say yes; to stop holding, remain silent.	PH_Hold_YouAreInLine
MB001	3	I'm sorry, I did not hear your selection. Please reenter your selection now.	PH_Box_BadIDorPassword
MB002	3	I'm sorry, the security code you entered isn't correct.	PH_Box_BadIDorPassword
MB003	3	Is not available right now.	PH_Box_IsGone PH_Box_NameIsGone
MB004	3	Is out today.	PH_Box_IsGone PH_Box_NameIsGone
MB005	3	Is on the phone now.	PH_Box_IsGone PH_Box_NameIsGone PH_Hold_NameStillBusy
MB006	3	I'll record your message at the tone. When you are finished, hang up or stay on the line for further options.	PH_Box_WillRecordMessageNow
MB007	3	If you need further assistance, press the pound key now. Thank you and goodbye.	PH_Box_Goodbye
MB008	3	If you'd like to leave a message, I'll record it now.	PH_Box_WillRecordMessageNow PH_Box_WillTakeMessageBeep
MB009	3	Please hold on while I try that extension.	PH_Xfer_HoldOn
MB010	3	Call for...	PH_Xfer_CallForName PH_Xfer_CallForExt
MB011	3	Whom may I say is calling?	PH_Xfer_WhomIsCalling
MB012	3	Call from...	PH_Xfer_CallFrom
MB013	3	Please press 1 to take the call, or 2 and I'll take a message.	PH_Xfer_Confirm
MB014	3	I'm sorry, maximum recording time was exceeded.	PH_Box_FirstEditMenu PH_Box_MaxRecordingTimeExceeded
MB015	3	Box number...	PH_Chk_BoxNo PH_Fax_Greet
MB016	3	Thank you, and goodbye.	PH_Box_VoiceDetectBoxGoodbye PH_Box_Goodbye

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
MB017	3	The person you are trying to reach...	PH_Box_NameIsGone PH_Hold_NameStillBusy
MB018	3	Call transferred...	PH_Chk_TransferedToFax
MB019	3	Please state who should receive this FAX and what it's about.	PH_Fax_AnnotatePublic
MB020	3	Please hold on while I try the FAX machine. Remember, press the start button when your hear the tone.	PH_Xfer_HoldOn
MB021	3	Thank you. If you'd like to listen to your message press 2, to re-record it press the pound key.	PH_Box_FirstEditMenu
MB022	3	I'll record your message at the tone. When you are finished, please stay on the line to be transferred to a fax machine.	PH_Fax_AnnotateFollowup
ME001	4	To check new messages, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_ToCheckNewMessages
ME002	4	To hear new messages, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_NewMessages
ME003	4	There are no new messages. To leave messages press 5, review old messages 6, setup options 7.	PH_Opt_NoNewLeaveMessages
ME004	4	There are no new messages. To hear return receipts press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_NoNewHearReceipts
ME005	4	To hear return receipts, press 4, leave messages 5, review old messages 6, setup options 7.	PH_Opt_HearReceipts
ME006	4	To leave messages press 5, review old messages 6, setup options 7.	PH_Opt_LeaveMessages
ME007	4	Message delivery. For your work phone press 4, home phone 5, pager 6, spare phone 7.	PH_Opt_MessageDelivery
ME008	4	To change the phone number press 4, schedule 5, delivery mode 6.	PH_Opt_ToChangeThePhoneNumber PH_Opt_ToChangePhoneEtcPlusFax
ME009	4	For greetings press 4, groups 5, transfer or delivery 6, personal options 7.	PH_Opt_ForGreetingsPress4
ME010	4	To hear current greeting press 4, switch greeting 5, edit standard greeting 6, edit alternate greeting 7.	PH_Opt_ToHearCurrentGreeting
ME011	4	To change your security code press 4, recorded name 5, spelled name 6, directory status 7.	PH_Opt_ToChangeSecurityCode
ME012	4	For urgent press 4, private 5, return receipt 6, future delivery 7, to finish press star.	PH_Opt_ForUrgentPress4
ME013	4	To hear this message press 4, cancel 5, change special delivery 6, to finish press star.	PH_Opt_ToHearMessagePress4
ME014	4	To hear this message press 4, cancel 5, change special delivery 6, list who has not heard it 7, to finish press star.	PH_Opt_ToHearMessageNotHeard
ME015	4	To change transfer number press 4, call screening 5, call holding 6.	PH_Opt_ToChangeTransferNumber
ME016	4	For transfer options press 4, for delivery options press 5.	PH_Opt_ForTransferOptionsPress
ME017	4	Main menu.	PH_Sub_MainMenu
ME018	4	Remember for the main menu, press star; to move back a menu, press pound.	PH_Sub_HelloOwner
ME019	4	To add members press 4, delete members 5, list members 6, change group name 7.	PH_Opt_ToAddMembersPress4
ME020	4	To create a group press 4, edit a group 5, list groups 6, delete a group 7.	PH_Opt_ToCreateAGroupPress4
ME021	4	For voice messages press 4, for totals press 5.	PH_Chk_MessageCategoryMenu
NM001	4	1 (leading)	SUBPH_NumberLeading
NM002	4	2 (leading)	SUBPH_NumberLeading
NM003	4	3 (leading)	SUBPH_NumberLeading
NM004	4	4 (leading)	SUBPH_NumberLeading
NM005	4	5 (leading)	SUBPH_NumberLeading
NM006	4	6 (leading)	SUBPH_NumberLeading
NM007	4	7 (leading)	SUBPH_NumberLeading
NM008	4	8 (leading)	SUBPH_NumberLeading
NM009	4	9 (leading)	SUBPH_NumberLeading
NM010	4	10 (leading)	SUBPH_NumberLeading

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
NM011	4	11 (leading)	SUBPH_NumberLeading
NM012	4	12 (leading)	SUBPH_NumberLeading
NM013	4	10 (trailing)	SUBPH_NumberTrailing
NM014	4	20 (trailing)	SUBPH_NumberTrailing
NM015	4	30 (trailing)	SUBPH_NumberTrailing
NM016	4	40 (trailing)	SUBPH_NumberTrailing
NM017	4	50 (trailing)	SUBPH_NumberTrailing
NM018	4	zero (leading)	SUBPH_NumberLeading
NM019	4	zero (trailing)	SUBPH_NumberTrailing
NM020	4	1 (trailing)	SUBPH_NumberTrailing
NM021	4	2 (trailing)	SUBPH_NumberTrailing
NM022	4	3 (trailing)	SUBPH_NumberTrailing
NM023	4	4 (trailing)	SUBPH_NumberTrailing
NM024	4	5 (trailing)	SUBPH_NumberTrailing
NM025	4	6 (trailing)	SUBPH_NumberTrailing
NM026	4	7 (trailing)	SUBPH_NumberTrailing
NM027	4	8 (trailing)	SUBPH_NumberTrailing
NM028	4	9 (trailing)	SUBPH_NumberTrailing
NM029	4	20 (leading)	SUBPH_NumberTrailing
NM030	4	30 (leading)	SUBPH_NumberTrailing
NM031	4	40 (leading)	SUBPH_NumberTrailing
NM032	4	50 (leading)	SUBPH_NumberTrailing
NM033	4	11 (trailing)	SUBPH_NumberTrailing
NM034	4	12 (trailing)	SUBPH_NumberTrailing
NM035	4	13 (trailing)	SUBPH_NumberTrailing
NM036	4	14 (trailing)	SUBPH_NumberTrailing
NM037	4	15 (trailing)	SUBPH_NumberTrailing
NM038	4	16 (trailing)	SUBPH_NumberTrailing
NM039	4	17 (trailing)	SUBPH_NumberTrailing
NM040	4	18 (trailing)	SUBPH_NumberTrailing
NM041	4	19 (trailing)	SUBPH_NumberTrailing
NM042	4	Oh (leading zero)	SUBPH_Time
NM043	4	Pause.	SUBPH_NumberString
OP001	4	Hello, ExecuMail messaging system...	PH_Open_HelloThisIsThe
OP002	4	If you are calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory.	PH_Open_IfYouKnowExtension
OP003	4	Otherwise, please stay on the line and an operator will be right with you.	PH_Open_IfYouKnowExtension
OP003.P	4	Otherwise, please answer the following questions and I'll make sure your message gets attention.	PH_Open_IfYouKnowExtension
SD001	4	This message has no special delivery.	PH_Spdl_NoSpecialDelivery
SD002	4	Send it this way?	PH_Spdl_SendThisWay
SD003	4	To send it this way, press 1.	PH_Spdl_ToSendThisWay
SD004	4	Would you like special delivery for this message?	PH_Sub_LikeSpecialDeliveryRedir PH_Spdl_LikeSpecialDelivery
SD005	4	Would you like special delivery for this reply?	PH_Spdl_LikeSpecialDeliveryRep
SD006	4	Would you like to change special delivery for this message?	PH_Spdl_LikeToChangeSpecial
SD007	4	Marked as private.	PH_Spdl_MarkedPrivateSK
SD008	4	Marked as private. Keep it private?	PH_Spdl_MarkedPrivateSK
SD009	4	Mark it private?	PH_Spdl_MarkedPrivateYN
SD010	4	Not private.	PH_Spdl_MarkedPrivateSK
SD011	4	This message cannot be redirected.	PH_Spdl_NoRedirect
SD012	4	Marked for return receipt.	PH_Spdl_MarkedReceiptSK
SD013	4	Marked for return receipt. Keep return receipt?	PH_Spdl_MarkedReceiptSK

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SD014	4	Mark for return receipt?	PH_Spdl_MarkedReceiptYN
SD015	4	No receipt.	PH_Spdl_MarkedReceiptSK
SD016	4	With return receipt requested.	PH_Spdl_WithReceipt
SD017	4	Marked as urgent.	PH_Spdl_MarkedUrgentSK
SD018	4	Marked as urgent. Keep it urgent?	PH_Spdl_MarkedUrgentSK
SD019	4	Mark it urgent?	PH_Spdl_MarkedUrgentYN
SD020	4	Not urgent.	PH_Spdl_MarkedUrgentSK
SD021	4	For urgent delivery, press 9.	PH_Box_FirstEditMenu PH_Box_NextEditMenu
SD022	4	Urgent.	PH_Chk_XUrgent
SD023	4	If this is an urgent message, press 9.	PH_Box_IfThisisUrgent PH_Box_FirstEditMenu
SD024	4	This urgent message...	PH_Spdl_UrgentPrivateMessage
SD025	4	This private message...	PH_Spdl_UrgentPrivateMessage
SD026	4	This urgent private message...	PH_Spdl_UrgentPrivateMessage
SD027	4	Pre-recorded...	PH_Chk_PrerecordedAt
SD028	4	Mark for future delivery?	PH_Spdl_MarkFuture
SD029	4	Would you like to change to immediate delivery?	PH_Spdl_ChangeToImmediate
SD030	4	Would you like to keep that?	PH_Spdl_KeepFuture
SD031	4	Marked for delivery...	PH_Spdl_MarkedForDelivery
SL001	5	How nice to hear from you.	PH_Gst_HowNiceToHear
SL002	5	Remember, 1 for yes and 2 for no.	PH_Sub_HelloOwner
SL003	5	Got your last message...	PH_Chk_Receipt
SL004	5	And left a message.	(Not used in current version.)
SL005	5	But left no reply.	PH_Chk_ButLeftNoReply
SL006	5	Left a message.	PH_Chk_MsgLeft
SL007	5	Hasn't heard your last message yet.	PH_Leave_HasntHeardLast
SL008	5	Your message box has a message.	PH_Chk_YourMessageBox
SL009	5	The message is...	PH_Chk_FirstNextMessageIs PH_Chk_TheMessageIs PH_Chk_MessageForGroup
SL010	5	There's also this message.	PH_Chk_AlsoThisMessage
SL011	5	This is a message for...	PH_Chk_FirstNextMessageFor PH_Chk_MessageForGroup
SL012	5	If you'd like to leave a message, I'll record it now.	PH_Leave_LikeToLeave
SL013	5	Please enter your personal security code.	PH_Sub_EnterPersonalCode
SL014	5	Would you like me to archive this?	PH_Chk_LikeToArchive
SL015	5	For no reply press 2, otherwise I'll record your message now.	PH_Chk_ForNoReply
SL016	5	There are no further messages.	PH_Chk_YouStillHaveNew PH_Chk_YouStillHaveUrgent PH_Chk_NoFurther
SL017	5	This is ExecuMail calling with a message for...	PH_Box_HelloIHaveACallFor
SL018	5	Recorded...	PH_Chk_RecordedAt
SL019	5	For...	(Not used in current version.)
SL020	5	Would you like to review or redirect old messages?	(Not used in current version.)
SL021	5	Has an old message to review.	PH_Chk_MsgHas
SL022	5	Would you like to redirect this?	PH_Chk_LikeToRedirect
SL023	5	Would you like to record an introduction?	PH_Leave_LikeRecordIntroduction
SL024	5	I'll copy the message now.	PH_Leave_WillCopyMessageNow
SL025	5	This message cannot be redirected.	(Not used in current version.)
SL026	5	The next message is...	PH_Chk_FirstNextMessageIs
SL027	5	Would you like to redirect this message to anyone else?	PH_Leave_LikeToRedirect
SL028	5	Message saved as new.	PH_Chk_SavedAsNew
SL029	5	Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it.	PH_Box_FirstEditMenu PH_Box_NextEditMenu

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SL030	5	Listen to the rest?	PH_Chk_ListenToRest PH_Leave_ListentotheRest
SL031	5	Has a message for you.	PH_Chk_MsgHas
SL032	5	There are no new messages.	PH_Chk_YouHaveNew PH_Chk_YouHaveUrgent
SL033	5	There are no old messages to review.	PH_Chk_YouHaveReview
SL034	5	You have one old message to review.	PH_Chk_YouHaveReview
SL035	5	You have one new message.	(Not used in current version.)
SL036	5	One new message.	(Not used in current version.)
SL037	5	You still have one new message.	PH_Chk_YouStillHaveNew
SL038	5	You still have...	PH_Chk_YouStillHaveNew PH_Chk_YouStillHaveUrgent PH_FaxCk_YouStillHaveFaxes
SL039	5	You have...	PH_Chk_YouHaveNew PH_Chk_YouHaveUrgent PH_Chk_YouHaveReview PH_FaxCk_YouHaveFaxes
SL040	5	New messages.	PH_Chk_YouHaveNew PH_Chk_YouStillHaveNew PH_Chk_MsgHasntGot PH_Chk_MsgGotAll PH_Chk_MsgLeft
SL041	5	Messages to review.	PH_Chk_YouHaveReview PH_Chk_MsgHas
SL042	5	From...	PH_Chk_From
SL043	5	The first message is for...	PH_Chk_FirstNextMessageFor
SL044	5	The next message is for...	PH_Chk_FirstNextMessageFor
SL045	5	Playback paused.	PH_Pause_PlaybackPaused
SL046	5	Press pause to continue playing.	PH_Pause_PauseToPlay
SL047	5	Left...	PH_Chk_LeftX PH_Chk_MsgLeft
SL048	5	Would you like to hear it?	PH_Chk_WouldLikeToHear PH_Chk_LikeToHearIt
SL049	5	Would you like to hear them?	PH_Chk_WouldLikeToHear
SL050	5	Would you like to check it?	PH_Chk_WouldLikeToCheck
SL051	5	Would you like to check them?	PH_Chk_WouldLikeToCheck
SL052	5	Has...	PH_Chk_MsgHas
SL053	5	Your message box...	PH_Chk_YourMessageBox
SL054	5	The first message is...	PH_Chk_FirstNextMessageIs
SL055	5	End of urgent messages.	PH_Chk_EndOfUrgent
SL056	5	For your return receipts, press 1. <pause>	PH_Chk_ForReceipts
SL057	5	Got all your messages and left...	PH_Chk_MsgGotAll
SL058	5	Got all your messages and left a message.	PH_Chk_MsgGotAll PH_Chk_GotAndLeft
SL059	5	Got all your messages and left an urgent message.	PH_Chk_MsgGotAll PH_Chk_GotAndLeft
SL060	5	Got the message you sent...	PH_Chk_PerMessageReceipt
SL061	5	Got your last message.	(Not used in current version.)
SL062	5	Got your last message to...	PH_Chk_GotYourMessageTo
SL063	5	Has not heard this message.	PH_Leave_PersonHasNotHeardMsg
SL064	5	Hasn't heard your last message but left...	PH_Chk_MsgHasntGot
SL065	5	Hasn't heard your last message but left a message.	PH_Chk_MsgHasntGot PH_Chk_HasntGotButLeft
SL066	5	Hasn't heard your last message but left an urgent message.	PH_Chk_MsgHasntGot PH_Chk_HasntGotButLeft
SL067	5	Received...	PH_Chk_ReceivedAt
SL068	5	You still have one urgent message.	PH_Chk_YouStillHaveUrgent
SL069	5	Has an urgent message for you.	PH_Chk_MsgHas
SL070	5	Left an urgent message for you.	PH_Chk_MsgLeft
SL071	5	Your message box has an urgent message.	PH_Chk_YourMessageBox
SL072	5	You have one urgent message.	PH_Chk_YouHaveUrgent

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SL073	5	Urgent messages.	PH_Chk_YouHaveUrgent PH_Chk_YouStillHaveUrgent PH_Chk_MsgHasntGot PH_Chk_MsgHas PH_Chk_MsgGotAll PH_Chk_MsgLeft
SL074	5	I'm sorry I can't access this message right now.	PH_Leave_CantAccessMessage
SL075	5	I'm sorry I can't access the next message right now.	PH_Leave_CantAccessMessage
SL076	5	Continue reviewing this message?	PH_Chk_ContinueReviewingThis
SL077	5	Guest number...	PH_Gst_GuestNumber
SL078	5	1 new message.	SUBPH_1-10NewMessages
SL079	5	2 new messages.	SUBPH_1-10NewMessages
SL080	5	3 new messages.	SUBPH_1-10NewMessages
SL081	5	4 new messages.	SUBPH_1-10NewMessages
SL082	5	5 new messages.	SUBPH_1-10NewMessages
SL083	5	6 new messages.	SUBPH_1-10NewMessages
SL084	5	7 new messages.	SUBPH_1-10NewMessages
SL085	5	8 new messages.	SUBPH_1-10NewMessages
SL086	5	9 new messages.	SUBPH_1-10NewMessages
SL087	5	10 new messages.	SUBPH_1-10NewMessages
SL088	5	1 urgent.	PH_Chk_XUrgent
SL089	5	2 urgent.	PH_Chk_XUrgent
SL090	5	3 urgent.	PH_Chk_XUrgent
SL091	5	4 urgent.	PH_Chk_XUrgent
SL092	5	5 urgent.	PH_Chk_XUrgent
SL093	5	You have 1 new message...	SUBPH_YouHave1-10NewMessages
SL094	5	You have 2 new messages...	SUBPH_YouHave1-10NewMessages
SL095	5	You have 3 new messages...	SUBPH_YouHave1-10NewMessages
SL096	5	You have 4 new messages...	SUBPH_YouHave1-10NewMessages
SL097	5	You have 5 new messages...	SUBPH_YouHave1-10NewMessages
SL098	5	You have 6 new messages...	SUBPH_YouHave1-10NewMessages
SL099	5	You have 7 new messages...	SUBPH_YouHave1-10NewMessages
SL100	5	You have 8 new messages...	SUBPH_YouHave1-10NewMessages
SL101	5	You have 9 new messages...	SUBPH_YouHave1-10NewMessages
SL102	5	You have 10 new messages...	SUBPH_YouHave1-10NewMessages
SM001	5	Press yes to reset a personal message box.	PH_SBOwn_LikeToResetBox
SM002	5	Please enter the box number to reset.	PH_SBOwn_EnterBoxToReset
SM003	5	Would you like to set a security code?	PH_SBOwn_LikeToSetSecurityCode
SM004	5	Would you like to record a voice name?	PH_SBOwn_LikeToRecordVoiceName
SM005	5	Would you like to record a personal greeting?	PH_SBOwn_LikeToRecordGreeting
SP001	6	Would you like to access your setup options?	PH_Sub_LikeToAccessSetup
SP002	6	If you'd like to try an extension, you may do so now. See you later.	PH_Sub_SeeYouLater
SP003	6	Would you like to do anything else?	PH_Sub_LikeToDoAnythingElse
SP004	6	There are no further matches to the three letters you entered.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMatches PH_Group_NoMoreMatches
SP005	6	Would you like to delete it?	(Not used in current version.)
SP006	6	Would you like to change your greetings?	PH_Sub_LikeToChangeGreetings
SP007	6	There is no current greeting.	(Not used in current version.)
SP008	6	Your current greeting is...	PH_Sub_YourGreetingIs
SP009	6	The current phone number is...	PH_Sub_TheCurrentPhoneNumberIs
SP010	6	Would you like to change the current phone number?	PH_Sub_LikeToChangePhoneNumber
SP011	6	Enter the new phone number now. Press star when you are finished.	(Not used in current version.)
SP012	6	Enter the digits of the new phone number. To insert 1 second pauses, press the pound key. Press star when you are finished.	PH_Sub_EnterNewPhoneNumber

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SP013	6	The new phone number is...	PH_Sub_TheNewPhoneNumberIs
SP014	6	Would you like to change it?	PH_Dlv_LikeToChange PH_Sub_WouldYouLikeToChange PH_Sub_TXWouldYouLikeToSwitch PH_Sub_LikeToChangePhoneNumber
SP015	6	Would you like to change your delivery options?	PH_Sub_LikeToChangeDelivery
SP016	6	Would you like to change your personal options?	PH_Sub_LikeToChangeOptions
SP017	6	No security code has been set.	PH_Sub_NoSecurityCodeHasBeenSet
SP018	6	Would you like to set your security code?	PH_Sub_LikeToSetSecurityCode PH_Sub_SetSecurityCode
SP019	6	Please enter your new security code. Press star when you are finished. To delete your security code, just press star now.	PH_Sub_EnterSecurityCode
SP020	6	Choose a code that you will not forget. The code should be 3 to 10 digits. Please enter your security code now. Press star when you are finished.	PH_Sub_ChooseACodeWillNotForget
SP021	6	Please enter your new security code. The code should be 3 to 10 digits. Press star when you are finished. To delete your present security code, just press star now.	(Not used in current version.)
SP022	6	Would you like to delete your security code?	PH_Sub_WouldYouLikeToDeleteCode
SP023	6	Your security code has been deleted.	PH_Sub_SecurityCodeDeleted
SP024	6	Your security code has not been changed.	PH_Sub_SorryCodesDidNotMatch
SP025	6	Please re-enter your new security code to confirm it. Press star when you are finished.	PH_Sub_EnterSecurityCode
SP026	6	I'm sorry, the two security codes you entered don't match.	PH_Sub_SorryCodesDidNotMatch
SP027	6	Your new security code has now been activated.	PH_Sub_SecurityCodeNowActive
SP028	6	Not recorded. Please note that it is best to have a recorded name.	PH_Sub_YourNewNameIs
SP029	6	Okay, state your name now. Please state only your name.	(Not used in current version.)
SP030	6	Your new name is...	PH_Sub_YourNewNameIs
SP031	6	Extension...	PH_Chk_Extension PH_Xfer_CallForExt
SP032	6	Urgent message delivery is currently...	PH_Dlv_UrgentDeliveryIs
SP033	6	I'm switching to your alternate greeting which currently is...	PH_Sub_SwitchingToGreeting
SP034	6	I'm switching to your standard greeting which currently is...	PH_Sub_SwitchingToGreeting
SP035	6	Would you like to make this greeting active?	PH_Sub_MakeThisCurrentGreeting
SP036	6	Would you like to re-record your alternate greeting?	PH_Sub_WouldYouLikeToRerecord
SP037	6	Would you like to re-record your standard greeting?	PH_Sub_WouldYouLikeToRerecord
SP038	6	Would you like to switch to your alternate greeting?	PH_Sub_WouldYouLikeToSwitch
SP039	6	Would you like to switch to your standard greeting?	PH_Sub_WouldYouLikeToSwitch
SP040	6	Your alternate greeting is...	PH_Sub_YourGreetingIs
SP041	6	Your standard greeting is...	PH_Sub_YourGreetingIs
SP042	6	Not entered. Please note that you should enter a spelled name.	PH_Sub_NumbersToLastName
SP043	6	Last name directory: Enter the first three letters of your last name.	PH_Sub_EnterFirst3Letters
SP043	1	First name directory: Enter the first three letters of your first name.	
SP044	6	Okay, state your name at the beep. Press star when you are finished.	PH_Sub_StateYourNameAtTheBeep
SP045	6	Last name directory: The numbers corresponding to the first three letters of your last name are...	PH_Sub_NumbersToLastName
SP045	1	First name directory: The numbers corresponding to the first three letters of your first name are...	
SP046	6	Would you like to change your transfer or delivery options?	PH_Sub_LikeToChangeTransorDlv
SP047	6	Would you like to change them?	PH_Sub_WouldYouLikeToChange

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SP048	6	Would you like to change your directory listing status?	PH_Sub_LikeToChangeDirStatus
SP049	6	Transfer and delivery options complete. Would you like to review them?	PH_Sub_TransDlvOptionsComplete
SP050	6	Would you like to change your recorded name?	PH_Sub_LikeToChangeRecordName
SP051	6	Would you like to change your spelled name?	PH_Sub_LikeToChangeSpelledName
SP052	6	Your listing in the directory is now...	PH_Sub_ListingInDirectoryIsNow
SP053	6	Your recorded name is currently...	PH_Sub_YourRecordedNameIs
SP054	6	Would you like to switch to your alternate greeting?	(Not used in current version.)
SP055	6	Transfer options complete. Would you like to review them?	PH_Sub_TransferOptionsComplete
SP056	6	Personal options complete. Would you like to review them?	PH_Sub_PersonalOptionsComplete
SP057	6	Setup options complete. Would you like to review them?	PH_Sub_SetupOptionsComplete
SP058	6	Call holding to your extension is...	PH_Sub_HoldingToExtensionIs PH_Sub_HoldingIsNotSupported
SP059	6	Call screening to your extension is...	PH_Sub_ScreeningToExtensionIs PH_Sub_ScreeningIsNotSupported
SP060	6	Call transfer to your extension is currently...	PH_Sub_TransferToExtensionIs
SP061	6	Not supported by your phone's transfer setting. Please see your system manager if you need more information.	PH_Sub_ScreeningIsNotSupported PH_Sub_HoldingIsNotSupported
SP062	6	Would you like to change call transfer?	PH_Sub_LikeToChangeTransfer
SP063	6	Not recorded.	PH_Sub_YourRecordedNameIs
SP064	6	Would you like to re-record the standard day greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP065	6	Would you like to re-record the standard night greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP066	6	Would you like to switch to the standard day and night greeting?	PH_Sub_TXWouldYouLikeToSwitch
SP067	6	The standard day greeting is...	PH_Sub_YourGreetingIs
SP068	6	The standard night greeting is...	PH_Sub_YourGreetingIs
SP069	6	The alternate greeting is...	PH_Sub_YourGreetingIs
SP070	6	Would you like to try again?	PH_Dlv_LikeToTryAgain PH_Spdl_NotRecognizeDate PH_Group_NoMatches
SP071	6	This greeting is currently in use. Would you like to try again?	PH_Leave_GreetingInUse
SP072	6	Okay, I'll record your greeting now.	PH_Sub_RecordYourGreeting
SP073	6	Would you like to re-record the alternate greeting?	PH_Sub_TXWouldYouLikeToRerecord
SP074	6	Would you like to switch to the alternate greeting?	PH_Sub_TXWouldYouLikeToSwitch
SP075	6	The current greeting is...	PH_SBOwn_TheCurrentGreetingIs
SP076	6	There are no further matches to the three digits you entered.	(Not used in current version.)
SR001	6	Would you like to leave any messages?	PH_Leave_LikeToLeaveAny
SR002	6	Would you like to leave this group an additional message?	PH_Leave_LikeLeaveGroupAnother
SR003	6	Last name directory: Please enter the first three letters of the person's last name.	PH_Leave_AskForName PH_Group_AddMemberbyName
SR003	1	First name directory: Please enter the first three letters of the person's first name.	PH_Group_DelMemberbyName PH_Group_ContAddMemberbyName PH_Group_ContDelMemberbyName
SR004	6	You have a message from this person.	PH_Chk_MessageHaventHeard
SR005	6	This person hasn't heard your last message, which is...	(Not used in current version.)
SR006	6	Would you like to cancel this message?	PH_Leave_WouldYouLiketoCancel
SR007	6	Would you like to leave this person an additional message?	PH_Leave_LikeLeavePersonAnother
SR008	6	Okay, I'll record your message now.	PH_Leave_WillRecordMessageNow
SR009	6	Would you like to leave another message?	PH_Leave_LikeToLeaveAnother
SR010	6	Please press your personal ID now to receive the message.	PH_Box_HelloIHaveACallFor

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SR011	6	Press yes to leave a personal message for...	PH_Leave_Press1toLeaveMessage
SR012	6	Please enter the extension number.	PH_Leave_AskForExt PH_Leave_AskForExtOr PH_Group_AddMemberbyExt PH_Group_DelMemberbyExt PH_Group_ContAddMemberbyExt PH_Group_ContDelMemberbyExt
SR013	6	I'm sorry, there is no such extension number.	PH_Leave_NoSuchExtensionOrName PH_Group_NoMoreMatches
SR014	6	Recording paused.	PH_Rec_RecordingPaused
SR015	6	Thank you. Your message has been sent.	PH_Box_ThankYou
SR016	6	Press pause to continue recording.	PH_Rec_RecordingPaused PH_Rec_PressPauseToContinue
SR017	6	Cancelled.	PH_Chk_Cancelled
SR018	6	Press 2 to record.	PH_Pause_2ToRecord
SR019	6	Thank you. Your urgent message has been sent.	PH_Box_ThankYou
SR020	6	Otherwise I'll make sure your message is delivered.	PH_Box_FirstEditMenu
SR021	6	Will be sent...	PH_Spdl_WillBeSent
SR022	6	Message saved.	PH_Leave_MessageSaved
SR023	6	Sent...	PH_Chk_SentAt
SR024	6	List who has not heard this message?	PH_Leave_ShouldListNotHeardMsg
SR025	6	People have not heard this message.	PH_Leave_NumberHaveNotHeard
SR026	6	The last member heard it...	PH_Chk_LastMemberAt
SR027	6	To exit the list, press star at any time.	PH_Leave_ToExitListPressStar
SR028	6	This message...	PH_Spdl_UrgentPrivateMessage
SR029	6	This person hasn't heard your last message.	PH_Leave_PersonHasNotHeardLast
SR030	6	To confirm cancellation press 1.	PH_Leave_ToConfirmCancel
SR031	6	Some group members haven't heard your last message.	PH_Leave_GroupMessageNotHeard
SR032	6	Your last message has not been heard.	PH_Leave_GroupMessageNotHeard
SR033	6	Would you like to review it?	PH_Leave_GroupMessageNotHeard PH_Leave_PersonHasNotHeardLast
SR034	6	Would you like to continue reviewing this message?	(Not used in current version.)
SR035	6	Was transmitted...	(Not used in current version.)
SR036	6	Will be sent immediately.	PH_Spdl_SentImmediately
SR037	6	You left this person another message.	PH_Leave_YouLeftPerson
SR038	6	You left this group another message.	PH_Leave_YouLeftGroup
SR039	6	Would you still like to leave this person a message?	PH_Leave_StillLikeLeaveMessage
SR040	6	Sending group message.	PH_Leave_SendingGroupMessage
SR041	6	Cancelling group message.	PH_Leave_CancellingGroupMsg
SR042	6	Recording.	PH_Leave_RecordingthenBeep PH_Rec_Recording
SR043	6	Please enter the extension or...	PH_Leave_AskForExtOr
SR044	6	For groups.	PH_Leave_AskForExtOr
SR045	6	Okay, I'll record it now.	(Not used in current version.)
SR046	6	Press Yes, to confirm.	PH_Leave_Confirm PH_Group_ConfirmorDelete
SR047	6	Or, press pound pound to spell the person's name.	PH_Leave_AskForExt PH_Leave_AskForExtOr PH_Group_AddMemberbyExt PH_Group_DelMemberbyExt PH_Group_ContAddMemberbyExt PH_Group_ContDelMemberbyExt
SS001	5	Enrollment paused. Press 1 to continue the enrollment process.	PH_Sub_EnrollmentPausedPress1
SS002	5	Great! Welcome to the voicemail system. To use your new voice mailbox in the future, just enter your personal ID when the system first answers. If you'd like to use your mailbox now, enter your personal ID.	PH_Sub_GreatWelcomeToTheSystem
SS003	5	Hello, and thank you for calling. As a new voice mailbox owner, please take a moment to personalize your new mailbox.	PH_Sub_WelcomeToTheSystem

Prompt	Disk	Prompt Text	Phrase(s) Containing Prompt
SS004	5	One way people know they've reached you or that you've called them, is by hearing your name. At the beep please state your first and last name, state only your name. Press the star key when you are finished.	PH_Sub_OneWayPeopleKnow
SS005	5	Last name directory: Someone who does not know your extension number may still reach you or leave you a message just by knowing your last name. For this, the system must know how to spell your last name. To spell your name, find the touchtone keys that correspond to the first three letters of your last name.	PH_Sub_DoesNotKnowExtension
SS005	1	First name directory: Someone who does not know your extension number may still reach you or leave you a message just by knowing your first name. For this, the system must know how to spell your first name. To spell your name, find the touchtone keys that correspond to the first three letters of your first name.	
SS006	5	Thank you. Your voice mailbox is now setup. If you are satisfied with your mailbox settings, press one. Remember that you may change each setting individually later on. However, if you wish to erase all current settings and repeat the setup process, press 2.	(Not used in current version.)
SS007	5	When callers can't reach you directly they will go to your voice mailbox. To encourage callers to leave a you message, your mailbox should include a personal message to greet them. At the beep, please record your personal greeting.	PH_Sub_WhenCallersCantReachYou
SS008	5	Would you like to be listed in the directory, so that outside callers may reach you just by knowing your name? Press 1 for yes or 2 for no.	PH_Sub_LikeIncludedInDirectory
SS009	5	Would you like to set a security code to safeguard your mailbox? Press 1 for yes or 2 for no.	PH_Sub_EnrollSetSecurityCode
SS010	5	You will not be listed in the directory since a listing requires both your recorded name and a spelled name. Callers will have to know your extension number to reach you or leave you a message.	PH_Sub_YouHaveNotBeenListed
SS011	5	All settings have been erased and your mailbox remains as new. If you wish to repeat the setup process now, enter your personal ID.	PH_Sub_AllSettingsAreErased

Appendix C:
Phrase by Name

This appendix provides a complete list of the system phrases, sorted alphabetically by phrase name. The list includes:

■ The phrase name

■ The phrase text

■ The prompts associated with the phrase

For details on the Opening Line phrases, see the topic *Opening Line* in the *Reference Manual*.

If your voice mail system includes additional feature packages, it may use additional phrases not listed in this appendix. Refer to your feature package documentation for those phrases.

Phrase Name	Phrase Text	Includes Prompts			
PH_Box_BadIDorPassword	I'm sorry, [the security code you entered isn't correct. | I did not hear your selection. Please reenter your selection now.]	MB002	MB001		
PH_Box_FirstEditMenu	[[Maximum recording time exceeded.] Thank you. To listen to your message, press 2, to re-record it, press the pound key. [For urgent delivery, press 9.] | Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it. [For urgent delivery, press 9.] [Otherwise, I'll make sure your message is delivered.]	MB014 SD021	MB021 SR020	SD023	SL029
PH_Box_Goodbye	[If you need further assistance, press the pound key now. Thank you, and goodbye. | Thank you, and goodbye.]	MB007	MB016		
PH_Box_HelloIHaveACallFor	Hello, this is ExecuMail calling with a message for [<name>. | extension <number>.] Please press your personal ID now to receive the message.	SL017 SUBPH_NumberString	DR012	SR010	
PH_Box_IfThisisUrgent	If this is an urgent message, press 9.	SD023			
PH_Box_IsGone	[Is out today. | Is not available right now. | Is on the phone now.]	MB004	MB005	MB003	
PH_Box_MaxRecordingTimeExceeded	I'm sorry, maximum recording time was exceeded.	MB014			
PH_Box_NameIsGone	[<Name> | The person you are trying to reach] [is out today. | is not available right now. | is on the phone now.]	MB017	MB004	MB005	MB003
PH_Box_NextEditMenu	Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it. [For urgent delivery, press 9.]	SL029	SD021		
PH_Box_SorryCantTakeMessage	I'm sorry, I can't take a message now, but thanks for calling.	GL012			
PH_Box_SorryCantTalkNow	[<Name>] I'm sorry, I can't talk to you now, please call back.	GL015			
PH_Box_ThankYou	Thank you. Your [urgent] message has been sent.	SR019	SR015		
PH_Box_VoiceDetectBoxGoodbye	Thank you, and goodbye.	MB016			
PH_Box_WillRecordMessageNow	[I'll record your message at the tone, when you are finished: hang up, or stay on the line for further options. | If you'd like to leave a message, I'll record it now.]	MB006	MB008		
PH_Box_WillTakeMessageBeep	If you'd like to leave a message I'll record it now.	MB008			
PH_Chk_AlsoThisMessage	There's also this message.	SL010			
PH_Chk_And	And...	DT031			
PH_Chk_BoxNo	Box number <number>.	MB015	SUBPH_NumberString		
PH_Chk_ButLeftNoReply	But left no reply.	SL005			
PH_Chk_Cancelled	Cancelled.	SR017			
PH_Chk_CantAccess	I'm sorry, I can't presently access...	GL014			
PH_Chk_ContinueReviewingThis	Continue reviewing this message?	SL076			
PH_Chk_EndOfUrgent	End of urgent messages.	SL055			
PH_Chk_Extension	Extension <number>.	SP031	SUBPH_NumberString		
PH_Chk_FirstNextMessageFor	[This is a message for | The [first | next] message is for]...	SL044	SL011	SL043	
PH_Chk_FirstNextMessageIs	The [first | next |] message is...	SL026	SL009	SL054	
PH_Chk_ForNoReply	For no reply press 2. Otherwise, I'll record your message now.	SL015			
PH_Chk_ForReceipts	For your return receipts, press 1.	SL056			

Phrase Name	Phrase Text	Includes Prompts
PH_Chk_From	From...	SL042
PH_Chk_GotAndLeft	Got all your messages and left [a | an urgent] message.	SL059 SL058
PH_Chk_GotYourMessageTo	Got your last message to...	SL062
PH_Chk_HasntGotButLeft	Hasn't heard your last message, but left [a | an urgent] message.	SL066 SL065
PH_Chk_LastMemberAt	The last member heard it [today | yesterday | <number> days ago] at <time>.	SR026 SUBPH_DateTime
PH_Chk_LeftX	Left <number>.	SL047 SUBPH_NumberTrailing
PH_Chk_LikeToArchive	Would you like me to archive this?	SL014
PH_Chk_LikeToHearIt	Would you like to hear it?	SL048
PH_Chk_LikeToRedirect	Would you like to redirect this?	SL022
PH_Chk_ListenToRest	Listen to the rest?	SL030
PH_Chk_MessageCategoryMenu	For voice messages press 4, for fax press 5.	ME021
PH_Chk_MessageForGroup	This is a message for <group name>. The message is...	SL011 SL009
PH_Chk_MessageHaventHeard	This person left a message you haven't heard yet.	SR004
PH_Chk_MsgGotAll	[[Got all your messages and left an urgent message. | Got all your messages and left a message.] | [Got all your messages and left [<number> urgent messages. | <number> new message[s].]]	SL059 SL058 SL057 SUBPH_NumberTrailing SL073 SUBPH_1 SUBPH_NumberTrailing SL040
PH_Chk_MsgHas	[Has an old message to review. | Has <number> messages to review. | Has an urgent message for you. | Has a message for you. | Has [<number> urgent messages. | <number> new messages.]]	SL021 SL052 SUBPH_NumberTrailing SL041 SL069 SL031 SUBPH_NumberTrailing SL073 SUBPH_1 SUBPH_NumberTrailing SUBPH_NumberTrailing
PH_Chk_MsgHasntGot	[[Hasn't heard your last message, but left an urgent message. | Hasn't heard your last message, but left a message.] | Hasn't heard your last message, but left [<number> urgent messages. | <number> new messages.]]	SL066 SL065 SL064 SUBPH_NumberTrailing SL073 SUBPH_1 SUBPH_NumberTrailing SL040
PH_Chk_MsgLeft	[[Left an urgent message. | Left <number>. | Left a message.] | [Left <number> urgent messages. | Left <number> new message[s].]]	SL070 SL047 SUBPH_NumberTrailing SL006 SUBPH_NumberTrailing SL073 SUBPH_NumberTrailing SUBPH_1 SUBPH_NumberTrailing SL040
PH_Chk_NoFurther	There are no further messages.	SL016
PH_Chk_PerMessageReceipt	Got the message you sent [today | yesterday | <number> days ago] at <time>.	SL060 SUBPH_DateTime
PH_Chk_PrerecordedAt	Prerecorded [today | yesterday | <number> days ago] at <time>.	SD027 SUBPH_DateTime
PH_Chk_Receipt	Got your last message [today | yesterday | <number> days ago] at <time>.	SL003 SUBPH_DateTime
PH_Chk_ReceivedAt	Received [today | yesterday | <number> days ago] at <time>.	SL067 SUBPH_DateTime
PH_Chk_RecordedAt	Recorded [today | yesterday | <number> days ago] at <time>.	SL018 SUBPH_DateTime
PH_Chk_SavedAsNew	Message saved as new.	SL028
PH_Chk_SentAt	Sent [today | yesterday | <number> days ago] at <time>.	SR023 SUBPH_DateTime
PH_Chk_TheMessageIs	The message is...	SL009

Phrase Name	Phrase Text
PH_Chk_TotalTime	Totaling <number> minute[s] [<number> second[s]].
PH_Chk_TransferedToFax	Call transferred [today | yesterday | <number> days ago] at <time>.
PH_Chk_WouldLikeToCheck	Would you like to check [it | them]?
PH_Chk_WouldLikeToHear	Would you like to hear [it | them]?
PH_Chk_XUrgent	<Number> urgent.
PH_Chk_YouHaveNew	You have [no | <number>] new messages.
PH_Chk_YouHaveReview	[There are no old messages to review. | You have [one old message | <number> messages] to review.]
PH_Chk_YouHaveUrgent	[You have no new messages. | You have <number> urgent messages.]
PH_Chk_YourMessageBox	[[Your message box has an urgent message. | Your message box has a message.] | Your message box...]
PH_Chk_YouStillHaveNew	[There are no further messages. | You still have <number> new messages.]
PH_Chk_YouStillHaveUrgent	[There are no further messages. | You still have <number> urgent messages.]
PH_Dir_AssistanceCouldNot	I'm sorry, directory assistance could not be completed.
PH_Dir_EndOfGroup	[1 second of silence] End of <group name.> [1 second of silence]
PH_Dir_EndPause	[3 seconds of silence]
PH_Dir_ForNamePress	For <name> press [1..8].
PH_Dir_GroupName	<Group name>. [1 second of silence] [1 second of silence]
PH_Dir_NameOrExt	[<Name> | Extension <number>].
PH_Dir_NoMatches	There are no matches to the three letters you entered, press 1 to try another name.
PH_Dir_PleasePressLetters	Please press the first three letters of the person's last name [for Q press 7, for Z press 9. Please enter the letters now].
PH_Dir_ThisDirWill	This directory will help you find a person's extension by their department.
PH_Dir_ToStartHearAgain	To [start | hear] the list again, press the pound key [1 second of silence].
PH_Dir_ToStopDir	To stop the directory, press the pound key. Remember you may dial the extension at any time.
PH_Dir_YouMayDialExt	You may dial the extension at any time.
PH_Dlv_1ForAm2ForPm	Press 1 for a.m., or 2 for p.m.
PH_Dlv_EnterActiveDays	Enter the new days active by pressing 1 for Sunday, 2 for Monday, and so on. Press star when you are finished.
PH_Dlv_EnterStartTime	Enter the starting time to the minute. Press star when you are finished.

Phrase Name	Phrase Text	Includes Prompts			
PH_Dlv_EnterStopTime	Enter the ending time to the minute. Press star when you are finished.	DS013			
PH_Dlv_LeaveTurnOn	Shall I [leave | turn] it on?	GL010	GL009		
PH_Dlv_LikeToChange	Would you like to change it?	SP014			
PH_Dlv_LikeToChangeHomePhone	Change delivery to your home phone?	DS002			
PH_Dlv_LikeToChangePagerPhone	Change delivery to your pager?	DS003			
PH_Dlv_LikeToChangeSparePhone	Change delivery to your spare phone?	DS004			
PH_Dlv_LikeToChangeWorkPhone	Would you like to change message delivery to your work phone?	DS001			
PH_Dlv_LikeToTryAgain	Would you like to try again?	SP070			
PH_Dlv_MessageDeliveryIs	Message delivery to your [work phone | home phone | pager | spare phone] is currently [on | off].	DS005 GL007	DS006 GL008	DS007	DS008
PH_Dlv_NoChangeOverPhone	I'm sorry, this schedule has a delivery mode that cannot be changed over the phone.	DS026			
PH_Dlv_NoScheduledDays	There are currently no scheduled days.	DS027			
PH_Dlv_NoScheduledHours	There are currently no scheduled hours.	DS028			
PH_Dlv_NotRecognizeDays	I'm sorry, I did not recognize the days you entered.	DS024			
PH_Dlv_NotRecognizeTime	I'm sorry, I did not recognize your time entry.	DS022			
PH_Dlv_NoValidTimes	There are no valid delivery times, this schedule cannot deliver messages.	DS025			
PH_Dlv_OnDays	On <days> (for example "On Sunday, Tuesday and Friday".)	DS030	SUBPH_Days		
PH_Dlv_ScheduleActiveFrom	The current schedule is active from <time> to <time>.	DS009 SUBPH_Time	SUBPH_Time	DT032	
PH_Dlv_ScheduleIncomplete	This dialing schedule is incomplete.	DS018			
PH_Dlv_UrgentDeliveryIs	Urgent message delivery is currently [on | off].	SP032	GL007	GL008	
PH_Fax_AnnotateFollowup	I'll record your message at the tone. When you are finished, please stay on the line to be transferred to a fax machine.	MB022			
PH_GAEN_DiskOptimization	An error occurred during disk maintenance. Please contact your system representative.	ER002			
PH_GAEN_DiskRedundancy	An error occurred with disk redundancy. The system is running on a single drive. Please contact your system representative.	ER001			
PH_GAEN_TapeBackup	An error occurred during your regularly scheduled backup. It is important to have a current backup. Please contact your system representative.	ER003			
PH_GAEN_VMS	The voice mail system...	ER004			
PH_Group_AddedorDeleted	[added. | deleted.]	GR014	GL018		
PH_Group_AddMemberbyExt	To add a member, please enter the extension number, or press pound pound to spell the person's name. To exit, press star.	GR056	SR012	SR047	GL017
PH_Group_AddMemberbyName	To add a member, please enter the first three letters of the person's last name. [For Q, press 7, for Z, press 9.] Or, press pound pound to enter the extension number. To exit, press star.	GR056 GL017	SR003	GL004	GL005
PH_Group_CanOtherSendToThis	Can others send a message to this group?	GR007			
PH_Group_ChangeNameorNumber	Do you want to change the [group number | group's spelled name]?	GR008	GR009		
PH_Group_ChangeRecordedName	Do you want to change the group's recorded name?	GR010			

Phrase Name	Phrase Text	Includes Prompts			
PH_Group_ConfirmorDelete	[Press yes to confirm. | Do you want to delete this member?]	SR046	GR011		
PH_Group_ContAddMemberbyExt	To exit, press star. To add another member, please enter the extension number, or press pound pound to spell the person's name.	GL017	GR058	SR012	SR047
PH_Group_ContAddMemberbyName	To exit, press star. To add another member, please enter the first three letters of the person's last name. [For Q, press 7, for Z, press 9. Please enter the letters now.]	GL017 DR002	GR058	SR003	GL004
PH_Group_ContDelMemberbyExt	To exit, press star. To delete another member, please enter the extension number, or press pound pound to spell the person's name.	GL017	GR059	SR012	SR047
PH_Group_ContDelMemberbyName	To exit, press star. To delete another member, please enter the first three letters of the person's last name. [For Q, press 7, for Z, press 9. Please enter the letters now.]	GL017 DR002	GR059	SR003	GL004
PH_Group_Created	[Private | Open] group created. Ready to add the first member to this group.	GR022	GR021		
PH_Group_DelMemberbyExt	To delete a member, please enter the extension number, or press pound pound to spell the person's name. To exit, press star.	GR057	SR012	SR047	GL017
PH_Group_DelMemberbyName	To delete a member, please enter the first three letters of the person's last name. [For Q press 7, for Z press 9.] Or, press pound pound to enter the extension number. To exit, press star.	GR057 GL017	SR003	GL004	GL005
PH_Group_EnterFirst3Letters	Please enter the first three letters of the group's name. [For Q press 7 for Z press 9.]	GR016	GL004		
PH_Group_EnterGroupNumber	Please enter the three digits of the group number.	GR061			
PH_Group_GroupNumber	Group number <number>.	GR013	SUBPH_NumberString		
PH_Group_HasTheFollowingMembers	Has the following members...	GR015			
PH_Group_LikeToAddAnother	Would you like to create another group?	GR045			
PH_Group_LikeToAddMembers	Would you like to add members to this group list?	GR034			
PH_Group_LikeToAddToThisGroup	Would you like to add members to this group?	GR033			
PH_Group_LikeToChangeMore	Would you like to make anymore changes to this group?	GR051			
PH_Group_LikeToChangeName	Would you like to change the name of this group?	GR035			
PH_Group_LikeToChangeThis	Would you like to change this?	GR038			
PH_Group_LikeToContinueMaint	Would you like to continue with group maintenance?	GR040			
PH_Group_LikeToCreateNewGroup	Would you like to create a new group?	GR041			
PH_Group_LikeToDeleteAGroup	Would you like to delete a group?	GR042			
PH_Group_LikeToDeleteAnother	Would you like to delete another group?	GR043			
PH_Group_LikeToDeleteFromThis	Would you like to delete members from this group?	GR044			
PH_Group_LikeToDeleteMembers	Would you like to delete members from this group list?	GR046			
PH_Group_LikeToEditAGroup	Would you like to edit a group?	GR047			
PH_Group_LikeToEditAnother	Would you like to edit another group?	GR050			
PH_Group_LikeToListAllGroups	Would you like to list all your groups?	GR048			
PH_Group_LikeToListMembers	Would you like to list members of this group?	GR049			
PH_Group_LikeToReviewList	Would you like to review this list?	GR055			

Phrase Name	Phrase Text	Includes Prompts			
PH_Group_NameAndOrNumber	[[Open group] <name> [is number <number>]. | Group number <number>. | Open group number <number>.]	GR023 GR062 SUBPH_NumberString GR063 GR013			
PH_Group_NoMatches	There are no [further] matches to the [group number | three letters] you entered. Would you like to try again?	GR030 SP070	GR029	SP004	GR031
PH_Group_NoMembers	This group has no members.	GR036			
PH_Group_NoMoreMatches	[There are no [further] matches to the three letters you entered. | There is no such extension number. | There are no matches to that extension number.]	SP004	GR031	SR013	GR037
PH_Group_NotEnteredNeedsName	Not [entered | recorded]. [The group cannot be added without a [recorded name. | group name.] | The [group number | group's spelled name] will not be changed.]	GR003	GR002	GR005	GR006
PH_Group_Number	Group number <number>; <name>.	GR013	SUBPH_NumberString		
PH_Group_NumberConflicts	Group number conflicts with an existing group number. Would you like to choose another group number?	GR013	GR024		
PH_Group_RecordGroupName	At the beep, state the name of the group, press star when you are finished.	GR019			
PH_Group_RecordMessageNow	Would you like to record a message for this group now?	GR053			
PH_Group_ReviewListofGroups	Would you like to review the list of your groups?	GR054			
PH_Group_SorryCantChangeGroup	I'm sorry, I cannot presently change this group.	GR012			
PH_Group_SureYouWantToDelete	Are you sure you want to delete...	GR020			
PH_Group_TheNumberIs	[The group number is | The numbers corresponding to the first three letters of the group's name are] <number>.	GR026 GR028 SUBPH_NumberString			
PH_Group_ThereAreNoGroups	There are no groups.	GR032			
PH_Group_TheseExist	The following groups exist.	GR025			
PH_Group_TheVoiceNameIs	The group's voice name is [<name>. | not recorded. The group cannot be added without a recorded name.]	GR027	GR004		
PH_Group_ThisPersonIsAMember	This person is already a member.	GR001			
PH_Group_ToExitPressStar	To exit, press star.	GL017			
PH_Group_WhenFinishedPressStar	When finished, press star.	GR060			
PH_Gst_GuestNumber	Guest number <number>.	SL077	SUBPH_NumberString		
PH_Gst_HowNiceToHear	How nice to hear from you!	SL001			
PH_Hold_AllStillBusy	I'm sorry, all lines are [still] busy.	HD001	HD002		
PH_Hold_AttemptPutYou	I will attempt to put you through. Please stay on the line.	HD007			
PH_Hold_HoldMusic	<Music>	HD023 HD027 HD031	HD024 HD028 HD032	HD025 HD029	HD026 HD030
PH_Hold_HoldOptions	[While you are holding | Remember], you may press 2 to leave a message, or the pound key to try another extension at any time.	HD008	HD009		
PH_Hold_NameStillBusy	[<Name> | The person you are trying to reach] is [still] on the phone [now].	MB017	MB005	HD003	
PH_Hold_NoLongerBusy	I'm sorry, the line is no longer busy, but now it doesn't answer.	HD022			

Phrase Name	Phrase Text
PH_Hold_TooMany	And I have too many lines holding already.
PH_Hold_YouAreInLine	[Calls are answered in the order received]. You are <number> in line. [If you'd like	To continue] to hold, [please say yes;	press 1;] to [stop holding, remain silent,| leave a message, press 2, or to try another extension, press the pound key. You must press a tone to remain connected.}
PH_Leave_AskForExt	Please enter the extension number [or, press pound pound to spell the person's name].
PH_Leave_AskForExtOr	[Please enter the extension number, or <number> for groups. [Or, press pound pound to spell the person's name.]	Please enter the extension number. Or, press pound pound to spell the person's name.]
PH_Leave_AskForGroupNumber	Please enter the three digits of the group number.
PH_Leave_AskForName	Please enter the first three letters of the person's last name [for Q press 7, for Z press 9. Please enter the letters now]. Or, press pound pound to enter the extension number.
PH_Leave_Beep	[1 millisecond of silence]
PH_Leave_CancellingGroupMsg	Cancelling group message.
PH_Leave_CantAccessMessage	I'm sorry, I can't access [this	the next] message right now.
PH_Leave_Confirm	Press yes to confirm.
PH_Leave_GreetingInUse	This greeting is currently in use. Would you like to try again?
PH_Leave_GroupMessageNotHeard	[Your last message has not been heard.	Some group members haven't heard your last message.] Would you like to review it?
PH_Leave_HasntHeardLast	Hasn't heard your last message yet.
PH_Leave_LikeLeaveGroupAnother	Would you like to leave this group an additional message?
PH_Leave_LikeLeavePersonAnother	Would you like to leave this person an additional message?
PH_Leave_LikeRecordIntroduction	Would you like to record an introduction?
PH_Leave_LikeToLeave	If you'd like to leave a message, I'll record it now.
PH_Leave_LikeToLeaveAnother	Would you like to leave another message?
PH_Leave_LikeToLeaveAny	Would you like to leave any messages?
PH_Leave_LikeToRedirect	Would you like to redirect this message to anyone else?
PH_Leave_ListentotheRest	Listen to the rest?
PH_Leave_MessageSaved	Message saved.
PH_Leave_NoSuchExtensionOrName	[I'm sorry, there is no such extension number.	There are no further matches to the group number you entered.	There are no further matches to the three letters you entered.]
PH_Leave_NumberHaveNotHeard	[<1-9>	Over ten] people have not heard this message.
PH_Leave_PersonHasNotHeardLast	This person hasn't heard your last message. Would you like to review it?
PH_Leave_PersonHasNotHeardMsg	Has not heard this message.
PH_Leave_Press1toLeaveMessage	Press yes to leave a personal message for...
PH_Leave_RecordingthenBeep	Recording...

Phrase Name	Phrase Text	Includes Prompts
PH_Leave_SendingGroupMessage	Sending group message.	SR040
PH_Leave_ShouldListNotHeardMsg	List who has not heard this message?	SR024
PH_Leave_SorryCantAccess	I'm sorry, I can't presently access...	GL014
PH_Leave_StillLikeLeaveMessage	Would you still like to leave this person a message?	SR039
PH_Leave_ToConfirmCancel	To confirm cancellation, press 1.	SR030
PH_Leave_ToExitListPressStar	To exit the list, press star at any time.	SR027
PH_Leave_WillCopyMessageNow	I'll copy the message now.	SL024
PH_Leave_WillRecordMessageNow	Okay, I'll record your message now.	SR008
PH_Leave_WouldYouLiketoCancel	Would you like to cancel this message?	SR006
PH_Leave_YouLeftGroup	You left this group another message.	SR038
PH_Leave_YouLeftPerson	You left this person another message.	SR037
PH_Open_HelloThisIsThe	Hello, ExecuMail messaging system...	OP001
PH_Open_IfYouKnowExtension	If you are calling from a touchtone phone, you may enter the extension at any time, if you don't know the extension, press 411 for a directory. Otherwise, please stay on the line and an operator will be right with you.	OP002 OP003 OP003.P
PH_Opt_ForGreetingsPress4	For greetings press 4, groups 5, transfer or delivery options 6, personal options 7.	ME009
PH_Opt_ForTransferOptionsPress	For transfer options press 4, for delivery options press 5.	ME016
PH_Opt_ForUrgentPress4	For urgent press 4, private 5, return receipt 6, future delivery 7. To finish press star.	ME012
PH_Opt_HearReceipts	To hear return receipts press 4, leave messages 5, review old messages 6, setup options 7.	ME005
PH_Opt_LeaveMessages	To leave messages press 5, review old messages 6, setup options 7.	ME006
PH_Opt_MessageDelivery	Message Delivery: For your work phone 4, home phone 5, pager 6, spare phone 7.	ME007
PH_Opt_NewMessages	To hear new messages press 4, leave messages 5, review old messages 6, setup options 7.	ME002
PH_Opt_NoNewHearReceipts	There are no new messages. To hear return receipts press 4, leave messages 5, review old messages 6, setup options 7.	ME004
PH_Opt_NoNewLeaveMessages	There are no new messages. To leave messages press 5, review old messages 6, setup options 7.	ME003
PH_Opt_ToAddMembersPress4	To add members press 4, delete members 5, list members 6, change group name 7.	ME019
PH_Opt_ToChangePhoneEtcPlusFax	To change the phone number press 4, schedule 5, delivery mode 6.	ME008
PH_Opt_ToChangeSecurityCode	To change your security code press 4, recorded name 5, spelled name 6, directory status 7.	ME011
PH_Opt_ToChangeThePhoneNumber	To change the phone number press 4, schedule 5, delivery mode 6.	ME008
PH_Opt_ToChangeTransferNumber	To change transfer number press 4, call screening 5, call holding 6.	ME015
PH_Opt_ToCheckNewMessages	To check new messages press 4, leave messages 5, review old messages 6, setup options 7.	ME001

Phrase Name	Phrase Text	Includes Prompts		
PH_Opt_ToCreateAGroupPress4	To create a group press 4, edit a group 5, list groups 6, delete a group 7.	ME020		
PH_Opt_ToHearCurrentGreeting	To hear current greeting press 4, switch greeting 5, edit standard greeting 6, edit alternate greeting 7.	ME010		
PH_Opt_ToHearMessageNotHeard	To hear this message press 4, cancel 5, change special delivery 6, list who has not heard this message 7. To finish press star.	ME014		
PH_Opt_ToHearMessagePress4	To hear this message press 4, cancel 5, change special delivery 6. To finish press star.	ME013		
PH_Pause_2ToRecord	Press 2 to record.	SR018		
PH_Pause_PauseToPlay	Press pause to continue playing.	SL046		
PH_Pause_PlaybackPaused	Playback paused.	SL045		
PH_Pause_PressTT	Press a touchtone to continue.	GL019		
PH_Rec_DialtoneDetected	An interruption has occurred; press 1 to continue.	GL016		
PH_Rec_OutOfSpace	I'm sorry, I'm out of message space and can't record any more.	GL013		
PH_Rec_PressPauseToContinue	Press pause to continue recording.	SR016		
PH_Rec_PressTTToContinue	Press a touchtone to continue.	GL019		
PH_Rec_Recording	Recording...	SR042		
PH_Rec_RecordingPaused	Recording paused. Press pause to continue recording.	SR014	SR016	
PH_SBOwn_EnterBoxToReset	Please enter the box number to reset.	SM002		
PH_SBOwn_LikeToRecordGreeting	Would you like to record a personal greeting?	SM005		
PH_SBOwn_LikeToRecordVoiceName	Would you like to record a voice name?	SM004		
PH_SBOwn_LikeToResetBox	Press yes to reset a personal message box. [To exit, press star.]	SM001	GL017	
PH_SBOwn_LikeToSetSecurityCode	Would you like to set a security code?	SM003		
PH_SBOwn_TheCurrentGreetingIs	The current greeting is <greeting>.	SP075		
PH_Spdl_ChangeToImmediate	Would you like to change to immediate delivery?	SD029		
PH_Spdl_EnterDayOfMonth	Enter the day of the month as a number from 1 to 31.	DS014		
PH_Spdl_EnterMonth	Enter the month of the year as a number from 1 to 12 where January is 1 and so on.	DS015		
PH_Spdl_EnterTime	Enter the time to the minute. Press star when you are finished.	DS011		
PH_Spdl_ForLaterPress	For later today press 0, for tomorrow press 1, for two days from now press 2, and so on. To enter a month and day press 9.	DS020		
PH_Spdl_FutureAt	[Today	Tomorrow	<date>] at <time>.	DT021 DT020	DT023 SUBPH_Time	SUBPH_Date
PH_Spdl_KeepFuture	Would you like to keep that?	SD030		
PH_Spdl_LikeSpecialDelivery	Would you like special delivery for this message?	SD004		
PH_Spdl_LikeSpecialDeliveryRep	Would you like special delivery for this reply?	SD005		
PH_Spdl_LikeToChangeSpecial	Would you like to change special delivery for this message?	SD006		
PH_Spdl_MarkedForDelivery	Marked for delivery...	SD031		
PH_Spdl_MarkedPrivateSK	[Marked as private. Keep it private?	Marked as private.	Not private.]	SD008	SD007	SD010

Phrase Name	Phrase Text	Includes Prompts			
PH_Spdl_MarkedPrivateYN	[Marked as private. Keep it private? | Mark it private?]	SD008	SD009		
PH_Spdl_MarkedReceiptSK	[Marked for return receipt. Keep return receipt? | Marked for return receipt. | No receipt.]	SD013	SD012	SD015	
PH_Spdl_MarkedReceiptYN	[Marked for return receipt. Keep return receipt? | Mark for return receipt?]	SD013	SD014		
PH_Spdl_MarkedUrgentSK	[Marked as urgent. Keep it urgent? | Marked as urgent. | Not urgent.]	SD018	SD017	SD020	
PH_Spdl_MarkedUrgentYN	[Marked as urgent. Keep it urgent? | Mark it urgent?]	SD018	SD019		
PH_Spdl_MarkFuture	Mark for future delivery?	SD028			
PH_Spdl_NoRedirect	This message cannot be redirected.	SD011			
PH_Spdl_NoSpecialDelivery	This message has no special delivery.	SD001			
PH_Spdl_NotRecognizeDate	I'm sorry, I did not recognize the date you entered. Would you like to try again?	DS023	SP070		
PH_Spdl_OptionNotAvailable	This option is not available. Please see your system manager if you need more information.	GL020			
PH_Spdl_SendThisWay	Send it this way?	SD002			
PH_Spdl_SentImmediately	Will be sent immediately.	SR036			
PH_Spdl_ToSendThisWay	To send it this way, press 1.	SD003			
PH_Spdl_UrgentPrivateMessage	This [urgent] [private] message	SD026	SD024	SD025	SR028
PH_Spdl_WillBeSent	Will be sent...	SR021			
PH_Spdl_WithReceipt	With return receipt requested...	SD016			
PH_Sub_AllSettingsAreErased	All settings have been erased and your mailbox remains as new. If you wish to repeat the setup process now, enter your personal ID.	SS011			
PH_Sub_ChooseACodeWillNotForget	Choose a code that you will not forget. The code should be three to ten digits. Please enter your security code now. Press star when you are finished.	SP020			
PH_Sub_CurrentNumberHasSpecial	The current phone number contains special dialing codes that cannot be entered over the phone. Are you sure you want to change this number?	DS016			
PH_Sub_DeliveryOptionsComplete	Delivery options complete. Would you like to review them?	DS019			
PH_Sub_DoesNotKnowExtension	Someone who does not know your extension number may still reach you or leave you a message just by knowing your last name. For this, the system must know how to spell your last name. To spell your name, find the touchtone keys that correspond to the first three letters of your last name. [For Q press 7, for Z press 9.] Please enter the letters now.	SS005	GL004	DR002	
PH_Sub_EnrollmentPausedPress1	Enrollment paused. Press 1 to continue the process.	SS001			
PH_Sub_EnrollSetSecurityCode	Would you like to set a security code to safeguard your mailbox? Press 1 for yes or 2 for no.	SS009			
PH_Sub_EnterFirst3Letters	Please enter the first three letters of your last name. [For Q press 7, for Z press 9. Please enter the letters now.] [To exit, press star.]	SP043	GL004	DR002	GL017
PH_Sub_EnterNewPhoneNumber	Enter the digits of the new phone number. To insert one second pauses, press the pound key. Press star when you are finished.	SP012			
PH_Sub_EnterPersonalCode	Please enter your personal security code.	SL013			

Phrase Name	Phrase Text
PH_Sub_EnterSecurityCode	[Please enter your new security code. The code should be three to ten digits. Please enter your security code now. Press star when you are finished. To delete your present security code, just press star now. | Please re-enter your new security code to confirm it. Press star when you are finished.]
PH_Sub_GreatWelcomeToTheSystem	Great! Welcome to the voicemail system. To use your new voice mailbox in the future, just enter your personal ID when the system first answers. If you'd like to use your mailbox now, enter your personal ID.
PH_Sub_HelloOwner	<Name>. [Remember, 1 for yes and 2 for no. | Remember, for the main menu, press star; to move back a menu, press pound.]
PH_Sub_HoldingIsNotSupported	Call holding to your extension is not supported by your phone's transfer setting.
PH_Sub_HoldingToExtensionIs	Call holding to your extension is [on | off]. Shall I [leave | turn] it on?
PH_Sub_LikeIncludedInDirectory	Would you like to be included in the directory, so callers may reach you just by knowing your name? Press 1 for yes or 2 for no.
PH_Sub_LikeSpecialDeliveryRedir	Would you like special delivery for this message?
PH_Sub_LikeToAccessSetup	Would you like to access your setup options?
PH_Sub_LikeToChangeDelivery	Would you like to change your delivery options?
PH_Sub_LikeToChangeDirStatus	Would you like to change your directory listing status?
PH_Sub_LikeToChangeGreetings	Would you like to change your greetings?
PH_Sub_LikeToChangeGroups	Would you like to change your groups?
PH_Sub_LikeToChangeOptions	Would you like to change your personal options?
PH_Sub_LikeToChangePhoneNumber	Would you like to change [the current phone number? | it?]
PH_Sub_LikeToChangeRecordName	Would you like to change your recorded name?
PH_Sub_LikeToChangeSpelledName	Would you like to change your spelled name?
PH_Sub_LikeToChangeTransfer	Would you like to change call transfer?
PH_Sub_LikeToChangeTransorDlv	Would you like to change your transfer or delivery options?
PH_Sub_LikeToDoAnythingElse	Would you like to do anything else?
PH_Sub_LikeToSetSecurityCode	Would you like to set your security code? [Press 1 for yes, or 2 for no.]
PH_Sub_ListingInDirectoryIsNow	Your listing in the directory is now [off | on]. Shall I [turn it on | leave it on]?
PH_Sub_LowOnSpace	The voice mail system is running low on recording space, please delete all unnecessary messages.
PH_Sub_MainMenu	Main Menu.
PH_Sub_MakeThisCurrentGreeting	Would you like to make this greeting active?
PH_Sub_NoCurrentPhoneNumber	There is no current phone number.
PH_Sub_NoSecurityCodeHasBeenSet	No security code has been set.
PH_Sub_NumbersToLastName	The numbers corresponding to the first three letters of your last name are [not entered. Please note that you should enter a spelled name. | <numbers>.]

Phrase Name	Phrase Text	Includes Prompts			
PH_Sub_OneWayPeopleKnow	One way people know they've reached you or that you've called them is by hearing your name. At the beep please state your first and last name, state only your name. Press the star key when you are finished.	SS004			
PH_Sub_PersonalOptionsComplete	Personal options complete, would you like to review them?	SP056			
PH_Sub_RecordYourGreeting	Okay, I will record your greeting now.	SP072			
PH_Sub_ScheduleOptionsComplete	Schedule options complete, would you like to review them?	DS017			
PH_Sub_ScreeningIsNotSupported	Call screening to your extension is not supported by your phone's transfer setting.	SP059	SP061		
PH_Sub_ScreeningToExtensionIs	Call screening to your extension is [on | off]. Shall I [leave | turn] it on?	SP059 GL009	GL007	GL010	GL008
PH_Sub_SecurityCodeDeleted	Your security code has been deleted.	SP023			
PH_Sub_SecurityCodeNowActive	Your new security code has now been activated.	SP027			
PH_Sub_SeeYouLater	If you'd like to try an extension, you may do so now. See you later.	SP002			
PH_Sub_SetSecurityCode	Would you like to set your security code?	SP018			
PH_Sub_SetupOptionsComplete	Setup options complete, would you like to review them?	SP057			
PH_Sub_SorryCodesDidNotMatch	I'm sorry, the two codes you entered do not match. Your security code has not been changed.	SP026	SP024		
PH_Sub_StateYourNameAtTheBeep	Okay, state your name at the beep. Press star when you are finished.	SP044			
PH_Sub_SwitchingToGreeting	I'm switching to your [standard | alternate] greeting, which currently is...	SP034	SP033		
PH_Sub_TheCurrentPhoneNumberIs	The current phone number is <number>.	SP009	SUBPH_NumberString		
PH_Sub_TheNewPhoneNumberIs	The new phone number is <number>.	SP013	SUBPH_NumberString		
PH_Sub_ThereIsNoPhoneNumber	There is no phone number. This deliver schedule cannot dial out.	DS029			
PH_Sub_ThisOptionIsNotAvailable	This option is not available. Please see your system manager if you need more information.	GL020			
PH_Sub_TransDlvOptionsComplete	Transfer and delivery options complete, would you like to review them?	SP049			
PH_Sub_TransferOptionsComplete	Transfer options complete, would you like to review them?	SP055			
PH_Sub_TransferToExtensionIs	Call transfer to your extension is currently [on | off]. Shall I [leave | turn] it on?	SP060 GL009	GL007	GL010	GL008
PH_Sub_TXWouldYouLikeToRerecord	Would you like to re-record the [alternate | night | day] greeting?	SP073	SP065	SP064	
PH_Sub_TXWouldYouLikeToSwitch	[Would you like to switch to the [standard day and night | alternate] greeting? | Would you like to change it?]	SP066	SP074	SP014	
PH_Sub_WelcomeToTheSystem	Hello and thank you for calling. As a new voice mailbox owner, please take a moment to personalize your new mailbox.	SS003			
PH_Sub_WhenCallersCantReachYou	When callers can't reach you directly they will go to your voice mailbox. To encourage callers to leave you a message, your mailbox should include a personal message to greet them. At the beep please record your personal greeting.	SS007			
PH_Sub_WouldYouLikeToChange	Would you like to change [it? | them?] [Press 1 for yes, or 2 for no.]	SP014	SP047	GL006	
PH_Sub_WouldYouLikeToDeleteCode	Would you like to delete your security code? [Press 1 for yes, or 2 for no.]	SP022	GL006		
PH_Sub_WouldYouLikeToRerecord	Would you like to re-record your [standard | alternate] greeting?	SP036	SP037		

Phrase Name	Phrase Text	Includes Prompts			
PH_Sub_WouldYouLikeToSwitch	Would you like to switch to your [standard | alternate] greeting?	SP039	SP038		
PH_Sub_YouHaveNotBeenListed	You will not be listed in the directory since a listing requires both your recorded name and a spelled name. Callers will have to know your extension number to reach you or leave you a message.	SS010			
PH_Sub_YourGreetingIs	[The [standard day | night | alternate] greeting is | Your [standard | alternate | current] greeting is]	SP067 SP008	SP068 SP040	SP069	SP041
PH_Sub_YourNewNameIs	Your new name is [<name> | not recorded. Please note that it is best to have a recorded name.]	SP030	SP028		
PH_Sub_YourRecordedNameIs	Your recorded name is currently [<name>. | not recorded.]	SP053	SP063		
PH_Xfer_Announce	*BEEP*	GL022			
PH_Xfer_CallForExt	Call for extension <number>.	MB010 SUBPH_NumberString	SP031		
PH_Xfer_CallForName	Call for <name>.	MB010			
PH_Xfer_CallFrom	Call from <name>.	MB012			
PH_Xfer_Confirm	Please press 1 to take the call, or 2 and I'll take a message.	MB013			
PH_Xfer_HoldOn	Please hold on while I try [the fax machine. Remember, press the start button when you hear the tone. | that extension.]	MB020	MB009		
PH_Xfer_WhomIsCalling	Whom may I say is calling?	MB011			
SUBPH_1-10NewMessages		SL078 SL082 SL086	SL079 SL083 SL087	SL080 SL084	SL081 SL085
SUBPH_Date		DT008 DT012 DT016 SUBPH_NumberTrailing	DT009 DT013 DT017	DT010 DT014 DT018	DT011 DT015 DT019
SUBPH_DateTime		DT021 SUBPH_NumberLeading DT024 SUBPH_Time	DT022 SUBPH_NumberLeading	DT025	
SUBPH_Days		DT007 DT036 DT038 DT040	DT042 DT002 DT004 DT006	DT031 DT037 DT039 DT041	DT001 DT003 DT005
SUBPH_NumberLeading		NM018 NM004 NM008 NM012	NM001 NM005 NM009	NM002 NM006 NM010	NM003 NM007 NM011
SUBPH_NumberString		NM043 SUBPH_NumberTrailing SUBPH_NumberLeading	SUBPH_NumberTrailing		

Phrase Name	Phrase Text	Includes Prompts			
SUBPH_NumberTrailing		NM019	NM020	NM021	NM022
		NM023	NM024	NM025	NM026
		NM027	NM028	NM013	NM033
		NM034	NM035	NM036	NM037
		NM038	NM039	NM040	NM041
		NM014	NM029	NM015	NM030
		NM016	NM031	NM017	NM032
		DT024			
SUBPH_PressNumber		DR023	DR014	DR015	DR016
		DR017	DR018	DR019	DR020
		DR021	DR022		
SUBPH_Time		SUBPH_NumberLeading		NM042	
		SUBPH_NumberTrailing		DT034	
		DT033			
SUBPH_Year		SUBPH_NumberLeading			
		SUBPH_NumberTrailing			
SUBPH_YouHave1-10NewMessages		SL093	SL094	SL095	SL096
		SL097	SL098	SL099	SL100
		SL101	SL102		

ExecuMail

Voice Processing System

Installation Manual

Version 6.5

Cam:047

COMDIAL
Made <u>right</u> in the USA

Installation Manual

Version 6.5

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COMDIAL
Made right in the USA

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Figures

Where to Start

It is easy to install and configure an ExecuMail system. This guide will lead you through the process step by step.

Installing an ExecuMail System

If you are installing a fully-assembled ExecuMail system from Comdial, most of the installation process has already been done for you. The system is completely assembled and tested with all the software installed on the computer.

To complete the installation process, turn to the section entitled *Installing an ExecuMail System*, which begins on page 23.

Installing an Unbundled ExecuMail System

If you are installing an unbundled ExecuMail system on a computer you have purchased from another source, you will need to perform several additional steps to prepare the system.

These steps are covered in *Assembling an Unbundled ExecuMail System*, which begins on page 3. These steps should be completed before taking the system to the installation site. After you have assembled the unbundled system, follow the steps in the second section entitled *Installing an ExecuMail System*.

NOTE: If you are installing an optional feature package as part of your voice mail system, read any installation instructions that came with the package *before* you begin this installation.

ASSEMBLING AN UNBUNDLED EXECUMAIL SYSTEM

- ■ *Choose a Computer*
- ■ *Prepare the Hard Disk*
- ■ *Install the System Key*
- ■ *Install the Voice Boards*
- ■ *Install the Software*
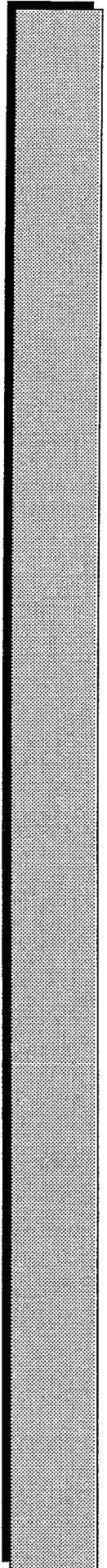
This section describes the process of assembling an unbundled ExecuMail system's hardware and software. There are 5 steps:

- Choose a computer
- Prepare the Hard Disk
- Install the System Key
- Install the Voice Boards
- Install the Software

These steps should be done before the system is taken to the installation site.

Choose a Computer

ExecuMail is designed to run only on industry-standard personal computers using the MS-DOS operating system.

This version of the voice mail software requires a 486 computer with at least 4 megabytes of memory on the motherboard. Some configurations may require more than 4 megabytes of memory.

The voice mail software also requires MS-DOS version 6.0 or higher.

Use the Computer Requirements Checklist (Figure 1) to make sure the computer you select will work for the voice mail system. Don't use price as the only factor in your decision. Consider the reliability of the computer, the stability and expertise of the supplier, and the supplier's ability to provide support and service.

Computer Requirements Checklist

☐ At least a 486DX CPU

☐ Keyboard and monitor

☐ MS-DOS operating system version 6.0 or higher. This includes the MS-DOS system disks and manual.

☐ **2- through 16-port systems** require at least 4 megabytes (4096K) of memory.

   The software installation sets the voice mail computer to use the EMM386.EXE expanded memory emulation utility included with MS-DOS. Except for systems with the ExecuMail Fax Feature Package, no other memory management software is supported.

☐ At least one parallel port

☐ Enough empty full-length expansion slots to accommodate the voice boards. If the system will also use the ExecuMail Fax Feature Package, enough slots to accommodate voice boards **and** fax boards.

☐ For systems using Remote Maintenance, an internal or external modem that runs at 2400 baud or faster.

☐ One 3.5-inch or 5.25-inch high-density floppy disk drive (1.44 or 1.2 megabyte capacity). The voice mail software installs only from the A: floppy drive.

☐ A hard disk with access time of 17msec or less and a data transfer rate of 700KB/sec or more. The hard disk must be large enough to store all the messages anticipated for the system. Adding a feature package may increase hard disk requirements.

   Most hard disks provide approximately one hour of recording time for each 10 megabytes of storage. Overhead for MS-DOS is approximately 6 megabytes. The voice mail system and its sample database use approximately 10 megabytes. (Thus, an 85 MB hard disk could store approximately 6.5 hours of messages.)

☐ The computer must not be equipped with flash BIOS. If you are unsure whether your computer is equipped with flash BIOS, consult your dealer.

☐ The computer must be "non-green". (A "green" or "evergreen" computer is one that shuts itself off after a period of no keyboard activity. Such a computer would be incompatible with ExecuMail, which operates without regular keyboard input.)

☐ If the hard disk is **not** an IDE- or SCSI-type hard disk, you must have a list of bad tracks on the disk. This list is typically found on top of the hard drive or on a printed list included with it.

Figure 1: Computer requirements checklist

Prepare the Hard Disk

Once you have purchased the computer, you must prepare the hard disk and install the MS-DOS operating system. The hard disk stores the system software and all messages and prompts. Proper preparation of the hard disk is crucial to the smooth operation of the system.

> **NOTE:** If you are installing a new hard disk on the system, be sure to follow the manufacturer's instructions for installing the hard disk and configuring it in the computer's CMOS.

The computer's hard disk can be "partitioned" into one or more logical drives, or "volumes." Each volume has its own drive letter (such as **C:** or **D:**) and each volume acts as if it were a separate disk drive. For the voice mail software to operate, the computer's hard disk should be partitioned so that all of its storage space is on a single volume.

Check the Hard Disk Format

The computer supplier may have already partitioned and formatted the computer's hard disk, but you should check whether the partitioning was done correctly for use with ExecuMail.

Remove any disk that may be in the computer's floppy drives. Turn on the computer and wait for it to start up and display the DOS prompt (for example, **C:>**). If it does not start up properly and displays an error message such as **Non-system disk**, the hard disk is **not** formatted. Refer to *Partition the Hard Disk*, on page 8.

If the system does display the DOS prompt, check the MS-DOS version by typing the MS-DOS command:

VER [←¹Enter]

The system will display **MS-DOS Version #.##**. You should have version 6.0 or higher.

Check the Hard Disk Size and Partition

Next, check the disk size by typing the MS-DOS command:

CHKDSK C: [←¹Enter]

If the computer displays **Bad command or file name**, the CHKDSK command is not installed on the hard disk or the computer's path is not set

correctly. In this case, insert an MS-DOS floppy disk that contains the file
CHKDSK.EXE in the computer's floppy drive A: and type:

A:CHKDSK C: [←Enter]

CHKDSK displays volume information in the following format:

```
Volume <volumename> created <date and time>
Volume Serial Number is <serial number>

    ######## bytes total disk space
    ######## bytes in ## hidden files
    ######## bytes in ## directories
    ######## bytes in ## user files
    ######## bytes in bad sectors
    ######## bytes available on disk

      ###### bytes in each allocation unit
      ###### total allocation units on disk
      ###### available allocation units on disk

      ###### bytes total memory
      ###### bytes free
```

where **##** is a string of digits.

Look at the number on the first line, **total disk space**. This number shows
the storage size of the hard disk volume in bytes (1,000,000 bytes = 1 megabyte).
For example, **70123456** would indicate a total disk space of roughly 70
megabytes.

If the hard disk came already formatted, it may be partitioned into more than
one volume. Check this by typing:

CHKDSK D: [←Enter]

If there is a second partition on the hard disk, the computer will display another
set of numbers in the same format as it did before. If there is a second partition
on the hard disk, you will need to repartition and reformat the drive, so that it
has only a single partition.

> **NOTE:** If the computer is set up with a RAM drive, when you run CHKDSK
> on the D: drive the volume name is listed as **MS-RAMDRIVE**. This is okay.
> However, the voice mail installation process will eliminate the RAM drive,
> and replace it with the SMARTDRV.EXE utility instead. See *Install the Software*
> for details.

**If the hard disk is partitioned correctly and the CHKDSK displays look fine,
you may skip to *Set the Time and Date*, page 9.**

> **NOTE:** If you are using an MFM, RLL, or ESDI-type hard disk, refer to the
> *Special Notes* for these types of hard disk on page 10.

Partition the Hard Disk

If you need to partition the computer's hard disk, you will need to supply the
operating system software for the computer. Use MS-DOS version 6.0 or higher.

> **WARNING!** Partitioning or formatting the hard disk will cause the loss of all
> data currently stored on the hard disk.

You can create a single, large partition on the hard disk using the MS-DOS FDISK command. Follow the instructions in the MS-DOS manual to create a single, primary MS-DOS partition on the hard disk.

Format the Hard Disk

Next, use the MS-DOS FORMAT command to format the hard disk and copy the MS-DOS system files to the hard disk. For example, assuming the new partition is the C: drive, you would type at the DOS prompt:

FORMAT C: /S (←Enter)

Install the MS-DOS Operating System

Once the hard disk is partitioned and formatted, install the MS-DOS operating system from the original MS-DOS floppy disks to the \DOS directory on the hard disk. Follow the instructions in the MS-DOS manual to properly install the operating system.

> **WARNING!** The voice mail system will not work with the MS-DOS DOUBLESPACE utility. Comdial does not support the use of DOUBLESPACE.

The DOUBLESPACE utility compresses files on the hard disk, and uncompresses files when they are needed. However, the voice mail system already uses a compression procedure for storing messages, prompts, and other recordings. As a result, using DOUBLESPACE gains very little storage space, and significantly reduces system performance. If the DOUBLESPACE utility is in use on the system, you will not be able to install the voice mail software.

> **NOTE:** Comdial does not recommend using the MEMMAKER utility.

The MEMMAKER utility optimizes a computer's memory by moving device drivers and utilities loaded by the CONFIG.SYS and AUTOEXEC.BAT into upper memory. However, when you use the CONFIG.SYS and AUTOEXEC.BAT files set up during the voice mail software installation, the system already loads as many drivers and utilities into upper memory as possible. Therefore, MEMMAKER does not increase available memory.

Set the Time and Date

Every computer has an internal clock that keeps track of the time and date. The voice mail system uses this internal clock to create timestamps for messages, to decide when to delete old messages, and for other important functions.

The MS-DOS TIME and DATE commands will correctly set the internal clock on most computers.

To set the time and date:

1.   At the DOS prompt, type **TIME** (←Enter).

2.   The computer displays the current time. If the time is incorrect, type the correct time ⌐←Enter⌐. If the time is correct, just press ⌐←Enter⌐. For example, if the current time is 11:05am, type:
11:Ø5A ⌐←Enter⌐.

3.   Type **DATE** ⌐←Enter⌐.

4.   The computer displays the current date. If the date is incorrect, type the correct date ⌐←Enter⌐. If the date is correct, just press ⌐←Enter⌐. For example, if the date is January 19, 1994, type
1-19-94 ⌐←Enter⌐.

NOTE: On some computers, the MS-DOS DATE and TIME commands set only the software clock, which means that the time will be incorrect the next time the computer is turned on or restarted. To set the computer's hardware clock (so that the time will stay correct even when the computer is turned off), you must run the computer's SETUP utility. Refer to the computer's manual for details.

Special Notes for MFM, RLL, or ESDI Hard Disks Only

When using an MFM, RLL, or ESDI hard disk, the CHKDSK display for **bytes in bad sectors** should **not** be zero. If it is zero on any of these types of hard disk, the computer supplier probably forgot to enter the bad tracks when formatting the hard disk. This could cause the hard disk to fail. You should use a disk utility such as Disk Manager, or one that came with the hard disk controller card, to mark the bad tracks and low-level format the hard disk.

If the hard disk is an IDE or SCSI-type disk, there will be no bad tracks. **If you have an IDE or SCSI-type hard disk, skip this section of the instructions.**

Mark the Bad Tracks and Low-Level Format (MFM, RLL, or ESDI Disks Only)
Bad tracks are small areas on the hard disk which will not reliably store data or programs. These bad tracks must be marked off from the hard disk before the hard disk can be used reliably.

Most MFM, RLL and ESDI-type hard disks are shipped with a list of the hard disk's bad tracks. This list comes with the hard disk or appears on a sticker on the hard disk itself. (You will have to open the computer's cover to see this sticker.)

You will need to write down the CYLINDER and HEAD for each bad track that is listed. For example:

Cylinder	Head
502	0
871	2
872	2

You must enter the cylinder and head number of each listed bad track, then low-level format the hard disk. (Some disk utility programs allow you to mark bad tracks after formatting the hard disk.) By entering all of the bad tracks, you will prevent the computer from trying to save data or programs on these tracks. **If the bad tracks are not marked off, the hard disk can fail**, possibly months later.

Install the System Key

You must install the system key before installing the voice mail software. The system key connects to the **parallel port** of your computer. Any device that also plugs into the parallel port (for example, a printer) must be plugged into the key.

Plug pins into parallel port
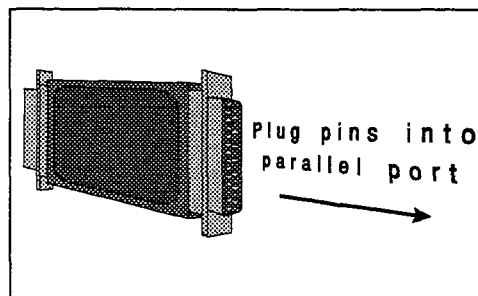
Figure 2: The system key

Find the Parallel Port

The computer's parallel port, also called the printer port, is a 25-pin, female, D-shaped connector at the rear of the computer. Some computers have a single parallel port as part of the system's video board. A parallel port might also be found on a multi-function board. **If more than one parallel port is present on your system, try the one on your video board first.** The video board is the expansion board where your monitor plugs into the computer.

Figures 3 and 4 show where the parallel port is located on a typical mini-tower or desktop computer.

To connect the system key:

1. Locate the system's parallel port.

2. Plug the male end of the system key (the end with 25 pins) into the female socket of the parallel port.

3. If applicable, plug any cable that also plugs into the parallel port into the female end of the system key. The system key will not interfere with the normal operation of a printer or other peripheral plugged into the parallel port.
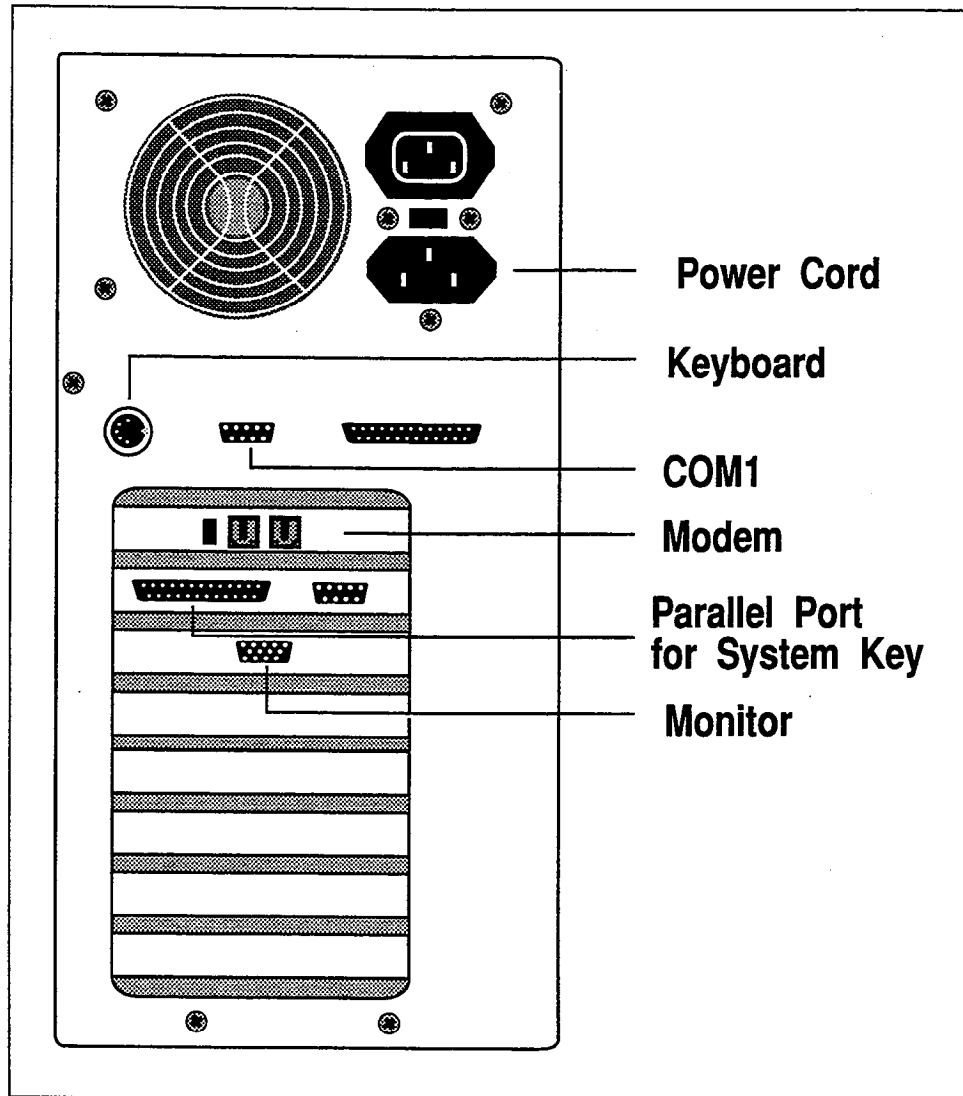
Figure 3: Finding the parallel port on a typical mini-tower computer
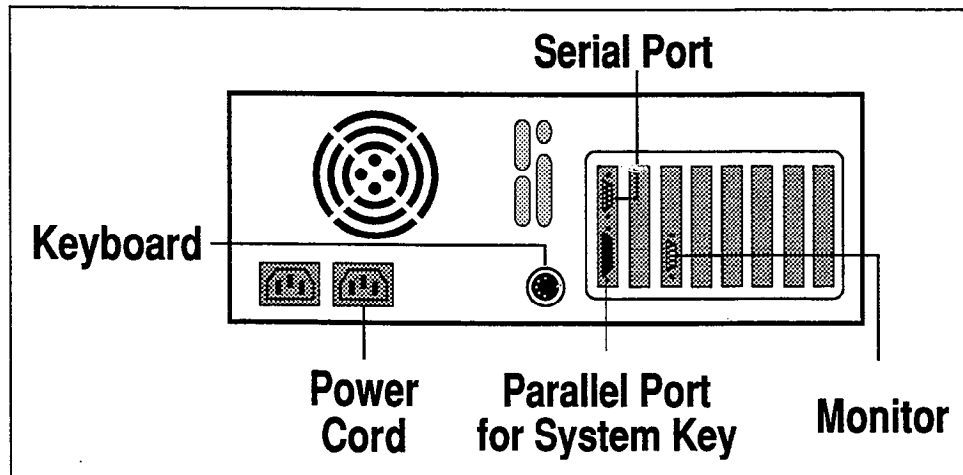
Figure 4: Finding the parallel port on a typical desktop computer

Install the
Voice Boards

The voice board provides the special electronic hardware to digitize sound and interface to the Comdial telephone system. A 2-port board carries two voice channels and can operate with up to two telephone lines simultaneously. A 4-port voice board carries four voice channels and can operate with up to four telephone lines simultaneously.

Installing a voice board involves two main steps:
- Check the voice board settings.
- Insert the voice board into the computer.

Voice Board Default Settings

Each voice board has a dip switch and four sets of jumper pins which control its operation. The dip switch block is labeled **SW1** and consists of four on-off switches. The four sets of jumper pins are labeled **JP1**, **JP5**, **JP6** and **JP7**. The locations of the switch and jumpers are shown in Figure 5.
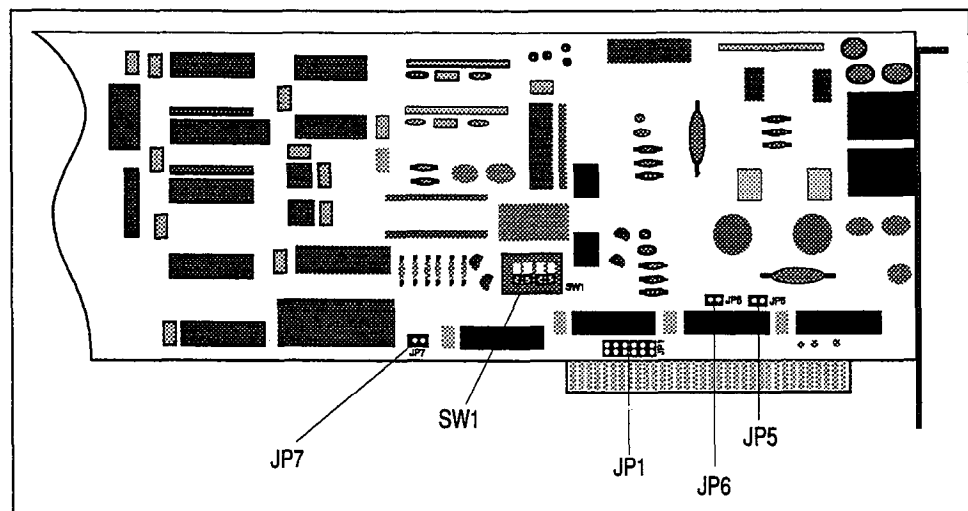
Figure 5: Voice board dip switch (SW1) and jumpers (JP1, JP5, JP6, JP7)

In most cases, the voice boards are shipped to you pre-configured with the correct dip switch and jumper settings, and these settings do not have to be changed. Before you insert the voice boards into the computer, you should check that they are correct. Figure 6 shows the default settings for all systems.

	SW1	JP1	JP5	JP6	JP7
1st Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	On
2nd Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	Off
3rd Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	Off
4th Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	Off
5th Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	Off
6th Board	1 2 3 4 ON↑	JP1 ↑	Off	Off	Off

Figure 6: Default voice board settings for all systems

The settings for each voice board's dip switch and jumpers are determined by the number of boards installed on your system. The default settings configure the voice boards to use interrupt level 5 and the following RAM addresses: first board = D∅∅∅, second board = D2∅∅, third board = D4∅∅, fourth board = D6∅∅, fifth board = D8∅∅, sixth board = DA∅∅.
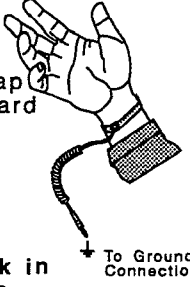
In certain situations, you may have to change the voice board dip switch or jumper settings. *Appendix A: Voice Board Technical Reference* lists when the dip switch or jumper settings must change. If you do change the voice board settings, you must do so for each voice board in your system *before* you install the board. If you change the settings, you may also have to include special parameters when you start the voice mail system software. See *Appendix A: Voice Board Technical Reference*, page 45.

Static Precautions

To prevent damage, wear a properly grounded wrist strap when handling the voice board or when you work inside the open PC case.

You do not have to feel a spark in To Ground
order to cause static damage. Connection

Check the Voice Board Settings

1. Make sure you are grounded against static electricity.

2. Remove the voice board from its box and packing materials. Locate the SW1 switch and the JP1, JP5, JP6, JP7 jumpers.

3. Check the sliders on the dip switch SW1 for the correct memory address. Figure 6 shows the default settings.

4. Check the position of the jumper on JP1. Each jumper has a pair of metal pins. The jumper is ON if the jumper connects the pair of pins. **JP1 must be set the same for all voice boards in your system.** Figure 6 shows the default settings.

5. Check the setting of jumpers JP5 and JP6. If JP5 and JP6 are OFF, the voice board's memory address begins with "D". If JP5 is **ON**, the voice board's memory address begins with "A". If JP6 is **ON**, the voice board's memory address begins with "C". Figure 6 shows the default jumper settings for the D address range.

6. Check to make sure jumper JP7 is **ON** for the first board (the board with Port #1) and **OFF** for any additional boards. On the first board, the jumper should connect the pair of pins. On additional boards, the jumper should **not** connect the pair of pins.

> **NOTE:** Voice board order is **not** determined by which slot in the computer the board occupies. Voice board order is determined by the memory address.

Insert the Voice Boards in the Computer

1. Make sure you are grounded against static electricity before proceeding.

2. Turn off the computer and any peripherals (printers, etc.), but do **not** unplug them.

3. Open the cover of the computer.

4. Select an expansion slot for each voice board you are installing. Each expansion slot has an opening in the rear of the computer, covered by a metal slot cover.

5. Remove the screw securing the expansion slot cover to the computer. Set the screw aside. (You will need it later.) Remove the expansion slot cover.

6. Gently but firmly insert the voice board into the expansion slot. Make sure the voice board is fully inserted.

7. Align the screw hole in the voice board's metal bracket with the screw hole on the computer case and secure the board with the screw you removed from the slot cover.

8. Repeat steps 4 through 7 for each voice board to be installed. Be sure the voice board's dip switch and jumper pins have been correctly configured *before* installing the board.

9. Unless you are installing other boards in your computer (for example, a fax board or internal modem), replace the computer's cover.

Install the Software

Once your hard disk is correctly prepared and the system key and boards are installed, you can install the voice mail system software. ExecuMail comes with an easy, automated software installation process. The automated installation process will **not** work unless the computer is properly configured:

- The voice boards must be installed and configured.
- The system key must be plugged into the LPT1 parallel port.
- The system must have enough memory.
- The system must have MS-DOS version 6.0 or higher.

If you are also going to install the Remote Maintenance package, you need the Remote Maintenance disk for this software version.

After you install the software, you should use the MAKEBOOT utility to make a **boot disk**. A boot disk is a floppy disk containing the MS-DOS software and utilities required to start the voice mail system if the hard disk should fail. You can use the boot disk to restart the voice mail computer if necessary in the future.

To install the voice mail software:

1. Make sure you are at the drive where you want to install the voice mail software (for example, C:).

2. Insert the Install disk into the A: floppy drive. (The software must be installed from the A: drive.) Type **A:INSTALL** [←Enter].

3. When the system asks if you have completed the preparations required before you install the software, press [←Enter] to answer Yes. Otherwise, press [Esc] to cancel the installation. Complete any steps required before you proceed with the software installation.

4. When prompted, remove the disk from the floppy drive. Press [←Enter] to restart the computer.

5. When prompted for the next floppy disk, insert it in the A: drive. Press any key to continue. Follow the instructions on-screen.

6. To install the software in the default directory C:\VMAIL, press [←Enter]. Otherwise, type a different directory name [←Enter].

7. When asked if you want to install a new system, press [←Enter]. Otherwise, press [Esc] to cancel the installation.

8.   If you are also installing Remote Maintenance, when the system prompts
     you, press ⌜←Enter⌝ for Yes. If you select Yes, you must have the correct
     Remote Maintenance disk for this version of voice mail software. Otherwise,
     press ⌜↓⌝ ⌜←Enter⌝ to install the voice mail software without Remote
     Maintenance. Or, press ⌜↓⌝ ⌜↓⌝ ⌜←Enter⌝ to cancel the installation.

9.   If you are installing an additional feature package, answer the questions
     when the system prompts you. Follow the instructions on-screen.

10. When the system displays a screen to confirm your choices, press
     ⌜←Enter⌝ to proceed with the installation. Otherwise, press ⌜Esc⌝ to cancel
     the installation.

11. Continue to insert the disks as prompted, and follow the instructions
     on-screen.

12. If the voice mail system will use Remote Maintenance, the installation
     program asks you to identify the COM port the modem uses. Press ⌜↓⌝ to
     highlight the COM port ⌜←Enter⌝.

13. **When the system tells you it will modify the AUTOEXEC.BAT file, press**
     ⌜←Enter⌝. Before changing the file, the system makes a backup copy. **You
     must press** ⌜←Enter⌝ **to accept the changes.**

14. If your system uses a SCSI hard drive, when the system asks you, press
     ⌜↓⌝ ⌜←Enter⌝ to answer Yes. Otherwise, press ⌜←Enter⌝ to answer No. If
     you answer Yes, the installation process sets the system to work with the
     SCSI drive automatically. For details, view the README.TXT file later in the
     installation.

15. **When the system tells you it will modify the CONFIG.SYS file, press**
     ⌜←Enter⌝. Before changing the file, the system makes a backup copy. **You
     must press** ⌜←Enter⌝ **to accept the changes.**

16. When the installation is complete, the system displays a summary screen.
     Please review this information. Press any key to continue.

17. When the system asks if you would like to view a README.TXT file, press
     ⌜←Enter⌝ to view it. The README.TXT file contains important information
     that may not be included in the documentation. When you finish reading,
     press ⌜Esc⌝ to return to the installation program. (You may also view the
     README.TXT file later, using the voice mail system's Previous Report feature,
     or a text editor.)

18. Press ⌜↓⌝ ⌜↓⌝ ⌜←Enter⌝ to select Exit to DOS.

19. If the voice mail system will use Remote Maintenance, set up the system's
     copy of Remote Maintenance. See *Set Remote Maintenance Version 6.1* on
     page 19 for steps.

20. If you are also installing the Toolkit or Tape Backup packages, follow the
     instructions that came with those packages.

21. Make a boot disk. To make a boot disk, put a blank floppy disk into the A:
     floppy drive. At the voice mail directory, type **MAKEBOOT** ⌜←Enter⌝, and

follow the directions on-screen. When you are finished making the boot disk, test it by pressing [Ctrl]-[Alt]-[Del] with the floppy disk still in the drive. The computer should restart normally, without running the voice mail software. You will see the DOS prompt (for example, **A:**). After you test the boot disk, remove it from the floppy drive. Press [Ctrl]-[Alt]-[Del] to restart the voice mail software.

22. Store the floppy disks (including the boot disk) in a safe location near the voice mail system. The disks should be readily available on-site in case they are needed for system maintenance.

Set Remote Maintenance

Remote Maintenance allows a technician to link an off-site computer to the voice mail system and control its operation. If the voice mail system will use Remote Maintenance, you need to perform these additional steps to set up the Remote Maintenance software:

■ Set up a Phone Book entry, including verifying the COM port and baud rate, and setting the correct modem type.

■ If desired, add your own login name and password.

To set up Remote Maintenance:

1. Make sure you are at the directory where the voice mail software is installed.

2. Type **CD HOST** [←Enter] to change to the subdirectory where the Remote Maintenance software is installed.

3. Type **PHONE** [←Enter] to run the Phone Book Setup program.

4. Make sure **DEFAULT** is highlighted on the Phone Book directory. If not, use the arrow keys to highlight it.

5. Press [F3] for **Change**. You'll see the Phone Book Entry screen.

6. Make sure the **NAME** field displays **DEFAULT**. If not, press [Esc] to return to the Phone Book menu. Repeat steps 4 and 5.

7. If you use a login name different from the default, press [↓] repeatedly to move the cursor to the **LOGIN** field. Type the name and press [←Enter].

> **NOTE:** The login name is case sensitive. The login name must be typed exactly the same on the Host and the Remote versions of the software.

8. If you use a password different from the default, press [↓] to move the cursor to the **PASSWORD** field. Type the password and press [←Enter].

> **NOTE:** The password is case sensitive. The password must be typed exactly the same on the Host and the Remote versions of the software.

9. Press [PgDn] to move the cursor from the **NAME** field, past the **DIALBACK** field, to the **COM Port** section.

10. Look at the **PORT** field. The number should be the same as the COM port you specified during the voice mail software installation (for example, **2** for COM2). If the number is incorrect, press the ⒫ key repeatedly until it shows the correct number.

11. Locate the **BAUD** field immediately below the **PORT** field. The number in this field should be **2400**. If you are using a 2400 baud modem, you do not need to adjust this and should proceed to the next step.

    If you are using a modem of a different speed (for example, 9600 baud), adjust this number by repeatedly pressing the Ⓑ key to display your modem's speed.

12. Locate the **MODEM** field to the right of the **BAUD** field. Press Ⓜ to see a list of supported modems. Press ⬇ to highlight the modem and press ⏎Enter. If you do not see the voice mail computer's modem in the list, and the modem **is** Hayes compatible, select **Hayes Extended.**

13. Press F10 to redisplay the Phone Book menu.

NOTE: To avoid losing your changes, do **not** press Esc to exit the Phone Book Entry Screen.

---

14. Press F10 again to return to the DOS prompt.

15. Return to step 20 on page 18 to complete the voice mail software installation.

Notes on the Voice Mail Software Installation

The voice mail software installation program:

■ Checks to make sure you have: the correct version of MS-DOS, enough memory, the correct system disk(s) for your installation, and enough hard disk space to install the software. It also checks to be sure the MS-DOS DOUBLESPACE utility is not in use on the system, and renames the DOUBLESPACE utility's files from DBLSPACE.* to XXXSPACE.*.

■ Creates several subdirectories on the hard disk:

\VMAIL	...for the system software
\VMAIL\PROMPT\xx	...for voice prompt files, where *xx* is a 2-letter code for the language. There are several additional subdirectories used to store prompt sets.
\VMAIL\INTLIB	...for the Switch Setup library, and for help files
\VMAIL\OGM\A through \VMAIL\OGM\T	...for voice names and personal greetings (20 separate directories)
\VMAIL\PERSONAL\A through \VMAIL\PERSONAL\X	...for personal messages (24 separate directories)
\VMAIL\PUBLIC\A through \VMAIL\PUBLIC\X	...for public messages (24 separate directories)

- Renames the original C:\CONFIG.SYS file to C:\CONFIG.ORG and sets up a new CONFIG.SYS file for optimal use with the voice mail system. For more details about the CONFIG.SYS file, see the README.TXT file. In most cases, you do not need to change this new CONFIG.SYS file. The standard CONFIG.SYS file also sets aside the memory address range for the voice boards. See *Appendix A: Voice Board Technical Reference* for details.

- Renames the original C:\AUTOEXEC.BAT file to C:\AUTOEXEC.ORG and installs a new AUTOEXEC.BAT file. For more details about the AUTOEXEC.BAT file, see the README.TXT file. In most cases, you do not need to change this new AUTOEXEC.BAT file. The standard AUTOEXEC.BAT file sets up the SMARTDRV.EXE program. SMARTDRV.EXE decreases the time the voice mail computer spends reading the hard disk for data, and improves system performance. The voice mail system uses SMARTDRV.EXE instead of the RAMDRIVE.SYS and FASTOPEN.EXE utilities. The system also automatically adds the voice mail directory to the path statement.

- Copies the voice mail software and utility programs to your hard disk.

- Installs a sample database which includes a system manager and guest, some transaction box samples, a voice detect box, and directory assistance.

Make a Boot Disk

If your hard disk should fail, it is important to have a way to start the computer without using the hard disk. You can do this with a floppy disk that contains the essential MS-DOS software and utilities stored on the hard disk. This floppy disk is called a **boot disk** because it can be used to restart (or "reboot") your computer. If you have not already made a boot disk, you should make one now.

To make a boot disk:

1. Insert a blank, high-density disk in the A: floppy drive.

2. If necessary, exit the voice mail software. From the C:\VMAIL directory, type **MAKEBOOT** [←Enter].

3. With the boot disk in the A: drive, press [Ctrl]-[Alt]-[Del] to restart the computer. The computer should restart normally, without running the voice mail software. You will see the DOS prompt (for example, A:>).

   If the computer does not restart normally, remove the boot disk from the floppy drive. Again press [Ctrl]-[Alt]-[Del] to restart the computer from the hard disk. Repeat the steps to create a boot disk.

4. When you are satisfied that the boot disk works properly, remove it from the floppy drive. Press [Ctrl]-[Alt]-[Del] to restart the voice mail software.

Always keep the MS-DOS disk set and the boot disk close to the computer. If you cannot guarantee this, take a copy of these disks with you to use for future maintenance and recovery.

To complete the installation, bring the assembled ExecuMail system to the installation site. Before connecting the voice mail system to the Comdial telephone system, check the system key to make sure it is still securely attached. For steps, proceed to the section *Test the System Key* on page 27.

INSTALLING AN EXECUMAIL SYSTEM

- **Install the System Key**
- **Connect the Comdial Telephone System**
- **Configure the Application**
- **Back Up the System**
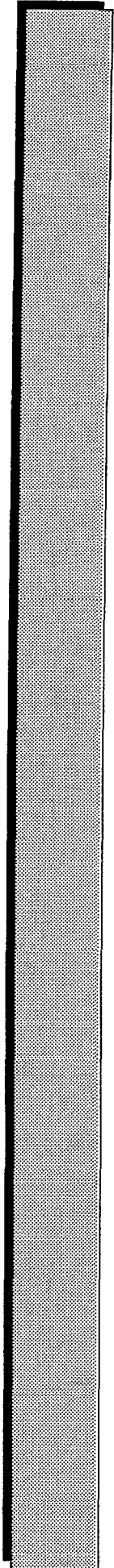
This section describes the process of installing a fully-assembled ExecuMail system at the installation site.

There are 4 steps:

- Install and/or test the system key
- Connect the Comdial telephone system
- Configure the application
- Back up the system

Install the System Key

The system key must be correctly installed before the voice mail system can answer calls. Without the system key, the system software will only operate as a demonstration unit. **If the system key is already installed, you may skip to the next section:** *Test the System Key*.

Before installing the system key, make sure the keyboard, monitor, and power cord are connected to the voice mail computer. Also, plug the power cord into a wall outlet. See Figures 8 and 9 on page 26 to find out where to connect the keyboard, monitor, and power cord to a typical mini-tower or desktop voice mail computer.

Connect the System Key to the Parallel Port

The system key connects to the **parallel port** of your computer. Any device that also plugs into the parallel port (for example, a printer) must be plugged into the key.
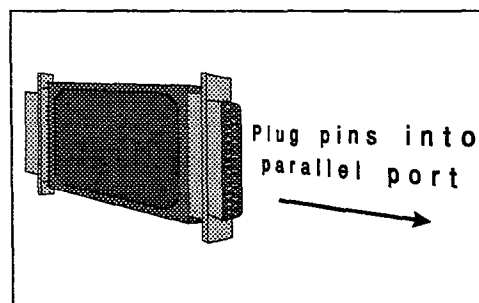
Figure 7: The system key

The computer's parallel port, also called the printer port, is a 25-pin, female, D-shaped connector at the rear of the computer. Some computers have a parallel port as part of the system's video board. A parallel port might also be found on a multi-function board. If more than one parallel port is present on your system, try the one on your video board first. The video board is the slot where your monitor plugs into the computer.

Figures 8 and 9 show where the parallel port is located on a typical mini-tower computer, and on a typical desktop computer.
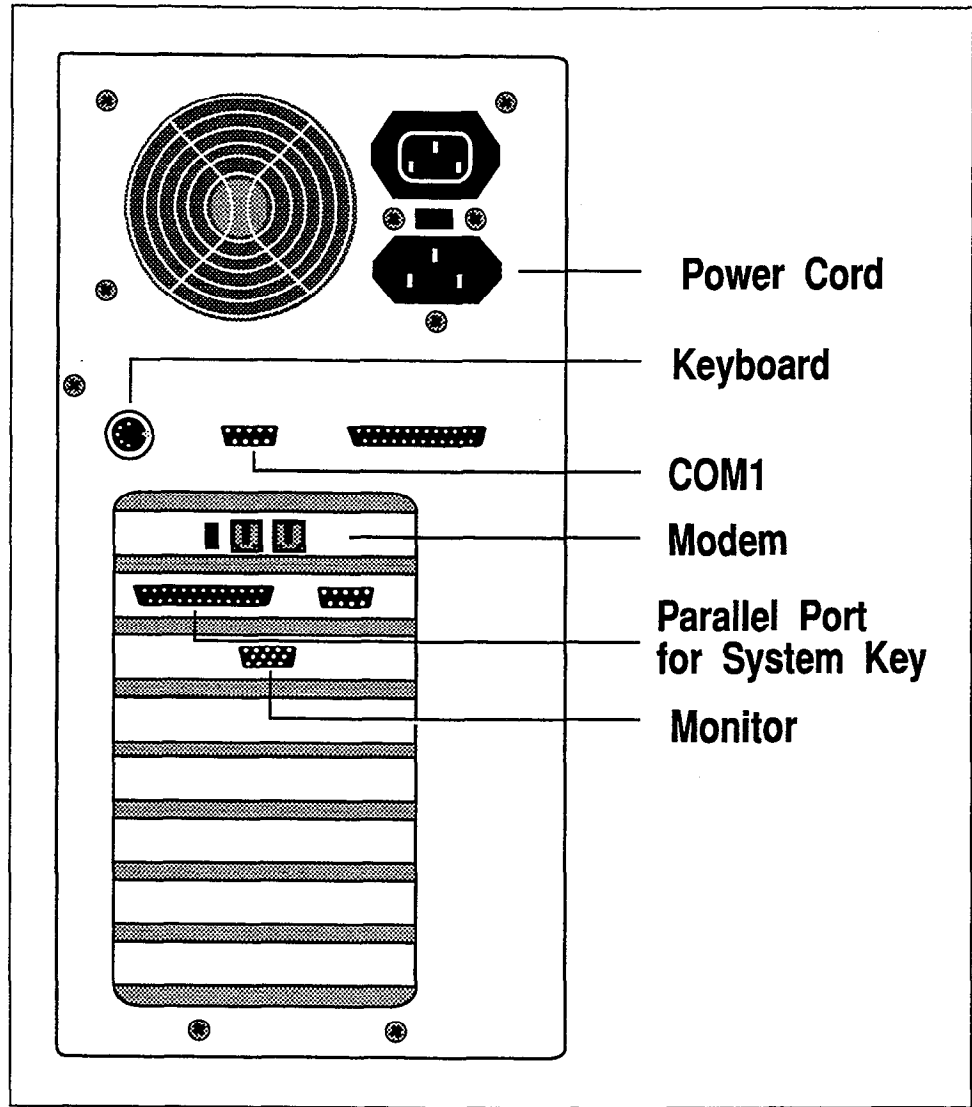
Figure 8: Finding the parallel port on a typical mini-tower computer
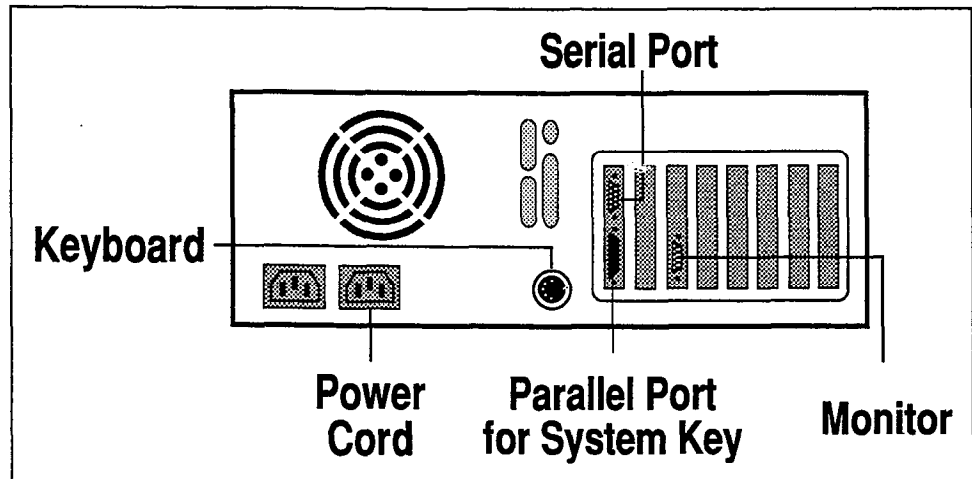
Figure 9: Finding the parallel port on a typical desktop computer

To connect the system key:

1. Locate the system's parallel port.

2. Plug the male end of the system key (the end with 25 pins) into the female socket of the parallel port.

3. If applicable, plug any cable that also plugs into the parallel port into the female end of the system key. The system key will not interfere with the normal operation of a printer or other peripheral plugged into the parallel port.

Test the System Key

You should start the system to make sure the system key is installed on the correct port and is working properly.

To test your system key:

1. Turn on the system. (Or restart the system by pressing `Ctrl`-`Alt`-`Del`.)

2. If the Banner Screen appears with the message:
    DEMONSTRATION COPY, SYSTEM KEY NOT FOUND
    the system key is installed incorrectly or is defective.

If the system starts as a DEMONSTRATION COPY system:

- If you have more than one parallel port on your computer, put the system key on another port and start the system again. If the voice mail system starts without the **DEMONSTRATION COPY** message, the key is installed correctly.

- Check to make sure the system key is fully plugged into the port you have chosen.

- Check that the label on your system key matches the number of ports and feature package (if any) installed on your system.

- If you want to leave the key on the parallel port you first installed it on, run the FINDPORT.EXE program. Type **FINDPORT** at the DOS prompt from your \VMAIL directory. This program lists the addresses of all the parallel ports on your computer. The addresses will be in hexadecimal notation (a combination of letters and numbers). You can then start the voice mail system using the **K***x* option, where *x* is the hexadecimal address you want to use for the parallel port. To do this, add the **K***x* parameter to the line that starts the voice mail software in the AUTOEXEC.BAT file (for example, **VM K***x*), or in the VM.BAT file (for example, **VMAIL -I60 %1 %2 %3 K***x*).

Connect the Comdial Telephone System

The voice mail system connects to the Comdial telephone system as a series of single-line telephone extensions. Before connecting the phone cords to the voice mail system, you should take two actions:

- Program the Comdial telephone system.
- Test the phone cords.

General Comdial Telephone System Requirements

The Comdial telephone system must be equipped to support single-line telephone devices. Each of the voice mail system's ports connects and operates as a single-line telephone device.

On some Comdial systems, single-line support is provided by one or more special boards that must be installed in the system cabinet. Other Comdial telephone systems come pre-equipped with the necessary single-line device ports.

The Comdial telephone system's single-line device must generate industry-standard, 90-volt AC ringing for the voice mail system to recognize incoming calls. The Comdial telephone system must also support touchtone signaling. Touchtone signals must be passed to the voice mail system's ports. In addition, the Comdial telephone system must be able to receive and interpret the touchtone signals that the voice mail system transmits.

In short, the Comdial telephone system must provide:

- Analog (tip and ring) telephone lines to connect with the voice mail system as direct extensions or off-premise extensions (OPX's). The Comdial telephone system must provide industry-standard, 90 volt AC ringing for the voice mail system to recognize incoming calls.
- Touchtone signaling on station-to-station calls (including the operator's console).

Depending on the application, the Comdial telephone system may also have to provide some or all of the following features:

- Call transfer capability from an analog telephone device is needed for automated attendant functions.
- Transfer to operator with automatic camp-on or call waiting indication is required to handle multiple operator transfers.
- Call forward on busy and/or ring-no-answer with touchtone identification of the extension number is required to provide Call Forward to Personal Greeting.

- Control of message waiting lamps must be available from an analog station via touchtone signaling.

- Loop current reversal or special touchtone indication on caller hangup is required for immediate voice mail system hangup (releasing the line). Dialtone detection is available on some Comdial systems if an immediate disconnect signal is unavailable.

Even if the Comdial telephone system does not support some of these features, there is often a way to install the voice mail system and integrate it with the Comdial telephone system.

Additional Comdial Telephone System Capabilities

The voice mail system offers several voice mail features that take advantage of special capabilities found on some Comdial systems.

- Message Notification via message waiting lamps or special dialtones.
- Call Forward to Personal Greeting via follow-along ID.
- Easy Message Access via programmable speed dial keys at each extension.

Program the Comdial Telephone System

You may need to modify the programming on the Comdial telephone system to integrate with the voice mail system. You must program the Comdial telephone system before you connect the voice mail system to the Comdial telephone system. Procedures vary among Comdial telephone systems, but you should perform these general actions:

- **Define the hardware.** On most systems, you must tell the Comdial telephone system software which boards and other special telephone system hardware you've added or enabled.

- **Assign the extension numbers.** Program which extension numbers will ring the voice mail system through the single-line device ports. As you do this, you program the hunting order for these extensions (port 1 to port 2, and so on). If "overflow to operator" is available, program where calls should hunt to when all voice mail ports are busy.

- **Program trunk routing.** Program which trunks (if any) will route to the voice mail system via the Comdial telephone system's single-line ports. Specify the hunting order, or, if you are using "pooled ringing" as described above, ring all trunks to all voice mail ports.

- **Program call overflow.** Program what you want to happen to calls when all voice mail ports are busy. Incoming calls may he forwarded to an attendant or operator, get a busy signal, or get ringback until one of the ports becomes available.

- **Define the "station class of service"** for the single-line ports. The services you have to define or activate vary by Comdial telephone system. If the Comdial telephone system has special voice mail integration software not written for a specific voice mail system, you may program the voice mail ports as voice mail extensions. Otherwise, program them as single-line extensions.

Refer to the documentation that comes with the Comdial telephone system for programming details.

Test the Phone Cords

Once you have programmed the Comdial telephone system, use RJ-14 cords to wire the Comdial telephone system's single-line ports. For 4-port voice boards, Figure 10 shows how to wire two single-line extensions on an RJ-14 cord. For 2-port voice boards, Figure 11 shows how to wire a single port on an RJ-14 cord. (2-port boards use two single-port cords.)

Inner Pair: 1st Port on board (Red & Green wires)
Outer Pair: 2nd Port on board (Black & Yellow wires)
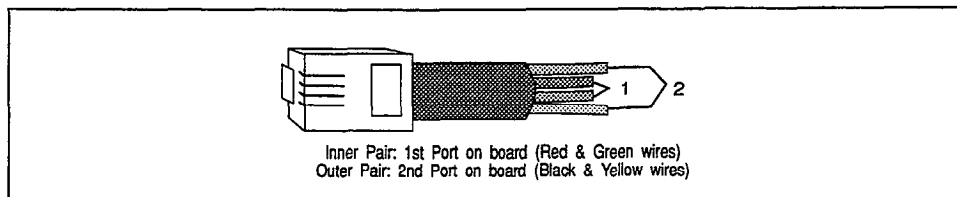
Figure 10: Wiring two single-line extensions for 4-port voice boards

Inner Pair: Port (Red & Green wires)
Outer Pair: Not used (Black & Yellow wires)
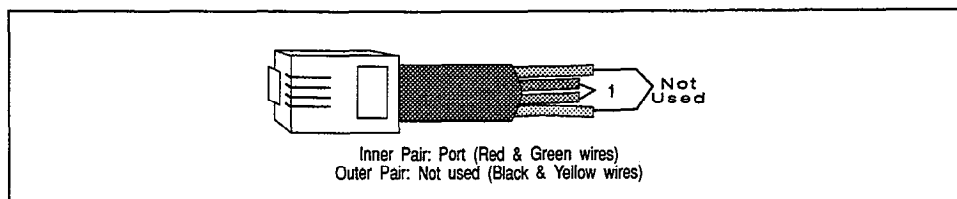
Figure 11: Wiring one single-line extension for 2-port voice boards

You should test the single-line extensions *before* you connect the cords to the voice mail system. This way you can check to make sure the Comdial telephone system is programmed correctly.

There are 5 basic tests you should perform:
- Test whether the Comdial telephone system recognizes DTMF (touchtones)
- Test outside line access
- Test ringing
- Test whether the stations transmit DTMF (touchtones)
- Test trunk routing and switch hook transfers

To perform these tests, you need a standard 2500 phone set with a ringer. We'll call this the **test phone.** You will use the test phone to simulate the voice mail system's actions and test each single-line extension that will connect to the voice mail system.

Figure 12 shows how to set up the test. For systems with 4-port boards, you need a line splitter to separate the two single-line extensions carried by the RJ-14 cord.

Perform tests 1 through 4 on each single-line extension you will be connecting to the voice mail system.

1. **Test whether the Comdial telephone system recognizes DTMF (touchtones).**
   From the test phone, dial a station telephone. If you can reach the station telephone, then the Comdial telephone system is recognizing DTMF (touchtone) signaling through the test phone's single-line extension.
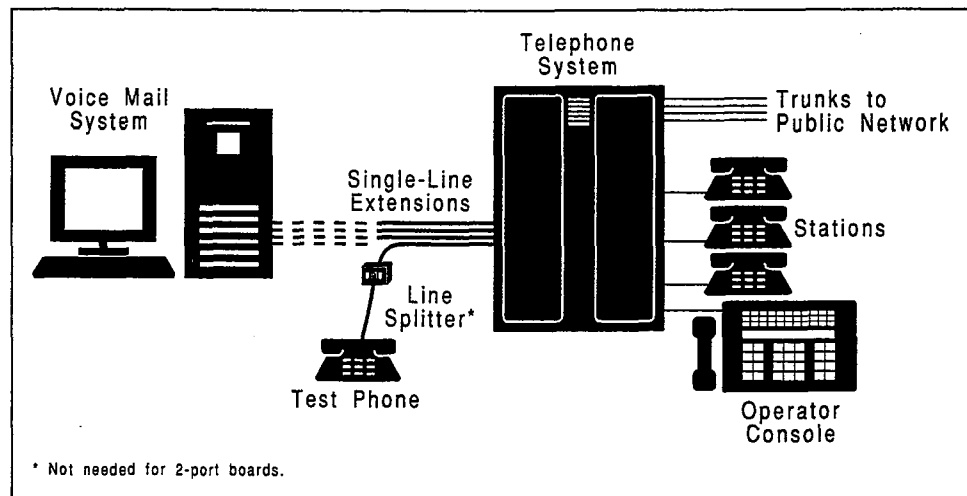
Figure 12: Testing the single-line extensions

2. **Test outside line access.**
   From the test phone, access an outside line. Dial an outside phone number. If you reach the number, the voice mail system can access outside lines for message delivery.

3. **Test ringing.**
   Go to a station telephone and dial the test phone's extension. If the test phone rings, then the Comdial telephone system is generating a ring signal on that single-line extension.

4. **Test whether the stations transmit DTMF (touchtones).**
   From the test phone, dial a station telephone. Have someone answer the extension and press a key. If you can hear the tone, then the Comdial telephone system is transmitting DTMF (touchtone) signaling to the single-line extension. Repeat this test by calling each type of station telephone on the Comdial telephone system (for example: single-line, feature set, operator's console).

Move the test phone to the next single-line extension and repeat tests 1 through 4 for **each** single-line extension.

5. **Test trunk and station routing.**

   For each single-line extension that answers trunk calls:
   Go to a station telephone. Access an outside line, then dial the number outside callers would dial to reach the voice mail system. If the test phone rings, then trunk routing is set up correctly.

   For each single-line extension that only answers calls from stations:
   Go to a station telephone and dial the test phone's extension. If the test phone rings, then station routing is set up correctly.

Connect the Phone Cords

The phone cords are plugged into the jacks at the rear of the voice boards. There are two jacks per voice board. Each modular jack on a 4-port board carries **two** ports. Each modular jack on a 2-port board carries **one** port.

Inner pair: Red & Green
Outer Pair: Black & Yellow
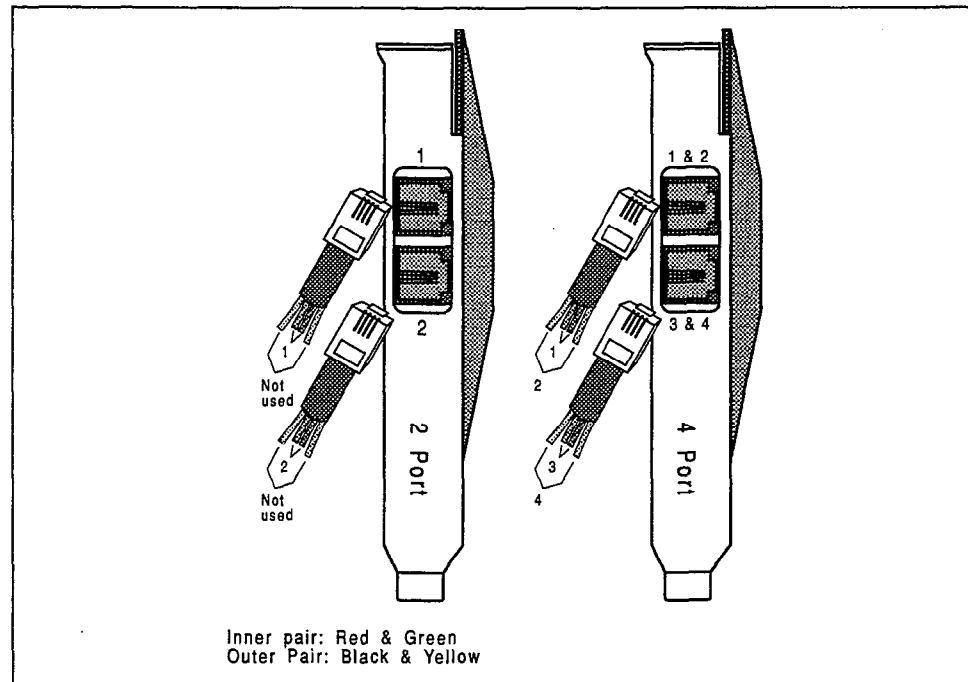
Figure 13: Connecting the phone cords to the modular jacks

To connect the phone cords:

1. **For 4-port voice boards,** plug an RJ-14 phone line into each jack on the board. The top jack serves the first and second ports on the board. The bottom jack serves the third and fourth ports on the board.

    For 2-port voice boards, plug an RJ-14 phone line into each jack on the board. The top jack serves the first port on the board. The bottom jack serves the second port on the board.

2. Repeat step 1 until all the voice boards are connected to the Comdial telephone system.

3. Turn on the voice mail system.

4. Using a telephone near the voice mail system console, call each single-line extension. Watch the port status indicator in the upper-left corner of the system screen to find out which voice mail system port answers your calls (Figure 14).

```
 » 1. Ans                                       12:37pm    DAY  29-Jan-94
   2. Ans
   3. Ans                                       Recording Time:   3:00
   4. A/D

   ┌─────────────────────────────────────────────────────────────────┐
   │░░░░░░░░░░░░░░░░░░░░░░░░░E X E C U M A I L░░░░░░░░░░░░░░░░░░░░░░░░░░░│
   │                          *    *    *                              │
   │                      Comdial Corporation                          │
   ├───────────────────────────────────────────────────────────────────┤
   │                                                                   │
   │              COMDIAL                                              │
   │                                                                   │
   └───────────────────────────────────────────────────────────────────┘

   F1 Help                   F3 Select Port            F5 Versions
   F2 Sign-in                F4 Local on/off           ESC Exit
   Enter any character.
```

Figure 14: Port status indicators

Configure the
Application

You have now installed the hardware and software for the voice mail system and are ready to configure the system application. This includes:

■   Configuring the voice mail system for the Comdial telephone system you are using

■   Selecting features, adding customized greetings, adding subscribers, and programming any special call routing applications for this installation.

The *QuickStart® Application Manual* contains easy, step-by-step procedures for configuring your application, along with worksheets you can fill out and use to enter data on-screen. **Refer to the** *QuickStart® Application Manual* **now to continue the installation process.**

Back Up the System

Once you have completed configuring the application, **you must back up the system.**

A backup is a copy of the system configuration stored on a separate set of floppy disks. The system backup contains a copy of all the greetings, custom voice prompts, and system database information installed on the system. This includes all the subscriber's message box names and options, as well as any transaction boxes or interview boxes you have created for this application.

If for some reason the computer or hard disk fails, a system backup can save you hours of work reconstructing the application, including reentering all the names of subscribers, setting up all the directories, and setting system parameters.

We strongly recommend that you establish a regular backup schedule — monthly, weekly, etc. This will preserve any of the system updates made by a system manager since the previous backup, such as the addition of new subscribers. All backups should be kept in a safe place separate from the system computer.

Comdial offers the **ExecuMail Toolkit** software package that makes backups easy and reliable. With Toolkit you can set up an automatic backup schedule and customize the type of backups you do. Comdial also offers an **ExecuMail Tape Backup** package that makes large system backups quick and easy. See *Installing Tape Backup*, the *Using the Toolkit* guide or the *Reference Manual* for more details about how to back up the system.

Always keep the MS-DOS disk set and the boot disk close to the computer. If you cannot guarantee this, take a copy of these disks with you to use for future maintenance and recovery.

FINAL NOTES

- **Troubleshooting the Hardware**
- **Deleting the System Software**
- **Moving the System**
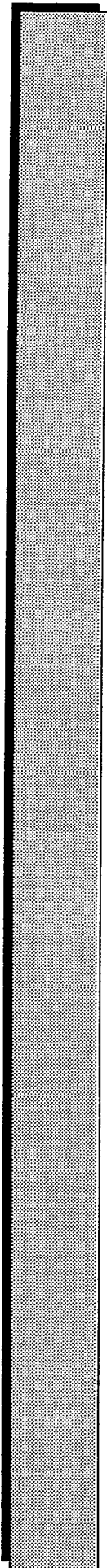
Troubleshooting the Hardware

Troubleshooting an Unbundled ExecuMail System

If you experience trouble while installing an unbundled ExecuMail system on a computer you have purchased from another source, check each of the following:

- Check the bill of materials to be sure you received all the hardware.

- Make sure that all cables are connected correctly.

- **With the computer turned off**, make sure that each voice board is firmly seated and correctly aligned in its slot.

- **With the computer turned off**, make sure that all ribbon cables are correctly connected to the floppy drives, hard disk, and disk controller card.

- Double-check that you have performed all installation steps, starting with *Choose a Computer*, page 5.

Troubleshooting an ExecuMail System

If you experience trouble while installing a fully-assembled ExecuMail system, check the following:

- Check the bill of materials to be sure you received all the hardware.

- Make sure that all cables are connected correctly.

- Double-check that you have performed all installation steps, starting with *Install the System Key*, page 25.

If You Believe the Hardware is Defective

All requests for returned material authorization (RMA) should be made from the site where the system is being installed. When you call Comdial Technical Support from on-site, we can verify what has failed and what may need to be replaced. In addition, the technician can suggest additional tests for you to try.

Comdial Technical Support needs the following information before issuing an RMA on any hardware which you purchased from Comdial:

- The serial number of the part needing to be replaced.

- The date the system was installed.

- A description of the problem and what troubleshooting has already been attempted.

Deleting the System Software

The voice mail system software, messages, and prompts are stored in a large number of subdirectories on your hard disk. All of these subdirectories are contained under one directory, typically named \VMAIL.

If you decide to completely remove the voice mail software from your computer, so as to use the computer for some other purpose, deleting all these files and subdirectories can be a tedious task. To make it easier, there is an automatic procedure, called SYSOUT, that deletes the voice mail software from your computer.

> **WARNING!** The SYSOUT command will completely delete the voice mail software, including all its prompts, messages, and database of subscribers. There is **no** way to recover your system after you delete it!

To completely delete the voice mail software from your computer:

1.   Exit to the DOS prompt. At the Banner Screen, press `Esc` then `Y`. If prompted, type a System Manager ID `←Enter`.

2.   Back up your current configuration, **before** running SYSOUT. Without a backup copy of the current system, there is **no** way to recover the system software, prompts, or messages after using SYSOUT.

3.   Insert the **Install** or **Install-Update** disk of your original system disks into the A: floppy drive.

4.   Type **A:SYSOUT** `←Enter`.

The system will ask you twice to confirm that you truly want to delete the system from your computer. Press `Y` `←Enter` after each question to proceed with the deletion.

Moving the System

Moving the Software

If you are moving the voice mail system from one computer to install it on another computer, there are three approaches you can take:

- Remove the voice board(s), system key, and hard disk from the current computer and install them on the new computer.

- Remove the voice board(s) and system key from the current computer and install them on the new computer. Make a backup copy of the voice mail software, and restore the files to the new computer's hard disk.

- Remove the voice board(s) and system key from the current computer and install them on the new computer. Use the MS-DOS INTERLINK utility and an INTERLINK cable to transfer the system to the new computer. For steps explaining how to use INTERLINK, see the *MS-DOS User's Guide and Reference.*

Whether you are moving the hard disk or not, you should back up the current application before moving it to a new computer. This will help guarantee that you can restore the current application on the new computer.

Moving the Computer

If you are moving the voice mail computer to a new location, it is possible to leave the software and voice boards installed in the computer during the moving process.

Before moving the computer, you should back up the current application. This will help ensure that you can restore the current application even if the computer's hard disk is damaged in transit.

Also, always exit to DOS before turning off the voice mail computer.

To exit to DOS:

1. At the Banner Screen, press ⌊Esc⌋ then ⌊Y⌋.

2. Type a System Manager ID ⌊↵Enter⌋.

APPENDIX A
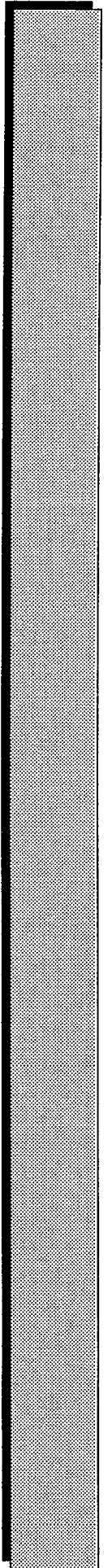
Voice Board Technical Reference

Correctly configuring and installing the voice boards is vital to the proper operation of the voice mail system.

Usually, voice boards are shipped with the correct configuration, and the software is programmed to use that default configuration. In some cases, the default voice board settings may conflict with other equipment installed on the computer (for example, a VGA display board). This may force you to change the voice board settings and software command parameters.

This appendix explains:

- Conditions which require changing the voice board settings
- How to identify the voice board type
- How the computer communicates with the voice boards
- How to change the voice board settings
- How to change the software's command line parameters
- How to make a quiet DSP board

Conditions that Require Changing the Settings

Voice board dip switch and/or jumper changes are required when:

- You install the voice boards with the default settings and get the error `Voice board not functioning, code= <##> - <yyy>`. This indicates a conflict between the voice boards and some other hardware in the computer, or incorrect dip switch or jumper settings.

- You know the computer contains an expansion board that uses hardware interrupt level 5 or the same upper memory area as the voice boards. Conflicts can occur with expanded memory boards and VGA boards, for example. The default voice board settings begin at DØØØ.

Since the default settings work in most instances, first try and install the voice boards with the default settings and test the system.

If the error code is `5 - 254`, try changing the hardware interrupt level (IRQ) or memory address as explained in this appendix.

If you change the voice board settings, you also need to change the software's command line parameters. See *Starting Memory Address for Voice Boards* on page 54 for details.

Identify the Voice Board Type

There are three different types of voice boards which may be in the system:

■   Analog "A" boards

■   Analog "B" boards

■   DSP boards (DSP = Digital Sound Processing)

The voice board can be identified by the dip switch block labeled SW1, and jumper pins labeled JP1, JP5, JP6, and JP7. Voice boards also have other characteristics: such as the number of ports, or special boards for particular Comdial telephone systems or countries, but they all are one of these types of boards.

Check the Label First

Voice boards are usually shipped with labels on the back plate that identify the board type. Check for these labels if you are uncertain as to what type of voice boards you have.
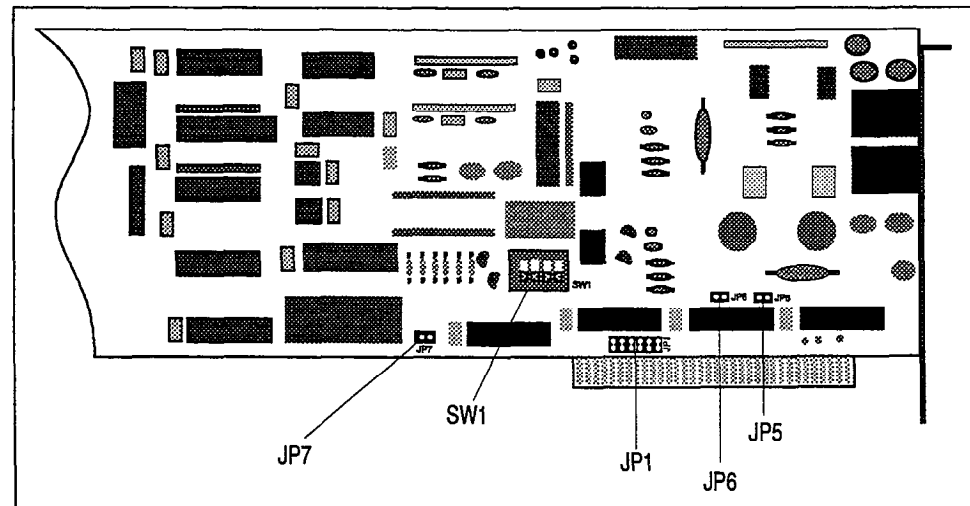
Figure 15: Voice board

Examine the Board

If the board is not labeled, it may still be identified by examining the circuit board.

A **DSP board** can be distinguished from an analog board by the presence of the JP6 jumper. **Analog "B" boards** do **not** have JP6. **Analog "A" boards** do **not** have JP6 or JP5.

Other Characteristics

There are several other types of voice boards for interfacing with special telephone equipment or installation in particular countries. These boards are not as easily identified. If you are uncertain as to what type of board you have, contact Comdial Technical Support.

You can distinguish between a **2-port voice board** (D/21) and a 4-port board (D/41) by examining the layout of electronic components on the circuit board. The components on a 4-port board are laid out in groups of four. The components on a 2-port board, however, are laid out in pairs, and the circuit board has fewer components than a 4-port board.

How the Computer Communicates with the Voice Board

The voice boards are designed to be installed in a 100% IBM-compatible computer. A computer uses memory and interrupts to run the voice mail system software and control the voice boards.

Memory Address

A hardware device's memory address is the location in the computer's memory where instructions from the computer to the device are placed, and where data from the device can be retrieved by the computer.

Conventional memory is the ordinary memory found on MS-DOS computers. Up to 640K of conventional memory may be on the system. The MS-DOS operating system and some device drivers use some of that memory, and the rest is available for use by programs.

The system should also have 384K of **upper memory** immediately adjacent to the conventional memory. This area is normally reserved for running the system's hardware, and is not available for use by programs running on the system. This area is sometimes referred to as the Adapter RAM/ROM memory area. Memory management software can load some device drivers in unused portions of this memory.

The system should also have a 64K **High Memory Area** (HMA) above upper memory. This area may only be used by MS-DOS to load its command interpreter.

Extended Memory

High Memory Area

Upper Memory Area
(Adapter RAM/ROM)

Conventional Memory

The system should also have **extended memory** or **expanded memory** above the upper memory area. In order for most programs to use this memory, you must have a memory management software utility correctly installed on the system.

Interrupt Level

A computer has many things going on at any given moment, yet the computer's processor can perform only one task at a time. The computer handles this by allotting fractions of each second to each hardware device installed and to each program currently operating. These "time slices" are controlled by **interrupts**.
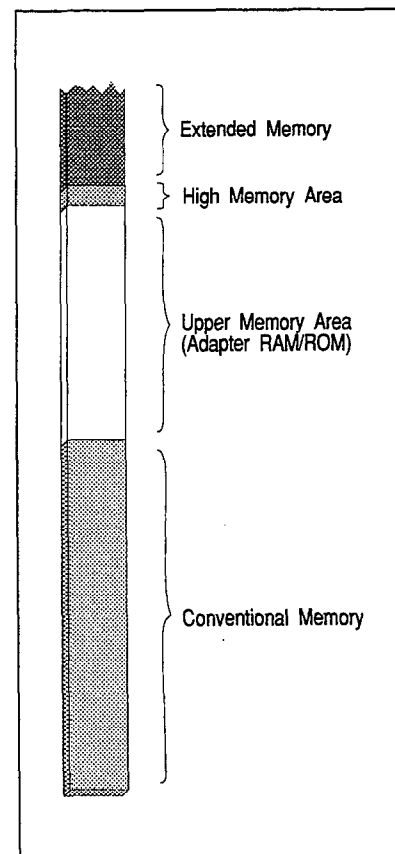
The interrupt level (also called interrupt vector or interrupt number) assigned to a hardware device tells the computer which time slice to use for communicating with that device. The interrupt level also tells the device when to expect to communicate with the computer.

If different kinds of devices are assigned the same interrupt, the computer won't be able to tell the devices apart and will not function properly. Similarly, if a device is assigned to a different interrupt than expected by the software, problems will occur. Interrupt conflicts prevent the system from functioning properly and may "lock up" the computer.

Every hardware device (including keyboards, monitors, etc.) attached to the computer has an assigned interrupt level. Most of the expansion cards added inside a computer have an assigned memory address in the upper memory area. The voice mail computer controls and communicates with its hardware through the hardware's memory address and interrupt level.
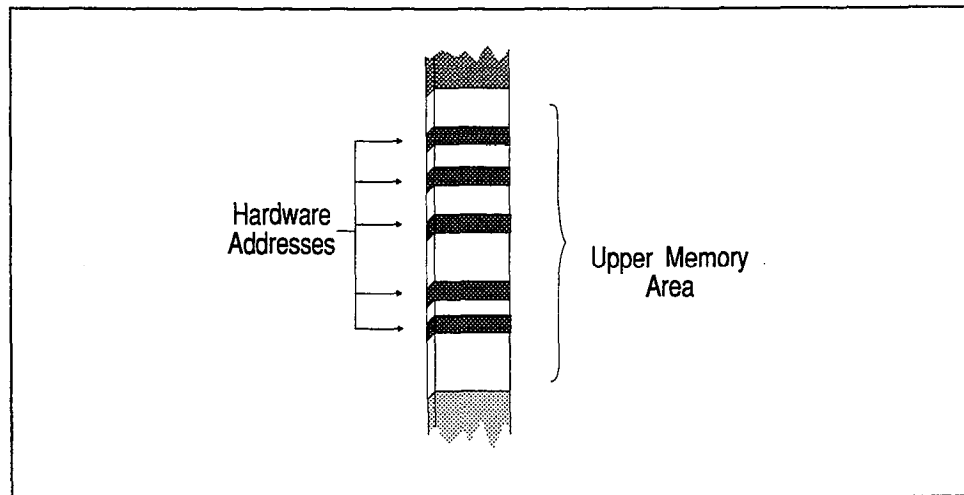
Figure 16: Hardware device addresses in upper memory

Voice Board Address and Interrupt

Each voice board in the system has its own unique memory address in the upper memory area, but all voice boards must use the same interrupt. The address is like a mailbox assigned to the voice board and the interrupt is the time when mail deliveries and pick-ups are scheduled to occur.

The computer, the voice mail software, and all hardware boards have to be configured so that each knows when to expect instructions to be given, and where to find the instructions. You configure the *voice board* to use a specific memory address and interrupt by setting the dip switch and jumpers. You configure the *software* to use the correct memory address and interrupt by setting command line parameters.

Choosing the Correct Memory Address and Interrupt

If the default voice board settings do not work, choose a new memory address and interrupt for the voice boards. To avoid conflicts with other hardware, you need to know:

- The memory address of other hardware devices installed in the computer
- The interrupt levels of other hardware devices installed in the computer
- Which type of voice boards are in the system: DSP, Analog "A", or Analog "B"

Some common memory addresses and interrupts used by other computer hardware are listed here.

Common Memory Addresses

The upper memory area is divided into six segments: A, B, C, D, E, and F.

- If the voice board is a DSP-type board, its address can be set to either the A, C, or D segment. By default, DSP voice boards are set to the D segment when they are shipped.
- If it is an Analog "A" board, its address can only be set to the D segment.
- If it is an Analog "B" board, its address can be set to either the A or D segment.

VGA Video

Most systems use the A segment for a VGA monitor card and the first half of the C segment for the VGA ROM. If the computer is not equipped with a VGA monitor card (or VGA video on the motherboard), the A segment is probably available for the voice boards and the C segment may be available.

Most systems use the second half of the C segment for disk input/output ROM. The second half of the C segment is seldom available for voice boards.

Expanded Memory Page Frame

Sometimes the maximum amount (640K) of conventional memory is not enough for large application programs. Expanded memory provides usable memory beyond MS-DOS's 640K conventional memory limit.

Expanded memory is divided into 16K segments called "pages." The computer accesses these pages through a 64K block of upper memory. This block is called the "page frame." Just as the computer screen can be a window into a document or spreadsheet, the page frame is a window into expanded memory.

The page frame must be set to an address that is **not** used by the computer, any add-on hardware, or any software devices. EMM386.EXE can set the starting address for the page frame to one of nine locations between CØØØ and EØØØ. This is configured on the EMM386.EXE line of the computer's CONFIG.SYS file with the /Mx option, where x is used to specify the starting address of the page frame. For more information on EMM386.EXE see the *MS-DOS User's Guide and Reference*.

Most computers use the C8ØØ-CFFF memory segment for disk input/output, so the page frame cannot be set there. If the system is equipped with VGA video, the computer will be using the CØØØ-C7FF memory segment for video ROM.

The voice mail installation program will set up the system to use the following addresses:

AØØØ-AFFF   Reserved for VGA
DØØØ-DFFF   Voice boards
EØØØ-EFFF   EMS Page Frame

If this configuration does not work on the computer, you will need to change the base memory address of the voice boards and/or the page frame. The voice board settings are described in this section.

Modems and Printers

Most internal modems, external modems, and all printers do not require a memory address, although they are assigned an interrupt, depending on the parallel port or COM port they use.

Common Interrupt Levels

Hardware interrupts are numbered sequentially from 0 to 15, but voice boards cannot be set for interrupt levels above 7. We recommend trying interrupt level 5 first. If the system does not work with the boards set to interrupt level 5, try interrupt level 3 next. To determine which other interrupts may be available on the system note the following:

■   Most systems assign **interrupt level 1** to the keyboard. Interrupt level 1 is seldom available for the voice boards.

■   Most systems assign **interrupt level 2** to a VGA monitor board. If the computer is not equipped with a VGA monitor card (or VGA video on the motherboard), interrupt 2 may be available for the voice boards.

■   Most systems assign the COM2 serial port to **interrupt level 3**. If the computer is not equipped with more than one serial input/output port, interrupt 3 may be available for the voice boards.

■   Most systems assign the COM1 serial port to **interrupt level 4**. Almost all computers have one serial input/output port, so interrupt 4 is seldom available for the voice boards.

■   An internal modem will often take up the COM2, COM3, or COM4 port and use either **interrupt level 3** or **interrupt level 4**. If the computer has an internal modem (for example, for remote maintenance) check the documentation and the modem's settings to determine the interrupt it's using.

■   **Interrupt level 5** is available for voice boards on most systems.

■   Most systems assign the floppy disk drive to **interrupt level 6**. Interrupt level 6 is seldom available for the voice boards.

■   Some systems assign the LPT1 or LPT2 parallel port to **interrupt level 7**. The computer must be equipped with at least one parallel input/output port (the system key plugs into a parallel port), so interrupt 7 may not be available for the voice boards. There have been problems reported when voice boards have been assigned interrupt level 7. We recommend that you try a lower interrupt level first.

Notes on the Voice Board Dip Switch and Jumpers

Interrupt Level [JP1]

The JP1 jumper controls the voice board's interrupt level, from level 2 through level 7. The default setting on the 4th pair of pins from the left sets the voice board to use interrupt level 5. (See figure.) Setting the jumper to connect the first pair of pins from the left sets the voice board to use interrupt level 2; setting the jumper to connect the second pair of pins sets the voice board to interrupt level 3, and so on. **All the system's voice boards must have the same JP1 setting.**
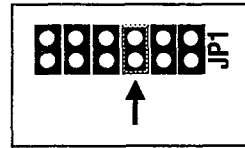
Memory Address [JP5, JP6 & SW1]

Each voice board in the system has a memory address. The software uses this address to determine which port numbers are assigned to each voice board and where its memory buffer is stored. The memory address for each board is controlled by the JP5 and JP6 settings and the dip switch SW1 setting.

The **segment of memory** (A, C, or D) which is assigned to the voice board is set by the each board's JP5 and JP6 jumpers.

- No jumper on JP5 or JP6   Memory address in **D** segment

- No jumper on JP5 only   Memory address in **A** segment

- No jumper on JP5   Memory address in **C** segment
  Jumper on JP6

> **NOTE:** An analog "B" board does not have JP6 and can only be set to the A or D memory segment. An analog "A" board does not have JP5 or JP6 jumpers and can only use the D memory segment.

The **individual memory address** in this segment which is assigned to each voice board is defined by the voice board's SW1 setting. The SW1 setting determines the memory address "offset".

For example, a SW1 setting of "Off-Off-**ON**-Off" indicates an address of 200. If the voice board's JP5 and JP6 jumpers are also "Off", the voice board's memory address is D2ØØ.

By default, the voice mail software is installed with command line parameters that configure it to look for voice boards at memory addresses beginning at DØØØ.

Each voice board in the system should have a different memory address, defined by the JP5, JP6, and SW1 settings.

"First Board" Jumper [JP7]

The JP7 jumper identifies which voice board in the system is the "first board" in the system. The first board has Port #1 and has the first memory address that the system looks for.

Only the first voice board in the system should have JP7 on.
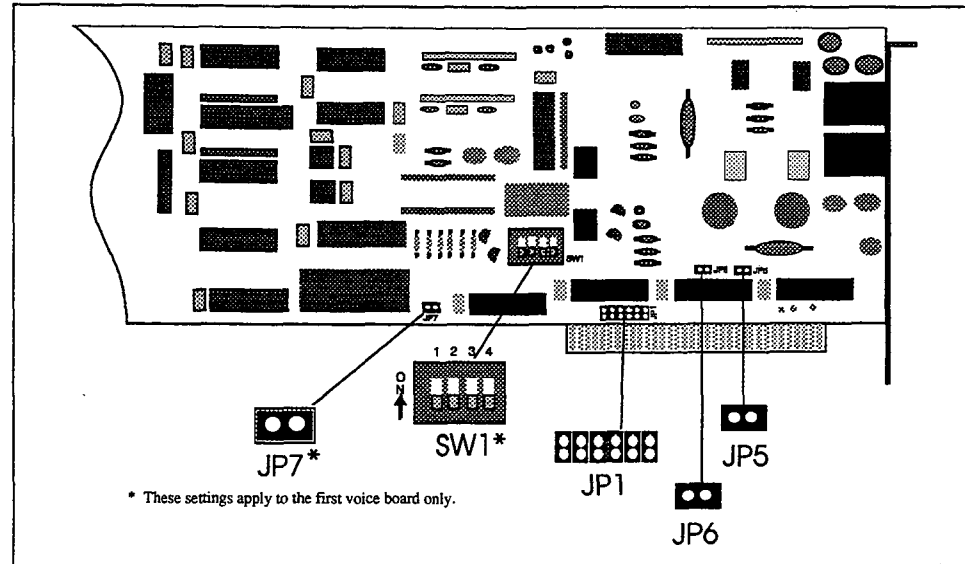
Figure 17: Voice board showing dip switch (SW1) and jumpers (JP1, JP5, JP6, JP7)

Changing the Dip Switch and Jumper Settings

To set dip switch SW1:
The dip switch block labeled SW1 contains four separate sliders numbered 1 through 4. To turn a slider on, use the tip of a ballpoint pen to push the slider up, in the direction of the arrow.

To set jumpers JP1, JP5, JP6 & JP7:
Each jumper has a pair of metal pins. To set a jumper to ON, slide the jumper over the pair of pins so it connects them.

> **NOTE:** JP1 has six pairs of pins. The jumper connection must be placed over the correct pair of pins. **The JP1 jumper must be set the same for all voice boards in the system.**
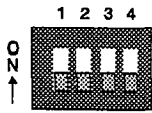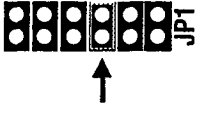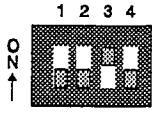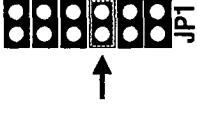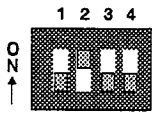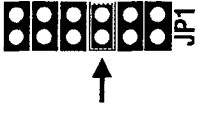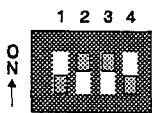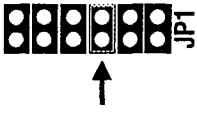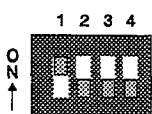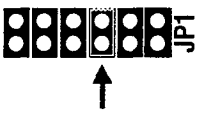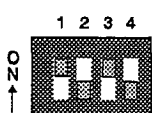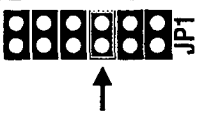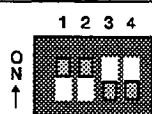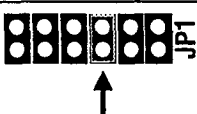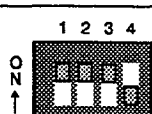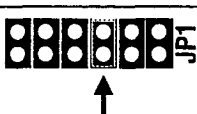
	SW1	JP1	JP5	JP6	JP7
1st Board DØØØ	1 2 3 4 ON↑	JP1	Off	Off	**On**
2nd Board D2ØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
3rd Board D4ØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
4th Board D6ØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
5th Board D8ØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
6th Board DAØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
7th Board DCØØ	1 2 3 4 ON↑	JP1	Off	Off	Off
8th Board DEØØ	1 2 3 4 ON↑	JP1	Off	Off	Off

Figure 18: Voice board settings for the D memory segment

Notes on Command Line Parameters

If you change any of the default settings for the voice boards' dip switch or jumpers, you may need to change the way the voice mail software is started and run. This is done by using special command line parameters (-S###, -A###, and -I##), whenever you start the voice mail system. These are entered in the appropriate line of the VM.BAT file used to start the voice mail software.

Starting Memory Address for Voice Boards   [-S####]

If you change the default settings for the JP5, JP6 jumpers or the SW1 dip switch, you may need to start the voice mail software with a new memory address parameter. If there are *no command line parameters entered*, the system software expects to find the first voice board's memory address at DØØØ. If the first voice board's memory address is at another D address (for example, D2ØØ), or if **any** voice board in the system has a memory address in the A or C segment, you must tell the software where to look for additional voice boards.

This is done by using the **-S** parameter with the voice driver software. Before you use this parameter, you must know:

■   The total number of voice boards in the system. Determine this by physically counting the voice boards in the computer.

■   The memory address used by each voice board. Determine this by checking the base memory segment set by JP5 and JP6, and the memory offset set by SW1.

Modify the Driver line in the VM.BAT file to use the following command:

```
DRIVER -S<segment><offset>/<segment><endnumber>
```

`<segment>`	is the base memory segment, A, C, or D.
`<offset>`	is the first board address in that memory segment
`<endnumber>`	is a number from Figure 19, determined by the number of voice boards.

Number of voice boards	1	2	3	4	5	6	7	8
Offset	ØØØ	2ØØ	4ØØ	6ØØ	8ØØ	AØØ	CØØ	EØØ
Endnumber	1FF	3FF	5FF	7FF	9FF	BFF	DFF	FFF

Figure 19: Offset and endnumbers for voice board memory addresses

For example, to set three voice boards to the C memory segment, you could change the dip switch and jumpers on the voice boards, then include the command: **DRIVER -SCØØØ/C5FF** in the VM.BAT file.

Additional Memory Address for Voice Boards   [-A####]

Some computers do not have enough space free in any one memory segment for all the voice boards in the system. In that case, you need to assign some voice boards to one segment, and the rest to another. To do this, use both the **-S** and the **-A** parameter. The **-A** parameter tells the software to check a second memory segment for additional voice boards after checking the memory segment specified with the **-S** parameter.

For example, the computer may have other hardware devices taking up memory in the A segment, half of the C segment, and half of the D segment. If you have five voice boards in the system, you could assign three of them to the C segment, and two to the D segment, using the command:

```
DRIVER -SCØØØ/C5FF -ADØØØ/D3FF
```

In this example, you must set the jumpers and dip switches on three of the boards to be in the first three addresses in the C segment, and the jumpers and dip switches on two of the boards to the first two addresses of the D segment.

You should contact Comdial Technical Support before attempting this sort of configuration.

Software Interrupt for Voice Board [-I##] for VGA

The -I command line parameter actively changes the software interrupt for the voice boards. The software interrupt is **not** the same as the hardware interrupt level explained earlier in this appendix. Software interrupts are similar to hardware interrupts in that they determine when the processor handles tasks for the software assigned to that interrupt. They are different from hardware interrupts in that hardware interrupts always have priority over software interrupts and software interrupts are assigned numbers in hexadecimal notation.

The -I command line parameter is most often used on computers that operate in EGA or VGA color mode. For EGA or VGA systems, you must start the voice mail software with this command:

```
DRIVER -I6Ø
VMAIL -I6Ø
```

This command is used even when color VGA video is used with a monochrome or grayscale VGA monitor.

Notes on DSP Firmware

Each time the voice mail system starts, it must load firmware for any DSP boards in the system before loading the DRIVER. Firmware is software instructions which reside in the DSP board's memory rather than in the computer's memory. This use of firmware gives the DSP boards greater flexibility.

To load the firmware, the command **SBLOAD FIRMWARE.CFG** must be in the VM.BAT file before the DRIVER line. The FIRMWARE.CFG file must also contain the correct commands for the board(s) on the system. Normally, the installation procedure creates the proper FIRMWARE.CFG file for the system.

The FIRMWARE.CFG file is an ASCII text file which can be viewed and edited using MS-DOS EDIT or EDLIN. It contains one line of text for each DSP voice board in the system.

For details about the FIRMWARE.CFG file, see the README.TXT file.

Making a Quiet DSP Board

The DSP voice board allows you to control the silence threshold parameters by changing software settings. You can set the board to 14 different decibel levels, either the DSP voice board's default (-30dB), or in a range from -38dB to -50dB.

You should only change the voice board to a quiet board if you are experiencing false pause off during message recording. False pause off is occurring when the voice mail system stops recording while a person is still talking. False pause off usually occurs because the volume level on the telephone line is too low.

If you are experiencing false pause off, we recommend that you try setting the silence threshold to -45dB as a first step.

To set a DSP board to -45 decibels:

1.   From the back of the computer, check that the board is a DSP board. DSP boards have a gold sticker saying "DSP" near the modular jacks.

2.   At the Banner Screen, exit to DOS by pressing [Esc] then [Y]. Type a System Manager ID [←Enter].

3.   At the DOS prompt, type **QUIET 45** [←Enter]. Wait until you see the confirmation message on the screen.

4.   Restart the computer by pressing the reset button or [Ctrl]-[Alt]-[Del].

Notice of FCC Registration

The voice board used in the voice mail system is registered with the United States Federal Communications. The FCC places several restrictions on a voice board's use:

1. It cannot be connected to a party line.

2. It cannot be connected to a pay telephone.

3. The local telephone company must be notified that this registered device is being installed prior to its installation. This requires notifying the telephone company of:

    a.   the telephone number or numbers to which you will be connecting
    b.   the FCC registration number (This information is printed on the outside bracket of each voice board.)
    c.   the ringer equivalence
    d.   the type of jack being connected to

    You must also notify the telephone company when you permanently disconnect the voice board from its phone line(s).

4. Any repairs to the voice board must be carried out by Comdial Corporation or designated agent. This applies both before and after the warranty period.

5. If you experience any trouble with the telephone or telephone line during or after installation, disconnect the voice board from the telephone line to determine if it is causing difficulties. If it is, do not re-connect the board until after it has been repaired by Comdial as defined above.

The voice board is also registered with the Canadian DOC, which classifies it as a Class "A" digital device, complying with Radio Interference Regulations CRC C.1374. If the voice board(s) will be connected to Canadian lines, you must contact your local telephone utility for any additional restrictions.

Index
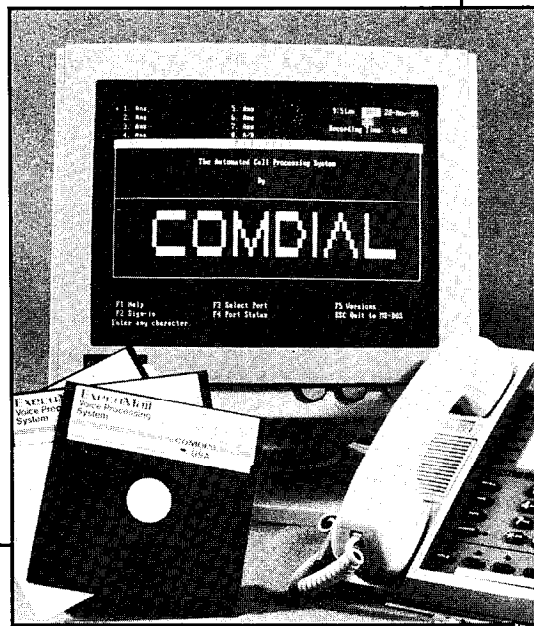
ExecuMail

Voice Processing System

Reference Manual

Version 6.5

Com: 048

COMDIAL

Made <u>right</u> in the USA

Reference Manual

Version 6.5

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COMDIAL
Made right in the USA

Contents

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Using This Manual

Congratulations on purchasing ExecuMail, the most sophisticated, best human-engineered voice processing product made.

The Reference Manual

This *Reference Manual* is organized in a format that lets you quickly find the information you need for a particular system task. It is composed of topics arranged in alphabetical order. Each topic covers a particular aspect of the ExecuMail system and its use. The manual's table of contents can be used as a quick guide to desired topics. You can also check the *Index* in the back of the manual for detailed cross-references. The *Glossary* that precedes the index can help define unfamiliar terms used in the system.

Think of this *Reference Manual* as your consultant on specific aspects of the system. Refer to it when you seek specific information on a particular aspect of the system. The material will be helpful to both the person who installs and maintains ExecuMail as well as the on-site system manager who wants to make system updates and changes. As you learn more about the system's automated attendant, voice messaging, and audiotext capabilities, this manual will provide you with detailed instructions for changing, updating or adding a particular feature.

For Related Information

At the end of each *Reference Manual* topic, there is a list of other topics that relate to the subject matter at hand. You can use this list as a signpost to direct you to additional, helpful information in this manual.

See Also

If there are other manuals that give more information, they are listed at the end of the topic, under the heading "See Also".

If You Are New to the System

If you are new to the ExecuMail system, you should first read the *Learning ExecuMail* manual, which provides a series of lessons on the system's basic operation. In addition, you will notice that certain topics in this *Reference Manual* are marked as **Key Topics**. These topics discuss basic concepts and aspects of the system. They are a great place to start your exploration of this manual since they serve as a foundation to the rest of the information contained here.

Other Manuals

Accompanying this manual, but bound separately, are four other manuals:

- The *QuickStart® Application Manual* and *Worksheets* help the installer and system manager configure a system that best meets the application needs of the end user.

- *Learning ExecuMail* contains hands-on lessons for a beginning system manager on basic tasks. It provides an overview of the ExecuMail system and its operations and a summary of how to train others who will use the system. You should read this manual first.

- The *Changing the System Conversation* guide helps the installer and system manager customize the system conversation.

- The *Remote Maintenance Guide* contains instructions for installation and use of an off-site computer to control a customer's voice mail system.

The User's Guide Brochure

In addition to these manuals, the *User's Guide* is available for individual users of the system. The *User's Guide* is an easy-to-read brochure containing basic information on over-the-phone procedures, such as retrieving messages and recording personal greetings; tips on how to accelerate through the system conversation; and information on advanced features.

Quick Option Menus Card

Some subscribers may want to hear special quick option menus instead of the yes-and-no subscriber conversation. A *Quick Option Menus* card is available for those subscribers. The wallet-sized card explains how to use all voice mail options from recorded menus, instead of by pressing 1 for Yes, 2 for No.

We've designed the ExecuMail system to be people-oriented. Its design smoothes and speeds communication between people rather than loading them down with obscure codes and technology. You'll see this same spirit in this *Reference Manual*.

Enjoy your voice processing!

Conventions in this Manual

The following notation conventions will help you in using this manual.

Terms

The following words have specific meanings in this and other system manuals:

Type
Push a series of keys on your computer console to type a word, code, or command.

Press
Push a single key on your telephone keypad or computer console.

Port
One telephone line which ExecuMail answers.

Console
The computer keyboard and monitor physically attached to the voice mail
computer.

Subscriber
A person enrolled in the voice mail system. This includes regular subscribers
(employees), guests and system managers. Unless it is explicitly stated otherwise,
you can assume that information presented here for subscribers also applies to
system managers and guests.

Refer to the *Glossary* for definitions of other terms used in this manual.

Key Names

When you see text boxed like this: F5, Ctrl, ←Enter, it represents a key on
your computer console. When a key name occurs by itself, *press* the key. If two
key names are separated by a dash (example: Ctrl-S), *hold down* the first key
while you press the second key.

Occasionally you will be instructed to type commands at the console. Words you
need to spell out on the console will appear in the text as follows:

```
DIR C:\*.*
```

For example, if you see the instruction:

Type A:INSTALL ←Enter

You would type the characters A:INSTALL, then press the key marked
←Enter.

The Spoken Conversation

Examples of speech are shown in italics and quotes. For example:

. *"You may enter the extension at any time."*

The conversation the voice mail system has with a caller is broken into phrases.
Each phrase is a set of instructions that tells the system which prompt (or
prompts) to play at a given point in the system conversation. When the manual
shows an example of what the system might say, it also shows the corresponding
phrase name after the example:

"Would you like to redirect this?"   [PH_Chk_LikeToRedirect]

The words your system actually says at this point in the conversation may differ.
Use the phrase name to find out the prompts the system actually plays by looking
in the *Changing the System Conversation* guide.

Ones and Zeros

As you read through the manuals, pay close attention to these characters:

Letter	vs.	Number
l (lowercase Ⓛ)		1 (the digit one)
O (uppercase Ⓞ)		0 (the digit zero)

Though they look similar in print, these are totally different characters to your computer and should not be substituted one for the other.
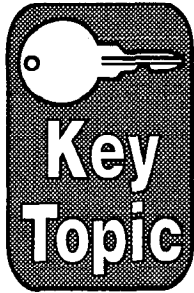
Applications

An **application** is the way you set up the voice mail system at a site to meet that site's individual needs. Every organization has unique telephone communication needs, such as reducing the receptionist's workload, taking messages, and handling after-hours calls. The decisions you make about the organization's specific needs determine the way you set up the voice mail system.

Four Basic Functions

There are four basic functions you can configure for the voice mail system:

- Automated Attendant
- Voice Mail
- Audiotext
- Fax Detect

Automated Attendant

Most offices are equipped with electronic telephone systems. In most cases, these systems provide no means for an outside caller to directly dial an inside extension. This means that all incoming calls must go through the receptionist, who transfers them to the appropriate extension — a costly and time consuming method. Also, when there is no receptionist on duty there is no way to get through to any extension.

ExecuMail provides a solution to these problems with its automated attendant features. It can act as a receptionist by handling incoming calls on a telephone system. It will answer a call, find out what extension number the caller wants, and transfer the call to that extension. The system can also hold more than one call for a single extension, informing the caller of how many calls are holding ahead of him or her and updating this information periodically. It can screen calls, announcing the name of the caller and waiting for confirmation from the recipient before putting the call through. Automated attendant features can relieve your receptionist of routine telephone tasks.

Primary Answering vs. Secondary Answering

When your system is configured for **primary answering**, ExecuMail answers all calls that come into your office. Callers only reach your receptionist if they specifically dial the operator or do not press any touchtones during the system greeting.

When your system is configured for **secondary answering**, the live receptionist answers calls from the general public, but frequent callers can use the voice mail system to dial directly to an extension. For example, the system could be

connected to answer calls on the fifth through last incoming trunks. The direct-dial number for those trunks is given out to frequent callers and employees. The receptionist answers the first four trunks, and only those callers who are familiar with the system use the automated attendant. An automated attendant application can also serve as a backup for overflow calls, when all lines to the live receptionist are busy. An automated attendant system allows the receptionist to give better personal service where it is most needed.

Voice Mail

Voice mail allows a caller to leave a recorded message, in his or her own voice and exact words, for another individual or group of individuals. With a voice mail application, people can communicate precisely and personally without having to be on the same telephone line at the same time. Voice mail applications allow communication to take place without endless games of "telephone tag." Research has shown that only one-third of all business calls achieve direct contact, yet 40% of all messages are "one way" messages which do not require a dialogue. Voice mail saves time by allowing you to leave a message immediately. Voice mail bypasses the problems of time zones, after-switchboard hours, and other obstacles to communication in today's fast-paced business world. Voice mail allows the people in your office to better manage their communications and their time.

Audiotext

Many offices and organizations want to provide around-the-clock information to clients. The system's audiotext features allow an organization to present this information with natural voice, music, or whatever the organization wants its callers to hear. The voice mail system can offer to callers menu trees and messages which can vary depending upon the telephone number called or the time of day. Callers use touchtones to select an item or subject that they want to hear. Or, for callers using rotary phones, the system can be configured to respond to spoken answers instead of touchtones. Even multilingual services can be provided.

Retailers, banks, airlines, radio and TV stations, and other companies use the system to provide timely information, even after hours. Service organizations such as libraries, hospitals and government agencies use audiotext as a tool to help them fulfill their public responsibilities while reducing costs.

Fax Detect

ExecuMail can detect incoming faxes, and automatically deliver them to a fax machine. Increasingly, offices are depending on fax machines to deliver written information quickly and efficiently. The fax detect, routing, and public notification features eliminate many of the time consuming and repetitive tasks involved with handling incoming faxes.

With Fax Detect, you do not need a separate trunk line or telephone number to handle incoming faxes. The voice mail system can notify the operator or receptionist whenever a fax is received. Plus, someone sending a fax can record a descriptive message using the fax machine's handset. This message is included with the fax notice.

Combining Functions

Because ExecuMail is an integrated voice processing product, these four functions can be combined easily in a single application. For example, you can combine automated attendant and voice mail so that ExecuMail can answer a call, find out what extension number the caller wants, and transfer the call to that extension. If the extension is busy or doesn't answer, ExecuMail can take a message. Adding the Fax Detect function allows you to handle both voice and fax calls.

You can also combine automated attendant and audiotext functions. Transaction boxes and interview boxes can be assigned touchtone System IDs similar to extension numbers. This allows a caller to access audiotext features or select an extension in the same call.

All the functions can be available all the time. A caller can enter touchtones to access audiotext information, then enter touchtones to select the extension of a person in the office, then leave a message in voice mail if the person is unavailable.

Designing Applications

It's easy to configure ExecuMail to meet your needs by using the QuickStart® Application method. The QuickStart method provides a group of worksheets to help organize the communication needs of the site into an application design, and a series of step-by-step instructions on how to set up the voice mail system to meet the site's needs.

All this information is contained in the *QuickStart® Application Manual* that came with your system.

For related information, see:
- *Call Holding*
- *Call Transfer & Call Screening*
- *Faxes & the Public Fax Box*
- *Switch Setup*

See also:
- *The QuickStart® Application Manual*

Backing Up & Restoring

A **backup** is a copy of some or all of the voice mail computer's files. In the event of an unrecoverable system failure—such as a hard disk crash—a recent backup will save you from re-entering names of subscribers, recorded names, and all the directories and system parameters. Make backups regularly.

> **NOTE:** Backing up and restoring must be performed *on-site*. You cannot back up or restore a system using remote maintenance.

> **NOTE:** The voice mail system will not be able to answer calls or take messages during a backup or restore. Be sure to forward calls to your operator, or perform the backup or restore after hours, when call traffic is light.

Using the Toolkit

To back up the voice mail system quickly and easily, use the ExecuMail Toolkit. The Toolkit includes several disk management utilities, including an easy-to-use backup program. The Toolkit provides menus specially tailored for backing up and restoring the voice mail system. All you do is select a backup or restore option from a menu, and follow the prompts on-screen to insert floppy disks when needed.

With ExecuMail's Tape Backup Package, the Toolkit can perform large, automated backups to tape, instead of to floppy disks. If your backup fits on one tape, you can set up the system to perform backups automatically, at a regularly scheduled time. See the Tape Backup documentation for details.

Using Other Backup Utilities

The ExecuMail Toolkit is the best method for backing up and restoring the voice mail system. However, you can use another backup utility if you choose. If you use a backup utility other than the Toolkit, follow the steps in that utility's documentation to back up the system. See *Directories to Back Up* in this topic to find out which files on the voice mail computer to include in your backups.

The MS-DOS operating system comes with a utility which allows you to backup and restore your hard disk. However, the MS-DOS backup utility is not as powerful or flexible as many other backup software packages. To order the ExecuMail Toolkit, contact your Comdial representative.

The Five Types of Backup

There are five types of voice mail system backups you can make (from largest to smallest):

- Complete backup of the entire hard disk
- Complete backup of the voice mail system
- Configuration backup, including prompts, recorded names, and greetings
- Database and messages backup
- Database backup

Complete Backups

A complete backup of **the entire hard disk** makes a copy of every file on the voice mail computer's hard disk. This includes all of the voice mail software, prompts, database files, and messages, as well as all other software programs and data files installed on the system.

A complete backup of **the voice mail system** includes all of the voice mail system files. This includes all of the voice mail software, prompts, database files, and messages, but does **not** include any other files on the voice mail computer. It does **not** include a backup copy of the Toolkit or of MS-DOS.

A complete backup is the largest and most thorough type of backup. Depending on the size of the hard disk, it takes many floppy disks and a great deal of time to do a complete backup. For larger systems, such as a 30-hour (330 megabytes) hard disk, a complete backup could require several **hundred** floppy disks. We recommend a tape backup system be used for larger applications.

Because messages use a large amount of disk storage, perform a complete backup when there are only a few messages on the system, such as early Monday morning. By then, most subscribers have heard their messages, and the system has automatically deleted old messages over the weekend.

Configuration Backup

A **configuration backup** includes all the voice mail program files, plus all prompt files, database files, greetings, recorded names, the AUTOEXEC.BAT file, and the CONFIG.SYS file. It does **not** include messages.

Use a configuration backup to backup settings for subscribers, guests, message groups, transaction boxes, and interview boxes, including any voice field recordings. It's a good idea to make a configuration backup after you first install the voice mail system.

Database Backups

A **database backup** includes **only** the AUTOEXEC.BAT file, the CONFIG.SYS file, and the subscribers, guests, message groups, transaction boxes, and interview boxes on your system. It does not backup the voice mail software, nor does it include recorded names or greetings. A database backup is the smallest type of backup and will often fit on one high-density floppy disk.

If you use a database backup to restore a system, first re-install the software with the original system floppy disks. Then, restore the database backup. Re-record message group names, transaction box names and greetings, and interview box

names and questions. You should also re-record subscribers' recorded names. Or, add the **F** access code to the **Access** field on each subscriber's Personal Directory page to turn on the enrollment conversation. The system will prompt the subscribers to set up their voice mailbox the next time they call the system.

A **database backup including messages** includes all the files in a database backup, plus all messages on the system.

Directories to Back Up

Figure 1 shows the directories to include for each type of backup. If you use the Toolkit backup utility, the correct directories will be backed up automatically. All you do is choose the backup type you want from a menu. If you're using a different backup utility, include the files listed on the table.

Backup Type	Drives and Directories Included
Complete hard disk	C: drive and all subdirectories
Complete voice mail system	AUTOEXEC.BAT, CONFIG.SYS, C:\VMAIL (and all its subdirectories)
Configuration, with prompts, recorded names and greetings	AUTOEXEC.BAT, CONFIG.SYS C:\VMAIL (no subdirectories) C:\VMAIL\OGM (and all subdirectories) C:\VMAIL\PROMPT (and all subdirectories)
Database with messages	AUTOEXEC.BAT, CONFIG.SYS C:\VMAIL (no subdirectories) C:\VMAIL\PERSONAL (and all subdirectories) C:\VMAIL\PUBLIC (and all subdirectories)
Database only	AUTOEXEC.BAT, CONFIG.SYS C:\VMAIL (no subdirectories)

Figure 1: Directories included with each type of backup

Backing Up or Restoring the System

Backing up or restoring involves four main steps:

- **Prepare the materials.** For backups, make sure you have enough floppy disks or tapes. Use high-density disks. Label, number, and date each disk or tape. For a restore, make sure you have all of the floppy disks or tapes in the backup set, and that they're in numerical order.

- **Busy out all the voice mail system ports** and exit the system. See the procedure below.

- **Perform the backup or restore.**

- **Restart the voice mail system.** Be sure to reset the ports to their original settings.

Busy Out the Ports and Exit the System

To perform a backup or restore, first busy out all of the voice mail system's ports and then exit to the MS-DOS prompt. The system will not be able to answer calls or take messages during the backup or restore, so be sure to forward calls to your operator.

To busy out the system ports and exit the system:

1. Sign in to the system. Press `PgDn` to display the QuickStart Application Screen, Page 2 (Figure 2).

```
  Q U I C K S T A R T   A P P L I C A T I O N         Page 2 of 6
                            All Ports  Port 1    Port 2    Port 3    Port 4
                            Day Nt     Day Nt    Day Nt    Day Nt    Day Nt

10. Intro (Hello, this is...):  QP  <-    <-  <-   <-  <-    <-  <-    <-  <-
11. Action (Enter ext number):  QP  <-    <-  <-   <-  <-    <-  <-    <-  <-
12. Otherwise (Hold for oper):  QP  :5    <-  <-   <-  <-    <-  <-    <-  <-
13. System ID if no TTs:        0   $PM

14. Port Status:                          Ans       Ans       Ans       A/D
15. Rings to answer (0=>pool):             0         0         0         0
16. Day/Night Schedule (1..4):             1         1         1         1
17. Special Port Options:
```

Figure 2: QuickStart Application Screen, Page 2 showing port status

2. Write down the current port status setting for each port on the system. Line 14 shows the status for the first four ports. Press `Ctrl`‑`PgDn` to view status settings for additional ports. Write down this port status information. After you back up the system, you must reset the ports to their original status so the system will answer calls.

3. Highlight each field on the port status line and type **busy** `←Enter`. As callers disconnect from the voice mail system, the system will busy out that line to prevent new calls from being placed or answered.

   The port status indicators in the upper-left corner of the screen will all indicate **Busy** when all callers have disconnected from the voice mail system (Figure 3).

```
» 1. Busy                                12:37pm   DAY  29-Jul-94
  2. Busy
  3. Busy                                Recording Time:   3:00
  4. Busy                                Aaronson, Chris

    Q U I C K S T A R T   A P P L I C A T I O N        Page 2 of 6
                            All Ports  Port 1    Port 2    Port 3    Port 4
                            Day Nt     Day Nt    Day Nt    Day Nt    Day Nt

10. Intro (Hello, this is...):  QP  <-    <-  <-   <-  <-    <-  <-    <-  <-
11. Action (Enter ext number):  QP  <-    <-  <-   <-  <-    <-  <-    <-  <-
12. Otherwise (Hold for oper):  QP  :5    <-  <-   <-  <-    <-  <-    <-  <-
13. System ID if no TTs:        0   $PM

14. Port Status:                          Busy      Busy      Busy      Busy
15. Rings to answer (0=>pool):             0         0         0         0
16. Day/Night Schedule (1..4):             1         1         1         1
17. Special Port Options:
```

Figure 3: QuickStart Application, Page 2 with all ports busy

4.   **Once all port indicators change to Busy**, press `Esc` `Y` twice. Type a System Manager ID `←Enter`.

You are now ready to proceed with the backup or restore, either using the Toolkit or another software package.

To restart the system and reset the ports:

1.   Press `Ctrl`-`Alt`-`Del` to restart the system.

2.   Once the Banner Screen is displayed, sign in to the system.

3.   Press `PgDn` to display the QuickStart Application Screen, Page 2 (Figure 2).

4.   Highlight each field on the port status line, then type the original setting for that port and press `←Enter`. Look at the bottom of the screen to find out the values you can enter.

For related information, see:

■   *Port Applications*

See also:

■   *The Using the Toolkit Guide*
■   *The Tape Backup Package documentation*

Call Holding

The voice mail system's call holding feature allows you to "queue up" several callers holding for a busy extension. The system tells callers on hold how many calls are waiting in front of their call and allows each caller to continue holding, leave a message, or try another extension. The system may also be set up to play music or special messages to callers on hold. All these features are independent of any call holding features provided by your Comdial telephone system.

You can enable the call holding feature for individual subscribers, transaction boxes, the Operator Box, the Public Fax Box, and voice detect boxes. You can also control whether a subscriber can turn call holding on or off by phone. In addition, you can configure system-wide parameters to limit the total number of calls holding at any particular time, or for any particular extension.

You can set up the system so that outside callers can press 1 to hold for an extension, or say "Yes" to hold instead. With the first type of call holding, outside callers must have touchtone telephones. With the second type, outside callers do not have to have touchtone telephones. The system listens for spoken sound, using the system's voice detect feature.

Both types of call holding only work with call transfer turned on and the call transfer type Await Answer or Wait for Ringback. Call holding does **not** work with the Release call transfer type.

> **NOTE:** Each caller placed on hold ties up one port of your system. Be sure to plan for enough ports on your system to handle call holding. You can also limit the total number of callers placed on hold through the call holding parameters.

Setting Up Call Holding

You can allow callers to hold for a particular subscriber, or you can allow callers routed through a transaction box to hold until the transaction box's extension is free. Outside callers can also hold for the Operator Box, the Public Fax Box, or a voice detect box extension. To turn on call holding, you use the **Holding?** field.

Figures 4, 5, 6, 7 and 8 show where the **Holding?** field is located on these screens. You can also set call holding for new subscribers added to the system with the **Holding?** field on the QuickStart Application Screen, Page 5.

```
                     P E R S O N A L   D I R E C T O R Y          NAME SORT
          Name: Yale, Hugh
   Personal ID: 812312        SC            Voice name: 0:02
Extension # ID: 12312                       Hold/Archive msgs:    0 /2   days
        Access: PCB                         New Msgs:0  =0:00  Total:0  =0:00
  —>Transfer ——————————————>Greeting ———>Action ———————————
   Transfer? Yes-->,X           »Std: 0:00   Take-msg
   Await-Ans-->4  rings
   Screening? No  Holding? Yes  Alt: 0:00    Max-msg:   90 sec  Edits OK? Yes
  —Message Notification ———————————————————————————————
Lamp #: X                                  Activate Lamps? Yes  On Now? No
#1: X            after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
#2:              after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
#3:              after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
#4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent

                        Ctrl-E for expanded options
```

Figure 4: Sample Personal Directory Screen, call holding turned on

```
                 T R A N S A C T I O N   D I R E C T O R Y          NAME SORT
          Name: Sales Information        Transaction box of Jefferson, Thomas
     System ID: 200                      Voice name: 0:02     Schedule #:

  —>Transfer ——————————————>Greeting ———>Action ———————————
   Day?    Yes-->,25           »Day:  0:08   Day:  Operator
   Nite?   No                   Nite: 0:12   Nite: Operator

   Await-Ans-->4  Rings         Alt:  0:00   Max-msg:   90 sec
   Intro: 0:02    Holding? Yes                Edits OK? Yes
   Transfer Options :           Active: D/N   Send Msg Urgent? No
                                              After Msg: Say-bye

   One key dialing: 1>300      2>400     3>       4>        5>
                    6>         7>        8>       9>        0>
```

Figure 5: Sample transaction box, call holding turned on

```
                 Q U I C K S T A R T   A P P L I C A T I O N      Page 3 of 6
20.    Set up System Operator
   System ID: 0                        Voice name: 0:01

  ———————————————————>Greeting ———>Action ———————————
   Day?   Yes-->,0             »Day:  0:10   Day:  GotoID-->$PM
   Nite?  No                    Nite: 0:08   Nite: GotoID-->$PM

   Await-Ans-->4  Rings         Alt:  0:08   Max-msg:   90 sec
   Intro: 0:02    Holding? Yes                Edits OK? Yes
   Transfer Options :           Active: D/N   Send Msg Urgent? No
                                              After Msg: Say-bye

  Alternate System IDs for Special Operators on each Port:
```

Figure 6: Operator Box, call holding turned on

```
                 Q U I C K S T A R T   A P P L I C A T I O N      Page 6 of 6
50. Maximum Message Life: 999 days           Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2           New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4       Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5      Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes      Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:             Monthly:
58. Startup:                            Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
  ———————————————— Public Fax Box —————————————————
  Fax ID: 329            Transfer? Yes ->,123        Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding? Yes                Announce: Always
```

Figure 7: Public Fax Box, call holding turned on

```
▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N   D I R E C T O R Y ▓▓▓▓▓ NAME SORT
        Name: Voice detect box        Voice detect box of Jefferson, Thomas
    System ID: $VOICE                  Voice name: 0:02    Schedule #:

   ┌─>Transfer ─────────────┬─>Greeting ────┬─>Action ─────────────
   │ Day?   Yes-->,456      │ »Day:  0:10   │ Day:  Take-msg
   │ Nite?  No              │ Nite: 0:00    │ Nite: Operator
   │                        │               │
   │ Await-Ans-->4  Rings   │ Alt:  0:00    │ Max-msg:   90 sec
   │ Intro: 0:02  Holding? Vox│             │ Edits OK?   No
   │ Transfer Options :     │ Active: D/N   │ Send Msg Urgent? No
   │                        │               │ After Msg: Say-bye
   ├────────────────────────┴───────────────┴──────────────────────
   │ Voice Selection:  Voice> 0          Silence> $HANGUP
   │
```

Figure 8: Sample voice detect box, voice detect call holding turned on

The values allowed in the **Holding?** field are:

Yes

Outside callers must press 1 to hold for a busy extension. If an outside caller presses 2, the system plays the box's greeting then takes the specified action (typically, take a message). Outside callers may also press # to try another extension. To use this type of call holding, outside callers must have touchtone telephones.

Vox

Outside callers must speak to hold for a busy extension. This type of call holding does not require a touchtone telephone. If an outside caller remains silent, the system plays the box's greeting then takes the specified action (typically, take a message). While outside callers using voice detect call holding may not press # to try another extension, you can route them to other voice detect boxes to offer other extensions. See the *Voice Detect* topic for more details. Voice detect call holding must be set up by the system manager at the console.

No

Turns call holding off. For subscriber mailboxes, be sure to remove the **K** access code from the subscriber's **Access** field if you also want to keep a subscriber from turning call holding on or off by phone. See *Allowing Subscribers to Change Call Holding by Phone* for more details.

NOTE: If you choose an action other than take a message (**Take-msg**), be sure to re-record the call holding prompts so callers know what to expect. For details, see the section of this topic *What the Caller Hears*.

Allowing Subscribers to Change Call Holding by Phone

To allow a subscriber to change call holding by phone, add the **K** access code to the **Access** field on the subscriber's Personal Directory page (Figure 9). Conversely, to keep a subscriber from changing call holding by phone, remove the **K** access code.

```
░░░░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░░░░NAME SORT
           Name: Yale, Hugh
    Personal ID: 812312         SC           Voice name: 0:02
  Extension # ID: 12312                     Hold/Archive msgs:   0 /2  days
╔═A C C E S S   C O D E   O P T I O N S ══════════════ Press ESC to Exit ╗

   A [ ] No Setup Options     J [ ] Unused           S [ ] Can't Send Message
   B [*] No Rec't Summary     K [*] Can Edit Holding  T [ ] Traditional Order
   C [*] No Public Notify     L [ ] Message Length    U [ ] Not to Subscribers
   D [ ] Not in Directory     M [ ] Menu Mode         V [ ] No Private Message
   E [ ] Messages by Ext      N [ ] Hands-Free Play   W [ ] No Future Delivery
   F [ ] First-Time Enroll    O [ ] No Old Messages   X [ ] No Receipt Request
   G [ ] Can't Edit Greet     P [ ] No Public Message  Y [ ] No Open Groups
   H [ ] Unused               Q [ ] No Urgent Message  Z [ ] Automatic Receipts
   I [ ] Unused               R [ ] Can't Redirect

╚Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code═╝
```

Figure 9: Allowing a subscriber to change call holding by phone

Unless specifically authorized by the system manager, subscribers **cannot** turn call holding on or off themselves by phone through their setup options.

You can also allow new subscribers added to the system to change call holding by phone by adding the **K** access code to the **Access** field on the QuickStart Application Screen, Page 5 (Figure 10).

```
░░░░░░░░░░░░░░Q U I C K S T A R T   A P P L I C A T I O N░░░░░░Page 5 of 6
    40. Defaults for each new  Subscriber:
    Personal ID: 8X
                                        Hold/Archive msgs:   0 /2  days
╔═A C C E S S   C O D E   O P T I O N S ══════════════ Press ESC to Exit ╗

   A [ ] No Setup Options     J [ ] Unused           S [ ] Can't Send Message
   B [*] No Rec't Summary     K [*] Can Edit Holding  T [ ] Traditional Order
   C [*] No Public Notify     L [ ] Message Length    U [ ] Not to Subscribers
   D [ ] Not in Directory     M [ ] Menu Mode         V [ ] No Private Message
   E [ ] Messages by Ext      N [ ] Hands-Free Play   W [ ] No Future Delivery
   F [*] First-Time Enroll    O [ ] No Old Messages   X [ ] No Receipt Request
   G [ ] Can't Edit Greet     P [*] No Public Message  Y [ ] No Open Groups
   H [ ] Unused               Q [ ] No Urgent Message  Z [ ] Automatic Receipts
   I [ ] Unused               R [ ] Can't Redirect

╚Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code═╝
```

Figure 10: Allowing new subscribers to change call holding by phone

Subscribers Can't Switch Types of Holding by Phone

The **K** access code lets a subscriber turn call holding on or off by phone, but does **not** let a subscriber switch between the two different types of call holding. For example, if a subscriber is allowed to change call holding by phone, and the **Holding?** field is set to **Yes**, the over-the-phone conversation changes the field from **Yes** to **No** (and back again). If the subscriber's **Holding?** field is set to **Vox** (for voice detect call holding), the over-the-phone conversation changes the field from **Vox** to **No** (and back again).

What the Outside Caller Hears

If call holding is enabled and the system encounters a busy signal while transferring a call, it plays one of the following:

For a subscriber:

"<Name> is on the phone now."

For a transaction box, the Operator Box, the Public Fax Box, or a voice detect box:

"I'm sorry, all lines are busy."

Next it says:

"Calls are answered in the order received. You are <first, second, third, etc.> in line."

If the **Holding?** field is set to **Yes**, the caller then hears:

"If you'd like to hold, press 1. To leave a message, press 2; or, to try another extension, press the pound key..."   [PH_Hold_YouAreInLine]

Or, if the **Holding?** field is set to **Vox**, the caller then hears:

"If you'd like to hold, please say Yes. To leave a message, remain silent..."   [PH_Hold_YouAreInLine]

If the caller indicates that he or she would like to hold, the system places the caller in a holding queue. If the caller indicates that he or she would like to leave a message, the system plays the greeting for the box and then takes the action specified for that box (typically, **Take-msg**). Note that while most systems set the action to Take-msg, you can choose a different action (for example, transfer to operator, or **GotoID->** to route the caller to a different box). If you choose a different action, be sure to use a local connection to re-record the call holding prompts so callers know what to expect. See the guide *Changing the System Conversation* for details.

The Holding Queue

The caller who is first in line in the holding queue is handled differently than other callers further back in the queue.

First in Line

If the caller is **first in line** for the extension, the voice mail system places the caller on hold with the Comdial telephone system. The caller hears music or silence, whichever the Comdial telephone system provides for holding calls. Periodically, the voice mail system tries the extension to see if it is still busy. If the extension is free, the voice mail system takes the call off hold and transfers it to the extension. If the extension is still busy, the voice mail system waits for a brief period, then tries the extension again. If the extension remains busy after several tries, the voice mail system returns to the caller and asks if the caller wants to keep holding. If the caller indicates that he or she wants to continue holding, the voice mail system repeats the holding cycle.

Note that this holding cycle is not a camp-on feature. The voice mail system instead repeatedly tries the extension to see if it is still busy. The length of this holding cycle for the caller first in line is controlled by the call holding parameters.

Second in Line or Further Back

Callers who are second in line or further back in the holding queue are not transferred to the Comdial telephone system. Instead, the voice mail system itself holds onto the call, until it can pass the call to the Comdial telephone system as a first-in-line caller.

Callers who are second in line or further back hear a series of music-on-hold prompts. Each music-on-hold prompt can contain music or a special message that you record. When the caller first enters the holding queue second in line or further back, the caller hears the first music-on-hold prompt. At the end of this prompt, the voice mail system checks to see if the caller can move to first in line in the queue. The voice mail system then updates the caller as to his or her status:

"<Name> is still on the phone. "   [PH_Hold_NameStillBusy]

"You are <second, third, ...> in line. To continue to hold, press 1; to leave a message, press 2; or to try another extension, press the pound key... "

[PH_Hold_YouAreInLine]

Or, for voice detect call holding:

"You are <second, third, ...> in line. To continue to hold, say Yes; to leave a message remain silent..."   [PH_Hold_YouAreInLine]]

If the caller indicates that he or she wants to remain on hold, the voice mail system plays the next music-on-hold prompt.

At the end of the next music-on-hold prompt, the voice mail system again checks to see if the call can move up in the holding queue, then again updates the caller as to his or her current status. Note that, unlike the holding cycle for the first-in-line caller, the length of the holding cycle for the second in line or further back caller is determined *only* by the length of the music-on-hold prompt played to the caller. For more details, see *Music-On-Hold Prompts* at the end of this topic.

Holding Cycles

The voice mail system follows two different call holding cycles: one for callers who are first in line, the other for callers second in line or further back. Each of the two holding cycles is controlled differently.

For the caller who is **first in line** holding for an extension, the voice mail system goes through a cycle of trying the extension several times to see if it's free, then returns to the caller to ask if he or she wants to remain on hold. You can configure both the interval of time between extension tries and the number of tries made before the voice mail system returns to the caller. Together, these two call holding parameters determine how long the holding cycle is for the first in line caller. The parameters that control this cycle are on Line 15 of the QuickStart Switch Setup Screen, Page 2 (Figure 11).

For the caller who is **second in line or further back**, the length of the holding cycle is determined only by the length of each music-on-hold prompt the caller hears. You may record a series of music-on-hold prompts of varying lengths, in which case the length of the holding cycle varies depending on which prompt is played for the caller.

In either case, the caller can exit out of the holding cycle. If the **Holding?** field is set to **Yes**, callers stop holding by pressing 2 to leave a message or by pressing # then the extension number.

Call Holding Parameters

There are two sets of parameters which control call holding system-wide. The adjustable parameters on the QuickStart Switch Setup Screen, Page 2 control how many calls the system will allow to hold, both throughout the system and for any one extension. This screen also stores parameters that control the call holding cycle for the first-in-line caller. A second set of locked parameters, found on the QuickStart Switch Setup Screen, Page 3 controls how the system identifies busy signals on your Comdial telephone system.

Controlling the Number of Calls on Hold

You may specify how many calls can wait on hold on Line 14 of the QuickStart Switch Setup Screen. Remember that each call on hold ties up one port of your voice mail system.

```
         Q U I C K S T A R T   S W I T C H   S E T U P      Page  2 of 3

 10.  Message Lamp On: *3,X                   Retries: 2
                  Off: #3,X                   Interval (mins): 4
       Reset All Lamps? No                    Daily Lamp Reset:

 11.  Dialout pause (,)= 200  (;)= 300        Hookflash (&)= 50   (%)= 200
 12.  Dialout DTMF duration: 10               DTMF interdigit delay: 12
 13.  Dialtone delay: 150


 14.  Max lines holding total: 16            Max lines holding for ext: 16
 15.  Number tries between TT checks: 4      Extra hold time between tries: 50

```

Figure 11: Call holding parameters, QuickStart Switch Setup Screen, Page 2

Maximum lines holding total
This specifies the maximum total number of calls allowed to hold in the system at one time. Each call on hold occupies one voice mail system port. You should set the maximum to a value less than your total number of answering ports to avoid tying up the whole system with calls on hold.

Maximum lines holding for ext
This specifies the maximum number of calls allowed to hold for a particular extension. Typically, this value is smaller than that for Maximum Lines Holding total. For example, in an 8-port system, you might want to limit the total maximum lines holding in the system to 5, and the maximum lines holding for any particular extension to 3.

The voice mail system checks the number of lines holding by counting all calls which will ring the same telephone extension. This may include calls from multiple message boxes or transaction boxes, if the boxes transfer calls to the same actual telephone extension.

For example, a representative from your sales department might have a transaction box that is set up to transfer calls to her desk when outside callers dial the Sales Department. In addition, callers who dial her extension number directly are also transferred to her desk extension. The voice mail system counts the total number of calls that are attempting to transfer to her desk extension and allows only the number of calls specified in the **Maximum lines holding for ext** field to be put on hold.

Note that when the number of calls holding in the system reaches either the value for **Maximum lines holding total** or **Maximum lines holding for ext.**, a new call will **not** be placed on hold. The call will instead be handled as if the extension went unanswered. Usually this means the system takes a message.

Controlling the First in Line Message Cycle

The length of the message cycle for callers who are first in line in the holding queue is controlled by parameters on Line 15 of the QuickStart Switch Setup Screen.

Number tries between TT checks
This specifies the number of times the voice mail system should try the desired extension to see if it is still busy before it checks back with the caller to ask if the caller wants to keep holding. For example, if the value is 4, the system tries the extension 4 times before checking with the caller. This parameter applies only to callers who are first in line.

Extra hold time between tries
This specifies how long, in tenths of a second, the voice mail system waits between each try of a busy extension. For example, if the value is 50, the system waits 5 seconds between each try.

An Example
If the **Number tries between TT checks** field is set to **4** and the **Extra hold time between tries** field is set to **50**, the voice mail system tries the busy extension 4 times, waiting 5 seconds between each try, before it checks back with the caller to confirm that he or she wants to remain on hold.

If it takes the voice mail system approximately 3 seconds to try the extension and 5 seconds to wait before the next try, then 8 seconds will elapse between one try of the extension and the next try. Multiply this by 4 tries before checking back with the caller, to calculate that the voice mail system will check back with the first in line caller at an interval of approximately 32 seconds.

Setting the **Extra hold time between tries** lower tends to put calls through a little more quickly. Setting it higher tends to make the holding conversation sound better to the caller, as the caller hears fewer "clicks" from the tries of the busy extension and hears more continuous hold music (if hold music is provided by the Comdial telephone system). We recommend the values of 4 tries between TT checks, and 5 seconds between tries.

Music-On-Hold Prompts

The system has ten prompts available for playing "music on hold." These prompts are played in round-robin fashion to callers who are second in line or further back in the holding queue.

Only the first music-on-hold prompt comes pre-recorded. It contains piano music by Mozart. You may, however, record additional music-on-hold prompts in the same manner that you record other prompts and voice fields. (See the topic on *Recording Voice Fields* for more details.) If multiple music-on-hold prompts have been recorded, the system plays the entire series of music-on-hold prompts to each caller who remains second in line or further back in the holding queue.

Each time the voice mail system finishes playing one music-on-hold prompt, it asks the caller if they want to continue to hold, then plays the next music-on-hold prompt in the series. The voice mail system skips over any music-on-hold prompts that have not been recorded. When the voice mail system has gone through all of its prompts, it begins again with the first music-on-hold prompt.

You may want these music-on-hold prompts to contain either music of your own choice, promotional messages, or information pertinent to your particular use of call holding. Remember that the length of each music-on-hold prompt determines how long the holding cycle is for the caller who is second in line or further back.

We recommend that each music-on-hold prompt be between 20 and 60 seconds in length to make the holding conversation flow better with the caller. If the music-on-hold prompts are too short, the caller will be asked too frequently to press a tone to remain on hold. If the prompts are too long, the caller may get tired of holding and hang up.

Note that the caller's position in the holding queue does not affect which music-on-hold prompt the caller hears. The first in line caller does not hear the music-on-hold prompts. Each second in line or further back caller hears the entire sequence of recorded music-on-hold prompts, one after another, if the caller stays in the holding queue long enough.

For related information, see:
- *Call Transfer & Call Screening*
- *Faxes & the Public Fax Box*
- *Messages*
- *Recording Voice Fields*
- *Subscribers*
- *Switch Setup*
- *Transaction Boxes*
- *Voice Detect*

See also:
- *The Changing the System Conversation Guide*
- *The User's Guide*
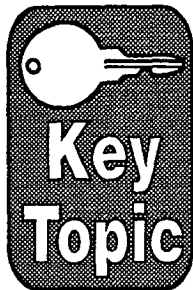
Call Transfer & Call Screening

Whenever ExecuMail passes a call to the Comdial telephone system, it is **transferring** the call. ExecuMail has a variety of call transfer types and call transfer options that allow you customize how a call is transferred and what a caller hears. These settings can be customized for individual subscribers or set to meet the needs of the Comdial telephone system.

This topic describes:

- The *Transfer -> Greeting -> Action* structure
- The three call transfer types
- How to set up call transfer parameters
- The call transfer options
- How to set up call screening
- How subscribers can change call transfer by phone

The Transfer -> Greeting -> Action Structure

In most cases, ExecuMail handles calls by following the programmed sequence *Transfer -> Greeting -> Action* that is set up for a subscriber or transaction box. The *Transfer -> Greeting -> Action* structure appears on:

- The Personal Directory page for each subscriber
- QuickStart Application Screen, Page 5 (subscriber defaults)
- Transaction Boxes
- QuickStart Application Screen, Page 3 (the Operator Box)
- QuickStart Application Screen, Page 6 (the Public Fax Box)

If call transfer is active on any of these screens, the voice mail system first tries to transfer a call to the telephone number listed. If unsuccessful, the system plays the appropriate greeting (if any), then follows the instructions set in the **Action** area.

Call transfers always involve ExecuMail passing a call to the Comdial telephone system, while **call routing** involves ExecuMail passing a call from one System ID to another. Transferring a call to a telephone number or extension is always handled in the **Transfer** section of the screen, while routing a call to another ExecuMail Extension # ID or System ID is handled in the **Action** and **One key dialing** sections.

```
================ P E R S O N A L   D I R E C T O R Y ================ NAME SORT
           Name: Aaronson, Chris
  Personal ID: 8890            SC              Voice name: 0:02
Extension # ID: 890                            Hold/Archive msgs:   0 /2   days
┌── E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ┐
┌─>Transfer ─────────────────┬─>Greeting ───┬─>Action ─────────────────────
  Transfer? Yes-->,X          │»Std: 0:00    │ Take-msg
  Await-Ans-->4  Rings        │              │
  Screening? No  Holding? No  │ Alt: 0:00    │ Max-msg:  90 sec  Edits OK? Yes
 »Transfer Options : A        │              │ Send Msg Urgent? No
  Screening Options:          │ Active: STD  │ After Msg: Say-bye
 ├─────────────────────────────────────────────────────────────────────────
     One key dialing: 1>      2>        3>        4>        5>
                      6>      7>        8>        9>        0>
```

Figure 12: Call transfer on a subscriber's page

```
================ Q U I C K S T A R T   A P P L I C A T I O N ====== Page 5 of 6
  40. Defaults for each new  Subscriber:
  Personal ID: 8X
                                           Hold/Archive msgs:   0 /2   days
┌── E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ┐
┌─>Transfer ─────────────────┬─>Greeting ───┬─>Action ─────────────────────
  Transfer? Yes-->,X          │              │ Take-msg
  Await-Ans-->4  Rings        │              │
  Screening? No  Holding? No  │              │ Max-msg:  90 sec  Edits OK? Yes
 »Transfer Options : A        │              │ Send Msg Urgent? No
  Screening Options:          │              │ After Msg: Say-bye
 ├─────────────────────────────────────────────────────────────────────────
     One key dialing: 1>      2>        3>        4>        5>
                      6>      7>        8>        9>        0>
```

Figure 13: Call transfer on QuickStart Application Screen, Page 5

```
================ T R A N S A C T I O N   D I R E C T O R Y ======== NAME SORT
           Name: Departments Box        Transaction box of Jefferson, Thomas
  System ID: 411                        Voice name: 0:02      Schedule #:

┌─>Transfer ─────────────────┬─>Greeting ───┬─>Action ─────────────────────
  Day?   Yes-->,123           │»Day: 0:13    │ Day:  Operator
  Nite?  No                   │ Nite: 0:00   │ Nite: Operator
                              │              │
  Await-Ans-->4  Rings        │ Alt:  0:00   │ Max-msg:   90 sec
  Intro: 0:02    Holding? No  │              │ Edits OK? Yes
  Transfer Options :          │ Active: D/N  │ Send Msg Urgent? No
                              │              │ After Msg: Say-bye
 ├─────────────────────────────────────────────────────────────────────────
     One key dialing: 1>700   2>800     3>555     4>        5>
                      6>      7>        8>        9>        0>
```

Figure 14: Call transfer on a transaction box

```
================ Q U I C K S T A R T   A P P L I C A T I O N ====== Page 3 of 6
20.   Set up System Operator
  System ID: 0                         Voice name: 0:01

                              ┌─>Greeting ───┬─>Action ─────────────────────
  Day?   Yes-->,0             │»Day:  0:10   │ Day:  GotoID-->$PM
  Nite?  No                   │ Nite: 0:08   │ Nite: GotoID-->$PM
                              │              │
  Release     0  Rings        │ Alt:  0:08   │ Max-msg:   90 sec
  Intro: 0:02    Holding? No  │              │ Edits OK? Yes
  Transfer Options :          │ Active: D/N  │ Send Msg Urgent? No
                              │              │ After Msg: Say-bye
 ├─────────────────────────────────────────────────────────────────────────
  Alternate System IDs for Special Operators on each Port:
```

Figure 15: Call transfer on the Operator Box

```
░░░░░░░░░░░░░░ Q U I C K S T A R T   A P P L I C A T I O N ░░░░ Page 6 of 6 ░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs: 0=0:00  Total: 0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left

56. Blank PC screen? Yes      Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:              Monthly:
58. Startup:                           Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
                    ──────── Public Fax Box ────────
   Fax ID: $FAXBOX      Transfer? Yes-->,456      Alt Action: Operator
   Voice name: 0:02     Await-Ans-->4  Rings
                        Holding? No                Announce: Always
```

Figure 16: Call transfer on the Public Fax Box

Three Call Transfer Types

There are three types of call transfer:

■   Await Answer [**Await-Ans**]
■   Release [**Release**]
■   Wait for Ringback [**Wait Ring**]

Call transfer is active only if the **Transfer?** field or the **Day?** or **Night?** field in a screen's **Transfer** section is set to **Yes**. The call transfer type is entered in an unlabeled field directly below these fields.

Await Answer [Await-Ans]
When the call transfer type is Await Answer, ExecuMail puts the caller on hold and dials the extension or telephone number. If the line answers within a certain number of rings (specified in the **Rings** field), ExecuMail transfers the call. If the line is busy or does not answer within the specified number of rings, ExecuMail plays the appropriate greeting and then takes an action (usually "take message").

With Await Answer as the call transfer type, ExecuMail acts like a receptionist, monitoring the call's progress and waiting for the line to answer. The person who answers the line is first connected to ExecuMail. ExecuMail announces the call in the manner dictated by the call transfer options, then puts the call through. With Await Answer, you can use the voice mail system's call transfer options (including call screening), and specify for each subscriber how many rings to wait for an answer.

Release [Release]
When the call transfer type is Release, ExecuMail puts the caller on hold, dials the extension or telephone number, and then releases the call to the Comdial telephone system. The caller hears hold music or ringing, whatever is provided by the Comdial telephone system. ExecuMail does **not** check the progress of the call or the status of the called extension.

With the Release call transfer type, if the line is busy or does not answer, the caller cannot leave a message unless the Comdial telephone system transfers the call back to ExecuMail using the Call Forward to Personal Greeting feature. To use Call Forward to Personal Greeting, the Comdial telephone system must tell ExecuMail what extension it is forwarding from and may need to provide an additional digit to override call transfer.

Using a Release call transfer type allows ExecuMail to transfer calls faster, since it is the Comdial telephone system, not ExecuMail, that monitors the call's progress. Usually the same number of ports can handle more calls with Release than with other call transfer types. However, the Release call transfer type **cannot** be used with the voice mail system's call transfer options or call holding, since these features require that ExecuMail monitor the call transfer. Before setting the call transfer type to Release, you must remove any transfer or screening option codes (except for **D** Dialtone Detection), and turn off call holding. Transfer and screening options are set in the expanded transfer options window of the Personal Directory Screen, which is accessed by pressing Ctrl-E, then ↓ ←Enter. For details, see *Setting Up Call Transfer Parameters* in this topic.

Wait for Ringback [Wait Ring]
The Wait for Ringback call transfer type is a modified form of Await Answer used when you want ExecuMail to check only whether the line is busy. With Wait for Ringback, ExecuMail puts the caller on hold and dials the extension or telephone number. If the line is busy, ExecuMail plays the appropriate greeting and then takes an action. If the line answers within a certain number of rings (specified in the **Rings** field), ExecuMail transfers the call. If the line does not answer within the specified number of rings, ExecuMail releases the call to the Comdial telephone system. The caller hears hold music (if available from the Comdial telephone system) while ExecuMail is counting rings, then hears ringing from the Comdial telephone system after ExecuMail releases the call.

Wait for Ringback is used with Comdial telephone systems which drop a call released to a busy signal. It is also used in automated attendant applications that use call holding, but no voice mail. As with the Release call transfer type, the caller cannot leave a message if the call goes unanswered, unless the Comdial telephone system transfers the call back to ExecuMail using the Call Forward to Personal Greeting feature.

Setting Up Call Transfer Parameters

Each call transfer is controlled by parameters that can be set differently for each individual subscriber or box with the call transfer feature. Some fields appear on the subscriber's Personal Directory pages only, while others appear only on transaction boxes, voice detect boxes, the Operator Box, or the Public Fax Box. On subscriber screens, press Ctrl-E, then ↓ ←Enter to see all of the call transfer parameter fields.

```
                    P E R S O N A L    D I R E C T O R Y          NAME SORT
           Name: Yale, Hugh
  Personal ID: 812312        SC          Voice name: 0:02
Extension # ID: 12312                    Hold/Archive msgs:   0 /2   days
 == E X P A N D E D   T R A N S F E R   O P T I O N S == Press ESC to Exit
 --->Transfer ---------------|-->Greeting ----|-->Action ----
    Transfer? Yes-->,X        |»Std: 0:05      | Take-msg
    Await-Ans-->4  Rings      |                |
    Screening? No  Holding? No| Alt: 0:00      | Max-msg:  90 sec  Edits OK? Yes
  »Transfer Options : A       |                | Send Msg Urgent? No
    Screening Options: MC     | Active: STD    | After Msg: Say-bye

    One key dialing: 1>    2>        3>       4>        5>
                     6>    7>        8>       9>        0>
```

Figure 17: Subscriber's page with expanded transfer options shown

Extension # ID　　　　　　　　**[Subscribers Only]**
System ID　　　　　　　　　　**[Boxes Only]**

This is a System ID that identifies the transaction box or subscriber's message box. It is the number a caller dials for a particular subscriber or box. At many sites, a subscriber's Extension # ID matches the subscriber's actual telephone extension number.

Transfer? (Yes or No)   **[Subscribers & Public Fax Box]**
Day? or Nite? (Yes or No) **[Other Boxes]**
Each of these labels actually marks two fields: a yes-or-no field and a telephone number field. When set to **Yes**, ExecuMail tries to transfer the call to the specified telephone number or extension (indicated after ->). If the telephone number field is blank, ExecuMail will not try to transfer a call, but instead plays the greeting. When set to **No**, call transfer is turned off. In a transaction box, you can set call transfer on or off independently for Day Mode and Night Mode.

You can enter any valid telephone number or Comdial telephone system extension number in the telephone number field. You should not enter an ExecuMail System ID directly in this field. You can include a comma (,) in the number for a pause. For a subscriber's mailbox, you can place the letter **X** in the telephone number field to signify that the telephone number is identical to the Extension # ID. For a transaction box, the letter **X** in the telephone number field signifies that the number is the same as the box's System ID.

Call Transfer Type

The call transfer type is entered in an unlabeled field directly below the field where you set call transfer on or off.

Rings
With **Wait Ring** call transfer type, this field specifies the number of times ExecuMail rings the line before releasing the call. With **Await-Ans** call transfer type, this specifies the number of times ExecuMail rings the line before returning to the caller to play the appropriate greeting and take an action.

Intro   **[Transaction Box or Operator Box]**
ExecuMail plays any recording in this voice field before attempting to transfer a call.

Screening?   **[Subscribers Only]**
This yes-or-no field indicates whether the system is using the call transfer options in the **Transfer Options** field or the **Screening Options** field.
Screening? Yes means the Screening Options set is used. Before turning on screening options, ExecuMail requires that the call transfer type **not** be set to Release. This is because call screening requires that ExecuMail monitor the call.

Holding?
This indicates whether or not you want to allow calls to hold if the line is busy. This refers only to the voice mail system's call holding feature, not to that of the Comdial telephone system. You can allow callers to hold by pressing a touchtone or by saying "Yes". See the topic on *Call Holding* for details.

Transfer Options
Screening Options   **[Subscribers Only]**
The call transfer options (except for **D** Dialtone Detection) can be used only if call transfer is turned on and the call transfer type is set to **Await-Ans**. Before turning on transfer or screening options, be sure that the call transfer type is **not**

set to **Release** or **Wait Ring**. You may enter any of these transfer option codes: **A, C, D, I, M, S**. If you want to change your call transfer type to **Release** or **Wait Ring**, you must first remove any transfer or screening option codes (except for **D** Dialtone Detection) before changing the call transfer type.

A   **[Announce]**
The subscriber hears a beep before being connected to the caller. Use this to let callers know exactly when the call is being connected or that a call is an outside call.

C   **[Confirm]**
Before a call is transferred, the subscriber can choose whether or not to take the call. If the call is refused, the system returns to the caller to play the appropriate greeting and take an action (typically "take message").

D   **[Dialtone Detection on Transfer]**
The voice mail system checks for dialtone before the call is transferred. Use this transfer option if the Comdial telephone system does not provide disconnect signaling. For this transfer option to work, you must also use the **DT** integration option. See the *Switch Setup* topic for details.

I   **[Introduce]**
The subscriber hears *"Call for <subscriber's name>"* before being connected to the caller. Use this when several subscribers share the same telephone.

M   **[Message Screen]**
Callers are asked to record their name. Before the call is transferred, the subscriber hears *"Call from <recorded name>."* If the caller leaves a message, the recorded name is added to the start of the message. Even if the caller doesn't leave a message, the subscriber still receives the recorded name as a message box message. Do not use with the **S** call transfer option.

S   **[Screen]**
Callers are asked to record their name. Before the call is transferred, the subscriber hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

Screening Options
On the subscriber pages of the Personal Directory Screen, a second set of transfer options can be entered. These options are used in place of the set of options in **Transfer Options:**, if a subscriber has call screening turned on (**Screening? Yes**). See the discussion of *Call Screening* for details.

Call Screening

When the Await Answer call transfer type is used, the call transfer options allow ExecuMail to screen calls that are transferred to a subscriber. The subscriber can decide whether to take a call, based on who it is who is calling.

These are the most frequent combinations of call transfer options used to achieve call screening:

IC [Introduce & Confirm]
This combination is useful if two or more subscribers share the same telephone. If one subscriber answers the telephone and hears that the call is for someone

else, he or she can simply press 2 to refuse the call and route it to the other subscriber's voice mailbox.

MC [Message Screen & Confirm]
This combination is the one most commonly used for call screening. The system asks callers to record their name, then gives the subscriber the choice of accepting or refusing the call after hearing the caller's name. If the call is refused, the system plays the appropriate greeting to the caller and takes an action (typically "take message").

Be aware that some callers may be offended if you don't take their calls after they identify themselves. Even if you are away from the telephone, callers will still be screened and then directed to voice mail. To the caller, it may seem like you were available, but refused to take the call. You can reduce this problem by having subscribers turn call screening off (or turn call transfer off) when they will be away from their telephones for extended periods.

Setting Up Call Screening for a Subscriber

To set up call screening for a subscriber so that the subscriber can turn call screening on or off by phone, place one of these call screening combinations of call transfer options in the **Call Screening** field on the subscriber's Personal Directory page. Place other call transfer option codes in the subscriber's **Transfer Options** field.

If the subscriber turns call screening on by phone, the system uses the call transfer options listed in the **Screening Options** field. The **Screening?** field will also be set to **Yes**. If the subscriber turns call screening off by phone, the system uses the call transfer options listed in the **Transfer Options** field, and the **Screening?** field is set to **No**. A system manager may also turn a subscriber's **Screening Options** on or off by typing **Yes** or **No** in the **Screening?** field.

You may use the call screening combinations of call transfer options in *any* call transfer options field, including both the **Transfer Options** and **Screening Options** fields on a subscriber's Personal Directory page. You may also use other call transfer option codes instead of **IC** or **MC** in the **Screening Options** field, to allow a subscriber to toggle between two different sets of call transfer options.

Limiting the Call Screening Recording

You can limit the number of seconds a caller can record a name during call screening by setting the **Max screening recording** field, a system-wide parameter on the QuickStart Application Screen, Page 6, Line 52 (Figure 18).

```
╔══════════════════════════════════════════════════════════════════════╗
║░░░░░░░░Q U I C K S T A R T░░░A P P L I C A T I O N░░░░░░░░Page 6 of 6 ║
║50. Maximum Message Life: 999 days          Call Report Aging: 14 days  ║
║51. Public Hold/Archive msgs: 0 /2          New Msgs: 0=0:00  Total:  0=0:00║
╠══════════════════════════════════════════════════════════════════════╣
║52. Max person-person recording: 300 secs  Max screening recording: 6  ║
║53. Skip back time on #: 4      Max ID attempts: 4    Bad ID Goto-->    ║
║54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3   ║
║55. Beep on record? Yes         Disk full warning at: 15    mins left   ║
╠══════════════════════════════════════════════════════════════════════╣
║56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys║
║57. OS Surrender- Daily:            Weekly:            Monthly:         ║
║58. Startup:                        Error notices to: 0                 ║
║59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:  ║
║              ────────────── Public Fax Box ──────────────             ║
║┌────────────────────┬──────────────────────┬────────────────────────┐║
║│Fax ID: $FAXBOX     │Transfer? No          │Alt Action: Operator    │║
║│Voice name: 0:02    │Await-Ans-->4  Rings  │                        │║
║│                    │Holding? No           │Announce: Always        │║
║└────────────────────┴──────────────────────┴────────────────────────┘║
╚══════════════════════════════════════════════════════════════════════╝
```

Figure 18: The Max screening recording field

Changing Call Transfer By Phone

Subscribers can change their call transfer settings by phone, through their setup options. By phone, subscribers can:

- Turn call transfer on or off.
- Change the number their calls are transferred to.
- Switch between their call transfer options and call screening options.
- Turn call holding on or off.

When changing their call transfer number by phone, subscribers can enter up to nine digits for the new number. This prevents unauthorized call transfers to long distance numbers. Subscribers can also press the pound key (#) to enter a pause in the dialing sequence. This is displayed as a comma (,) on screen in the transfer telephone number field. Other special telephone number characters for dialing can only be entered at the console.

For related information, see:
- *Call Holding*
- *Faxes and the Public Fax Box*
- *Operator Box*
- *Subscribers*
- *Transaction Boxes*
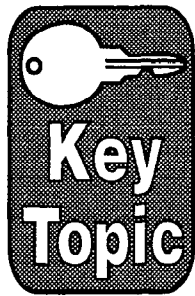
Directory Assistance

People who call your office may not know the extension number of the person they're trying to reach. In these cases, a caller must find out the extension by speaking to your operator or by looking up the extension in a directory.

To free your operator from answering repetitive requests for extension numbers, the voice mail system offers two kinds of on-line directory assistance:

- **Automatic directory assistance.** The automatic directory provides a list of subscriber names and extensions. To use this directory, callers need to know only the last name of the subscriber they want to reach. Your system should be set for a lettered keypad if you want to provide callers with automatic directory assistance.

   Once the automatic directory is set up, you don't have to do any special programming to use it. New subscribers can set up their listing in the directory themselves by phone, through the enrollment conversation. They can also change their listing later, through setup options.

- **Numeric directory assistance.** The system can also allow callers to press numbers instead of letters to look up a subscriber's extension. Numeric directory assistance involves grouping subscribers by a common characteristic (such as department, location, or schedule), and creating a menu of choices that assigns a single touchtone to each directory grouping.

   To use numeric directory assistance, the caller presses the touchtone assigned to the directory group the person belongs to. The system then plays back the names of people in the group, and their extension numbers.

   Numeric directory assistance requires special setup at the system console. Subscribers **cannot** change their listing in the numeric directory by phone.

You may use either type of directory assistance, or both. This topic describes how each type of directory assistance works, and explains how to set up directory assistance for your site.

Automatic vs. Numeric Directory Assistance

Keep in mind these differences between numeric and automatic directory assistance:

Numeric Directory	Automatic Directory
■ Works for telephones that only have numbers.	■ Requires letters on the telephone keypad.
■ Flexible, user-defined structure based on groupings of subscribers (by department, location, schedule, or other common characteristic).	■ Simple, alphabetic listing by name.
■ Requires special setup by the installer or system manager. You must manually add subscribers to directory groups, create a directory menu, and record an appropriate Opening Line. Numeric directory assistance requires ongoing maintenance as new subscribers or groupings are added or deleted.	■ No special setup required. The system is set up for the automatic directory by default. By default, outside callers press 555 to hear the automatic directory.
■ The system manager or installer sets up numeric directory assistance at the system console. Listing in the numeric directory **cannot** be changed by phone.	■ Subscribers can control by phone whether they're listed in the automatic directory.

Automatic Directory Assistance

To use automatic directory assistance, callers must have letters on their touchtone keypad. Callers need to know only the last name of the person they want to reach.

When a caller presses the System ID for automatic directory assistance, the system asks for the first three letters of the name of the person desired. The system then reads the names and extensions of subscribers whose last names begin with the letters. The caller may dial the extension at any time, or, in certain cases, may be routed automatically to the subscriber's Extension # ID.

> **NOTE:** You can also set up the system to ask for the first three letters of the person's *first* name. For steps, see *Using First Names in the Automatic Directory* later in this topic.

Turning On the Automatic Directory

The System ID for the automatic directory (555) is already set for you when the system is installed. However, you can change the System ID, and set whether the system transfers callers to a subscriber's extension automatically using two fields: **ID for Alpha Directory** and **Auto xfer?**. These fields are on Line 59 of the QuickStart Application Screen, Page 6 (Figure 19).

```
          Q U I C K S T A R T   A P P L I C A T I O N          Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs    Max screening recording: 6
53. Skip back time on #: 4       Max ID attempts: 4      Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes        Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:              Monthly:
58. Startup:                              Error notices to: 0
59. ID for Alpha Directory: 555       Auto xfer? Yes   ID for Num Groups:
 ────────────────────── Public Fax Box ──────────────
  Fax ID: $FAXBOX        Transfer? No              Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding? No               Announce: Always
```

Figure 19: QuickStart Application Screen, Page 6 showing automatic directory parameters

ID for Alpha Directory

If you want to provide automatic directory assistance, make sure a System ID is entered in the **ID for Alpha Directory** field. The default System ID for the automatic directory is 555. This System ID is the number that the callers will enter to access the directory. The automatic directory's System ID can be any unique ID you choose. Make sure that the Opening Line tells callers the correct ID to press to reach the directory.

Auto xfer?

If this field is set to **Yes**, and there is **only one name** that matches the three letters entered by the caller, the system will automatically route the caller to that subscriber's Extension # ID. If there is more than one matching name, (or if this field is set to **No**) the system will not route the caller until he or she presses an Extension # ID.

Turning Off the Automatic Directory

To turn off the automatic directory (making it inaccessible to callers), simply delete the System ID in the **ID for Alpha Directory** field on the QuickStart Application Screen, Page 6.

You may also assign the automatic directory a System ID which is not accessible over the phone by including a dollar sign ($) in the System ID. This may be useful in certain applications, since it will prevent callers from dialing the directory directly, but still allows the system to route the caller to the directory internally (for example, using **GotoID-->$555** in a transaction box's **Action** field).

Unlisted Subscribers

In most cases, subscribers can add themselves to the automatic directory when they listen to the enrollment conversation. However, there are five conditions in which a subscriber is **not** listed in the automatic directory:

- The system manager has specifically restricted a subscriber from the automatic directory by adding a **D** in the **Access** field on a subscriber's Personal Directory page. This is the equivalent of making the extension an unlisted telephone number. (However, the subscriber can still add himself or herself to the directory by phone.)

- There is **no voice name** recorded for the subscriber.

- There is **no Extension # ID** entered for the subscriber on his or her Personal Directory page.

■   The subscriber has turned off his or her directory listing by using setup options. This adds the **D** access code to the subscriber's **Access** field.

■   The subscriber is set up to hear the enrollment conversation, but has not yet called the system to enroll.

You can also keep a subscriber from *changing* his or her automatic directory listing by phone. To do this, add the letter **A** to the subscriber's **Access** field. This will also prevent the subscriber from accessing **any** setup options (greetings, message groups, transfer and delivery options, and personal options).

To make a subscriber's Extension # ID unlisted in the automatic directory:

1.   Sign in to the system. Press [Ctrl]-[D] to view the Personal Directory.

2.   Press the [PgDn] key repeatedly, or use the Jump command, to view the subscriber's Personal Directory page.

3.   Press [↓] [↓] [↓] to move the cursor to the **Access** field.

4.   Type **D** [←Enter].

To prevent a subscriber from changing his or her directory listing:

1.   Sign in to the system. Press [Ctrl]-[D] to view the Personal Directory.

2.   Press the [PgDn] key repeatedly, or use the Jump command, to view the subscriber's Personal Directory page.

3.   Press [↓] [↓] [↓] to move the cursor to the **Access** field.

4.   Type **A** [←Enter]. This also prevents the subscriber from changing any other setup options.

What the Caller Hears

The automatic directory is available to all callers at any time the system is listening for a System ID. The caller simply presses the directory's System ID using the telephone keypad. The system then routes the call to the directory. In the Opening Line Action prompt, be sure to tell callers how to reach the directory. This prompt is recorded on the QuickStart Application Screen, Page 2, in the voice field labeled **Action**. For example, your Action prompt could say:

"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 555 for a directory of employees."

When the caller presses 555, the system says the following:

"Please press the first three letters of the person's last name..."   [PH_Dir_PleasePressLetters]

After the caller presses three letters which match a subscriber name, the system plays:

"You may dial the extension at any time. <pause>"
"<Subscriber's name> <Subscriber's Extension # ID>..."   [PH_Dir_YouMayDialExt]

If only one subscriber's name matches the letters the caller pressed, and if **Auto xfer?** is set to **Yes**, then the system automatically routes the call to that subscriber. If **Auto xfer?** is set to **No**, the system waits for the caller to enter

the extension number. If the caller does nothing, the system repeats the Opening Line Action prompt.

If more than one name matches the three letters the caller pressed, then the system reads the names and extensions of the first three names that match, and then says:

"To stop the directory, press the pound key. Remember, you may dial the extension at any time."   [PH_Dir_ToStopDir]

If there are still more matches, the system continues reading the list of matching names. The caller may enter the Extension # ID at any time while the system is reading the list. When there are no more matches, the system pauses for a moment. If the caller takes no action, the system repeats the Opening Line Action prompt.

If there are no matching names, the system tells the caller:

"There are no matches to the three letters you entered. Press 1 to try another name."   [PH_Dir_NoMatches]

If the caller presses 1, the system restarts the automatic directory with:

"Please press the first three letters of the person's last name..."   [PH_Dir_PleasePressLetters]

Using First Names in the Automatic Directory

You can use first names instead of last names in the automatic directory, if you want. Setting up the system for first names affects the system's conversation in these ways:

- Outside callers look up a subscriber's extension by pressing the first three letters of the person's first name.

- Subscribers leave messages by pressing the first three letters of the recipient's first name.

- Subscribers use first names to add and delete members from their message groups by phone.

- When a subscriber enrolls on the system by phone, the subscriber spells his or her first name for the automatic directory.

- When a subscriber uses setup options to change his or her directory listing by phone, the subscriber spells his or her first name.

To use first names instead of last names:

- Copy the first name prompts from the Prompt 1 disk to the directory containing the voice mail prompts (for example, C:\VMAIL\PROMPT\US).

    1. Exit the voice mail software. Make sure you're in the directory where the voice mail software is stored. Insert the Prompt 1 disk into the A: drive and close the latch.

    2. Type XCOPY A:\1STNAME*.* PROMPT\US /S /V [←Enter].

    3. Restart the voice mail system by pressing [Ctrl]-[Alt]-[Del].

■   Make sure **all** subscribers are entered into the system *first name first.*

For subscribers already added to the system: Page through the Personal Directory, and re-type each subscriber's name, reversing the order of the names. For example, change **Yale, Hugh** to **Hugh Yale**. Starting only from the day you re-type the names, subscribers will be listed in reports first name first.

For new subscribers: When you add subscribers, type a subscriber's first **and** last name when the system asks for the subscriber's last name. It's very important that you reverse the order of first and last names for **every** . subscriber on the system. Otherwise, outside callers and subscribers may not be able to select a subscriber from the directory (unless by coincidence the numbers corresponding to the subscriber's first and last names match, such as Rob Robertson).

Numeric Directory Assistance

Some organizations may want to offer directory assistance using numbers instead of letters. These organizations can set up the system so that callers press numbers to look up a subscriber's extension, instead of pressing the first three letters of the subscriber's name. Numeric directory assistance is especially useful if many people call your organization using telephone keypads without letters.

Using numeric directory assistance involves grouping subscribers by a common characteristic. In most cases, you'll group subscribers by their department or function. However, you can also group subscribers based on their location, schedule, where their name falls in the alphabet, or on any other grouping.

Numeric directory assistance combines the features of the system's message groups and transaction boxes. You set up **directory groups** that list the people in your organization (in much the same way that you set up message groups to let subscribers send the same message to several people at once). Next, you can add the directory groups to a **directory menu** to create one-key dialing menus automatically (much like the one-key dialing used in transaction boxes).

The Groups Screen

You set up numeric directory assistance at the Groups Screen. To view the Groups Screen, sign in to the system. Press ⌈Ctrl⌉⌈G⌉. Directory menus and directory groups are listed alphabetically, and are included with the message groups on the system.

Directory Groups

A **directory group** lists subscribers with a common characteristic, such as a department, location, or schedule. Each directory group on the system has its own page of the Groups Screen. To make it easier to tell the difference between the pages for message groups and the pages for directory groups, the word DIRECTORY appears in all capital letters on the right side of the page (Figure 20).

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ G R O U P S ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓
 Name: Sales                        DIRECTORY Group of ·SYSTEM·
 Directory ID:                      Voice:  0:02
 ───────────────────────────────────────────────────────────────
 Member name      Voice  Ext # ID │ Member name       Voice  Ext # ID

 Jefferson, Thomas  0:02   1776    │
```

Figure 20: A directory group

Even though the directory group pages are included in the Groups Screen, directory groups are different from message groups in these ways:

■   A message group lets you leave the same message for several people at once. You cannot leave a message for a directory group.

■   Every directory group is owned by the system. Note that the upper right part of the screen is identified by: **DIRECTORY group of ·SYSTEM·** .

■   A directory group can have its own System ID in the **Directory ID** field. Callers press this ID to access the directory group. Assigning a System ID to a directory group is optional. While most sites allow callers to select a directory group from a directory menu (by pressing a single digit instead of a System ID), you can also route callers to a directory group using the **GotoID** field on a transaction box, interview box, Operator Box, Public Interview Box, or even from a subscriber's mailbox. See the section *Ideas for Using Directory Assistance* for more details.

■   The list of members under **Member name** also includes the member's recorded name (in the **Voice** column to the right of **Member name**), and Extension # ID (in the column labeled **Ext # ID**). Each subscriber's recorded name and Extension # ID are added automatically, when you add the subscriber to the directory group.

Note that you may want to have **both** a message group and a directory group for some departments or sets of subscribers. The message group allows you to send the same message to the subscribers, while the directory group allows the system to list the subscribers in the same place in numeric directory assistance.

Directory Menus

Use **directory menus** to create one-key dialing menus automatically for numeric directory assistance (Figure 21).

```
                              G R O U P S
    Name: Numeric Directory              DIRECTORY Menu of  ·SYSTEM·
    Directory ID: $411                   Voice:  0:02

    Key   Directory Name                 Type        Voice     Dir ID

    1.    Sales                          Dir Group   0:02
    2.    Shipping                       Dir Group   0:02
    3.    Customer Service               Sub Menu    0:02
    4.
    5.
    6.
    7.
    8.
```

Figure 21: A directory menu

Even though directory menus are included in the Groups Screen, they are very similar to the one-key dialing feature of transaction boxes. A directory menu is similar to a transaction box in these ways:

- The system uses the entries under the **Key** and **Directory Name** columns to create a one-key dialing menu. The number in the **Key** column is the touchtone assigned to the directory group listed next to it. In the example in Figure 21, the system automatically creates this one-key dialing menu, using each directory group's recorded name:

  "For Sales, press 1. For Shipping, press 2. For Customer Service, press 3."

  You can also add directory menus in the **Directory Name** column, to offer callers a sub-menu of additional choices. In the example in Figure 21, the Customer Service directory sub-menu offers two additional choices: one for Technical Support, and one for Accounts.

- Each directory menu is owned by the system. Note that the upper right part of the screen is identified by: **DIRECTORY menu of ·SYSTEM·** .

- A directory menu has its own System ID in the **Directory ID** field at the top of the screen. Outside callers can press this System ID to hear this directory menu. You can also use the Directory ID to route callers to this directory menu automatically, by using the **GotoID** field on a transaction box, interview box, Operator Box, Public Interview Box, or a subscriber's Personal Directory page.

Note that unlike transaction boxes, you cannot use a directory menu to transfer calls, play a greeting, or record messages. A directory menu is used only to create one-key dialing menus for numeric directory assistance.

Numeric Directory Assistance Example

Figure 22 shows an example of numeric directory assistance for the XYZ Widget Corporation. It includes a directory menu, several directory groups, and a directory sub-menu. The Opening Line tells callers the System ID to press to reach the numeric directory.

Opening Line
"Thank you for calling the XYZ Widget Corporation! If you are calling from a touchtone phone, you may enter the extension at any time. If you do not know the extension, press 411 for a directory..."

[4] [1] [1]

Numeric Directory Assistance
Directory Menu ID: 411
"For Sales, press 1. For Shipping, press 2. For Customer Service, press 3."

[1]   [2]   [3]

Directory Group
"Sales: You may dial the extension at any time.

Chris Aaronson, 890
Jan Xavier, 891
Hugh Yale, 892...

End of Sales."

Directory Group
"Shipping: You may dial the extension at any time.

Mike Yeoman, 893
Sue Ying, 894
Pat Zaftig, 895

End of Shipping."

Directory Sub-Menu
"Customer Service:

For Technical Support, press 1. For Accounts, press 2."

[1]   [2]

Directory Group
"Technical Support: You may dial the extension at any time.

Nell Zeller, 896
Jay Zink, 897

End of Technical Support."

Directory Group
"Accounts: You may dial the extension at any time.

Yoshi Aoki, 850
Les Benson, 851
Sally Caslon, 852...

End of Accounts."

Figure 22: Numeric directory assistance, using directory groups and directory menus

The system is shipped with directory menus and directory groups already set up to create this application. The System ID for the numeric directory assistance example is $411. To use this example, change the System ID to an ID callers can dial using the telephone keypad, and add subscribers to the directory groups. (If you want to keep the default Opening Line, use the System ID 411, and change the System ID for any other box already using the System ID 411.)

How the System Creates the Conversation

The system creates a conversation for numeric directory assistance **automatically**, using the name recorded for each directory group and each directory sub-menu, and the key assigned to the choice. The system creates the conversation from the names and keys as follows:

Before playing the choices on the **first** directory menu, the systems says:

"This directory will help you find a person's extension by their department."

[PH_Dir_ThisDirWill]

Then, it creates a menu of choices automatically:

"For <recorded name>, press <one-key dialing choice>..."

For example, in Figure 21 the system creates the conversation as follows:

"For Sales, press 1. For Shipping, press 2. For Customer Service, press 3."

If an outside caller presses a key for a directory group, the system says:

"<Recorded name>. You may dial the extension at any time."

[PH_Dir_YouMayDialExt]

For example, if an outside caller presses 2 at the first directory menu, the system says:

"Shipping. You may dial the extension at any time."

Then, the system plays each directory group member's recorded name, and his or her Extension # ID:

"<Subscriber's recorded name>, <Extension # ID>..."

For example, if a subscriber named Mike Yeoman is the first subscriber listed in the Shipping directory group, the system says:

"Mike Yeoman, 893..."

At the end of the list of members, the system says:

"End of <directory group recorded name>."

For example, at the end of the list of members of the Shipping directory group, the system says:

"End of Shipping."

Note that if you want to arrange subscribers into a grouping other than by department, you should re-record the prompt that introduces the first directory menu. For example, if you group subscribers by their location, you could introduce numeric directory assistance as follows:

"This directory will help you find a person's extension by their location."

[PH_Dir_ThisDirWill]

See the guide *Changing the System Conversation* for steps to change the numeric directory assistance prompts.

Setting Up Numeric Directory Assistance

Setting up numeric directory assistance involves these main steps:

■   Create a **directory group** for each grouping of subscribers (by location, or schedule, or department, etc.) you want listed in the numeric directory. You do this at the Groups Screen. A directory group lists the subscribers who belong in each grouping, along with their Extension # IDs. Use a local connection to record a name for each directory group. Define who belongs in the directory group by adding subscribers to the directory group.

■   Add a **directory menu.** You do this from the Groups Screen, too. You may add up to 8 different directory groups and directory menus on each directory menu. A directory menu lists the name of each directory group or sub-menu. The system automatically creates a one-key dialing menu from the list of directory groups and menus. Outside callers hear directory assistance for a particular directory group, or choose a sub-menu by pressing a single touchtone key.

■   Re-record your Opening Line prompts to let outside callers know how to reach directory assistance.

- If you are not grouping subscribers by department, be sure to re-record the prompt that introduces the first directory menu. See the guide *Changing the System Conversation* for steps.

- Test numeric directory assistance. Call the system as an outside caller, and select each choice on each directory menu or sub-menu. Make sure the system handles your call as desired.

Adding a Directory Group or Directory Menu

The system manager maintains numeric directory assistance at the Groups Screen.

To add a new directory group or menu:

1. Sign in to the system. Press `Ctrl`-`G` to display the Groups Screen.

2. Press `F8` to add.

3. Press `↓` `↓` `↓` to highlight **Directory Assistance** `←Enter`.

4. Press `←Enter` to select **Directory Group**, or press `↓` to highlight **Menu for Directory** `←Enter`.

5. Type the name for the directory group or menu `←Enter`.

6. The system prompts you for a System ID for the directory menu. Adding a System ID is optional. However, to allow callers to access the directory group or menu by pressing an ID, or to route callers to the directory group or menu automatically, you must use a System ID.

    To skip adding a System ID, press `←Enter`.

    To add a System ID, type up to ten characters — letters, numbers, or the dollar sign ($) — and press `←Enter`.

7. Record a name for the directory group or menu using a local connection. For more information, see the topic *Recording Voice Fields*.

> **NOTE:** A recorded name is required. If there is no recording, the directory group or directory menu will not appear in numeric directory assistance.

Deleting a Directory Group or Directory Menu

When you delete a directory group or directory menu, the system automatically removes it from any directory menus which contained it. Note that this could create a gap in a directory menu. For example, if the Shipping directory group were removed from the example in Figure 22 on page 38, the first directory menu would announce *"For Sales, press 1. For Customer Service, press 3."*

To delete a directory group or directory menu:

1. Sign in to the system. Press `Ctrl`-`G` to display the Groups Screen.

2. Press `PgUp` or `PgDn` repeatedly (or use the Jump command) to display the directory group or directory menu.

3. Make sure the cursor is positioned in the top portion of the screen. Press ⒡⒣ to delete. Press ⒴ to confirm the deletion, or press ⒩ to cancel it.

4. To delete additional directory groups or menus, repeat steps 2 and 3.

Adding Subscribers to a Directory Group

1. Sign in to the system. Press ⒞⒯⒭-⒢ to display the Groups Screen.

2. Press ⒫⒢⒰⒫ or ⒫⒢⒟⒩ repeatedly (or use the Jump command) to display the directory group.

3. Press ⒡⒏.

4. Press ⒠⒩⒯⒠⒭ to select **Member**.

5. Type the first few letters of the subscriber's last name ⒠⒩⒯⒠⒭. The system displays the first subscriber whose last name matches the letters you typed.

6. Press ⒴ to select and add the name. The system automatically includes the subscriber's recorded name and Extension # ID.

   Or, press ⒩ to see the next match.

7. Repeat steps 3 through 6 until you've added all the subscribers you want.

8. Press ⒠⒮⒞ to exit.

Deleting a Subscriber from a Directory Group

1. Press ⒞⒯⒭-⒢ to display the Groups Screen.

2. Press ⒫⒢⒰⒫ or ⒫⒢⒟⒩ repeatedly (or use the Jump command) to display the directory group.

3. Press ⒟ until you highlight the name of the subscriber you want to delete from the directory group.

4. Press ⒡⒣. Press ⒴ to remove the member. Press ⒩ to cancel.

5. To remove additional members, repeat steps 3 and 4.

Assigning a Choice to a Directory Menu

You can add directory groups or directory sub-menus to a directory menu.

> **NOTE:** The directory group or directory sub-menu you want to assign as a choice on a directory menu must already be added to the system.

To add a choice to a directory menu:

1. Sign in to the system. Press ⒞⒯⒭-⒢ to display the Groups Screen.

2. Press ⒫⒢⒰⒫ or ⒫⒢⒟⒩ repeatedly (or use the Jump command) to display the directory menu.

3.   Press ⏎ until you move the cursor to a blank **Directory Name** field.

4.   Press F8. The system prompts you to type the name of the directory group or sub-menu you want to add. Type the first few letters of the name and press ⟵Enter.

5.   The system displays the first match for the letters you typed. Press Ⓨ to select the name. Press Ⓝ to select another matching name.

6.   Repeat steps 3 through 5 until you've added all desired groups or menus.

Removing a Choice from a Directory Menu

Removing a choice from a directory menu does not delete the directory group or directory sub-menu from the system. Removing a choice just prevents the system from listing it on the directory menu's one-key dialing menu.

To remove a choice from a directory menu:

1.   Sign in to the system. Press Ctrl G to display the Groups Screen.

2.   Press PgUp or PgDn repeatedly (or use the Jump command) to display the directory menu.

3.   Press ⏎ until you highlight the name of the directory group or directory menu you wish to delete.

4.   Press F7. The system asks for confirmation. Press Ⓨ to confirm the deletion. or press Ⓝ to cancel it.

5.   To remove additional choices from the directory menu, repeat steps 3 and 4.

Testing Numeric Directory Assistance

After you've added numeric directory assistance to your system, test it to make sure it works as you expect.

To test numeric directory assistance:

· 1.   Be sure you've already recorded an appropriate Opening Line.

2.   Dial the system. Listen to the Opening Line. Make sure it mentions the System ID a caller presses to reach numeric directory assistance. If you're using a numeric directory and the automatic directory, be sure the Opening Line clearly explains how a caller chooses either type of directory assistance.

3.   Press the System ID for numeric directory assistance. Listen for the brief instruction that plays after the Opening Line.

4. Try each of the available directory groups and sub-menus. Listen for clear, complete instructions for each directory group and directory sub-menu. If the system skips any choices you've set up, make sure there is a name recorded.

NOTE: Make sure each directory menu and directory group has a name recorded. A recorded name is required. If no name is recorded, the item will not appear in directory assistance.

Allowing System IDs During Directory Menus

You can set the system to pause a certain number of seconds for additional touchtones before routing the call to the directory sub-menu or directory group listed on a directory menu. This allows callers to press full System IDs during directory menus.

You set how long the system waits between touchtones using the **MK** option in the **Startup** field on Line 58 of the QuickStart Application Screen, Page 6.

```
            Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4      Bad ID Goto-->
54. Record Pauses...Beginning: 5      Short ending: 2      Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:          Monthly:
58. Startup: MK1                       Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
                        ── Public Fax Box ──
   Fax ID: $FAXBOX        Transfer? No           Alt Action: Operator
   Voice name: 0:02       Await-Ans-->4  Rings
                          Holding? No             Announce: Always
```

Figure 23: MK Startup option, QuickStart Application Screen, Page 6

To set how many seconds to wait for touchtones during a directory menu:

1. Sign in at the system console. Press [PgDn] repeatedly to display the QuickStart Application Screen, Page 6.

2. In the **Startup** field, press [→] repeatedly to move the cursor to the end of any options already in the field. Type **MKn**, where *n* represents the number of seconds you want the system to wait before processing a touchtone entered at a directory menu. For example, enter **MK1** if you want the voice mail system to wait 1 second before processing the touchtone. If there is no MK option set, or if the MK option is set to zero (**MK0**), the system does not allow callers to override the one key dialing offered during directory menus.

3. Press [←Enter].

Ideas for Using Directory Assistance

In addition to the directory assistance features already described, you can use transaction boxes to create special call routing applications that supplement or even replace the automatic directory or the numeric directory. For example, the system comes with a sample departments transaction box using the System ID 411. This System ID is mentioned in the default Action prompt:

"If you're calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory."

[Action]

Callers who dial 411 then hear the greeting for the departments transaction box:

"Press 1 for Sales, 2 for Support, or 3 for a list of all personnel. Once again: press 1 for Sales, 2 for Support, or 3 for a list of all personnel."

This greeting is recorded in the sample transaction box's **Greeting Day** field. Notice that callers who want to reach a particular subscriber rather than a particular department can still press 555 to reach automatic directory assistance. This option is also mentioned to callers in the departmental directory as a one-key dialing option: *"...press 3 for a list of all personnel."* Figure 24 shows how the Departments Box routes callers.

Opening Line
"Thank you for calling the XYZ Widget Corporation! If you are calling from a touchtone phone, you may enter the extension at any time. If you do not know the extension, press 411 for a directory..."

Transaction Box
System ID: 411
"Press 1 for Sales, 2 for Support, or 3 for a list of all personnel..."

| 1 | 2 | 3 |

| **Transfer to Sales Department** | **Transfer to Support Department** | **Automatic Directory Assistance** |

Figure 24: Using the Departments Box for directory assistance

The Transaction Directory page for Box 411 is shown in Figure 25. You can use it as a model for any other call routing applications you might create. Refer to the *Transaction Boxes* topic for details.

```
┌─────────────────────────────────────────────────────────────────────────────┐
│░░░░░░░░░░░T R A N S A C T I O N░░░░D I R E C T O R Y░░░░░░░░░NAME SORT│
│    Name: Departments Box              Transaction box of Jefferson, Thomas    │
│  System ID: 411                       Voice name: 0:02     Schedule #:        │
├────────────────────────────┬──────────────────┬──────────────────────────────┤
│──>Transfer ─────────────── │─>Greeting ────── │─>Action ──────               │
│  Day?   No                 │ »Day:   0:13     │ Day:  Operator               │
│  Nite?  No                 │  Nite:  0:00     │ Nite: Operator               │
│                            │                  │                              │
│  Await-Ans-->4  Rings      │  Alt:   0:00     │ Max-msg:    90 sec           │
│  Intro: 0:00     Holding? No│                 │ Edits OK? Yes                │
│  Transfer Options :        │  Active: D/N     │ Send Msg Urgent? No          │
│                            │                  │ After Msg: Say-bye           │
├────────────────────────────┴──────────────────┴──────────────────────────────┤
│  One key dialing: 1>700      2>800    3>555    4>        5>                   │
│                        6>    7>       8>       9>        0>                   │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 25: The Departments Box (Box 411)

Offering Automatic and Numeric Directory Assistance

You can also use transaction boxes to route callers to either automatic directory assistance or numeric directory assistance (Figure 26).
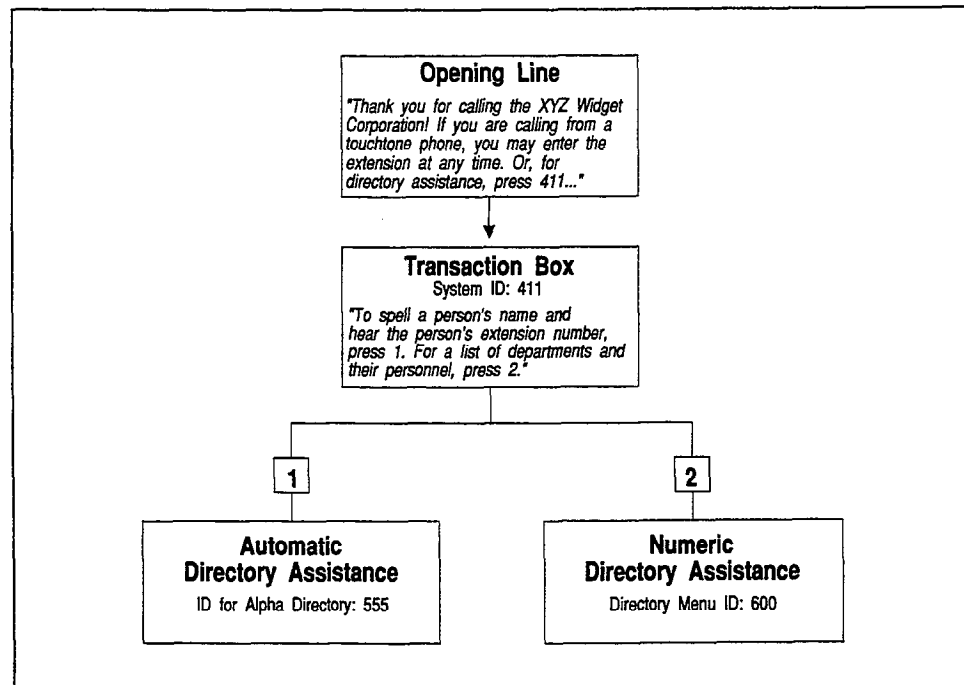
Figure 26: Opening Line, with numeric and automatic directory assistance

For more details about how to use transaction boxes for advanced call routing applications, see the topic *Transaction Boxes*.

For related information, see:
- *Numeric Access*
- *Opening Line*
- *Recording Voice Fields*
- *Transaction Boxes*

Faxes & the Public Fax Box

The voice mail system's Public Fax Box provides fax detect, routing, and notification for your organization's incoming faxes. This eliminates the need for a separate dedicated telephone line for your fax machine.

The system can send a public notice when a call has been routed to the Public Fax Box, so you can check for the fax's arrival. A caller can record a voice message about the fax before sending it. This message is added to the fax notice. The operator, or anyone with public message access, can then redirect the notice and attached message to the person who received the fax.

> **NOTE:** To use the Fax Detect feature, the voice mail system must have DSP voice boards.

Manual vs. Automatic Faxes

The voice mail system recognizes two types of incoming faxes:

- **Manual faxes.** With manual faxes, the person sending the fax dials your telephone number from a fax machine's telephone keypad, and listens to the progress of the call on a speaker or handset. When the voice mail system answers, the caller presses the fax extension number. The caller may record a voice message about the fax. Then, when the caller hears your fax machine's tone, he or she presses the Send or Start key to send the fax.

- **Automatic faxes.** With automatic faxes, the person sending the fax sets his or her fax machine to send you a fax automatically. The caller does not have to monitor the progress of the call. The voice mail system hears the fax tone on the line as soon as it answers the call, and automatically delivers it to the fax extension.

The Public Fax Box

You control how the system handles incoming faxes using the Public Fax Box, at the QuickStart Application Screen, Page 6. To view this screen, sign in to the voice mail system at the system console. Press ⌈PgUp⌉ to view the QuickStart Application Screen, Page 6. Figure 27 shows the **Public Fax Box** section of this screen set up for Fax Detect.

```
        Q U I C K S T A R T   A P P L I C A T I O N       Page 6 of 6
50. Maximum Message Life: 999 days        Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2        New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left

56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:            Monthly:
58. Startup: CNG                     Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
                         ─── Public Fax Box ───
  Fax ID: 329            Transfer? Yes-->,123       Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding? Yes                Announce: Always
```

Figure 27: Public Fax Box, QuickStart Application Screen, Page 6

The settings in the **Public Fax Box** section apply to both manual and automatic fax calls. When the system answers a call and hears fax tone, it immediately transfers the call to the fax extension specified in the **Transfer? Yes-->** field.

The Fax ID is the number a caller presses to send a manual fax. Depending on how you set up your system, the system may ask the caller to record a message describing the fax and who it is for.

If your fax extension does not answer (or the extension is busy and call holding is not available), the system handles the automatic fax call as instructed in the **Alt Action** field. You may allow callers sending a manual fax to hold if the fax extension is busy. Obviously, a fax machine sending an automatic fax cannot choose to hold if the fax extension is busy.

The fields in the **Public Fax Box** section of the screen are used as follows:

Fax ID
The System ID to reach the fax machine. The ID must be unique and cannot conflict with any other Personal IDs, Extension # IDs, or System IDs. Callers press this ID to send manual faxes. **You should mention this ID in the Opening Line, so callers will know what number to dial to reach the fax machine.**

To prevent callers from pressing the System ID directly, you can use a "hidden" System ID (by adding the $ symbol to the beginning of the System ID). If the fax System ID is hidden, or if the **Fax ID** field is blank, outside callers will not be able to send manual faxes. The system will only be able to deliver automatic faxes.

Voice name
The fax box's recorded name, which is *"the Public Fax Box"*. You may re-record this name using a local connection if you want. See *Recording Voice Fields* for steps.

Transfer?
To set up the voice mail system to handle your incoming faxes, set the **Transfer?** field to Yes and enter the actual telephone extension number that the fax machine is connected to. This is the extension to which the voice mail system will transfer all incoming fax calls.

Just below the **Transfer?** field, specify the type of call transfer you want: **Release**, **Await Ans**, or **Wait-Ring**. Except in the case of a Release call transfer, specify the number of rings you want the voice mail system to wait. For more details on how the call transfer types work, see *Call Transfer & Call Screening.*

Holding?

This field applies only to manual faxes, and requires the Await Answer or Wait for Ringback transfer type. Set this field to **Yes** if a person sending a manual fax should be allowed to hold by pressing 1 if the fax machine extension is busy. Set this field to **Vox** if the person should be allowed to hold by saying "Yes" instead of pressing touchtones. A fax machine sending an automatic fax cannot hold. To turn off call holding, set this field to **No**.

Alt Action

Use the **Alt Action** field to specify what should happen if the fax extension does not answer or is busy (and holding is not allowed). This option requires the Await Answer or Wait for Ringback transfer type. Enter the letter for the Action you want:

GotoID -->	Go to a transaction box, interview box, or subscriber's mailbox.
Hang up	Immediately disconnect the call
Operator	Send call to the Operator Box
Restart the call	Return call to the Opening Line's Action prompt
Say Goodbye	Play the good-bye phrase, then hang up

Announce

This field controls whether the system sends a public notice when it transfers a call to the fax machine, and whether it asks the person sending a manual fax to record a message describing the fax and who it's for. The **Announce** field has four possible values: **Always**, **Voice**, **Post**, and **Never**.

	Ask caller to record a message?	Notify when fax call is transferred?
Always	Yes	Yes
Voice	Yes	Only when caller records a voice message
Post	No	Yes
Never	No	No

If you do use fax notification, the public fax notice will be available to any subscriber who has public message access. (Typically this is the operator or system manager.)

If the fax machine is located in the same office with the operator or system manager, you should set the field to **Voice** (if you want callers to be able to record a message), or **Never** (callers aren't asked to record a message). That way, the operator or system manager does not receive unnecessary fax notices. However, if the fax machine is located out of the operator or system manager's

sight, you should set the field to **Always** or **Post** so they are notified whenever faxes are delivered.

Setting Up the Public Fax Box

1. Make sure your fax machine is connected to a Comdial telephone system extension. Find out what that extension number is.

2. Choose a unique System ID for the fax machine, and enter it into the **Fax ID** field.

3. Set the **Transfer?** field to Yes and enter the fax machine's actual extension number. Choose the call transfer type. If you're using Await Answer or Wait for Ringback, in the **Rings** field enter the number of rings the system should wait before taking an action.

4. If you want callers to the fax machine to be able to hold if the fax extension is busy, set the **Holding?** field to **Yes** (to let outside callers press 1 to hold) or **Vox** (to let outside callers say "Yes" to hold).

5. Set the action the system should take if call holding is set to No, and the fax extension doesn't answer or is busy. See the chart on page 48 for a list of the actions you can choose.

6. In the **Announce** field, set how you want the system to handle fax notification. See the chart on page 48 for a list of the options you can choose.

7. Add the **CNG** startup option to the Startup field on Line 58 of the QuickStart Application Screen, Page 6. For details, see the section of this topic: *Setting the CNG Startup Parameter.*

Setting the CNG Startup Parameter

To use the Public Fax Box, you must add the **CNG** startup parameter to the **Startup** field on Line 58 of the QuickStart Application Screen, Page 6. This parameter sets the voice mail system to recognize incoming fax tone.

```
                 Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days         Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2         New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes       Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:            Monthly:
58. Startup: CNG                          Error notices to: 0
59. ID for Alpha Directory: 555       Auto xfer? Yes   ID for Num Groups:
                        ---- Public Fax Box ----
 Fax ID: 329              Transfer? Yes-->,123        Alt Action: Operator
 Voice name: 0:02         Await-Ans-->4  Rings
                          Holding? Yes                Announce: Always
```

Figure 28: The CNG startup parameter on the QuickStart Application Screen, Page 6

To add the CNG startup parameter:

1. Highlight the **Startup** field on the QuickStart Application Screen, Page 6.

2.   If necessary, press ⊟ repeatedly to move the cursor to the end of any startup options already entered in the field.

3.   Type **CNG** [↵Enter].

The ExecuMail Fax Feature Package

You can purchase an optional Fax Feature Package which automates the process of receiving and sending faxes at your organization. The Fax Feature Package provides fax mail and fax-on-demand, and allows subscribers to control several fax features themselves by phone. The Fax Feature Package eliminates many of the repetitive tasks associated with faxes, and lets you use the voice mail system to control both voice and fax communications.

Fax Mail

Fax Mail provides fax store-and-forward features for individual subscribers. Each subscriber can have his or her own Personal Fax Box. Outside callers may record a personal voice message to accompany their faxes. A subscriber can choose the telephone number where his or her faxes will be sent, and change the telephone number as needed, from any touchtone telephone. Fax Mail gives greater control of incoming faxes to subscribers, and increases your receptionist's productivity by reducing the time it takes to copy and distribute faxes.

Fax-On-Demand

Fax-On-Demand allows you to automate the process of sending faxes from your organization. With Fax-On-Demand, you set up a library of frequently requested faxes. Your callers can then call your organization, and press touchtones to request one or more faxes from the fax library. The voice mail system then sends the fax to the caller's fax machine automatically.

For more information about how to order the Fax Feature Package, contact your Comdial representative.

For related information, see:
■   *Call Holding*
■   *Call Transfer & Call Screening*
■   *Public Interview Box & Public Messages*
■   *Transaction Boxes*

Guests

Some subscribers may wish to provide a more personal interface through ExecuMail for special clients, contacts, friends, or family. Rather than treating these people as just another outside caller, they can be greeted by name and given direct access to exchange messages with a particular subscriber.

Such people are enrolled on the system as guests of a subscriber. A **guest** is assigned to a particular subscriber, and can trade messages with the host subscriber in the same way that other subscribers leave two-way messages.

Guests are limited to leaving messages to their host. If a guest wants to leave a message for another subscriber or try an extension, the guest must do so as an outside caller.

This topic describes Guests, their conversation, and the parameters that affect their conversation with the system.

Adding a Guest

Guests are added to the system by the system manager, in much the same way a subscriber is added.

To add a guest:

1. Sign in to the system.

2. Press [Ctrl]-[D] to jump to the Personal Directory Screen.

3. Press [F8] to open a pop-up Add Menu.

```
░░░░░░░░░░░░░░░░░░░░░░P E R S O N A L    D I R E C T O R Y░░░░░░░░░░░NAME SORT
            Name: Yale, Hugh
    P               ADD MENU              Voice name: 0:02
Exte                                      Hold/Archive msgs:    0 /2    days
              Subscriber                  New Msgs:0  =0:00  Total:0  =0:00
 —>T          Guest                      ——>Action ——————————————————
   Tr         Range                    0    Take-msg
   Aw         Manager Status
   Sc                                  0    Max-msg:  90 sec  Edits OK? Yes
 —Me    Press [space] to view options,
Lamp    Press [enter] to select,            Activate Lamps? Yes  On Now? No
#1:          Esc to exit menu.         6:00pm MTWHF    4  rings 30  min,Off
#2:  └─────────────────────────────────9:00pm MTWHFSU 5  Rings 90  min,Off
#3:         after 0     min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:         after 0     min,  8:00am- 9:00pm MTWHFSU 4  Rings 60  min,Off

                    Ctrl-E for expanded options
```

Figure 29: The Add Menu

4. Press [↓] to highlight **Guest**, press [↵Enter].

```
╔═══════════════════════════════════════════════════════════════════════╗
║░░░░░░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░NAME SORT║
║         Name: Yale, Hugh                                               ║
║   P           ADD MENU       ┌─────────────────────────┐  /99   days  ║
║ Exte                         │ Add guest for Yale, Hugh?│  1:0  =0:00  ║
║            Subscriber        │ (Y/N):                  │              ║
║ ─>T        Guest             │                         │              ║
║   Tr       Range             │                         │              ║
║   Aw       Manager Status    │          Yes            │              ║
║   Sc                         │                         │  ts OK? Yes  ║
║ ─Me  Press [space] to view   └─────────────────────────┘              ║
║ Lamp Press [enter] to select,          Activate Lamps? Yes  On Now? No║
║ #1:       Esc to exit menu.      │6:00pm MTWHF    4  rings 30  min,Off ║
║ #2: └────────────────────────────┘9:00pm MTWHF    5  Rings 60  min,Off ║
║ #3:        after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off║
║ #4:        after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent║
║                                                                       ║
║                    Ctrl-E for expanded options                        ║
╚═══════════════════════════════════════════════════════════════════════╝
```

Figure 30: Adding a guest for a subscriber

5.   Answer the following prompts:

Add Guest for <subscriber's name>? (Y/N):

If this is the correct host subscriber, press Ⓨ. If you press Ⓝ for no, the system asks:

Add Guest for which subscriber (enter last name).

Type in the first few letters of the host's last name. Press [◄─Enter].

The system offers matching names:

Add Guest for subscriber <name of a subscriber>? (press ESC to quit) (Y/N)

Press Ⓝ until you find the subscriber you want.

6.   Once you have selected the host subscriber, enter the new guest's Personal ID. This is the number the guest will enter when calling the system to check messages. Press [◄─Enter].

7.   Type the last name of the guest. Press [◄─Enter].

8.   Type the first name of the guest. Press [◄─Enter].

9.   The system displays the new guest's Personal Directory page.

```
╔═══════════════════════════════════════════════════════════════════════╗
║░░░░░░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░NAME SORT║
║         Name: Smith, Pat              Guest of...... Yale, Hugh        ║
║    Personal ID: 8555                  Voice name: 0:02                 ║
║                                       New Msgs:0  =0:00  Total:0 =0:00 ║
║  Send Msg Urgent? No                                                   ║
║ ─────────────────────────────────────────────────────────────────────║
║                                                                       ║
║                                                                       ║
║                       ─────Message Notification ─────                 ║
║                                                                       ║
║ #1:        after 0   min,  8:00am- 6:00pm MTWHF    4  rings 30  min,Off║
║ #2:        after 0   min,  6:00pm- 9:00pm MTWHF    5  rings 60  min,Off║
║ #3:        after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off║
║ #4:        after 0   min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent║
║                                                                       ║
╚═══════════════════════════════════════════════════════════════════════╝
```

Figure 31: Personal Directory for a guest

10. Record a name for the guest. For more information on recording names, see the topic on *Recording Voice Fields*.

> **NOTE:** Guests cannot enroll themselves by phone, so you must record a
> name for them at the console.

Deleting a Guest

You can delete a guest the same way you delete a subscriber. Remember, all
ports on the system must be inactive before a deletion can be completed.

To delete a guest:

1.   Page to the guest on the Personal Directory screen.

2.   Press ⟦F7⟧. The systems displays the Delete menu with **This Guest**
     highlighted.

3.   Press ⟦←Enter⟧. The system asks for confirmation.

4.   Press ⟦←Enter⟧. The system deletes the guest as soon as all ports have
     cleared.

What a Guest Hears

To trade messages with the host subscriber, a guest calls in and presses his or her
Personal ID when the system answers. The Opening Line prompts may not
specifically tell guests to enter their Personal IDs, so guests should be told
beforehand to press their Personal ID whenever they call the system.

When the system recognizes a guest's Personal ID, it says:

"<Guest name>, how nice to hear from you!"   [PH_Gst_HowNiceToHear]

The system then:

■   Plays any messages the host left for the guest.

■   Offers to take a message or reply from the guest for his or her host.

■   Says goodbye as follows:

"If you'd like to try an extension, you may do so now (pause). See you later!"

[PH_Sub_SeeYouLater]

The system's conversation with the guest is simple and direct. It keeps the
touchtones that a guest must press to a minimum, yet allows full two-way
messaging between the guest and the host subscriber.

If the guest wants to try and reach another subscriber besides the host, the guest
must do so as an outside caller, either during the goodbye phrase, or on a
separate call to the system.

Urgent Messages from Guests

Guests can mark messages to their host subscriber for urgent delivery. However, guests cannot access any of the other special delivery options.

To control urgent message delivery for a guest, use the **Send Msg Urgent?** field on the guest's Personal Directory page. To automatically mark as urgent every message a guest sends, set this field to **Yes**. To let the guest choose whether a message is marked urgent, set this field to **Ask**. To keep a guest from marking any messages urgent, set this field **No**.

Guests and Message Groups

Because a guest is created to trade messages only with his or her host subscriber, a guest can only be a member of the *private* message groups owned by his or her host. A guest cannot be a member of any open message group, even if the group is owned by the host subscriber.

For related information, see:
- *Messages*
- *Subscribers*

Interview Boxes

Your system can interview callers with a series of simple questions through the use of an interview box. An interview box may be used for such functions as to ask for names and addresses, take sales orders, or take names, problems and telephone numbers in a product support organization.

An interview box may be created for any subscriber. That subscriber will then receive all messages left in the interview box. This topic describes how to design and use interview boxes.

Adding Interview Boxes

The system manager adds interview boxes one by one at the system console.

Adding Interview Boxes One by One

1. Sign in to the system. Press [Ctrl]-[T] to jump to the Transaction Directory.

2. Press [F8] for Add.

```
           T R A N S A C T I O N   D I R E C T O R Y           NAME SORT
         Name: Departments Box        Transaction box of Jefferson, Thomas
    Sy        ADD MENU               ce name: 0:02    Schedule #:

 ->T         Transaction box         --------->Action --------
  Da         Interview box          13 | Day:  Operator
  Ni         Range                  00 | Nite: Operator
             Voice Detect box          |
  Aw    Press [space] to view options, 00 | Max-msg:    90 sec
  In    Press [enter] to select,       | Edits OK? Yes
  Tr         Esc to exit menu.      D/N | Send Msg Urgent? No
                                        | After Msg: Say-bye

   One key dialing: 1>700      2>800      3>555     4>        5>
                    6>         7>         8>        9>        0>
```

Figure 32: The Add Menu of the Transaction Directory

3. Press [I] to select interview box.

4. Press [←Enter] to assign ownership of the interview box to the system manager, or [N] to choose a different owner. Type the owner's last name [←Enter]. Press [←Enter] when the system displays the name you want.

5. Type the interview box's System ID [←Enter].

6. Type the name of the interview box [←Enter]. The name cannot be left blank.

Setting Up an Interview Box

Before setting up an interview box, you should write out your list of questions. For each question, decide on the maximum length of time a caller will need to reply. Note that your "questions" may include introductory statements or other information, as well as actual questions. You should also decide how the caller will be routed to the interview box. A caller may be routed to an interview box because:

- The caller presses the interview box's System ID in response to the system's Opening Line or a menu of choices

- A `GotoID-->` action in a transaction box, the Operator Box, or a Personal Directory

- One-key dialing menu in a transaction box or a Personal Directory

- The interview box's System ID is entered for a specific port (day or night) on the QuickStart Application Screen, Page 2, line 13.

The Interview Box Screen

```
┌──────────── T R A N S A C T I O N   D I R E C T O R Y ──────── ID SORT┐
│          Name: Night Sales            Interview box of    Yale, Hugh       │
│     System ID: $305                   Voice name: 0:02                      │
│  ── Question ── Reply ──────── Question ── Reply ──────── Question ── Reply ── │
│                                                                            │
│     1. 0:08    6    secs     9. 0:00   0   secs    17. 0:00    0    secs    │
│     2. 0:02    9    secs    10. 0:00   0   secs    18. 0:00    0    secs    │
│     3. 0:02    9    secs    11. 0:00   0   secs    19. 0:00    0    secs    │
│     4. 0:02    9    secs    12. 0:00   0   secs    20. 0:00    0    secs    │
│     5. 0:03   40    secs    13. 0:00   0   secs                             │
│     6. 0:03    0    secs    14. 0:00   0   secs                             │
│     7. 0:00    0    secs    15. 0:00   0   secs    Send Msg Urgent? No      │
│     8. 0:00    0    secs    16. 0:00   0   secs    After: Say-bye           │
│                                                                            │
└────────────────────────────────────────────────────────────────────────┘
```

Figure 33: Sample interview box

System ID

An interview box is accessed through its System ID, which is defined when the box is created. See the topic on *System IDs* for more information on how IDs work.

Voice Name

Record a name for the interview box using a local connection. See the topic on *Recording Voice Fields* if you need instructions. The system plays the recorded name to the subscriber who owns the box when it announces that the box has messages. For example:

"<The Night Sales box> has a message for you."   [PH_Chk_MsgHas]

If you don't record a name, the system will play the box's System ID instead, translating any letters in the System ID to the corresponding touchtone numbers.

Questions

Record the questions in sequence starting with question number one. "Questions" may include introductory statements or other information in addition to actual questions. See the topic on *Recording Voice Fields* if you need instructions. We strongly suggest the introductory statement say, *"I'm going to ask several questions. After each, please reply. First, ..."*

Reply
After recording each question, type the maximum reply time, in seconds, for the caller to answer the question. If the caller stops speaking before the end of the maximum reply time, the system will go on to the next question. Set the reply time to zero for any questions which are actually statements or for which no response is expected from the caller.

The system waits until the caller is finished answering a question before asking the next question (up to the maximum reply time). The length of time that the system pauses once the caller has finished his or her answer is determined by the **Long Ending Pause** and **Short Ending Pause** fields on the QuickStart Application Screen, Page 6. If the reply time is set less than 30 seconds, the system uses the **Short Ending Pause**. Otherwise, it uses the **Long Ending Pause**. See the *Messages* topic for further information.

Send Msg Urgent?
This field controls whether outside callers are asked to leave urgent messages in the interview box. If this field is set to **Yes**, every message from an outside caller is marked urgent. If this field is set to **Ask**, the system asks an outside caller whether to mark the message urgent. If this field is set to **No**, outside callers cannot leave urgent messages.

After
Select an appropriate action to be taken after the interview is completed. The possible actions are the same as for transaction boxes, except that **T** for Take a Message is not allowed. The actions are explained in detail in the *Transaction Boxes* topic. The most common actions after an interview are **Say-bye** or **Hangup**. The actions allowed are:

G   [Go to System ID]
The system routes the call to another System ID. You must type a valid System ID directly to the right of the **GotoID-->** arrow. (For example, **GotoID--> $PM** routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]
The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]
The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

Leaving a Message in an Interview Box

A caller routed to an interview box hears the questions in the order recorded in the interview box. If the caller does not finish answering a question in the allotted reply time, the system goes on to the next question.

Retrieving Messages from Interview Boxes

All responses to the interview are stored as a single message, with a beep between each response. The subscriber who owns the interview box does not hear the original questions when listening to the replies. If a caller did not answer one of the questions in the sequence, the subscriber hears two consecutive beeps.

Messages from an interview box can be retrieved only by the subscriber who owns the box. You can listen to your interview box messages in the same manner that you listen to new messages, by calling the system and entering your Personal ID and security code.

Deleting an Interview Box

To delete an interview box:

1.   Sign in to the system.

2.   Press `Ctrl`-`T` to jump to the Transaction Directory.

3.   Press `PgUp` or `PgDn` or use the Jump command to display the correct interview box.

4.   Press `F7` for the Delete Menu.

5.   Press `←Enter` to select **Box**.

6.   Press `←Enter` to confirm.

Deleting Messages from Interview Boxes

Once you have heard an interview box message, the message will be deleted according to the same schedule as other messages. A system manager at the console can, however, delete all messages from a specific interview box.

To delete an interview box's messages:

1.   Sign in to the system.

2.   Press `Ctrl`-`T` to jump to the Transaction Directory.

3.   Press `PgUp` or `PgDn` or use the Jump command to display the correct interview box.

4.   Press `F7` for the Delete Menu.

5.   Press `↓` to highlight **All Messages** and press `←Enter`.

6.   Press `←Enter` to confirm.

For related information, see:

- *Call Transfer & Call Screening*
- *Message Playback*
- *Public Interview Box & Public Messages*
- *System IDs*
- *Transaction Boxes*

Keypad Maps

Telephone manufacturers in many countries have tried to standardize the location of the letters that appear on a telephone keypad. For example, in the United States, the letters "ABC" always appear on the 2 key. However, the location of letters on the keypad can vary between countries and between different telephone manufacturers. For example, many keypads do **not** show the letters Q and Z, while others may show them on the 1, 7, 9, or 0 key.

This topic describes how the voice mail system works with the selected keypad map.

> **NOTE:** Comdial strongly recommends using the **default** keypad map that came with your system.

Keypad Maps on the System

The system supports five keypad maps shown on page 61. For more details on working with the keypad map which uses numbers only, see the topic *Numeric Access*. If you need further assistance, contact Comdial Technical Support.

The Wildcard Key

Some lettered keypads support a **wildcard key**. This is an unlettered key which matches any letter or digit. Subscribers and outside callers can use the wildcard when they are unsure of a spelling. For example, the Q=7, Z=9 keypad map (Figure 34) uses the 1 key as a wildcard. Pressing 7-1-1 matches all names which begin with P, Q, R, or S. This is because the 7 key maps to P, Q, R, or S, and the 1 key (the wildcard) maps to any letter.

The Numbers Only keypad (Figure 38) has a wildcard key that is only used by subscribers to locate numbered message groups. For example, pressing 1-1-1 matches all numbered message groups in the system.

Keypad Maps

Q=7, Z=9 keys	Cosmos (Sweden)
ABC DEF [1] [2] [3] GHI JKL MNO [4] [5] [6] PRS TUV WXY [7] [8] [9] [*] [0] [#] Wildcard = 1	ABC DEF GHI [1] [2] [3] JKL MNO PQR [4] [5] [6] STU VWX YZ [7] [8] [9] ÅÖÔ [*] [0] [#] No Wildcard
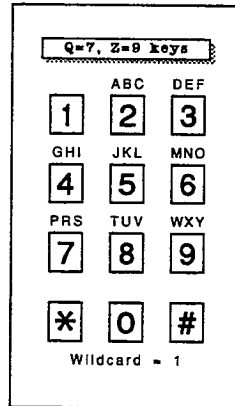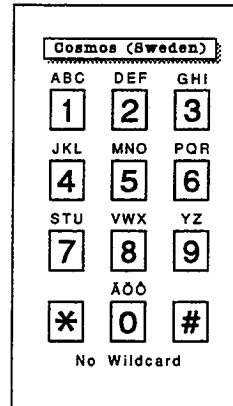
Figure 34: Q=7, Z=9 keypad   Figure 35: Swedish keypad

QZ on the 1 key	QZ on the 0 key
QZ ABC DEF [1] [2] [3] GHI JKL MNO [4] [5] [6] PRS TUV WXY [7] [8] [9] [*] [0] [#] Wildcard = 0	ABC DEF [1] [2] [3] GHI JKL MNO [4] [5] [6] PRS TUV WXY [7] [8] [9] QZ [*] [0] [#] Wildcard = 1
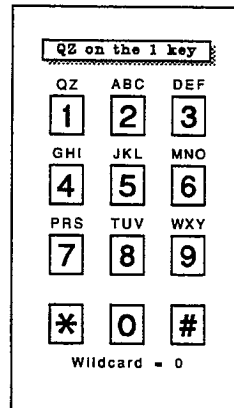
Figure 36: QZ on the 1 key   Figure 37: QZ on the 0 key
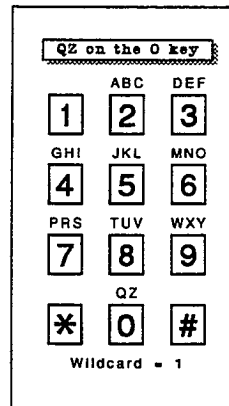
Numbers only
[1] [2] [3] [4] [5] [6] [7] [8] [9] [*] [0] [#] Wildcard=1 (for groups only)
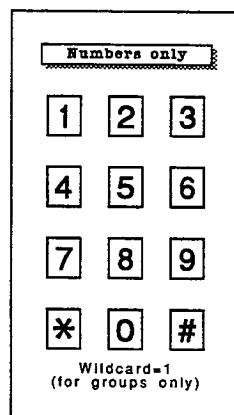
Figure 38: Numbers only keypad

Checking Your Keypad Map

You can check the name of your current keypad map in the **Keypad** field on Line 56 of the QuickStart Application Screen, Page 6. This field is for display only. You may change your keypad map by using the REMAP utility, which is discussed later in this topic.

```
            Q U I C K S T A R T   A P P L I C A T I O N      Page 6 of 6
50. Maximum Message Life: 999 days           Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2           New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:         Weekly:             Monthly:
58. Startup:                          Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
                         ——— Public Fax Box ———
  Fax ID: $FAXBOX        Transfer? No              Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding? No               Announce: Always
```

Figure 39: QuickStart Application Screen, Page 6 showing the keypad map

When to Change the Keypad Map

The voice mail system uses one keypad map system-wide. The keypad map is selected during system installation. After installation, there are only two reasons to change the keypad map:

■ A company installing a new Comdial telephone system may want to change its keypad map if the keypad on the new phones are different from those on the old phones.

■ An organization may want to change its keypad map to better match the keypad of the majority of its outside callers.

Considerations

Before changing your keypad map, consider the following questions.

■ **Do you want to accommodate internal subscribers or outside callers?**
Organizations should try to accommodate both internal subscribers and outside callers. When that isn't possible, most organizations select the keypad map that matches the keypad on their internal subscribers' telephones.

In some applications, however, you may want to accommodate your outside callers instead of your internal subscribers. For example, if you have an import/export business, you may want to select the keypad map which best accommodates your suppliers or clients, rather than your internal staff.

■ **What do you want callers to hear?**
If the letters Q and Z do **not** appear on most callers' telephone keypads,
consider using the Q=7, Z=9 keypad map (Figure 34). A system using this
keypad map tells callers where to find Q and Z. Callers leaving messages or
using the automatic directory will hear:

"Please press the first three letters of the person's last name. For Q, press 7.
For Z, press 9. Please enter the letters now."   [PH_Dir_PleasePressLetters]

If the letters Q and Z **do appear** on most callers' telephone keypads,
consider using one of the lettered keypad maps shown in Figures 35, 36, or
37. Callers leaving messages or using the automatic directory will hear:

"Please press the first three letters of the person's last name."

[PH_Dir_PleasePressLetters]

If **only numbers appear** on most callers' telephone keypads, consider using
the Numbers only keypad map (Figure 38). For details on systems using
numbers only, refer to the topic *Numeric Access.*

Changing the Keypad Map

To change the keypad map, you must use the REMAP utility. If there are
problems during remapping, contact Comdial Technical Support for guidance in
resolving the problem before continuing.

NOTE: The system must be shut down to reconfigure the keypad map.
Ideally you should do this when there is little call traffic on the system. If you
must change the keypad map while calls are coming in, forward all voice
mail lines to the operator.

---

1. Exit the voice mail software by pressing [Esc] until you see the question:
    Are you sure you want to exit and disconnect all
    lines? Press [Y]. Type a valid System Manager ID [←Enter].

2. At the voice mail system's directory, type **REMAP** [←Enter].

3. When the REMAP utility menu (Figure 40) appears, type the number of the
    desired keypad map [←Enter].

```
REMAP Version 2.0 - Keypad Remapping Utility
Copyright (c) 1983 - 1994, All Rights Reserved


Please specify the desired keypad mapping by selecting a digit...

Current keypad map -> 1.   Q=7, Z=9 keys
                      2.   Cosmos (Sweden)
                      3.   QZ on the 1 key
                      4.   QZ on the 0 key
                      5.   Numbers only

New keypad map ->
```
Figure 40: Sample REMAP utility menu

REMAP displays the name of the keypad it is remapping to and lets you
know when it has successfully remapped the system.

If remapping causes ID conflicts, an error message appears. It gives on-screen instructions for you to exit REMAP, sign in to the voice mail system, resolve the conflicts, and then rerun the REMAP utility. **You must resolve all ID conflicts before REMAP will change to the new keypad map.** You may review the file REMAP.LOG for a record of errors.

4.   Make sure there is no disk in the floppy disk drive. Press Ctrl Alt Del to restart the system. Restarting can take three minutes or longer. When the Banner Screen appears, the system is using the new keypad map.

For related information, see:
- *Directory Assistance*
- *Numeric Access*
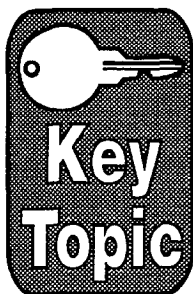
Messages

The primary function of a voice mail system is to record and deliver messages efficiently. This topic presents an overview of message types, and their life cycle. It also explains the special delivery options that can be assigned to messages. Detailed information on message taking, message playback, message notification, and message delivery can be found in other topics.

Three Message Types

The system handles messages differently depending on whether it knows two things: the identity of the sender of the message and/or its recipient.

Identified Callers vs. Outside Callers

When a caller enters a Personal ID, the caller is identified as a subscriber or guest enrolled on the system. This gives the caller access to more message features than a caller who is unidentified. Unidentified callers are termed **outside callers**. Any caller who has not entered a Personal ID is considered an outside caller by the system, even a subscriber who forgets to enter an ID or a person who calls from an extension of your Comdial telephone system.

There are three types of messages on the system:

Message Type	Left By:	Left For:
One-way Message	Outside Caller	Subscriber
Two-way Message	Subscriber or Guest	Subscriber or Guest
Public Message	Outside Caller or System	Subscribers with public message access

One-way and two-way messages are described in this topic. Public messages are discussed only briefly here. See the *Public Interview Box & Public Messages* topic for details.

One-way Messages

A one-way message is left for a particular subscriber by an outside caller. The voice mail system knows who the message is intended for but does not know the identity of the sender. When the subscriber hears the message, he or she can't automatically reply to it, because the voice mail system does not know the sender's identity.

Many messages for a subscriber will be one-way messages. All messages taken by a transaction box or an interview box are also one-way messages. These messages are delivered to the subscriber who owns the box.

Two-way Messages

Two-way messages are left between subscribers or between subscribers and their guests. A subscriber leaves messages for other subscribers or guests during the subscriber conversation with the system.

In the subscriber conversation, the subscriber can select who should receive a message either by the recipient's last name or "extension number" (which is actually the recipient's Extension # ID). To select by name, the subscriber spells the first three letters of the recipient's last name. The system then offers a list of matching names, which the subscriber selects from.

At this point, the voice mail system knows the identity of *both* the sender and recipient of the message. Since the system knows which subscriber or guest sent the message, the recipient can send an immediate reply as soon as he or she hears the message. It is not necessary for the recipient to identify who the reply should go to, because the system already knows who should receive the reply.

The ability for a subscriber or guest to leave an automatic reply to a subscriber's message is the major difference between one-way and two-way messages.

A subscriber may leave two-way messages only for other subscribers or his or her guests. A guest, however, can leave two-way messages only for his or her host subscriber.

Differences between One-way and Two-way Messages

One-way messages are like answering machine messages. When replying to an answering machine message, you must pick up the telephone and dial the number of the person who called. Similarly, after listening to a message from an outside caller, you must call the person who left you the message in order to reply.

Two-way messages are interactive. After listening to a two-way message you can immediately leave a reply without pressing a single key on your telephone. Two-way messages can be linked in a continuous exchange, as each subscriber or guest replies to the other's previous message.

Public Messages

A *public message* is a message from either an outside caller or the voice mail system itself. You can set up the system to "interview" callers who call after hours. The interview is performed by the Public Interview Box and the resulting message is a public message. You can also set up the system to take a message in the Operator Box when the operator is unable to take a call. This is also a public message.

The system does not know the identity of the caller in these instances and, since the Operator Box and the Public Interview Box do not belong to a specific subscriber, these messages are available to all subscribers who have public message access.

You can also set up the system to send a public notice to the Operator Box each time a call is transferred to a fax machine's extension. If the person sending a fax records a message describing the fax, this voice message is added to the notice. Anyone with public message access can then redirect the notice (and attached voice message) to the subscriber who should receive the fax.

The system can also send a public notice to the Operator Box if certain error conditions occur. See *Error Messages* later in this topic for details.

For more information on public messages, see the *Public Interview Box & Public Messages* topic.

Identifying Yourself to the System

At times, subscribers may forget to enter their Personal ID when calling the system. In this case, they will be handled by the system like an outside caller and any messages they leave will be one-way messages or public messages. However, **subscribers or guests can identify themselves by entering their Personal ID anytime the system is listening for IDs or extension numbers.**

This situation often occurs when your Comdial telephone system's extensions and voice mail system are programmed for Call Forward to Personal Greeting. A subscriber may call another telephone extension in your office. If that extension is busy or no-answer, the call may be automatically forwarded to the recipient's message box on the voice mail system. The caller will hear the recipient's personal greeting. Since the subscriber has not yet entered a Personal ID, the voice mail system treats the subscriber as an outside caller and will take a one-way message.

To leave a two-way message, a subscriber can enter his or her Personal ID while the recipient's personal greeting is still playing. The system then recognizes the caller as a subscriber and responds:

"Press yes to leave a personal message for <recipient's name>."

<div align="right">[PH_Leave_Press1ToLeaveMessage]</div>

If the subscriber presses 1, the system will take a two-way message for the recipient.

Special Delivery Options

Subscribers can mark their messages for **special delivery**. There are four special delivery options available:

- **Urgent.** Subscribers hear their urgent messages first, before hearing regular messages.
- **Private.** Subscribers cannot redirect a private message.
- **Future delivery.** A message with future delivery is sent at the time and day the subscriber specifies.
- **Return receipt requested.** The system always tells you when the person has heard the message.

If a subscriber is authorized to use special delivery options, the system asks each time the subscriber records a message whether the message should be marked for special delivery.

Subscribers can mark a message for more than one special delivery option. For example, you can send an urgent private message with return receipt requested. Subscribers can also change or add to the special delivery options of a message they've already sent, if the message has not yet been received.

Access Codes Control Special Delivery Options

You can restrict a subscriber from using any or all of the special delivery options by adding access codes to **Access** field on the subscriber's Personal Directory page. The access codes that affect special delivery are:

B [No Receipt Summary]
The system does **not** tell the subscriber that the messages he or she sent to a particular person were received, unless the subscriber marks a message for explicit return receipt. See the topic *Message Receipts* for more details.

Q [No Urgent Messages]
The subscriber cannot mark messages urgent.

V [No Private Messages]
The subscriber cannot mark messages private. Any message the subscriber sends may be redirected by the recipient.

W [No Future Delivery]
The subscriber cannot mark messages for future delivery.

X [No Return Receipt Request]
The subscriber cannot mark messages for explicit return receipt. The subscriber cannot cancel a return receipt marked automatically by the system. See the topic *Message Receipts* for more details.

Z [Automatic Return Receipt]
The system automatically marks *every* message sent by the subscriber for return receipt requested. To avoid redundant return receipts and receipt summary announcements, never use the **Z** access code without also using the **B** code. See the topic *Message Receipts* for more details.

The system can automatically assign any or all of these special delivery access codes to each new subscriber you add to the system, or you can add access codes only for certain subscribers. For more details about access codes, see the *Subscribers* topic.

Urgent Messages from Guests

You can allow guests to leave urgent messages for their host subscriber. However, guests cannot access any of the other special delivery options. The system can automatically mark every message from a guest as urgent, or the system can ask the guest whether to mark a message urgent. For details, see the *Guests* topic.

Urgent Messages from Outside Callers

You can allow outside callers to leave urgent messages for particular subscribers. For any subscriber, you can set the system to mark **all** messages from outside callers urgent, mark **none** of the messages from outside callers urgent, or **ask** the

callers if they want to mark their messages urgent. For complete steps, see the *Subscribers* topic.

You can also allow outside callers to leave urgent messages for transaction boxes, interview boxes, the Public Interview Box, and the Operator Box. For details, see the topics *Transaction Boxes*, *Interview Boxes*, *Public Interview Box & Public Messages*, and *Operator Box*.

The Message Life Cycle

All messages are subject to the same retention, or "aging," pattern:

New message -> Old message -> Archived message

New Messages

New messages are those messages which have not yet been heard by their recipient. They remain new only as long as they are not heard. Once heard, a message is stored for a limited time as an old message. You can keep a new message as "new" by pressing the star touchtone key (*) during, or immediately following, the message. The next time you call, the system will offer the message again as a new message.

Once you open a message, the system sends a receipt to the sender, even if you save it as new (if the sender is set up for receipt summaries or return receipts). Also, once you open a message, the sender cannot cancel it or change its special delivery options.

Old Messages

An old message is one which has been heard but has not been explicitly saved. Old messages allow you to review recent messages you have already heard. An old message is stored for only a limited time, typically less than a day. If you want to store a message for a longer period, you must save it as an archived message. Each time you listen to an old message, you must again save it as an archived message. Otherwise, the old message is immediately deleted. An old message must be saved **each time it is heard** or else it is immediately deleted.

Old messages are stored for the number of days indicated in the **Hold** field on a subscriber's Personal Directory page.

Archived Messages

A subscriber may explicitly save any message as an archived message. The length of time the system stores archived messages, the **Archive** time, is independent of the **Hold** time, allowing archived messages to be stored for a longer period. It is also possible to save an archived message more than once, in order to extend its life. An archived message must be saved **each time it is heard** or else it is deleted immediately.

Error Messages

The system can tell you in two ways if a system error occurs: by displaying a text message at the system console, and for some errors, by also sending a voice message.

Text Error Messages

The system displays text error messages at the bottom of the Banner Screen. The system also logs error messages in the call log file (also called the "REPLOG" file). Each error message has a special code, which you can use to identify the problem.

Voice Error Notices

For certain errors, you can set the system to send a voice error notice as well as displaying a text message at the console. The voice mail system can send an error notice for these system errors:

- On systems using the Disk Redundancy package: If an error occurs on one of the hard drives, the system sends a message notifying you that it is running on a single drive. For this feature to work, the system must be using the LDP Cache IIP controller card.

- On systems using the Toolkit package: The system notifies you if an error occurs during a regularly scheduled disk optimization.

- On systems using the Tape Backup package with Toolkit: The system notifies you if a regularly scheduled backup fails.

For these errors, the system also writes a more detailed message in the call log (also called "REPLOG") file. This message describes the error and offers some steps you can take to resolve the problem.

You control who receives an error notice by using the **Error notices to** field on the QuickStart Application Screen, Page 6 (Figure 41). The system is set by default to send error notices to the Operator Box (System ID Ø). These notices are then available to anyone with public message access.

```
                 Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days            Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2            New Msgs:  0=0:00  Total:  0=0:00
┌─────────────────────────────────────────────────────────────────────────────┐
│52. Max person-person recording: 300 secs   Max screening recording: 6        │
│53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->          │
│54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3         │
│55. Beep on record? Yes           Disk full warning at: 15    mins left        │
├─────────────────────────────────────────────────────────────────────────────┤
│56. Blank PC screen? Yes        Screen Type: Auto       Keypad: Q=7, Z=9 keys  │
│57. OS Surrender- Daily:             Weekly:       Monthly:                    │
│58. Startup:                                  Error notices to: 0              │
│59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:        │
├──────────────────────── Public Fax Box ──────────────────────────────────────┤
│  Fax ID: $FAXBOX       Transfer? No            Alt Action: Operator           │
│  Voice name: 0:02      Await-Ans-->4  Rings                                   │
│                        Holding? No             Announce: Always               │
└─────────────────────────────────────────────────────────────────────────────┘
```

Figure 41: QuickStart Application Screen, Page 6

Like other voice messages, an error notice includes a day and time stamp, and can be redirected to other subscribers or groups. However, because an error notice is from the voice mail system, you cannot reply to it.

You can also specify one or more subscribers who should receive error notices by setting the **Error notices to** field to one or more Personal IDs. If an error occurs, these subscribers receive a notice from the voice mail system. This notice is played at the top of the subscriber's regular message stack, after urgent messages.

To send error notices to more than one subscriber, separate the subscribers' Personal IDs with commas. For example, set the field to **8123,8456,8789**. You can also send error notices to everyone with public message access, as well as to one or more subscribers. For example, set the field to **0,8123,8456,8789**.

The field can contain only the System ID for the Operator Box (usually Ø), and/or one or more Personal IDs. System IDs for other boxes are not allowed.

If you delete a subscriber who receives error notices, be sure to replace that subscriber's Personal ID in the **Error notices to** field. Otherwise, unless there is another valid ID in the field, the system cannot send the voice message if an error occurs. The system can only display a text message at the system console.

To turn off this feature, remove all the System IDs from the **Error notices to** field. The system does not send any voice error notices. Note that even when this field is blank, the system still displays text error messages at the system console.

Error Notice Prompt Set

The error notice prompts are stored in the ER prompt set. These prompts are stored in the ER prompt set's subdirectory on the voice mail computer. These prompts are **not** displayed on the Voice Prompt Editor Screen.

The error notice prompts are:

"An error occurred with disk redundancy. The system is running on a single drive. Please contact your system representative."   [ER001]

"An error occurred during disk maintenance. Please contact your system representative."   [ER002]

"An error occurred during your regularly scheduled backup. It is important to have a current backup. Please contact your system representative."   [ER003]

"The voice mail system..."   [ER004]

Although the error notice prompts all ask the recipient of the message to contact a system representative for further assistance, you may use a local connection to record a prompt that gives your name and telephone number. Since these prompts are not displayed on the Voice Prompt Editor Screen, you should first copy the prompt you want to change to an unused voice field, then rerecord it. Next, copy the new recording to a DOS sound file with the same filename (for example, ER003). Delete the prompt from the unused voice field when you are finished. For details, see the *Recording Voice Fields* topic, or the *Changing the System Conversation Guide*.

For related information, see:

- Call Transfer & Call Screening
- Guests
- Interview Boxes
- Message Delivery
- Message Playback
- Message Receipts
- Message Taking
- Message Waiting Lamps
- Operator Box
- Public Interview Box & Public Messages
- Reports
- Recording Voice Fields
- Subscribers
- System IDs
- Transaction Boxes

See also:

- The User's Guide
- Changing the System Conversation

Message Delivery

The effectiveness of a voice mail system depends upon the prompt delivery of messages. ExecuMail can contact subscribers to deliver their messages on a regular basis. This feature is called **message delivery**. You can set up the system to call subscribers at home, at their work extension, or on a pager or mobile phone and deliver their new messages. These message delivery calls can be made at regular intervals or as soon as each new message is received. The system can also dial long-distance numbers, both domestic and international. This topic describes how to activate and control message delivery on an individual basis for each subscriber and guest in your system.

Message Delivery Conversation

When the system calls to deliver a subscriber's messages, it will dial a number then wait for a certain number of rings for an answer. For example, if the telephone is answered the system says:

"This is ExecuMail calling with a message for <subscriber>. Please press your Personal ID now to receive the message."   [PH_Box_HelloIHaveACallFor]

If the person who answers the telephone enters the correct Personal ID (and security code, if required), the system proceeds with the normal subscriber conversation and plays the subscriber's messages. If the correct Personal ID is not entered, the system hangs up and logs an unsuccessful message delivery.

Message Delivery Parameters

When a subscriber or guest is first added to the system, they inherit the default message notification and delivery parameters set on the QuickStart Application Screen, Page 5 (Figure 42). You can save time by setting the default parameters you want for most subscribers, before adding new subscribers.

> **NOTE:** If available on the Comdial telephone system, the system **does not** deliver messages for any subscribers with the F access code, but **does** light message waiting lamps. The system enables message delivery only after enrollment.

```
░░░░░░░░░░░░░░Q U I C K S T A R T   A P P L I C A T I O N░░░░░░░Page 5 of 6
   40. Defaults for each new  Subscriber:
   Personal ID: 8X
                                        Hold/Archive msgs:   0 /2   days
          Access: PCFB
 ─>Transfer ──────────────────┬─>Greeting ──┬─>Action ──────────────────
   Transfer? Yes-->,X          │             │  Take-msg
   Await-Ans--->4  Rings       │             │
   Screening? No  Holding? No  │             │  Max-msg:   90 sec  Edits OK? Yes
 ──Message Notification ───────┴─────────────┴───────────────────────────
 Lamp #: X                                   Activate Lamps? Yes
 #1: X            after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
 #2:              after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
 #3:              after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
 #4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent

               Ctrl-E for expanded options
```

Figure 42: Subscriber default message delivery parameters

Message delivery parameters may also be individually set or modified on each
subscriber's Personal Directory page (Figure 43). The message delivery
parameters are stored at the bottom of the screen on the lines labeled **#1**, **#2**,
#3, and **#4**. Each of these lines stores the message delivery settings for one
telephone number.

```
░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░░░░░░░NAME SORT
            Name: Yale, Hugh
   Personal ID: 812312      SC         Voice name: 0:02
 Extension # ID: 12312                 Hold/Archive msgs:   0 /2   days
        Access: PCB                    New Msgs:0  =0:00  Total:0  =0:00
 ─>Transfer ──────────────────┬─>Greeting ──┬─>Action──────────────────
   Transfer? No               │ »Std: 0:00  │  Take-msg
   Await-Ans--->4  Rings      │             │
   Screening? No  Holding? No │ Alt: 0:00   │  Max-msg:   90 sec  Edits OK? Yes
 ──Message Notification ───────┴─────────────┴───────────────────────────
 Lamp #: X                                   Activate Lamps? No   On Now? No
 #1:              after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
 #2:              after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
 #3:              after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

               Ctrl-E for expanded options
```

Figure 43: Message delivery parameters on the Personal Directory page

Each message delivery line specifies the telephone number, the delivery delay,
delivery schedule, the number of rings per delivery attempt, the interval between
delivery attempts, and the delivery method. Each of these fields is explained in
detail below. The fields which pertain to message waiting lamps: **Lamp #**,
Activate Lamps? and **On Now?** are described in the *Message Waiting
Lamps* topic.

Message Delivery Phone Numbers

You can specify up to four different message delivery telephone numbers. These
numbers can be defined to provide message delivery at different numbers on
different days, or establish a cascading priority of which number to try first,
second, and so on.

The system allows subscribers to change several of the message delivery settings
over the phone. For convenience, the system identifies the message delivery
numbers as follows:

On Screen	Identified As
#1	*"Your work phone"*
#2	*"Your home phone"*
#3	*"Your pager phone"*
#4	*"Your spare phone"*

However, you can assign message delivery numbers following a different convention (for example, message delivery for Phone #1 can be assigned to a subscriber's home number). Just be sure the subscriber understands which number is referred to in each case.

For each message delivery number you use, you will want to set up several options. Figure 44 shows where these options are entered on each line.

```
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   3 rings  30  min,   Off
    I_____II_____II_____II_____II_____II____I

    Phone No.      Delay        Delivery Schedule      Rings    Interval Method
```

Figure 44: Fields in the message delivery line

Phone Number

The extension number or telephone number to dial for message delivery is entered in the first field of the message delivery line. The telephone number can contain up to 40 characters. (The field will scroll to the left to accommodate long telephone numbers.) You may use the standard touchtone digits and symbols (0 through 9, *, #) as well as certain letters and characters that have special meanings. These characters are listed under *Special Phone Number Characters* later in this topic. Any other character entered in the telephone number field is ignored when the system dials the telephone number. To make it easier to read, you may include common telephone number characters such as parentheses and dashes.

> **NOTE:** The system will not dial alphabetical telephone numbers, such as SUnset 7-2721 or 382-INFO. You should enter the actual touchtone digits represented by these letters instead.

Initial Delay

If **Batch** delivery is selected, the **after ___ min** field sets the number of minutes the system waits after receiving a new message before making its first attempt to deliver a message to this number. This allows you to prioritize message delivery numbers for each subscriber. For example, if you set Phone #1 to 0 minutes delay time and Phone #2 to 60 minutes delay, for the first 60 minutes the system will try to deliver a new message only to Phone #1. After 60 minutes, the system will attempt to deliver the message to both Phone #2 and Phone #1.

Do not confuse this initial delay parameter with the delivery interval. The **after ___ min** field only sets the delay of the *first attempt* to deliver a message to this number. In contrast, the delivery interval controls how much time will elapse between *subsequent* delivery attempts.

Delivery Schedule

This field specifies the hours and days that message delivery to this number will be active. Include both beginning and ending hours and days of the week (M T W H F S U). Note that H = Thursday and U = Sunday. Whenever the message delivery schedule overlaps with another message delivery number's schedule, the system will try to deliver messages to both numbers.

Rings to Wait for Answer

This field specifies how many rings the system will wait for an answer when calling this message delivery number. For most applications, it is best to set this value to 3 rings or greater. If you are using call forward on ring-no-answer, the number of rings to wait should be set to 2 rings less than the number of rings programmed on the Comdial telephone system.

If you are using a message delivery number to provide a *message waiting ring* on the Comdial telephone system's extensions, set the **Rings** field to 1. This is usually needed only at installations where the Comdial telephone system does not support message waiting lamps.

Delivery Interval

This field specifies how long the system will wait after an unsuccessful message delivery attempt before trying each active message delivery number again. The interval is measured in minutes. An unsuccessful delivery attempt occurs when the message delivery number is busy or goes unanswered or is answered by a person (or answering machine) that does not enter the subscriber's Personal ID. Delivery interval may be set to a maximum of 999 minutes (16 hours, 39 minutes).

Delivery Method

There are three ways that the system can deliver messages: **Each**, **Batch**, or **Urgent**. When the delivery method is set to **Each** the system starts the message delivery process for this message delivery number *as soon as* a new message is received. It does this each time a new message is received.

When the delivery method is set to **Batch**, the system still starts the message delivery process as soon as the first new message is received for a subscriber. If this first message delivery is unsuccessful, however, the system will wait for the specified delivery interval before trying this number again. With the **Batch** method, the system never calls a message delivery number more often than the specified interval.

The difference between **Each** and **Batch** is best shown by example. Let's take the following message delivery settings:

```
#2: 222-2222   after 0   min,  8:00am- 5:00pm MTWHFSU 5  rings 30  min, Each
#3: 333-3333   after 0   min,  8:00am- 5:00pm MTWHFSU 5  rings 30  min, Batch
```

Let's assume the system is not very busy and there are always ports available on the system for message delivery. Let's also assume that there is no answer at both 222-2222 and 333-3333 whenever the system calls. If a new message comes in at 1:00pm, the system will immediately call both Phone #2 and Phone #3. Since there is no answer, the system will schedule the next try of each of these

telephone numbers for 1:30pm. If, however, another new message comes in at 1:10pm, the system will immediately try Phone #2 again, because Phone #2 is set to **Each**. Phone #3, on the other hand, will not be tried again until 1:30pm, because it is set to **Batch**.

Notice from the example that the initial delay, delivery schedule, delivery interval, and delivery method all work together to determine when a message delivery number is called. For example, if Phone #3 had an initial delay set to **after 20 min**, the system would make its first delivery try to this number at 1:20pm rather than 1:00pm.

When the delivery field is set to **Urgent**, the system starts the message delivery process for this message delivery number as soon as a new, *urgent* message is received. Like the **Each** delivery method, it does this each time a new, urgent message is received, but it will **not** start the message delivery process for new, non-urgent messages.

The delivery method field may also be set to **Off** to turn off message delivery to a number.

Subscribers may use their touchtone phones to turn message delivery on or off or change their delivery method between **Each** and **Urgent**. Subscribers **cannot** change between **Batch** and **Urgent** delivery methods by phone.

> **NOTE:** To use **Each** or **Urgent** delivery, the **after ___ min** field must be set to zero. If you set the **after ___ min** field to any number other than zero, the system requires you to use **Batch** delivery.

Special Phone Number Characters

You may include the following special characters in the Phone #1, Phone #2, Phone #3 and Phone #4 fields. These affect how ExecuMail dials these numbers. The timing characteristics of the special characters [,], [;], [&] and [%] can be changed on the Switch Setup Screen, Page 2. See the *Switch Setup* topic for more information.

X   [letter X]
This causes the system to insert the subscriber's Extension # ID at this point in the sequence. The subscriber's Extension # ID is listed beneath the Personal ID on the Personal Directory Screen. Remember: an X should be used only if the subscriber's Extension # ID is the same as the actual telephone number.

,   [comma]
This causes the system to pause for one second during dialing. The length of the pause can be changed system-wide on the Switch Setup Screen, Page 2.

A subscriber can change a message delivery telephone number by phone. When entering the new delivery telephone number, the subscriber can press the # on the telephone keypad to enter a pause in the delivery number. This pause will be displayed on screen as a comma (,).

;   [semi-colon]
This causes the system to pause for 3 seconds during dialing. The length of the pause can be adjusted system-wide on the Switch Setup Screen, Page 2.

&   [ampersand]
This causes the system to do a hookswitch flash (for example, go on hook for one-half second, then go off hook). This is commonly used to access special features on the Comdial telephone system. The length of the hookswitch flash can be adjusted system-wide on the Switch Setup Screen, Page 2.

%   [percent sign]
This causes the system to do a long hookswitch flash (for example, go on hook for 2 seconds, then off hook again). On Comdial telephone systems this is equivalent to hanging up and reinstating a call. The length of the hookswitch flash can be adjusted system-wide on the Switch Setup Screen, Page 2.

P   [letter P]
This causes the system to use pulse dialing. ExecuMail uses tone dialing by default. To use pulse dialing throughout your system, you must prefix all dialout telephone numbers with P.

Q   [letter Q]
This causes the system to hang up. This is useful in situations where the call is not meant to go to completion, as in calling a beeper. For activating most beepers, all that is necessary is to add a few pauses and a Q after the telephone number (for example: 555-1234,,,Q).

You can also use the Q to provide a message waiting ring to people who want to be notified when they have messages, but don't want ExecuMail to attempt delivery.

T   [letter T]
This causes the system to switch to tone dialing. The T option is only used when a number must be dialed via pulse, then switched midstream to tone (for example, a credit card call on a pulse exchange).

Dialing External Telephone Numbers

By default, if a telephone number field has more than five characters (including special dialing characters), ExecuMail assumes that it is an outside number and automatically dials the outside access code first. The **Outdial Access** code is defined on Line 3 of the QuickStart Switch Setup Screen, Page 1. The default code is **9,** (Figure 45).

```
        Q U I C K S T A R T   S W I T C H   S E T U P      Page    1 of 3

1. Switch: COMDIAL                          ExecuTech 2000 Series  COM820    20
2. Integration Options: COMVM DTMFCP HUT=A DT DT3=3

3. Outdial Access: 9,
4. Transfer Initiate: &,X                   Recall: &
             Connect: Q                     Busy Recall: &

5. TT Prompt/Msg/Record: 5 /7 /9            Release on LCR? Yes
6. Answer on ring low? Yes                  Off-hook delay:   5
7. Ring-on time: 10                         Ring-off time: 40
8. Pooled delay: 450
```

Figure 45: Outdial access code, QuickStart Switch Setup Screen

If you do not specify an **outdial access code** on the QuickStart Switch Setup Screen, you must remember to include the proper code every time you set

message delivery to an outside number at the console. Subscribers must also include the proper code when they change their message delivery numbers by phone.

Overriding the Outdial Access Code

You can prevent the system from dialing the outdial access code with particular telephone number fields (even on telephone numbers with more than five characters). To do this, insert a comma as the *first* character in the telephone number field. This can only be set at the system console.

Changing the Default Length of External Telephone Numbers

By default, if a telephone number field has more than 5 characters, ExecuMail assumes it is an external call. However, you change this value by adding the **outdial trigger length** parameter to the **Integration Options** field on the QuickStart Switch Setup Screen, Page 1. The outdial trigger length parameter defines the number of characters that must be in a telephone number field before ExecuMail recognizes the number as an external call.

To change the outdial trigger length, in the **Integration Options** field, enter **OTL=n** where *n* equals a number between 4 and 15. For example, enter **OTL=11**. In this example, the system considers telephone numbers with 11 or fewer characters internal extension numbers. All telephone numbers with 12 or more characters are considered external calls.

Prioritized Message Delivery

Message delivery delay allows subscribers to prioritize between multiple delivery telephone numbers which are active at a given time and day. The subscriber's most probable location is tried first, then if the subscriber cannot be reached in a reasonable time, other locations or a pager are included in delivery attempts.

With **Batch** delivery, you can assign different priorities to delivery telephone numbers by specifying different delay times in the **after ___ mins** field on each delivery telephone.

The system will only call a particular delivery telephone when all three of the following conditions are true:

- There is a new message which has been pending for longer than the number of minutes specified in the **after ___ mins** field.

- The current day and time is within the bounds of the message delivery schedule.

- The delivery method is **Batch**.

Dispatch Message Delivery

The system's initial delay feature can be used to deliver new messages to a series of people in priority order. To do this, create a "phantom" subscriber, with the telephone numbers of up to four subscribers entered as message delivery numbers. The **after ___ mins** parameter then can prioritize which subscriber will be called first to receive the message.

For example, a caller after normal business hours might be instructed to dial a specific extension to request emergency service. This extension would be the System ID of an interview box belonging to a phantom subscriber. The caller is asked for pertinent information. Once the message is recorded, the system begins calling the four message delivery numbers for the phantom subscriber, which are actually the pager numbers for four on-call technicians. One of the technicians can then call the system and enter the Personal ID *of the phantom subscriber* to retrieve the message.

Changing Message Delivery By Phone

A subscriber can use any touchtone phone to turn message delivery on or off, or change many of the delivery settings. The *User's Guide* details how this is set by phone.

The subscriber can use the setup options conversation to make any of these changes to a particular message delivery number:

- Turn message delivery on or off
- Change the message delivery telephone number
- Change the days and/or hours the message delivery number is active
- Switch between the **Each** and **Urgent** message delivery methods

A subscriber cannot adjust the number of rings to wait for an answer, the initial delay, or delivery interval. Nor can the subscriber change the delivery method of a message delivery number that is set to **Batch** (even if the **Batch** delivery number is currently turned off and displays **Off**). These settings can only be changed by a system manager at the console.

When entering a new delivery telephone number, a subscriber can press the **#** on the telephone keypad to enter a pause in the delivery number. This pause will be displayed on screen as a comma (,). All other special dialing characters must be entered at the console.

Default Urgent Message Delivery Number

By default, delivery number #4 (*"Your spare phone"*) is set for **Urgent** delivery and is active 24 hours a day. Over the phone, a subscriber can turn on message delivery to his or her "spare phone", set a message delivery telephone number, and have urgent messages delivered, without extra configuration by the system manager.

Keeping a Subscriber from Changing Message Delivery

You can restrict a subscriber from changing message delivery settings by adding the **A** access code to the subscriber's Personal Directory page. This will keep the subscriber from hearing the setup options conversation. The subscriber then cannot change by phone his or her personal greetings, message groups, call transfer options, message delivery, recorded name, spelled name, security code, or directory listing. To allow the subscriber to change personal greetings only, use the **A** and **T** access codes.

Pagers

The system may notify a subscriber of new messages by activating a pager or beeper. For details, see the *Paging* topic.

For related information, see:
■   *Messages*
■   *Message Playback*
■   *Paging*
■   *Subscribers*

See also:
■   *The User's Guide*
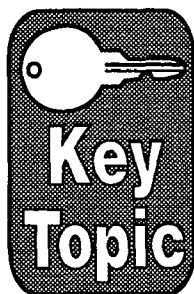
Message Groups

Message groups let you send the same message to many people. A **message group** is simply a distribution list for messages you send to the group. You send a message to a group just like you send a message to a subscriber, identifying the group by name or group number.

The system manager can create and maintain message groups at the system console. Subscribers can also create and maintain their own message groups from any touchtone telephone, by accessing their setup options. Guests cannot create or send messages to message groups.

This topic explains how to create and maintain message groups.

The Group Owner

Every message group has an **owner**. The owner of a group is either a subscriber who creates the group by phone or who is assigned the group by the system manager at the console. A system manager can be a group owner, too.

Only the owner of a group can change the group by phone, including:

■ adding or deleting group members
■ changing the group's name or number
■ deleting the group itself

However, the system manager can make any of these changes to any group at the console.

Some groups may be owned by the system instead of by an individual subscriber or system manager. Groups owned by the system can be changed only at the console, not by phone. However, the system manager can reassign a group owned by the system to a new owner to allow that person to change the group by phone.

The Group Members

The **members** of a message group are the people listed to receive a message. When a message is sent to a group, it is sent to all the group's members. Any subscriber can be a member of any message group. Guests can be members of certain groups owned by the guest's host (see below).

Private vs. Open Groups

You can create two kinds of message groups: private groups and open groups. The only person who can send messages to a **private** group is the group's *owner*. In contrast, *any authorized subscriber* can send a message to an **open** group. A subscriber does not have to be a member of an open group to send a message to that group.

The system manager can limit any subscriber from creating and sending messages to open groups by entering the **Y** access code on the subscriber's Personal Directory page. You can only restrict a subscriber from sending messages to *all* open groups. The **Y** code also restricts a subscriber from creating open groups. For more information, see *Restricting a Subscriber from Sending to Open Groups*.

Private Groups and Guests

Guests cannot be members of open groups. Because a guest is created to trade messages only with his or her host subscriber, a guest can only be a member of the private groups owned by his or her host.

Dispatch Distribution

In most cases, all the members of a group can hear a group message. However, there may be cases where you want just one person in the group to receive a message.

With **dispatch** distribution, the first group member to listen to a group message is the only one who receives it. Once a subscriber hears all of the message, the system removes the message from the other group members' voice mailboxes.

With dispatch distribution, if a group member listens to only the beginning of the message then saves the message as new, the system does not mark the message as received. Other group members may still retrieve the message until one of the group members listens to the entire message.

For example, the manager of a customer service department might set up a group with dispatch distribution which contains all the department's service representatives. The manager could then send any message about a customer problem to this group. In this case, the manager doesn't care which representative gets the message and handles the problem, as long as someone in the department does. With dispatch distribution, the manager can make sure that one person in the group will get the message, without requiring everyone in the group to listen to it.

Message Group Definitions	
Group Owner	The subscriber who can change the group by phone
Private Group	The only person who can send messages to a private group is the group's owner.
Open Group	Any authorized subscriber can send a message to an open group.
Open Group of ·SYSTEM·	Any authorized subscriber can send a message to this group. No one can change the group by phone.
Dispatch Distribution	The first group member to listen to a group message is the only one who receives it.

Figure 46: Message group definitions

The Groups Screen

Subscribers can create and maintain message groups from any touchtone telephone. The system manager can also create and maintain message groups at the system console, by accessing the Groups Screen.

Press [Ctrl]-[G] to access the Groups Screen (Figure 47).

```
                              G R O U P S
   Name: All Staff                     Open Group of Aaronson, Chris
   Dispatch: No                     Voice:  0:02

     Member name      Last contacted      Member name      Last contacted

   Xavier, Jan       |                   Yale, Hugh        |
   Yeoman, Mike                          Ying, Sue
   Zaftig, Pat                           Zeller, Nell
   Zink, Jay
```

Figure 47: Sample Groups Screen

One message group at a time is displayed on the Groups Screen. Message groups are sorted by group name or number. If no message groups have been added to the system, all fields on the screen will be blank. If there are message groups in the system, press the [PgUp] and [PgDn] keys (or use [Ctrl]-[J]) to view other message groups in the system.

The top line of the Groups Screen shows the group **Name**. It also shows whether the group is open or private, and who the group owner is.

On the next line, the **Dispatch** field lets you specify whether the group is a dispatch group. The default value is **No**.

The **Voice** field is used to store the group's recorded name. The numerical value in the field displays the number of seconds the recorded name lasts. If a name has already been recorded, the value in the field is greater than zero. If no name has been recorded, the value in the field is **0:00**.

The lower portion of the screen helps you keep track of the members already added to the message group and the date of they last received a message for the group. The names of all the members are listed under the **Member name** field. A message group can contain more subscribers than the screen can display at once. Press the ⊕ and ⊕ keys to view all message group members.

The **Last Contacted** field displays the date and time the member of the group last received a group message. If the **Last Contacted** field is blank, the member hasn't received the most recent group message. Or, if every member's **Last Contacted** field is blank, either there isn't a group message to listen to, or a group message was just sent, so no one has listened to it yet.

Named Groups vs. Numbered Groups

Your system can use either named message groups or numbered message groups. A message group's name or number is stored in the **Name** field on the Groups Screen. It is usually easiest for subscribers who create and select groups by phone if you have either named **or** numbered message groups on your system, rather than both.

Unlike System IDs, message group names or numbers do not have to be unique.

NOTE: If your system uses the Numbers Only keypad map, you can only use numbered message groups.

Named Message Groups

With named message groups, each message group name should start with three letters. For example:

All Sales People
Technical Support

Subscribers send a message to the group by spelling the first three letters of the group's name on their telephone keypad.

Numbered Message Groups

With numbered message groups, each message group name should start with a three-digit number. For example:

645 All Sales People
625 Technical Support

You should **not** use the system's wildcard digit (0 or 1) in a message group number. Using the wildcard digit in this way makes it harder for subscribers to select the group.

Using Numeric Access with Numbered Groups

Numbered groups are usually used on systems with numeric access. Under numeric access, subscribers send a message to the group by first pressing a special System ID for numbered groups, followed by the group number. This way, the system does not confuse Extension # IDs with message group numbers. The special System ID for numbered groups is set on the QuickStart Application Screen, Page 6. See the topic *Numeric Access* for details.

Using Lettered Access with Numbered Groups

You can use numbered groups on systems where the subscribers send messages by spelling a person's last name. It is not as efficient, however. When a subscriber presses the three-digit number to select a numbered group, the subscriber first hears the names of all subscribers whose last names are spelled with the letters on the keys pressed, then afterward hears the matching numbered groups.

For example, under lettered access, if a subscriber presses 6 4 5 to select the message group **645 Sales People**, the subscriber first hears all the people whose last names are spelled with the keys 6 4 5, such as "Miller", "Mikulsky", "Ng", "Nilsen", "Oglesby", "Ohlman", etc. Only after the subscriber answered no to all these names would the numbered group "645 Sales People" be heard.

Naming of Groups Created By Phone

When a subscriber creates a new group by phone, the subscriber presses three keys for the group's spelled name or group number. The system displays these three keys in the **Name** field of the group.

If subscribers normally send messages by selecting a number (that is, there is a special System ID for numbered groups), the system displays a three-digit group number in the **Name** field.

If subscribers normally send messages by spelling a name (that is, there is **no** special System ID for numbered groups), the system translates the keys pressed by a subscriber into letters. This allows the system to sort the message groups in the correct order when listing them over the phone.

Although there are three different letters associated with each lettered key on the telephone, the system uses the *first* letter on a telephone key as the one it displays. For example, a subscriber creates a group named "Eastern Region" and enters a group name of "E A S". To do this, the subscriber presses 3 2 7. The system translates the first key pressed by the subscriber as "D", which is the first letter that appears on that key. It displays the group's name as **DAP**.

If you will be changing message groups at the console frequently, you may want to listen to the recorded name of any open groups created by phone and type in a more complete group name in the **Name** field. This makes it easier to find the group on the Groups Screen later. If you change the first three characters, be sure to let the group's owner know, so he or she can still select the group by phone.

Considerations for Choosing Group Names and Numbers

A group's spelled name or number is important for two reasons. The system sorts groups in the Groups Screen based on the name or number in the **Name** field. Also, a subscriber uses the first three characters of the group's name or number to select the group by phone.

A message group also has a recorded name. A message group's recorded name is the name subscribers hear when selecting a group.

Group names or numbers do not have to be unique. However, the group's recorded name should correspond to the group's spelled name or number, to

make it easy for subscribers to select the group they want. Groups with identical recorded names will cause confusion.

Give special consideration to the names or numbers you give open groups. If you use named groups, make sure the three letters are easy to remember. For example, it would be easy to remember that pressing "A L L" on the telephone keypad sends a message to a group with the recorded name "All Staff". If you use numbered groups, it helps to distribute a list of open groups and their group numbers to all subscribers, to reduce duplicate group numbers.

Using Both Named and Numbered Groups

Your voice mail system is flexible enough to use both named and numbered groups. However, some subscribers may find it a bit confusing if both are used.

When selecting a group to send a message to, a subscriber with the **E** access code will first hear any *numbered* groups that match the three keys he or she pressed, followed by any *named* groups that match. A subscriber **without** the **E** access code will first hear any *named* groups that match the three keys he or she pressed, followed by any *numbered* groups that match.

Adding Groups at the Console

To add a new group at the system console:

1. Access the Groups Screen by pressing Ctrl G.

2. Press F8 to add a new group. The pop-up Add menu window appears as shown in Figure 48.

```
                            G R O U P S
 Name: All Staff                     Private Group of Aaronson, Chris
 Dis           ADD MENU              ce:  0:02
    ┌──────────────────────────┐
    │ Member                   │     Member name    |  Last contacted
    │ Private Group            │                    |
 Xa │ Open Group               │     Yale, Hugh
 Ye │ Directory Assistance     │     Ying, Sue
 Za │                          │     Zeller, Nell
 Zi │ Press [space] to view options,
    │ Press [enter] to select,
    │      Esc to exit menu.
    └──────────────────────────┘
```

Figure 48: Add Menu, Groups Screen

3. Press the arrow keys to highlight either **Private Group** or **Open Group**. Press ↵ Enter.

4. To add a group owned by the system manager, press Y. To assign the message group to another subscriber, press N.

    For open groups, you may press ↵ Enter to assign the group to • **SYSTEM•** . Otherwise, enter the name of the new group's owner.

    Type the first few letters of the subscriber's last name. Press ↵ Enter. The system displays the name of the first subscriber whose last name matches

the letters you typed. Press Ⓨ to select this subscriber. Press Ⓝ to view the next subscriber whose last name matches the letters you entered. Press Ⓝ until the subscriber's name is displayed. Then, press Ⓨ.

5. Record a name for the message group. For more information, see the topic *Recording Voice Fields*.

6. Add members to the message group. See *Adding Group Members at the Console* for detailed steps.

Adding Group Members at the Console

To add a subscriber to a group:

1. Access the Groups Screen by pressing Ⓒⓣⓡ-Ⓖ.

2. Page to the message group you want (or use the Jump command).

3. Press Ⓕ⑧. The system displays the pop-up Add Menu.

4. Make sure **Member** is highlighted and press ⏎Enter. The system asks you to type the last name of the subscriber you want to add to the message group.

5. Type the first few letters of the person's last name and press ⏎Enter. The system displays the name of the first subscriber whose last name matches the letters you typed.

6. Press Ⓨ to select the name. Press Ⓝ to view the next subscriber whose last name matches the letters you entered. Press Ⓝ until the name of the subscriber you want to add to the group is displayed. Then, press Ⓨ.

7. Repeat steps 3 through 6 until you've added the subscribers to the group.

8. Press Ⓔⓢⓒ to exit the **Add Menu**.

NOTE: To add all the subscribers on the system to a group, at step 5 just press ⏎Enter. The system displays the first name in the list of subscribers. Press Ⓨ to accept the name. Then, press Ⓨ repeatedly to accept every name the system presents, until the system displays the message **Out of Names**. Press any key to exit the Add menu.

NOTE: Guests can only be added to their host's private groups.

NOTE: A subscriber **cannot** be both the owner and a member of a *private* group. A subscriber can be the owner and a member of an *open* group.

Removing Group Members at the Console

To remove a subscriber from a group:

1. Access the Groups Screen by pressing ⌷Ctrl⌷-⌷G⌷.

2. Page to the message group you want (or use the Jump command).

3. Use the arrow keys to move the cursor to the name of the subscriber you want to remove from the group.

4. Press ⌷F7⌷ to remove the subscriber from the group. Press ⌷Y⌷ to remove the subscriber from the group. Press ⌷N⌷ to cancel.

5. To remove other members from the group, repeat steps 3 and 4.

Deleting Groups or Group Messages at the Console

To delete a message group from the system:

1. Access the Groups Screen by pressing ⌷Ctrl⌷-⌷G⌷.

2. Page to the message group you want (or use the Jump command).

3. With the cursor in the top portion of the screen, press ⌷F7⌷. The system prompts you with several options:

   ■ Delete the group and all messages for the group
   ■ Delete the group, but keep all messages for the group
   ■ Delete all messages for the group only

4. Press ⌷↓⌷ to highlight your selection and press ⌷←Enter⌷. When the system asks you to confirm, press ⌷Y⌷.

Changing the Owner of an Open Group at the Console

At the console, you can delete the owner of an open group so that the group is owned by · **SYSTEM·** . This removes the subscriber as owner of the group, but does not delete the subscriber from the system. You can also reassign a group owned by · **SYSTEM·** to a new subscriber owner.

To remove a subscriber owner:

1. Access the Groups Screen by pressing ⌷Ctrl⌷-⌷G⌷.

2. Page to the message group you want (or use the Jump command).

3. With the cursor in the top portion of the screen, press ⌷F7⌷.

4. Press ⌷↓⌷⌷↓⌷⌷↓⌷ to highlight **Owner** and press ⌷←Enter⌷. When the system asks you to confirm, press ⌷Y⌷.

To assign a new owner to a · SYSTEM· group:

1. Access the Groups Screen by pressing ⌷Ctrl⌷-⌷G⌷.

2. Page to the message group you want (or use the Jump command).

3. With the cursor in the top portion of the screen, press (F8).

4. Press (↓)(↓)(↓) to highlight **New Owner** and press (←Enter).

5. To make yourself the new owner, press (Y). To assign the group to another subscriber, press (N), then enter the name of the new owner.

Assigning Dispatch Distribution

By default, every new message group, whether added at the console or by phone has broadcast distribution. Only the system manager can change the group to have dispatch distribution.

To give the group dispatch distribution:

1. Access the Groups Screen by pressing (Ctrl)(G).

2. Page to the message group you want (or use the Jump command).

3. Press the (Tab) key to position the cursor on the **Dispatch** field.

4. Press (Y) (←Enter).

Restricting a Subscriber from Sending to Open Groups

The system allows you to restrict subscribers from creating open groups or sending messages to all open groups. Just place a **Y** access code on the subscriber's Personal Directory page. These subscribers will still be able to send messages to any private groups they own and receive messages from any message group they belong to, open or private.

To restrict a subscriber from sending messages to open groups:

1. Press (Ctrl)(D) to access the Personal Directory (Figure 49).

2. Page to the subscriber you want to restrict.

3. Press the arrow keys to move to the subscriber's **Access** field. Move the cursor to the end of the field. Press (Y) (←Enter). Do not change any other access codes in the field.

```
                  P E R S O N A L    D I R E C T O R Y              NAME SORT
            Name: Yale, Hugh
     Personal ID: 812312        SC          Voice name: 0:02
  Extension # ID: 12312                      Hold/Archive msgs:    0 /2    days
          Access: PCYB                       New Msgs:0  =0:00  Total:0  =0:00
  ┌─>Transfer ─────────────┬─>Greeting ──┬─>Action ───────────────────────
  │ Transfer? No           │ »Std: 0:00  │ Take-msg
  │ Await-Ans-->4  Rings    │             │
  │ Screening? No  Holding? No│ Alt: 0:00 │ Max-msg:  90 sec   Edits OK? Yes
  ├─Message Notification ───────────────────────────────────────────────
  │ Lamp #: X                              Activate Lamps? No    On Now? No
  │ #1:             after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
  │ #2:             after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
  │ #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
  │ #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
  ├────────────────────────────────────────────────────────────────────
  │              Ctrl-E for expanded options
```

Figure 49: Personal Directory Screen with Y access code

Creating Message Groups By Phone

Subscribers can create new message groups themselves from any touchtone telephone, by accessing their setup options.

To create a group by phone:

1. Call the system. Enter your Personal ID and security code.

2. Press 2 2 2 to skip ahead to setup options. The system asks:

   "Would you like to access your setup options?"   [PH_Sub_LikeToAccessSetup]

3. Press 1 for Yes. The system asks:

   "Would you like to change your greetings?"   [PH_Sub_LikeToChangeGreetings]

4. Press 2 for No. The system asks:

   "Would you like to change your groups?"   [PH_Sub_LikeToChangeGroups]

5. Press 1 for Yes. The system asks:

   "Would you like to create a new group?"   [PH_Group_LikeToCreateNewGroup]

6. Press 1 for Yes. The system then asks you to enter the group's name or number.

7. Spell the first three letters of the group's name, or press the 3-digit group number. The system gives you a chance to change the name or number. Press 1 to accept the name or number, or 2 to choose a new one. The system asks you to record a name for the message group.

8. After the beep, record the name. The system plays the name and gives you a chance to re-record it. Press 1 to accept the name, or 2 to record a new one. The system then asks if others can send messages to this group.

9. Press 1 to create an open message group. All authorized subscribers will be able to send messages to the group. Press 2 to create a private group. Only you will be able to send messages to the group.

   The system confirms that the new group was created and asks you to add members:

   "<Private/Open> group created. Ready to add the first member to this group..."   [PH_Group_Created]

10. Spell the first three letters of the person's last name, or press the extension number. The system plays the first matching name, and asks you to confirm. Press 1 to add the subscriber to the group, or 2 to hear the next matching name. Repeat this step until you add all the group members you want.

11. The system asks if you want to record a message for the group now. Press 1 to record a message. Or, press star (*) to exit group maintenance.

Changing a Message Group By Phone

After you add a message group to the system, you can add, delete or list group members, and change the group's spelled and recorded name, from any touchtone telephone. You change groups by accessing setup options. Only the group's owner can change the group by phone. The system manager can change any group at the system console.

To add, delete or list group members:

1. Call the system. Enter your Personal ID and security code. Follow the questions to access setup options or press 7. The system asks:

    "Would you like to change your greetings?"   [PH_Sub_LikeToChangeGreetings]

2. Press 2 for No. The system asks:

    "Would you like to change your groups?"   [PH_Sub_LikeToChangeGroups]

3. Press 1 for Yes. The system asks:

    "Would you like to create a new group?"   [PH_Group_LikeToCreateNewGroup]

4. Press 2 for No. The system then asks:

    "Would you like to edit a group?"   [PH_Group_LikeToEditAGroup]

5. Press 1 for Yes.

6. Spell the first three letters of the group's name, or press the 3-digit group number.

7. Press 1 when the system plays the name of the group you want to edit. Follow the yes-and-no questions to add, delete or list group members.

8. Press star (*) to exit group maintenance.

To change a message group's name or number:

1. Follow steps 1 through 7 to add, delete or list group members. Once you select the group you want to edit, press 2 for No until the system asks:

    "Would you like to change the name of this group?"   [PH_Group_LikeToChangeName]

2. **To change the group's spelled name or number,** press 1 for Yes and follow the questions.

    Or, to change the group's recorded name, press 2 for No. Answer the questions to record a new name.

3. Press star (*) to exit group maintenance.

Sending a Group Message

You send messages to groups the same way you send messages to individual subscribers.

To send a message to a group:

1. Call the system. Enter your Personal ID and security code.

2. When the system asks if you'd like to leave messages, press 1 for Yes.

3. Spell the letters of the message group's name, or press the special System ID for numbered groups and the group's number. Press 2 until you hear the name of the group you want, then press 1.

NOTE: The system plays only the names of any message groups you are authorized to send messages to.

---

4. Record the message. If you sent an earlier message to this group, and some group members haven't heard it, the system asks if you want to hear the earlier message before recording a new one.

Canceling a Group Message

You can cancel messages for groups the same way you cancel a message to an individual subscriber. When you cancel a message, you cancel it for every member of the group who hasn't already heard the message. You can cancel a message with broadcast distribution at any time, even after some members of the group have heard the message. For dispatch groups, you can cancel messages only *before* the first member of the group hears the message.

To cancel a group message:

1. Start to leave another message for the group. If some group members haven't heard your earlier messages, the system asks if you want to hear them before recording a new one.

2. Press 1 for Yes to review your earlier messages. After you listen to each message, the system lets you:

    ■ cancel it
    ■ list group members who haven't heard the message
    ■ change special delivery for the message, if available

3. When you hear the message you want to cancel, you may press 2 to interrupt it.

4. Press 1 to cancel the message.

When finished, you may record a new message for the group, if you want.

Listing Group Members Who Haven't Heard a Message

Before you decide whether to cancel a message, you may want to find out who in the group hasn't heard it.

To list the members of a group who haven't heard your group message:

1. Start to leave another message for the group. If some group members haven't heard your earlier messages, the system asks if you want to hear them before recording a new one.

2. Press 1 for Yes to review your earlier messages. After you listen to each message, the system lets you:

    ■ cancel it
    ■ list group members who haven't heard the message
    ■ change special delivery for the message, if available

3. When you hear the message you want, you may press 2 to interrupt it.

4. Press 2 for No to avoid canceling the message. The system asks:

    "List who has not heard this message?"   [PH_Leave_ShouldListNotHeardMsg]

5. Press 1 for Yes.

6. Press * to exit the list.

For related information, see:

■ *Messages*
■ *Numeric Access*
■ *Subscribers*

See also:

■ *The User's Guide*

Message Notification

The effectiveness of a voice mail system depends upon the prompt receipt of messages. While subscribers may call the system to collect their messages irregularly, or not at all, the system can contact subscribers to deliver their messages on a regular basis.

This feature is called **message notification and delivery.** You can set up the system to call subscribers at home, at their work extensions, or on their mobile telephones, to deliver messages at regular intervals or upon the receipt of each new message. The system can also activate pagers, message waiting lamps, or telephone displays to notify subscribers that new messages are waiting.

The message notification and delivery parameters are stored in the bottom section of each subscriber's Personal Directory page (Figure 50).

```
░░░░░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░NAME SORT
         Name: Yale, Hugh
   Personal ID: 812312        SC          Voice name: 0:02
 Extension # ID: 12312                    Hold/Archive msgs:    0 /2   days
        Access: PCB                       New Msgs:0  =0:00  Total:0  =0:00
  ─>Transfer ──────────────────┬─>Greeting ──┬─>Action ──────────────────
    Transfer? No               │ »Std: 0:00  │ Take-msg
    Await-Ans-->4  Rings        │             │
    Screening? No  Holding? No  │ Alt: 0:00   │ Max-msg:  90 sec  Edits OK? Yes
  ─Message Notification ────────┴─────────────┴────────────────────────────
 Lamp #: X                                    Activate Lamps? No    On Now? No
 #1:             after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
 #2:             after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
 #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                       Ctrl-E for expanded options
```

Figure 50: Message notification and delivery parameters

For details on activating message waiting lamps, see the *Message Waiting Lamps* topic. For details on setting up and using the four message delivery telephone numbers, see the topic *Message Delivery*. For details on setting up and using pagers, see the topic *Paging*.
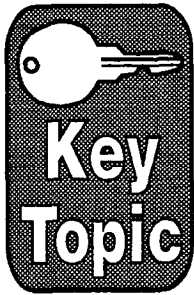
Message Playback

Subscribers retrieve their messages by calling the voice mail system and entering their Personal IDs during the Opening Line, or whenever the system is listening for IDs. In addition to listening to his or her messages, a subscriber may also redirect, save, or reply to messages. While listening to a message, a subscriber may move backward through the message to listen to portions of it again, or fast forward it to jump ahead to a specific part of the message. A subscriber may also change a message's playback volume.

This topic details how the system plays messages to a subscriber and the actions the subscriber may take with messages, including:

- Summary of message playback
- The message stack and announcements
- The conversation for new messages
- Redirecting messages
- The conversation for old messages
- Using touchtone keys during playback
- Optional hands-free message playback

Message Playback Summary

When a subscriber calls the system and enters a Personal ID, the system first announces the number of new messages the subscriber has waiting, for example: *"You have 3 new messages"*. The system then announces the messages by sender or source—that is, who sent the message or where it was recorded.

Messages from the same source are grouped together. Before reading the first message from each new source, the system announces how many messages there are from that source and asks if the subscriber wants to hear them. If the subscriber responds "no," the system moves to the next source of messages.

While listening to each message, the subscriber may use touchtone keys to move backward, forward, or pause the message, skip over a message, save it for later retrieval, or redirect (forward) it to another caller.

After playing each message, the system announces when the message was recorded. If the message is from another subscriber or a guest, the subscriber may record an immediate reply.

The system can also announce the total duration of all the messages waiting for a subscriber, as well as those from a particular source. This length of messages announcement can be turned on or off for each subscriber.

The Message Stack and Announcements

The system gives the subscriber quite a bit of information about the status of his or her messages before playing them. The system tells the subscriber how many new messages are waiting and the source of each message. The system can also be configured to tell a subscriber how much time it will take to listen to a set of messages. A subscriber can use this information to skip over all or some of the messages.

When a subscriber listens to new messages, the system organizes the messages in a **message stack**. The messages are organized by source for playback in the following order:

- Messages from other subscribers
- Messages from guests
- Messages from outside callers   *("Your message box...")*
- Messages recorded by transaction boxes
- Messages recorded by interview boxes

If the subscriber has public message access, the system also plays:
- Messages recorded by the Operator Box
- Messages recorded by the Public Interview Box

Urgent Messages

The system plays all a subscriber's urgent messages before playing regular new messages. The subscriber hears all the urgent messages from each source, in the same message stack order as regular messages.

Number of New Messages

When a subscriber first enters a Personal ID, and security code if any, the system responds with a greeting and the number of new messages waiting:

"<Recorded name>. Remember, 1 for Yes and 2 for No."   [PH_Sub_HelloOwner]
"You have <number> new messages."   [PH_Chk_YouHaveNew]

As the subscriber moves through the new message stack, the system announces how many messages are from each source:

"<Recorded name> left <number> new messages. Would you like to hear them?"

[PH_Chk_WouldYouLikeToHear]

The subscriber can choose to listen to these messages or move on to the messages from the next source in the message stack.

Optional Announcement of the Total Length of Messages

In addition to announcing the number of messages waiting, the system can also announce the total length of time the messages last. This feature can be turned on or off for each subscriber. For example, a subscriber could hear an announcement like this when first checking messages:

"You have 3 new messages, totaling 3 minutes, 20 seconds."   [PH_Chk_TotalTime]

The length of time for messages would also be announced when the subscriber moved to a new source of messages in the message stack. For example:

"Thomas Jefferson left 3 new messages, totaling 5 minutes, 40 seconds. Would you like to hear them?"

To streamline the conversation, the length of time announcement is rounded up to the next highest ten seconds. For example, a message lasting 22 seconds is announced as lasting 30 seconds.

To turn message length announcement on for a subscriber, include the letter **L** in the **Access** field on the subscriber's Personal Directory page. (See Figure 51.)

```
               P E R S O N A L     D I R E C T O R Y                 NAME SORT
         Name: Yale, Hugh
  Personal ID: 812312        SC            Voice name: 0:02
Extension # ID: 12312                      Hold/Archive msgs:    0 /2    days
      Access: PCLB                         New Msgs:0   =0:00  Total:0  =0:00
┌──>Transfer ──────────────────┬──>Greeting ──┬──>Action ────────────────────
│ Transfer? No                 │ »Std: 0:00   │ Take-msg
│ Await-Ans-->4  Rings         │              │
│ Screening? No  Holding? No   │ Alt: 0:00    │ Max-msg:  90 sec  Edits OK? Yes
├──Message Notification ───────┴──────────────┴────────────────────────────────
│ Lamp #: X                                   Activate Lamps? No    On Now? No
│ #1:              after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
│ #2:              after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
│ #3:              after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
│ #4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
├──────────────────────────────────────────────────────────────────────────────
│                   Ctrl-E for expanded options
└──────────────────────────────────────────────────────────────────────────────
```

Figure 51: Personal Directory page, with message length announcement turned on

After Each Message is Played

After each message, the system announces when the message was recorded:

"...recorded <date> at <hour>:<minute> <am/pm>."

The system announces the date as a relative date, such as: *"recorded today at..."* or *"recorded yesterday at..."* or *"recorded three days ago at..."*. This saves the subscriber from having to use a calendar to calculate how many days the sender has been waiting for a response.

The system announces the time when the message was sent, to the nearest minute. For example, *"...recorded today at 11:57 am."* It is important to note that the system uses its own internal clock for this timestamp. The system's clock may not agree with the subscriber's watch. To avoid confusion, the system manager should check the system's clock regularly. The system constantly displays what it believes is the current time and date in the upper right corner of the Banner Screen. See the topic *Set the Date and Time* in the *Installation Manual*.

After the timestamp, if there is another message from this same source, the system says *"The next message is..."*, and plays the next message.

After reading all the messages from an identified subscriber or guest, the system will automatically offer to record an immediate reply:

"For no reply press 2, otherwise I'll record your message now."   [PH_Chk_ForNoReply]

This makes it easy for the subscriber to respond to the message. If the message is from an outside caller, a transaction box or interview box, the system will not record an automatic reply. This is true even when a message is left in one of

these boxes by another subscriber or guest who did not enter his or her Personal ID. Without the Personal ID, the system does not know who the message is from.

At the End of the Message Stack

Once the subscriber has reached the bottom of the message stack, the subscriber usually hears:

"There are no further messages."   [PH_Chk_NoFurther]

If the subscriber skipped over any messages, or if a new message has been received while the subscriber was checking messages, the system reminds the subscriber that there are still new messages waiting:

"You still have <number> new messages."   [PH_Chk_YouStillHaveNew]

The subscriber may press 1 to check these remaining messages. If the subscriber presses no touchtones, he or she will continue through the conversation.

Playback while Leaving a Message

If a subscriber tries to leave a message for a subscriber or guest who has left a message already, the system will announce that there are messages waiting, then offer to play the messages to the subscriber. This ensures that the subscriber is up-to-date before leaving this person a message.

The Conversation for New Messages

The flow of the conversation is best understood by example. Let's say Pat Wu has 2 messages from Chris Aaronson, 1 message from Thomas Jefferson, 2 messages from Dave Thompson, and 3 messages from outside callers. Pat does not have the length of messages feature turned on. When Pat calls in for messages, she enters her Personal ID, and security code. The system responds:

"Pat Wu. Remember 1 for yes and 2 for no."   [PH_Sub_HelloOwner]

"You have 8 new messages. Chris Aaronson left 2. Would you like to hear them?"

[PH_Chk_YouHaveNew]

Pat presses 1 for yes. The system plays each message and its timestamp. Then the system gives Pat a chance to record a reply to Chris:

"For no reply, press 2. Otherwise, I'll record your message now..."   [PH_Chk_ForNoReply]

Pat records a reply. Then the system moves to the next source in the message stack:

"Thomas Jefferson left a message. Would you like to hear it?"   [PH_Chk_MsgLeft]

[PH_Chk_WouldYouLikeToHear]

Pat presses 1 for yes. The system plays the message and its timestamp. Then the system gives Pat a chance to record a reply to Thomas:

"For no reply, press 2. Otherwise, I'll record your message now..."   [PH_Chk_ForNoReply]

Pat presses 2 for no, because Thomas's message needs no reply. The system moves to the next source in the message stack:

"Dave Thompson left 2 messages. Would you like to hear them?" [PH_Chk_MsgLeft]

[PH_Chk_WouldYouLikeToHear]

Pat presses 2 for no, because she saw Dave in the hallway and he said the messages were not important. She'll check them later. The system moves to the next source in the message stack, messages from outside callers:

"Your message box has 3 messages. Would you like to hear them?"

[PH_Chk_YourMessageBox]

[PH_Chk_WouldYouLikeToHear]

Pat presses 1 for yes. The system will play each of these messages and their timestamp, but will not offer to take an immediate reply. Pat will have to dial up these people herself, since they are not subscribers or guests on the system.

Having reached the bottom of her message stack, the system reminds Pat that she still has messages from Dave Thompson that she has yet to listen to:

"You still have 2 new messages." [PH_Chk_YouStillHaveNew]

Pat doesn't press any touchtones and is finished checking her new messages.

Redirecting Messages

When listening to a message, a subscriber can redirect (forward) the message, to another subscriber or guest. Subscribers can redirect either new or old messages, using essentially the same procedure.

To redirect a message:

1. While listening to the message, press 2.

2. Press 1 to confirm that you want to redirect the message.

3. Answer the questions to redirect the message.

Archive or Delete a New Message

To archive a new message for later review, press 2 while listening to the message, then press 2 for No when the system asks *"Would you like to redirect this?"* The system will next ask:

"Would you like me to archive this?" [PH_Chk_LikeToArchive]

If you press 1 for yes, the system will save the new message as an archived message. If you press 2 for No, the system **immediately** deletes the message. If you press any other touchtone, the message will be changed to an **old** message.

The Conversation for Old Messages

An old message is any message which a subscriber has already heard. The system plays old messages in much the same way it plays new messages, in an old message stack. You can listen to or review your old messages when the system asks:

"You have <number> old messages to review. Would you like to hear them?"

[PH_Chk_YouHaveReview]

[PH_Chk_WouldLikeToHear]

If the subscriber answers yes, the system organizes and announces each old message by source, just as it does with new messages. For example, let's say the subscriber had two old messages from Thomas Jefferson. The system will announce:

"Thomas Jefferson has 2 messages to review. Would you like to hear them?"

Once the subscriber has reviewed or been offered each of the old messages, the system confirms that there are no additional old messages by saying:

"There are no further messages."   [PH_Chk_NoFurther]

A subscriber may listen to all or some of his or her old messages. While listening to any old message, the subscriber may use the 1, 2, 7, 8, 9, #, or * touchtones just as during playback of new messages. However, if the subscriber skips over listening to any old messages, the system will **not** remind the subscriber that there are still old messages to review at the end of the old message stack.

Announcement of Total Length of Old Messages

If the optional Total Length of Messages feature has been activated for a subscriber, the system will announce the total length of all old messages when the subscriber reviews old messages, for example:

"You have 4 old messages to review, totaling 5 minutes 40 seconds."

[PH_Chk_YouHaveReview]

[PH_Chk_TotalTime]

The system also announces the total length of old messages from each source.

Redirect/Archive Old Messages

After playing an old message and its timestamp, the system immediately asks the subscriber two questions:

"Would you like to redirect this?"   [PH_LiketoRedirect]

"Would you like me to archive this?"   [Ph_Chk_LikeToArchive]

Redirecting an old message works precisely the same as redirecting (forwarding) a new message. Archiving a message saves the message for the number of days programmed in the **Archive** field on the subscriber's Personal Directory page. If the subscriber presses 2 for no after the question *"Would you like me to archive this?"* the system **immediately** deletes the message. If the subscriber hangs up without pressing a key, the message retains its archive status.

Using Touchtone Keys During Playback

While listening to a message, the subscriber may control how the system plays the message. The subscriber may use touchtone keys to reverse, forward or pause the message, increase or decrease the volume of the message, skip over the message for later retrieval, or redirect the message to another caller. The following diagram illustrates which keys are active when subscribers listen to messages:

1	**Skip** to the very end of the message
2	**Interrupt** message to redirect or delete
4	**Slow down** the message playback
5	**Raise** or **lower** the volume
6	**Speed up** the message playback
7	**Backward** several seconds
8	**Pause** message playback
9	**Forward** several seconds
*	**Stop** message and save for later retrieval
#	**Repeat** several seconds

1   Skip to the End

Pressing the 1 key on the touchtone pad while the system is playing a message causes the system to skip to the very end of the message immediately. This key is active at all times during the conversation, not just during message playback. Note that if you press the 1 touchtone while the system is asking a question, it skips to the end of the question **and** assumes that the 1 also means a "yes" response to the question.

2   Interrupt the Message

Pressing the 2 key on the touchtone pad while the system is playing a message causes the system to stop playing the message and ask:

"Would you like to redirect this?"   [PH_Chk_LikeToRedirect]

The caller can then respond yes and send the message to another subscriber. This is most useful when an outside caller has left a message for the wrong subscriber, or has left a message about a problem which can best be handled by another person in the office.

Whether the subscriber redirects the message or not, the system will ask:

"Would you like me to archive this?"   [PH_Chk_LikeToArchive]

If the subscriber answers Yes the system saves the message for several days. If the subscriber responds no the system **immediately** deletes the message.

Whether or not the subscriber archives a new message, the system continues with the normal new message conversation. If the message is from another subscriber or a guest, the system says, *"For no reply press 2, otherwise I'll record your message now..."* and records a reply just as if the subscriber had not interrupted the message and had listened to it in its entirety. If the message is from a public message box, the subscriber's message box, a transaction box, an interview box, or if the message is an old message, the system offers the next message without asking the subscriber to reply.

Like the 1 touchtone, 2 to interrupt is active at all times during the conversation. If pressed while the system is asking a question, it causes the system to interrupt the question **and** assume that the 2 means a 'no' to the question.

4 6 Slow Down or Speed Up Message Playback

When a subscriber listens to a message, he or she can press the 4 key to slow it down, or the 6 key to speed it up.

By default, the speed setting the subscriber chooses lasts only for the current message. The next message plays at normal speed, unless the subscriber presses the 4 or 6 key again.

5 Message Volume Control

Subscribers can lower and raise the volume of a message by pressing the 5 key during message playback. To **lower** the volume of a message, the subscriber presses 5 once. To **raise** the volume of a message, the subscriber presses 5 twice. To return the volume to normal, the subscriber presses 5 a third time.

The volume setting the subscriber chooses lasts only for the current message. The next message plays at normal volume, unless the subscriber presses the 5 key again.

The volume key does not affect message recording or the system prompts. Prompts are always played at normal volume. The volume control key is not available for guests.

> **NOTE:** The volume control feature requires DSP voice boards.

7 9 Backward & Forward

When a subscriber listens to a message, he or she can press the 7 key to move backward, or the 9 key to move forward. The increment of time that the system moves backward or forward, called the **transport value**, is controlled by the value in the **Skip back time of #** field, on the QuickStart Application Screen, Page 6, Line 53. Usually, the transport value is set to 4 seconds.

Pressing the backward or forward key once causes the system to move backward or forward through the message, one times the transport value. To increase or decrease the number of seconds the system moves backward or forward for each press of the 7 or 9 key, the System Manager should increase or decrease the value in the **Skip back time of #** field. Subscribers can "accelerate" their moving backward or forward through a message by pressing the backward key or the forward key rapidly several times.

The subscriber can combine the keys. For example, if the subscriber is certain that the caller who left the message left his or her telephone number at the end of the message, the subscriber can press the 1 key to skip to the end and immediately press the 7 key to back up a few seconds. If the telephone number is not there, the subscriber can press 7 again and back up another few seconds.

8 Using Pause During Playback

A subscriber can press the pause key at any time while the system plays back a message. Pressing the pause key causes the system to temporarily suspend playback of the message. The system prompts the subscriber that message playback has been paused. The subscriber can then press the pause key again to resume listening to the message from two seconds earlier in the message. The subscriber can also press the backward (7), repeat (#), or forward (9) key to move backward or forward in the message, or the stop (*) key to save the message at its current status (used most often when the message is new). If the subscriber presses any other key, the system reminds the subscriber: *"Press pause to continue playing."*

The system will continue to pause for 40 seconds, then prompts the subscriber to press a touchtone to continue. If the subscriber doesn't press a touchtone within two minutes, the system hangs up. If the message was a new message, the system saves the message as new. If the message is an old message, the system retains the message as old.

* Stop the Message

Pressing the star (*) touchtone key while the system is reading a new message causes the system to stop playing the message and say:

"Message saved as new."   [PH_Chk_SavedAsNew]

When the subscriber next calls the system, the message will be announced again as if the subscriber had never heard the message before.

Repeat

Pressing the pound key (#) during message playback causes the system to function precisely as if the 7 key had been pressed. However, the pound key (#) can also be used to repeat the system's yes-and-no questions as well as in message playback. If a subscriber uses menu mode, pressing the pound key (#) steps back to the previous menu.

Optional Hands-free Message Playback

The system allows subscribers the option to retrieve messages without pressing a touchtone to select each message. A system manager can activate this feature for an individual subscriber by adding the letter **N** to the **Access field** on the subscriber's Personal Directory page. The subscriber can then listen to all their messages using a telephone handset or speaker phone without having to press touchtones for each message.

> **WARNING!** Do not activate hands-free playback for **any** subscribers unless your Comdial telephone system can signal an "immediate disconnect" to the voice mail system. If your Comdial telephone system does not signal a disconnect to the voice mail system as soon as a caller hangs up, the voice mail system may continue to play subscriber messages to the disconnected line. Contact Comdial Technical Support if you aren't sure whether your Comdial telephone system provides "immediate disconnect."

When the letter **N** (for "No-Hands playback") is added to a subscriber's **Access field**, the system plays the subscriber's messages one after the other, without asking, *"Would you like to hear it?"*.

All the touchtone keys which control message playback are still available to the subscriber even with hands-free message retrieval. For example, if a subscriber presses the 8 touchtone to pause a message playback, the subscriber must press 8 again for playback to resume. Message playback will continue hands-free, once it is resumed.

For related information, see:
- *Call Transfer & Call Screening*
- *Interview Boxes*
- *Messages*
- *Message Delivery*
- *Message Notification*
- *Message Taking*
- *Message Waiting Lamps*
- *Public Interview Box & Public Messages*
- *Subscribers*
- *Transaction Boxes*

See also:
- *The User's Guide*

Message Receipts

The voice mail system can tell you whether any messages you sent have been received. It can tell you in two ways:

- Return receipt
- Receipt summary

In general, a message has been received as soon as someone listens to it, even if the person listens only to the beginning of the message or saves the message as new. (There is an exception to this rule for dispatch message groups.)

This topic explains how message receipts work, how receipts differ for message groups, and how to set up message receipts for your subscribers.

Return Receipt vs. Receipt Summary

The system provides two kinds of message receipts: return receipt and receipt summary. Both types of receipts tell you if someone has received your messages.

A **return receipt** gives you detailed information about every message you send, or each message you explicitly mark for return receipt. A **receipt summary** gives you summary information about all the messages you have sent to a particular subscriber, guest, or message group.

With return receipts, the system provides more information, but the conversation is longer. With receipt summaries, the conversation is shorter, but may not include enough information for some subscribers.

Most subscribers will want only one or the other type of message receipts. By default, the system allows subscribers to mark messages for return receipt and leaves the receipt summary feature off.

Return Receipts

Subscribers can mark a message for return receipt as part of special delivery options. When you request a return receipt for your messages, the system gives you detailed information about **each message** you sent to a subscriber, guest, or message group. Each return receipt:

- Identifies the message by the day and time you sent it.
- Announces when the message was received.

Subscribers can also have the system automatically mark every message they send for return receipt.

Here are some sample return receipts:

"Hugh Yale got the message you sent today at 12:05pm, received today at 1:35pm."

"Sue Ying got the message you sent yesterday at 8:30am, received today at 8:45am."

Receipt Summary

With the receipt summary feature, the system automatically summarizes the current state of the messages between you and another subscriber, guest, or message group. The receipt summary does not identify which messages were received, nor exactly when they were received. It only tells you whether a subscriber, guest, or message group received any or all of your messages, and whether the person left you any messages.

Here are some sample receipt summaries:

"Hugh Yale got your last message, and left a message..."

"Sue Ying got all your messages, but left no reply."

"Sue Ying hasn't heard your last message, but left a message..."

"Some group members haven't heard your last message..."

When You Hear Message Receipts

The system plays message receipts as part of your message stack for new messages. You may hear a message receipt:

- Before you hear a new message or reply from a subscriber
- Before you leave a new message to a subscriber
- At the end of your new message stack

If you have message receipts but no new messages when you call the system, the system asks if you want to hear return receipts instead of asking if you want to check new messages.

Message Receipts for Groups

The system gives you slightly different message receipts for message groups.

For a group with **broadcast distribution**, the system gives you a message receipt only after *all* members of the group have received the message. For example, if you request a return receipt:

"The Sales Group got the message you sent yesterday at 10:00am. The last member heard it today at 4:45pm."

Or, for a receipt summary:

"The Sales Group got your last message today at 4:45pm."

> **NOTE:** If you have not yet gotten a message receipt, you can list the group members who have **not** heard a broadcast group message. See the topic *Message Groups* for details.

If a message group has **dispatch distribution**, only the *first* person to listen to a group message receives it. For a dispatch group, the system tells you which group member received the message:

"Hugh Yale got your message to the Sales Group sent today at 10:00am, received today at 10:45am."

Or, for a receipt summary:

"Hugh Yale got your last message to the Sales Group today at 5:01pm."

If someone opens a dispatch group message but then saves it as new, the system does **not** send a message receipt. For dispatch messages, the system sends a message receipt only after someone listens to the *entire* message (and it becomes an old message).

Controlling Message Receipts

You control the type of message receipts a subscriber hears by using the **B**, **X** and **Z** access codes. You can set defaults for each new subscriber's message receipts by using access codes in the **Access** field on the QuickStart Application Screen, Page 5. Or, you can set receipts up differently for each subscriber using the **Access** field on individual Personal Directory pages.

The message receipt access codes are:
  B   The subscriber does not hear a receipt summary.
  X   The subscriber cannot mark or cancel return receipts.
  Z   The system automatically marks **every** message sent by the subscriber for return receipt.

By default, the system adds the **B** access code to every subscriber's **Access** field, and does not play receipt summaries for subscribers. Also, by default, the system asks if a subscriber wants to mark a message with return receipt requested each time he or she sets a message's special delivery options.

You can use the message receipt access codes to achieve the following results:

Message Receipt Access Codes	Result
B only	This is the default for message receipts. The system does not play receipt summaries. A subscriber can mark any message for return receipt. A subscriber can also cancel requests for return receipts.
X only	The system plays receipt summaries, and turns off return receipts. This keeps the system from playing redundant receipts.
B and X	Turn off receipt summaries **and** return receipts.
B and Z	The system automatically marks all messages with return receipt requested. A subscriber can cancel a return receipt request by changing a message's special delivery options. The system does not play receipt summaries.

Avoid these combinations of access codes:

- **X and Z.** The system automatically marks every message with return receipt requested, but does not let the subscriber cancel the request.

- **Z only. The system plays receipt summaries and** return receipts for each message, resulting in redundant receipts. Always add the **B** code whenever you use **Z**.

For related information, see:

- *Messages*
- *Message Taking*
- *Subscribers*

See also:

- *The User's Guide*
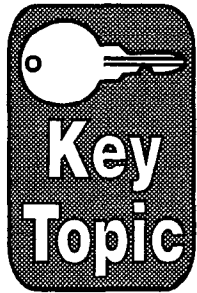
Message Taking

ExecuMail is very flexible in how it takes messages from outside callers. You can set up different options for individual subscribers. You can set up message taking in transaction boxes for special applications. You can also control whether callers can edit their messages, or leave urgent messages.

This topic discusses how to control message taking through system-wide parameters and individual parameters on the Personal Directory and Transaction Directory pages. This topic focuses primarily on how outside callers leave messages. You can also control how subscribers leave messages by adjusting the subscriber's access codes. See the *Subscribers* topic for details.

The Transfer -> Greeting -> Action Structure

In most cases, the voice mail system handles calls by following the programmed sequence *Transfer -> Greeting -> Action* that is set up for a subscriber or transaction box (Figure 52). The *Transfer -> Greeting -> Action* structure appears on:

- The Personal Directory page for each subscriber
- QuickStart Application Screen, Page 5 (subscriber defaults)
- Transaction Boxes
- QuickStart Application Screen, Page 3 (Operator Box)

```
┌─────────────────────────────────────────────────────────────────────────┐
│              P E R S O N A L   D I R E C T O R Y           NAME SORT      │
│         Name: Jefferson, Thomas          SYSTEM MANAGER                   │
│   Personal ID: TOM                       Voice name: 0:02                 │
│ Extension # ID: 1776                     Hold/Archive msgs:   0 /2   days  │
│═ E X P A N D E D   T R A N S F E R   O P T I O N S ═══  Press ESC to Exit │
│ ─>Transfer ──────────────┬─>Greeting ──┬─>Action ───────────────────────  │
│   Transfer? No           │ »Std: 0:00  │ Take-msg                        │
│   Await-Ans-->4  Rings   │             │                                 │
│   Screening? No  Holding? No │ Alt: 0:00 │ Max-msg:  90 sec  Edits OK? Yes │
│  »Transfer Options : A   │             │ Send Msg Urgent? No             │
│   Screening Options:     │ Active: STD │ After Msg: Say-bye              │
│                          │             │                                 │
│    One key dialing: 1>     2>      3>       4>        5>                  │
│                     6>     7>      8>       9>        0>                  │
└─────────────────────────────────────────────────────────────────────────┘
```

Figure 52: Message taking on a subscriber's page

If the **Action** specified on the screen is "take a message", the system takes a message from any caller who is routed to the subscriber (or transaction box) and passes through the **Transfer** and **Greeting** sections of the sequence. For example, if call transfer is active for a subscriber, the voice mail system first tries to transfer a call to the telephone number listed. If the line is busy or

unanswered, the system plays the appropriate greeting (if any), then takes a message.

When you are designing a subscriber's or transaction box's message-taking parameters, it's important to consider the flow of a call through this entire *Transfer -> Greeting -> Action* structure. The greetings and one key dialing features in particular may be used for special applications, such as telling a caller the type of message to leave, routing a caller to a personal secretary, or allowing a caller to page the subscriber or try another extension instead of leaving a message.

System-wide Message Parameters

Besides the individual message-taking parameters on the subscriber and transaction box screens (discussed later in this topic), there are system-wide parameters that control message taking. These system-wide parameters affect all messages, including those left by subscribers. They are configured on the QuickStart Application Screen, Page 6.

The settings of many of these parameters also have an impact on other aspects of the system's performance, such as the "liveliness" of the system's conversation or the amount of disk space used. You may need to adjust these parameters to meet your particular application's requirements or optimize the system's performance.

```
                 Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4        Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5      Short ending: 2     Long ending: 3
55. Beep on record? Yes           Disk full warning at: 15    mins left

56. Blank PC screen? Yes       Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:           Weekly:           Monthly:
58. Startup:                             Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
                    ———— Public Fax Box ————
  Fax ID: $FAXBOX      Transfer? No              Alt Action: Operator
  Voice name: 0:02     Await-Ans-->4  Rings
                       Holding? No                Announce: Always
```

Figure 53: QuickStart Application Screen, Page 6, with message parameters

Maximum Message Life
This parameter sets the maximum time, in days, that the system will retain a new (unheard) message in the system. The default value of 999 days will keep new messages forever. When the maximum message life is exceeded, the message is deleted from the system, even if the intended recipient has not heard it.

Public Hold/Archive msgs
This pair of parameters controls how long public messages are stored on the system, once they have been heard. Public messages are not addressed to a particular subscriber and are available to anyone with public message access. See the *Public Interview Box & Public Messages* topic for details.

Max person-person recording
This parameter sets the maximum length, in seconds, for messages traded between people enrolled in the system. This parameter applies to all subscribers and guests. It controls the *largest* amount of disk storage space a single, two-way message can take. Messages which are shorter than the maximum will occupy

less disk space, so you do not necessarily waste disk space by setting this to a large value.

Each second of recording in a message takes approximately 3000 bytes of storage space. The default value is 300 seconds (= 5 minutes). Subscribers may leave multiple messages of this length to the same subscriber.

Max screening recording

When the system is performing call screening, an outside caller is asked, *"Who may I say is calling?"* This parameter sets the maximum time, in seconds, that the system will record a reply to that question. See the *Call Transfer & Call Screening* topic. The default value is 6 seconds.

Skip Back Time on

This parameter controls how many seconds the system will move forward or backward through a message being played, when a subscriber presses the message transport keys on a touchtone phone. The message transport keys (the 7 & 9 touchtones) allow a subscriber to move backward (7) or forward (9) through a message playback. The pound key (#) also allows a subscriber to move backward through message playback. The default value for this skip back time is 4 seconds.

If a transport key is pressed repeatedly, the jump through the message playback is accelerated. This allows a subscriber to move to the beginning or ending of a long message with just a few presses of the touchtone keys.

Record Pauses...

The system listens for pauses in a caller's speech to determine when the caller has stopped talking and finished a recording. The system then stops recording and goes on to the next prompt. The system uses three parameters to decide when a caller has paused: the Beginning Pause, the Short Ending pause, and the Long Ending pause.

Beginning

This is the number of seconds the system will wait for the caller to start speaking. If the caller doesn't say anything during the specified time, the system goes on to the next prompt without recording any message from the caller.

Short ending

The system uses this parameter if the parameter that determines the maximum recording time for the message is less than 30 seconds. If the caller pauses for an interval longer than the Short Ending Pause, the system assumes the caller has finished speaking.

Long ending

The system uses this parameter if the parameter that determines the maximum recording time for the message is 30 seconds or longer. If the caller pauses for an interval longer than the Long Ending Pause, the system assumes the caller has finished speaking.

Generally, you would set the Long Ending Pause higher than the Short Ending Pause because long, multi-sentence messages are likely to have longer natural pauses than short messages. Shorter pause times make the conversation seem snappier, more lively, and more human to the caller because the system resumes

the conversation more quickly once a caller has finished speaking. Longer pause times reduce the risk of cutting a caller off before he or she has finished speaking.

The default pause times are set to a balanced medium: the **Beginning** pause is set to 5 seconds; the **Short ending** pause is set to 2 seconds; and the **Long ending** pause is set to 3 seconds.

Beep on Record?

When set to Yes, the system automatically adds a beep to prompts which request a caller to leave a message so the caller knows when to begin speaking.

Disk full warning at ____ mins left

This parameter controls when the system warns subscribers that disk space on the voice mail system is getting low. When the amount of message storage available on the system is equal to or less than the number of minutes specified in this field, subscribers are asked to delete any unnecessary messages whenever they call the system.

Subscriber Message Parameters

There are a number of message parameters you can configure for individual subscribers. These include the parameters that affect the message life cycle, the maximum allowable length of an outside caller message, whether outside callers can edit their messages, whether their messages should be marked urgent, and what to do after taking a message.

To view all the message-taking parameters for a subscriber, press [Ctrl]-[E], then [↓] [←Enter] to open the Expanded Transfer Options window (Figure 54). The first line in the **Action** area must read **Take-msg** for message taking to be active.

```
          P E R S O N A L   D I R E C T O R Y            NAME SORT
       Name: Jefferson, Thomas           SYSTEM MANAGER
   Personal ID: TOM                      Voice name: 0:02
 Extension # ID: 1776                    Hold/Archive msgs:    0 /2    days
 == E X P A N D E D   T R A N S F E R   O P T I O N S ===  Press ESC to Exit
 -->Transfer ------------->Greeting ------->Action ----------
    Transfer? No            »Std: 0:00       Take-msg
    Await-Ans-->4  Rings
    Screening? No  Holding? No   Alt: 0:00   Max-msg:  90 sec  Edits OK? Yes
    »Transfer Options : A                    Send Msg Urgent? No
    Screening Options:        Active: STD    After Msg: Say-bye

    One key dialing: 1>      2>       3>       4>       5>
                     6>      7>       8>       9>       0>
```

Figure 54: Message-taking parameters on a subscriber's page

Hold/Archive msgs

This pair of parameters controls how long the system stores messages that a subscriber has heard. The **Hold** parameter controls old messages, while the **Archive** parameter controls archived messages (messages which the subscriber has explicitly saved).

The default values are **0/2**, which means old messages are stored until midnight on the day they were first heard, while archived messages are held for two days after they are saved by the subscriber. You can archive a message more than

once. Each time an old or archived message is heard, you must explicitly save it again or it will be deleted immediately.

Max-msg

This parameter sets the maximum message length, in seconds, for the subscriber's messages from outside callers. The default value is 90 seconds. The maximum possible value is 9999 seconds (167 minutes). The **Max-msg** parameter does **not** apply to subscriber-subscriber and guest-subscriber messages, which are controlled system-wide by the **Max person-person recording** field on the QuickStart Application Screen, Page 6.

Each second of recorded message takes approximately 3000 bytes of disk storage space.

Edits OK?

If this field is set to **Yes**, an outside caller is given the option to change a message immediately after leaving it. After leaving a message, the caller hears:

"Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it."   [PH_Box_FirstEditMenu]

If the caller presses 1 or #, a beep indicates that the caller should begin speaking. If a message is added to, the "second" message is immediately tacked on to the first message, so that it sounds like one continuous message to the recipient. If a message is re-recorded, the second message completely replaces the original one.

Once the second recording is finished, the caller will again have the option of adding to the message or re-recording it.

> **NOTE:** Only outside callers can edit their messages in this manner. However, subscribers and guests can achieve similar results by simply sending an additional message to the same recipient.

Send Msg Urgent?

This parameter controls whether messages left by outside callers should be marked urgent. Urgent messages are heard first in a subscriber's message stack. Three values are allowed:

<u>Y</u>es =   All outside caller messages are marked urgent
<u>N</u>o =   No outside caller messages are marked urgent
<u>A</u>sk =   Callers are asked if they want to leave an urgent message

After Msg

This parameter controls what follow-up action the system takes after taking a message. The possible actions are:

G   [Go to System ID]

The system routes the call to another System ID. You must type a valid System ID directly to the right of the **GotoID-->** arrow. (For example, **GotoID--> $PM** routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]

The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]

The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]

The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]

The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

Message Counts

When the Expanded Transfer Options window is closed, you can see the following display of message counts for a subscriber.

New Msgs: 0 =0:00   Total: 0 =0:00

These are display-only fields. The first number in the **New Msgs** field shows how many new messages a subscriber has, followed by the combined length of these messages in hours:minutes. The first number in the **Total** field shows how many *new and old* messages a subscriber has, followed by the combined length of these messages in hours:minutes.

These message counts do **not** include public messages or group messages left for the subscriber. The message counts may not be accurate if a message has just been added or deleted in the last five minutes. For example, if you have just deleted all messages for a subscriber using the [F7] key, the message counts in these fields will not be zeroed out for a few minutes, especially if the system is busy processing calls.

Subscriber Default Parameters

As with most subscriber parameters, you can also set up subscriber default values for message-taking parameters on the QuickStart Application Screen, Page 5 (Figure 55). The default values you create will be given to each new subscriber added to the system.

```
               Q U I C K S T A R T   A P P L I C A T I O N        Page 5 of 6
     40. Defaults for each new Subscriber:
     Personal ID: 8X
                                       Hold/Archive msgs:   0 /2    days
   ┌═ E X P A N D E D    T R A N S F E R   O P T I O N S ═══  Press ESC to Exit ┐
   ┌──>Transfer ──────────────────┬──>Greeting ──┬──>Action ──────────────────
   │  Transfer? Yes-->,X           │              │ Take-msg
   │  Await-Ans-->4  Rings         │              │
   │  Screening? No  Holding? No   │              │ Max-msg:  90 sec  Edits OK? Yes
   │ »Transfer Options : A         │              │ Send Msg Urgent? No
   │  Screening Options:           │              │ After Msg: Say-bye
   ├───────────────────────────────┴──────────────┴──────────────────────────────
   │  One key dialing: 1>      2>      3>      4>      5>
   │                   6>      7>      8>      9>      0>
   │
   └─────────────────────────────────────────────────────────────────────────────
```

Figure 55: Message-taking parameters on QuickStart Application Screen, Page 5

Other Controls on Subscriber Message Taking

Besides the message-taking parameters, subscribers can also change their call transfer options and personal greetings by phone, which affect the conversation callers hear prior to leaving a message for a subscriber.

The message-taking parameters discussed here mostly affect messages left by outside callers for a subscriber. The message leaving features that subscribers themselves have are controlled by the subscriber's access codes. These codes control whether a subscriber can leave messages at all, can leave messages for open message groups or other subscribers, or mark messages for special delivery. These codes are discussed in the *Subscribers* topic.

Transaction Box Message Parameters

Transaction boxes can also be programmed to take messages. The message-taking parameters for a transaction box are shown in Figure 56. These parameters are only active if at least one of the **Day:** or **Nite:** fields is set for **Take-msg**. The parameters operate in the same manner as the ones on a subscriber's Personal Directory page.

```
          T R A N S A C T I O N    D I R E C T O R Y              NAME SORT
        Name: Technical Support Box     Transaction box of Jefferson, Thomas
   System ID: 800                    Voice name: 0:02     Schedule #:

  ->Transfer ───────────┬->Greeting ───┬->Action ────────────
   Day?   Yes-->,24      »Day:   0:08    Day:   Take-Msg
   Nite?  No             Nite:  0:08    Nite:  Take-Msg

   Await-Ans-->4  Rings   Alt:   0:10    Max-msg:    90 sec
   Intro: 0:00    Holding? No            Edits OK? Yes
   Transfer Options :     Active: D/N    Send Msg Urgent? No
                                         After Msg: Say-bye

    One key dialing: 1>      2>      3>      4>      5>
                     6>      7>      8>      9>      0>

```

Figure 56: Message-taking parameters on a transaction box

Message Taking in the System Operator Box

The system's Operator Box also has the capability of taking messages (Figure 57). In most instances, however, it's better to use the Public Interview Box to take messages for the Operator Box (using **GotoID-->$PM**). The interview questions can help ensure you get all the information you need from a caller to properly forward the message.

```
          Q U I C K S T A R T    A P P L I C A T I O N       Page 3 of 6
  20.    Set up System Operator
     System ID: 0                    Voice name: 0:01

                          ->Greeting ───┬->Action ────────────
   Day?   Yes-->,0         »Day:   0:10    Day:   GotoID-->$PM
   Nite?  No               Nite:  0:08    Nite:  GotoID-->$PM

   Await-Ans-->4  Rings     Alt:   0:08    Max-msg:    90 sec
   Intro: 0:02    Holding? No            Edits OK? Yes
   Transfer Options :       Active: D/N    Send Msg Urgent? No
                                           After Msg: Say-bye

  Alternate System IDs for Special Operators on each Port:

```

Figure 57: Message-taking parameters on the Operator Box

Message Taking in Interview Boxes

Interview boxes also take messages, even though they do not use the *Transfer ->
Greeting -> Action* structure. You may want to use interview boxes in place of a
subscriber's or transaction box's normal message-taking feature, since they allow
you to ask questions of the caller leaving the message. To use an interview box
for message taking, specify **GotoID-->** (along with the System ID of the
interview box) instead of **Take-msg** in the subscriber's or transaction box's
Action field.

For related information, see:

- *Call Transfer & Call Screening*
- *Greetings*
- *Interview Boxes*
- *Messages*
- *Message Delivery*
- *Message Playback*
- *Subscribers*

Message Waiting Lamps

ExecuMail can alert subscribers that they have new messages by activating a message waiting indicator on their telephone extension. This eliminates the need for subscribers to repeatedly check with the system to see if any new messages have been received. Usually, this indicator is a message waiting lamp, but some Comdial telephone systems may provide stutter dialtone in place of a message waiting lamp. For simplicity, we refer to all these message waiting indicators as message waiting lamps.

This topic describes message waiting lamps and the parameters that affect their operation with ExecuMail.

> **NOTE:** The system can also be programmed to deliver messages by dialing out to an extension or external telephone number. See the topic *Message Delivery.*

Message Waiting Lamps

The activation of message waiting lamps is dependent on the Comdial telephone system in use, and requires that message waiting lamps be controllable from a single-line telephone using touchtone codes.

Message Waiting Lamp Parameters

Message waiting lamp parameters are stored in the Message Notification section of the Personal Directory pages (Figure 58).

```
░░░░░░░░░░░░░░░P E R S O N A L   D I R E C T O R Y░░░░░░░░░░NAME SORT
         Name: Yale, Hugh
  Personal ID: 812312        SC        Voice name: 0:02
Extension # ID: 12312                  Hold/Archive msgs:    0 /2    days
       Access: PCB                     New Msgs:0  =0:00  Total:0  =0:00
 ─>Transfer ──────────────── ─>Greeting ── ─>Action ──────────────────
  Transfer? No                 »Std: 0:00    Take-msg
  Await-Ans-->4  Rings
  Screening? No  Holding? No    Alt: 0:00    Max-msg:   90 sec  Edits OK? Yes
 ─Message Notification ─
 Lamp #: X                                 Activate Lamps? Yes   On Now? No
 #1:           after 0   min,   8:00am- 6:00pm MTWHF   5  rings 30  min,Off
 #2:           after 0   min,   6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
 #3:           after 0   min,  12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:           after 0   min,  12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

             Ctrl-E for expanded options
```

Figure 58: Message waiting lamp parameters for a subscriber

Lamp

This is the extension number the system will dial when attempting to turn a message waiting lamp on or off.

Activate Lamps?

Enter "Yes" to turn on the message waiting lamp function for an individual subscriber.

On now?

This field indicates the current state of the subscriber's message waiting lamp. It can be changed manually when you are testing or resetting message waiting lamps.

System-wide Parameters

```
           Q U I C K S T A R T   S W I T C H   S E T U P       Page   2 of 3

10. Message Lamp On: *3,X                      Retries: 2
              Off: #3,X                        Interval (mins): 4
      Reset All Lamps? No                      Daily Lamp Reset:

11. Dialout pause (,)= 200  (;)= 300           Hookflash (&)= 50    (%)= 200
12. Dialout DTMF duration: 10                  DTMF interdigit delay: 12
13. Dialtone delay: 150


14. Max lines holding total: 16                Max lines holding for ext: 16
15. Number tries between TT checks: 4          Extra hold time between tries: 50
```

Figure 59: System-wide message waiting lamp parameters

Message waiting lamp parameters that apply to all subscribers in the system are entered at the top of the QuickStart Switch Setup Screen, Page 2 (Figure 59).

If your Comdial telephone system has been pre-programmed in the voice mail system's Switch Setup library and the Comdial telephone system supports message waiting lamps, these parameters are automatically inserted when you enter the Comdial model on Line 1 of the Switch Setup Screen, Page 1. If the message waiting lamp codes are programmable on the Comdial telephone system, make sure they match the codes programmed in the system. For more information, see the *Switch Setup* topic.

Message Lamp On

This is the code sent to the subscriber's extension telephone to turn on the message waiting lamp. The code must include an "X" to indicate where the extension number should go in the dialing sequence (for example: *20,X).

Message Lamp Off

This is the code sent to the subscriber's extension telephone to turn off the message waiting lamp. The code must include an "X" to indicate where the extension number should go.

Retries

This specifies the number of times the system will resend the Message Lamp On or Message Lamp Off sequence to the subscriber's telephone. Retries may be necessary if there are circumstances that might occasionally prevent the message waiting lamp from lighting after a single attempt.

Interval (mins)
This specifies the number of minutes the system will wait between retries.

Reset All Lamps?
This field lets you tell the voice mail system to immediately reset all message waiting lamps. Use this field if your Comdial telephone system was temporarily unavailable, thus causing message waiting lamps to be turned off. As soon as you set this field to **Yes**, the voice mail system lights the message waiting lamp for each subscriber with new messages.

Daily Lamp Reset
Use this field to specify a time you want the voice mail system to reset message waiting lamps. Each day at the time you specify (for example 2:00am), the voice mail system turns on the message waiting lamp for each subscriber with new messages waiting.

Message Notification Dial Out

ExecuMail must have sufficient dialing ports to promptly light message waiting lamps and deliver new messages to subscribers. At the same time, the system needs sufficient answering ports to take messages and handle incoming calls. This is managed by the port status settings, on the QuickStart Application Screen, Page 2.

```
          Q U I C K S T A R T   A P P L I C A T I O N      Page 2 of 6
                                All Ports   Port 1   Port 2   Port 3   Port 4
                                Day Nt     Day Nt   Day Nt   Day Nt   Day Nt

 10. Intro (Hello, this is...):  QP  <-    <- <-    <- <-    <- <-    <- <-
 11. Action (Enter ext number):  QP  <-    <- <-    <- <-    <- <-    <- <-
 12. Otherwise (Hold for oper):  QP  :5    <- <-    <- <-    <- <-    <- <-
 13. System ID if no TTs:        0   $PM

 14. Port Status:                          Ans      Ans      Ans      A/D
 15. Rings to answer (0=>pool):             0        0        0        0
 16. Day/Night Schedule (1..4):             1        1        1        1
 17. Special Port Options:
```

Figure 60: Port status

Proper Port Status configuration is vital to prompt lighting of message waiting lamps and calling to pagers and extensions.

ExecuMail must have at least one port available for dialing out in order to light message waiting lamps and deliver messages, but more dialout ports may be required. There are several factors to consider when configuring the port status:

■   A dial-out port used to call subscribers for message delivery will likely be tied up by the subscribers that ExecuMail contacts while the subscribers sign in and check their messages. Any dialouts to activate message waiting lamps must wait for the dialout port to become free before they can take place. This may result in a message waiting lamp or pager not being activated until long after a message is received.

■   If the voice mail system answers calls on a port that is relied upon to dial out for message notification purposes, then the system's ability to dial out can be compromised by incoming call traffic.

- A very busy system, needing to light dozens of message waiting lamps and notify dozens of subscribers of their messages every hour will require two or more ports to dial out on.

- If the voice mail system has too many ports dedicated to dialing out for message waiting lamps or message delivery, there may not be enough free ports to accept incoming calls, causing callers to get a busy signal when they try to leave or retrieve messages.

The port status options which affect message waiting lamps are explained below.

Dial
Dial out only. The port is dedicated to dialing out to deliver messages and to light message waiting lamps. It will not answer incoming calls.

Lamp
Lamp only. The port is dedicated to dialing out to light message waiting lamps exclusively. It will not answer incoming calls.

A/D
Answer/Dial out. This port will answer incoming calls. When the port is not answering an incoming call, it will dial out to deliver messages and to light message waiting lamps.

A/L
Answer/Light Lamps. The port will answer incoming calls. When the port is not answering an incoming call, it will dial out only to light subscribers' message waiting lamps.

A full explanation of all port status options is given in the *Port Applications* topic.

Using a Message Waiting Ring

If your Comdial telephone system does not provide message waiting lamps or another type of message waiting indicator, you can set up the voice mail system to notify callers with a **message waiting ring** when a new message is waiting. With a message waiting ring, the system dials an extension then hangs up, with enough of a pause so that the extension issues a single, short ring.

To do this, add a comma and **Q** to the subscriber's extension number in a message delivery telephone number field on the subscriber's Personal Directory page (for example, **X,Q**).

Using a Pager or Beeper

In addition to lighting a message waiting lamp on the subscriber's extension, the system can also dial out to a pager or beeper to notify a subscriber when a new message is waiting. This is handled through the system's message delivery feature and is discussed in the *Message Delivery* topic.

For related information, see:
- *Messages*
- *Message Delivery*
- *Message Notification*

- *Message Playback*
- *Port Applications*
- *Subscribers*
- *Switch Setup*

Numeric Access

Your voice mail system is flexible enough to allow subscribers to leave messages for subscribers, guests, and message groups by pressing either numbers or letters. This topic describes how a system is set up for numeric access.

> **NOTE:** The voice mail system's telephone keypad map may be set to a Numbers Only keypad. Such a system should use numeric access exclusively. For more information, see the topic *Keypad Maps*.

Setting Up the System for Numeric Access

There are three areas of the system that are affected if you want the system to use numeric access:

- **Access to subscribers and guests**
  The **Access** field on subscribers' Personal Directory pages should have the **E** access code. With the **E** access code, the system asks the subscriber for an extension number to leave messages for other subscribers or guests. You can also set numeric access as the default for new subscribers added to the system by adding **E** to the **Access** field on the QuickStart Application Screen, Page 5.

- **Access to message groups**
  Set up a special System ID for numbered message groups. Subscribers press this special System ID before they leave a message for a numbered message group. Set this ID at the QuickStart Application Screen, Page 6 on Line 59, in the field labeled **ID for Num Groups**. See *Setting Up a Special System ID for Groups* later in this topic for details.

  Make sure the first three characters of each message group's name are numbers. A message group's name is displayed in the upper left corner of the Groups Screen. To leave a message for a message group, subscribers press these three numbers. The group's number should also be in the group's recorded name (for example, *"Group 234: Sales Department"*). See the topic *Message Groups* for details.

- **Provide numeric directory assistance**
  Numeric directory assistance allows outside callers to find a subscriber's extension number without spelling the person's name. See the topic *Directory Assistance* for details. (You can use numeric directory assistance even on systems that do not use numeric access.)

Leaving Messages by Number

Here is a comparison of the conversation for numeric access and the conversation for lettered access:

Numeric Access (Using the E Access Code and 77 for the special System ID)	Lettered Access (No E Access Code)
"Would you like to leave any messages?" *"Please enter the extension number or 77 for groups."* If the subscriber presses 7 7, the system continues with: *"Please enter the three-digit group number."*	*"Would you like to leave any messages?"* *"Please enter the first three letters of the person's last name..."*

With numeric access, you can leave messages for subscribers, guests, and message groups by number. To leave a message for a subscriber by number, enter the subscriber's Extension # ID. To leave a message for a guest by number, enter the guest's Personal ID. To leave a message for a message group, first press the special System ID for numbered groups. Then, press the three-digit number for the group you want.

NOTE: You can use your system's wildcard character to select a numbered message group. For example, if the wildcard character is 1, press 511 to list all message groups starting with the number 5. Or, press 111 to list all message groups you can send a message to.

Switching between Using Numbers and Using Letters

If your system uses a lettered keypad map, you can switch from leaving messages by number to leaving messages by letter (and back again) during the message playback conversation. While the system is asking, *"Please enter the extension number or <System ID> for groups ..."*, press # #. The system immediately asks you for letters:

"Please enter the first three letters of the person's last iiame..." [PH_Dir_PleasePressLetters]

To switch back to numeric access, press # # again *during* this prompt. Once you switch to lettered access, the system continues using lettered access until you switch back or hang up.

Setting Up a Special System ID for Numbered Groups

With numeric access, message groups have numbers instead of spelled group names. Subscribers send a message to a numbered group by first pressing a special System ID for numbered groups, followed by the group number. This way, the system does not confuse Extension # IDs with message group numbers.

Message group numbers do not have to be unique, while all System IDs must be unique.

You set the System ID for numbered groups in the **ID for Num Groups** field on the QuickStart Application Screen, Page 6 (Figure 61).

```
              Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs    Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left

56. Blank PC screen? Yes      Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:            Monthly:
58. Startup:                          Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups: 77
                            ------- Public Fax Box -------
  Fax ID: $FAXBOX         Transfer? No              Alt Action: Operator
  Voice name: 0:02        Await-Ans-->4  Rings
                          Holding? No                Announce: Always
```

Figure 61: The ID for Num Groups field, QuickStart Application Screen, Page 6

The ID for numbered groups is a System ID, and must be unique. When choosing this special ID, follow these guidelines:

■ Choose a short number. Short numbers are easier to remember, and make the conversation flow better.

■ Keep in mind that the ID you choose will prevent you from using a range of other System IDs. For example, using **77** for the special System ID makes the ranges 770-779 and 7700-7799 unavailable.

For related information, see:
■ *Directory Assistance*
■ *Keypad Maps*
■ *Message Groups*
■ *Subscribers*

Opening Line

The Opening Line is the system's greeting for outside callers. Like other parts of the system conversation, the Opening Line is composed of phrases and prompts. Each **phrase** is a set of instructions that tells the system which prompt (or prompts) to play at a given point in the conversation. Each **prompt** is an actual recording the system plays.

Here is a sample Opening Line:

"Hello, ExecuMail Messaging System. If you are calling from a touchtone phone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory. Otherwise, please stay on the line and an operator will be right with you."

[PH_Open_HelloThisIsThe]

[PH_Open_IfYouKnowExtension]

Since this greeting is often the first contact people have with your organization, you may want to customize the Opening Line to announce your organization's name and greet callers in the organization's own "official voice".

The Opening Line Prompts

Unlike other parts of the system conversation, the prompts used in the Opening Line phrases are **not** used in any other system phrase. You can re-record these prompts without affecting any other phrases in the system. These special, unique prompts are stored in voice fields on Lines 10, 11, and 12 of the QuickStart Application Screen, Page 2 (Figure 62).

QUICKSTART APPLICATION		Page 2 of 6							
	All Ports Day Nt		Port 1 Day Nt		Port 2 Day Nt		Port 3 Day Nt		Port 4 Day Nt
10. Intro (Hello, this is...):	QP	<-	<-	<-	<-	<-	<-	<-	<-	<-
11. Action (Enter ext number):	QP	<-	<-	<-	<-	<-	<-	<-	<-	<-
12. Otherwise (Hold for oper):	QP	:5	<-	<-	<-	<-	<-	<-	<-	<-
13. System ID if no TTs:	0	$PM								
14. Port Status:			Ans		Ans		Ans		A/D	
15. Rings to answer (0=>pool):			0		0		0		0	
16. Day/Night Schedule (1..4):			1		1		1		1	
17. Special Port Options:										

Figure 62: Opening Line prompts

To access this screen, sign in at the system console. You'll see the QuickStart Application Screen, Page 1. Press [PgDn] to move to Page 2.

The **Intro** prompt (Line 10) answers the call, announcing the organization's name. This prompt is played only once per call, when the system first answers.

The **Action** prompt (Line 11) tells callers what they can do to reach their intended extension or department. For example, the **Action** prompt can direct callers to:

■ Automatic directory assistance
■ Numeric directory assistance
■ The Public Fax Box
■ A voice detect box
■ A transaction box

When a caller presses the pound key (#) to restart a call, the system begins again at the Action prompt (not the Intro prompt).

The **Otherwise** prompt (Line 12) reassures callers that the system will help them if they need human assistance or don't have a touchtone phone. Because human assistance may not be available 24 hours a day, the system provides separate Day Mode and Night Mode **Otherwise** prompts. Callers who don't have touchtone phones can be routed to a voice detect box, which allows them to respond to prompts by saying "Yes" or remaining silent. If using voice detect, you should delete the **Otherwise** prompt. For details, see the topic *Voice Detect*.

Although the Opening Line is composed of three separate prompts, callers hear the prompts as if they were a single greeting. For the exact wording of the original system Opening Line prompts, see the guide: *Changing the System Conversation*.

Port-Specific and Day/Night Opening Line Prompts

You can record different **Intro**, **Action**, or **Otherwise** prompts by port for both Day Mode and Night Mode (Figure 63). This structure gives you added flexibility for special applications such as dedicating one port as a public information line, sharing a voice mail system between two organizations, or localizing services in several languages.

QUICKSTART APPLICATION	All Ports Day Nt	Port 1 Day Nt	Port 2 Day Nt	Port 3 Day Nt	Port 4 Day Nt
10. Intro (Hello, this is...):	QP <-	<- <-	<- <-	<- <-	<- <-
11. Action (Enter ext number):	QP <-	<- <-	<- <-	<- <-	<- <-
12. Otherwise (Hold for oper):	QP :5	<- <-	<- <-	<- <-	<- <-
13. System ID if no TTs:	0 $PM				
14. Port Status:		Ans	Ans	Ans	A/D
15. Rings to answer (0=>pool):		0	0	0	0
16. Day/Night Schedule (1..4):		1	1	1	1
17. Special Port Options:					

Figure 63: The Opening Line for port-specific and Day/Night prompts

The **All Ports Day/Nt** pair of columns contains the voice fields for the Opening Line prompts you want the system to play **on all ports** (except for those that have a port-specific recording).

Each **Port** *n* **Day/Nt** pair of columns contains the voice fields for Opening Line prompts you want the system to play **for that specific port only**. For example, you could record Spanish prompts in the **Port 4 Day/Nt** columns and publish a separate telephone number for that port. Only the callers calling port 4 would hear the Spanish prompts.

If a voice field contains a recording, that field displays a number. The number represents how many seconds the recording lasts. Prompts lasting longer than 9 seconds are indicated by **>9**.

NOTE: A voice field may contain the letters **QP**, which means the recording is indexed for "Quick Play", a feature that speeds the system's conversation. (Quick Play is discussed later in this topic.) On the QuickStart Application Screen, Page 2, **only** the recordings in the **All Ports Day** voice field may be indexed in Quick Play. The recordings in the **All Ports Nt** and the **Port** *n* **Day/Nt** voice fields cannot be indexed for Quick Play.

If a voice field does **not** contain a recording, that field displays a left arrow (**<-**). If there is an arrow in the **All Ports Nt** column, the system plays the **All Ports Day** prompt.

When Opening Line prompts are recorded in columns other than **All Ports Day**, the system decides which prompt to play based on the following priority:

Prompt Priority in Day Mode	Prompt Priority in Night Mode
1st: **Port** *n* **Day** prompt	**1st:** **Port** *n* **Nt** prompt
2nd: **All Ports Day** prompt	**2nd:** **Port** *n* **Day** prompt
	3rd: **All Ports Nt** prompt
	4th: **All Ports Day** prompt

Figure 64: Prompt priorities in Day Mode and Night Mode

During Day Mode, the system plays the **Port** *n* **Day** prompt. If there is **no** prompt recorded in that voice field, the system plays the All Ports Day prompt.

During Night Mode, the system plays the **Port** *n* **Nt** prompt. If there is **no** prompt recorded in that voice field, the system plays that specific port's **Day** prompt. If there is **no** prompt recorded there, the system plays the **All Ports Nt** prompt. If there is **no** prompt recorded there, the system plays the **All Ports Day** prompt.

NOTE: The left arrow (**<-**) indicates that the system uses the prompt in the **All Ports Day** or **All Ports Nt** field, and **not** the previous port's prompt. If you want several, *but not all*, ports to play the same prompt, copy the desired prompt to the voice field for **each** of the desired ports. For details on copying a prompt, see the topic *Recording Voice Fields*.

Re-Recording Opening Line Prompts

Each Opening Line prompt is recorded in a voice field on the QuickStart Application Screen, Page 2. For details on how to re-record the Opening Line prompts, see the topic *Recording Voice Fields*.

Storing Opening Line Prompts

The system stores the Opening Line prompts in separate DOS sound files in the Opening Line prompt set's subdirectory (OP).

When an Opening Line prompt is recorded in a column other than the **All Ports Day** column, it keeps the same filename as the prompt stored in the **All Ports Day** column, but changes the extension. The filename extension first indicates whether the prompt is played in Day Mode (A for AM) or Night Mode (P for PM). Next the filename extension indicates the number of the port (1, 2, 3, and so on) which plays the prompt.

For example, the **Otherwise All Ports Day** prompt is stored with the filename OP003 (Opening Line prompt set, prompt number 3). The **Otherwise** prompt in the **Port 2 Day** column is named OP003.A2, and the **Otherwise** prompt in the **Port 2 Nt** column is named OP003.P2.

Original Opening Line Prompts

Unless you make recording changes, the following voice fields contain the original Opening Line prompts shipped with the system:

Original Opening Line Prompt	Voice Field Location
Intro (Day and Night prompts)	**All Ports Day** column
Action (Day and Night prompts)	**All Ports Day** column
Otherwise (Day prompt)	**All Ports Day** column
Otherwise (Night prompt)	**All Ports Nt** column

Entering Touchtones during the Opening Line

The system is listening for touchtones during all three Opening Line prompts. If a caller enters a valid System ID, the caller is routed to the appropriate subscriber, directory assistance, transaction box, interview box, directory menu, or directory group with that ID.

If a caller enters a valid Personal ID, the caller is routed to his or her mailbox.

If the caller does not press any touchtones, the call is automatically routed to the System ID entered in the **System ID if no TTs** field on Line 13 of the QuickStart Application Screen, Page 2. This field typically has:

- The System ID of your Operator Box, if you want callers to speak to an operator when they are calling from a rotary phone or don't know which extension to enter.

- The System ID of a voice detect box, if you want callers to use the system's voice detect feature when they are calling from a rotary phone or don't know which extension to enter.

Using the Voice Detect Feature

You use the system's voice detect feature to handle callers who cannot enter touchtones. These callers are routed to a voice detect transaction box, which allows them to respond to prompts by saying "Yes" or remaining silent. Using Voice Detect changes the Opening Line structure. For details, see the topic *Voice Detect*.

Quick Play

Whenever you re-record new prompts for the Opening Line, you will want those prompts to be played from Quick Play rather than from the system's hard disk. For more information on how to include these prompts in the Quick Play feature, see the topic *Quick Play*.

NOTE: On the QuickStart Application Screen, Page 2, **only** the recordings in the **All Ports Day** voice field may be indexed in Quick Play. The recordings in the **All Ports Nt** and the **Port n Day/Nt** voice fields **cannot** be indexed for Quick Play.

For related information, see:
- *Directory Assistance*
- *Faxes & the Public Fax Box*
- *Operator Box*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Quick Play*
- *Recording Voice Fields*
- *Schedules*
- *Transaction Boxes*
- *Voice Detect*

See also:
- *The Changing the System Conversation Guide*

Operator Box

No automated attendant product can completely replace a human operator. ExecuMail provides a specialized transaction box, called the Operator Box, for handling calls that go to the operator.

Use the Operator Box to define the operator's extension, call transfer settings, greetings, and the actions the system should take when the operator is unavailable. You can decide how you want the system to handle callers after hours. You can also create multiple operators, one for each port, by setting up a new transaction box for each operator.

This topic describes how to customize the Operator Box for your application. The Operator Box is on the QuickStart Application Screen, Page 3 (Figure 65). With a few differences, the Operator Box is essentially a transaction box for your operator. Most of the Operator Box's features are described in detail in the *Transaction Boxes* topic.

```
         Q U I C K S T A R T   A P P L I C A T I O N       Page 3 of 6
20.    Set up System Operator
     System ID: 0                      Voice name: 0:01

                              ┌>Greeting ──┬─>Action ──────────────
     Day?   Yes-->,0          »Day:   0:10 │ Day:  GotoID-->$PM
     Nite?  No                  Nite: 0:08 │ Nite: GotoID-->$PM

     Await-Ans-->4  Rings       Alt:  0:08 │ Max-msg:    90 sec
     Intro: 0:02    Holding? No            │ Edits OK? Yes
     Transfer Options :         Active: D/N│ Send Msg Urgent? No
                                           │ After Msg: Say-bye

 Alternate System IDs for Special Operators on each Port:

```

Figure 65: The Operator Box, QuickStart Application, Page 3

The Operator's System ID

The default System ID for the Operator Box is 0 (zero), but you can change it if you wish. Note that the Operator Box System ID may or may not be the same as the operator's actual telephone extension. The operator's actual telephone extension number is entered in the **Transfer** section's fields: **Day? Yes-->** and **Nite? Yes-->**.

If the caller does not press any touchtones while listening to the Opening Line, the system automatically dials the System ID entered on Line 13 of the QuickStart Application Screen, Page 2 (Figure 66).

```
▓▓▓▓▓▓▓▓▓ Q U I C K S T A R T   A P P L I C A T I O N ▓▓▓ Page 2 of 6 ▓
                           All Ports    Port 1    Port 2    Port 3    Port 4
                           Day Nt      Day Nt    Day Nt    Day Nt    Day Nt
    ───────────────────────┼────────────┼─────────┼─────────┼─────────┼────────
    10. Intro (Hello, this is...):  QP <-    <- <-   <- <-    <- <-    <- <-
    11. Action (Enter ext number):  QP <-    <- <-   <- <-    <- <-    <- <-
    12. Otherwise (Hold for oper):  QP :5    <- <-   <- <-    <- <-    <- <-
    13. System ID if no TTs:        0  $PM

    ───────────────────────┼────────────┼─────────┼─────────┼─────────┼────────
    14. Port Status:                         Ans       Ans       Ans      A/D
    15. Rings to answer (0=>pool):            0         0         0        0
    16. Day/Night Schedule (1..4):            1         1         1        1
    17. Special Port Options:
```

Figure 66: Route to the Operator Box if no touchtones are pressed during the Opening Line

Typically, you want the system to send these callers to the operator. To do this, enter the Operator Box's System ID on Line 13. Then, if a caller does not, or cannot, press any touchtones during the introductory prompts, the system will transfer the caller to the operator automatically.

In addition, if the caller presses the Operator Box's System ID (which is typically "0") while listening to the Opening Line, or at any other time when the system is listening for an ID, the system connects the caller to the operator.

The operator can also be accessed from a transaction box by setting the **Action** field of the transaction box to **Operator** or its equivalent: **GotoID-->0**.

Transfer-> Greeting-> Action

Once a caller has accessed the Operator Box, the box takes control of the call along the same *Transfer -> Greeting -> Action* sequence as a transaction box. This structure is fully documented in the *Transaction Boxes* topic. For convenience, it is summarized here.

```
▓▓▓▓▓▓▓▓▓ Q U I C K S T A R T   A P P L I C A T I O N ▓▓▓ Page 3 of 6 ▓
    20.   Set up System Operator
        System ID: 0                        Voice name: 0:01

    ─────────────────────────>Greeting ──────>Action ──────────────────
        Day?   Yes-->,0       »Day:   0:10    Day:  GotoID-->$PM
        Nite?  No             Nite:   0:08    Nite: GotoID-->$PM

        Await-Ans-->4  Rings   Alt:   0:08    Max-msg:    90 sec
        Intro: 0:02    Holding? No             Edits OK? Yes
        Transfer Options :     Active: D/N     Send Msg Urgent? No
                                               After Msg: Say-bye
    ──────────────────────────────────────────────────────────────────
      Alternate System IDs for Special Operators on each Port:
```

Figure 67: The Operator Box, QuickStart Application, Page 3

Transfer

For your daytime business hours, you would typically set daytime transfer to "Yes" and enter your operator's actual telephone extension number after the arrow. The system would then attempt to connect a caller directly to your operator. For nighttime hours, you would typically set nighttime transfer to "No" and then record a **Nite** greeting explaining that the caller has reached your office after normal business hours.

The following call transfer type options apply only if call transfer is set to Yes:

Release [`Release`]
This is the best call transfer type to use for transferring calls to the operator. Calls appear at the operator console as direct trunk calls. However, the operator's console must support automatic camp-on of multiple calls transferred to it.

Await Answer [`Await-Ans`]
This call transfer type is used when the operator console cannot support automatic camp-on of multiple calls. If your operator doesn't answer a call routed through ExecuMail after the designated number of rings, ExecuMail plays the Operator Box's greeting and performs the designated action. The possible actions you may select are explained later in this topic. Set the number of rings the system should wait to 7 or 8 rings.

Wait for Ringback [`Wait-Ring`]
When the call transfer type is Wait for Ringback, the voice mail system puts the caller on hold and dials the operator's extension. If the extension rings the number of times specified in the **Rings** field, the voice mail system releases the call to the Comdial telephone system.

If the operator's extension answers while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the operator's greeting and takes the specified action.

Rings
Applies for the call transfer types Await Answer and Wait for Ringback only. This field indicates the number of times ExecuMail should ring the operator's extension before taking the next step in the *Transfer -> Greeting -> Action* structure.

Intro
This is a voice field containing a short recording which the system plays to the caller before attempting to transfer the call to the operator. The default Intro recording is *"I'll transfer you now."* You may re-record it if you wish, as explained in the topic *Recording Voice Fields*.

Holding?
When this field is set to Yes, the caller may press a touchtone to hold for the operator when the operator's line is busy. When this field is set to **Vox**, the caller may say "Yes" to hold for the operator. When this field is set to **No**, call holding is turned off. Call holding is only available with the Await Answer and Wait for Ringback call transfer types. For more information, see the topic on *Call Holding*.

Transfer Options
This field controls how calls are transferred to the operator. The call transfer options (except for **D** Dialtone Detection) can only be used if the call transfer type is Await Answer. The possible options are:

A   [Announce]

The operator hears a beep before being connected to the caller.

C   [Confirm]

Before a call is transferred, the operator can choose whether to take the call. If the call is refused, the system returns to the caller to play the operator's greeting and then takes an action.

D   [Dialtone Detection]

The voice mail system checks for dialtone before the call is transferred to the operator. Use this transfer option if the Comdial telephone system does not provide disconnect signaling. For this transfer option to work, you must also use the **DT** integration option. See the *Switch Setup* topic for details.

I   [Introduce]

The operator hears *"Call for <the Operator Box>"* before being connected to the caller.

M   [Message Screen]

Callers are asked to record their name. Before the call is transferred, the operator hears *"Call from <recorded name>."* If the caller leaves a message instead, the recorded name is added to the start of the message. Even if the caller doesn't leave a message, the subscriber still receives the recorded name as a message box message. Do not use with the **S** call transfer option.

S   [Screen]

Callers are asked to record their name. Before the call is transferred, the subscriber hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

> **NOTE:** We do not recommend using the Introduce, Screen, Message Screen, or Confirm transfer options for the operator.

Dialtone Detection

If the Comdial telephone system does not provide disconnect signaling, be sure to use the Dialtone Detection (**D**) transfer option for the Operator Box, and turn on dialtone detection in the **Integration Options** field on the Switch Setup Screen, Page 1. The **D** transfer option helps reduce the number of "hang-up" calls transferred to the operator.

With the **D** transfer option, the voice mail system listens for dialtone before transferring a call to the operator. If it hears dialtone, it assumes the caller hung up during the Opening Line, and doesn't transfer the call. Instead, the voice mail system clears the port, and gets ready to answer the next incoming call.

For more details on dialtone detection, see the topic *Switch Setup*.

Greeting

The Operator Box greetings are stored in the **Greeting** section of the screen. If a transfer to the operator's telephone extension is not successful, the system plays the active greeting, and then takes the designated action.

The Operator Box greetings can only be re-recorded by the system manager at the console. The Operator Box's greetings can not be recorded by phone.

The greeting does not have to be an actual "greeting". It can be any message or announcement you wish. However, the greeting should be consistent with whatever action will be taken after the greeting. The possible actions you may select are described later in this topic.

Greeting Day/Nite/Alternate
These voice fields store the Operator Box's greetings. The Operator Box can have 3 separate recorded greetings. The fields display how many seconds the greetings last.

Active
This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the schedule is currently in). **Alt** means the alternate greeting is currently active. You set which greeting is active by changing the value in this field.

The system plays the Operator Box greeting to a caller in these situations:

■ **Transfer? No**

■ **Transfer? Yes**
   Await-Ans-->7 rings
   No answer by the operator after 7 rings

■ **Transfer? Yes**
   Await-Ans-->7 rings
   Holding? No
   -OR-
   Transfer? Yes
   Wait-Ring-->7 rings
   Holding? No
   The operator's line is busy.

■ **Transfer? Yes**
   Await-Ans-->7 rings
   Holding? Yes or **Vox**
   -OR-
   Transfer? Yes
   Wait-Ring-->7 rings
   Holding? Yes or **Vox**
   The operator's line is busy. The caller goes to the holding queue, then the caller chooses to leave a message.

Default Greetings

The Operator Box has the following default day greeting:

"I'm sorry. The operator is currently unavailable. To try again, press zero. Otherwise, please answer the following questions, and I'll make sure your message gets attention."

It has the following default night greeting:

"You've reached our office after hours. No operator is on duty now. You may leave a message by answering the following questions, and I'll make sure your message gets attention."

It has the following default alternate greeting:

"No operator is on duty now. You may leave a message by answering the following questions, and I'll make sure your message gets attention."

Action

If the caller does not press any touchtones during the operator's greeting, the system takes the action specified in the **Action** section of the screen. The actions for the Operator Box are the same as for a transaction box.

The possible actions are:

G   [Go to System ID]
The system routes the call to another System ID. You must type a valid System ID directly to the right of the `GotoID-->` arrow. (For example, `GotoID--> $PM` routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
Do not use for the Operator Box.

R   [Restart]
The system returns the call to the Action prompt of the Opening Line. Be careful not to create a closed loop, in which the caller is routed back to the Opening Line, then again to the Operator Box.

S   [Say Goodbye]
The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

T   [Take a Message]
The system says, *"If you'd like to leave a message, I'll record it now,"* then takes a message for the Operator Box.

Unlike messages left for subscribers or left in a transaction box, messages left in the Operator Box are **public messages**. This is because most callers will reach this message box as a "last resort", after having attempted to reach the operator for assistance. All subscribers with public message access can retrieve an Operator Box message in the same way that they can retrieve a message left in

the Public Interview Box. You can restrict a subscriber from getting public messages by placing a **P** in the **Access** field on that subscriber's Personal Directory page. See the topic *Public Interview Box & Public Messages* for details.

> **NOTE:** Be sure you have at least one subscriber who does **not** have the **P** access code, so that someone will receive public messages. Otherwise, these messages can go unnoticed and fill up your disk space.

To send private messages to the receptionist/operator, set up a separate Personal Directory page for that person as you would for a regular subscriber. Use this private message box for the operator's personal messages, and reserve the Operator Box's message taking for messages intended for anyone who fills the operator/receptionist role.

The default action for the Operator Box is **GotoID-->$PM**, where **$PM** is the default System ID for the Public Interview Box. This means that when the operator is unavailable, the system routes the caller to the Public Interview Box after it plays the greeting. For more information, see the topic *Public Interview Box & Public Messages*.

Max-msg
Applies only if the Action is **Take-msg**. This sets the maximum length in seconds an outside caller's message can last. The maximum value is 9999 seconds (2 hrs, 46 min).

Send Msg Urgent?
Applies only if the Action is **Take-msg**. This field controls whether outside callers are asked to leave urgent messages. If this field is set to **Yes**, every message from an outside caller is marked urgent. If this field is set to **Ask**, the system asks an outside caller whether to mark the message urgent. If this field is set to **No**, outside callers cannot leave urgent messages.

Edits OK?
Applies only if the Action is **Take-msg**. This field controls whether outside callers hear this after leaving a message:

"Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it."   [PH_Box_FirstEditMenu]

After Msg
Applies only if the Action is **Take-msg**. This field controls whether the system takes another action after recording a message from the caller. Use any of the actions, **except** Take a Message. The possible actions are:

G   [Go to System ID]
The system routes the call to another System ID. You must type a valid System ID directly to the right of the **GotoID-->** arrow. (For example, **GotoID--> $PM** routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
Do not use for the Operator Box.

R   [Restart]

The system returns the call to the Action prompt of the Opening Line. Be careful not to create a closed loop, in which the caller is routed back to the Opening Line, then again to the Operator Box.

S   [Say Goodbye]

The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

> **NOTE:** Setting the **Action** in the Operator Box to **G**, **O**, or **R** can trap the caller in an infinite loop to the Operator Box.

Multiple Operators

The section of the screen labeled **Alternate System IDs for Special Operators on each Port** allows you to use multiple operators. Callers pressing 0 can be routed to a different operator depending on which system port the call came in on. This feature can be used to support multilingual Comdial telephone systems, systems shared by two businesses or organizations, or other special applications.

To implement multiple operators, you must first set up a transaction box for each alternate operator. (See the topic *Transaction Boxes* for instructions on adding a transaction box.) Then enter the System ID for each transaction box and the port assigned to that ID in the **Alternate System ID** field on the Operator Box.

All alternate System IDs are entered in one long field. The format for each ID is:

    P=n

Where **P** is the number of the port assigned to a particular operator transaction box, and **n** is the System ID of the transaction box to be used. You can assign more than one port to the same alternate operator transaction box. For example, typing these System IDs in the **Alternate System IDs** field:

    1=131 2=132 3-4=135

makes Port 1 use the alternate operator System ID 131, Port 2 use 132, and Ports 3 and 4 both use the alternate operator System ID 135.

A caller coming in on Port 2 who entered no touchtones would be routed to the alternate operator with System ID 132. A caller coming in on Port 2 who dials 0, or whatever the system's Operator Box ID is, would also be transferred to the alternate operator System ID 132. If you enter the alternate operator System IDs in this section, you do not have to enter them on Line 13 of the QuickStart Application Screen, Page 2.

For related information, see:

- *Applications*
- *Call Holding*
- *Call Transfer & Call Screening*
- *Opening Line*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Recording Voice Fields*

- *Subscribers*
- *Switch Setup*
- *System IDs*
- *System Manager*
- *Transaction Boxes*

Paging

The effectiveness of a voice mail system depends upon the prompt delivery of messages. One of the ways ExecuMail can contact subscribers to deliver their messages is by pager. (For details on other methods of delivering messages, see the topics *Message Delivery* and *Message Notification*.)

These message delivery pages can be made at regular intervals, as soon as each new message is received, or while a caller is holding for an answer. A subscriber can even connect to the caller who has paged and is holding, by using the Tracker Paging System in conjunction with ExecuMail and a system telephone.

This topic describes how to activate, control, and use message delivery through paging. For details on paging with the Tracker Paging System, see below. For details on paging without the Tracker Paging System, see page 143.

Paging with the Tracker Paging System

The Tracker Paging System consists of a Tracker base station interfaced through a DSU digital telephone system or a DXP digital communications system to communicate with Tracker pagers (personal pocket pagers) associated with the telephone stations. This paging option gives callers the capability to page ExecuMail subscribers.

You can configure ExecuMail version 6.4 or higher so that Tracker will page an ExecuMail subscriber whenever a caller leaves a voice mail message. As an added feature, you can configure ExecuMail so that callers dialing a code can remain on hold, while Tracker pages the subscriber. Then, using a system telephone, the subscriber can connect with the caller who paged for assistance.

Configuring the Paging Features

There are no physical connections between the ExecuMail system and the Tracker Paging System. With the DSU, you connect the Tracker base station to the RS-232-C data port A. With the DXP, you connect the Tracker base station to any available DXP RS-232 serial data port or to the PC attendant position.

> **NOTE:** Paging with Tracker requires ExecuMail version 6.4 or higher.

To program ExecuMail to use the Tracker Paging System for message notification:

1. At the Banner Screen, press [F2] to sign in to the ExecuMail system. Type the system manager Personal ID [←Enter].

2. Press [Ctrl]·[D] to go to the Personal Directory Screen.

3. Press [Ctrl]·[J] and type the subscriber's name or extension number to jump to the subscriber's Personal Directory page.

```
                  P E R S O N A L   D I R E C T O R Y          NAME SORT
          Name: Yale, Hugh
     Personal ID: 8228                   Voice name: 0:02
  Extension # ID: 228                    Hold/Archive msgs:    0 /2    days
          Access: PCB                    New Msgs:0  =0:00  Total:0  =0:00
  ┌>Transfer ──────────────┬─>Greeting ──┬─>Action ─────────────────────
  │ Transfer? Yes X         │»Std: 0:20   │ Take-msg
  │ Await-Ans-->4  Rings    │             │
  │ Screening? No  Holding? No│ Alt: 0:00 │ Max-msg:  90 sec  Edits OK? Yes
  ┌─Message Notification ───┘
  Lamp #: X                                Activate Lamps? No   On Now? No
  #1=,#01,228,Q   after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Each
  #2=             after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
  #3=             after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
  #4=             after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                   Ctrl-E for expanded options
```

Figure 68: Personal Directory page with DSU transfer code

4. In the **Message Notification** fields, type the appropriate transfer code.

   ■ For DSU, type: `,#01,<subscriber's extension number>,Q`
   ■ For DXP, type: `,*8,<subscriber's extension number>,Q`

   Set up the pager delivery schedule. For details, see the topic *Message Delivery.*

5. If you wish ExecuMail to allow callers to hold during the Tracker System page and possibly connect to the paged subscriber, follow the steps below.

To program ExecuMail to use the Tracker Paging System for pager hold and paged subscriber connection:

1. If you have not already programmed ExecuMail to use the Tracker Paging System to notify a subscriber of new messages, follow the steps above.

2. At the subscriber's Personal Directory page, press [Ctrl]·[E], then [↓] [←Enter] to see all the call transfer fields.

```
                  P E R S O N A L   D I R E C T O R Y          NAME SORT
          Name: Yale, Hugh
     Personal ID: 8228                   Voice name: 0:02
  Extension # ID: 228                    Hold/Archive msgs:    0 /2    days
  ═ E X P A N D E D   T R A N S F E R   O P T I O N S ═══  Press ESC to Exit ═
  ┌─>Transfer ──────────────┬─>Greeting ──┬─>Action ──────
  │ Transfer? Yes, X        │»Std: 0:20   │ Take-msg
  │ Await-Ans-->4  Rings    │             │
  │ Screening? No  Holding? No│ Alt: 0:00 │ Max-msg:  90 sec  Edits OK? Yes
  │»Transfer Options : A     │             │ Send Msg Urgent? No
  │ Screening Options:       │ Active: STD │ After Msg: Say-bye

     One key dialing: 1>         2>        3>$228     4>        5>
                      6>         7>        8>         9>        0>
```

Figure 69: Personal Directory page with expanded transfer options

3. Determine which number callers should dial to page the station user (for example, 3). Move the cursor to that number in the **One key dialing** field.

4. Type a non-dialable character, followed by the subscriber's extension number (for example, **$228**). This number must correspond exactly to the System ID # of the transaction box you will create in the following steps. This transaction box will be set up to send the paging command to the digital telephone system. The non-dialable character in the transaction box's System ID prevents callers from accessing the transaction box by accident.

5. Press Ctrl-T to go to the Transaction Directory Screen.

```
         T R A N S A C T I O N    D I R E C T O R Y          NAME SORT
      Name: Hugh Yale Pager           Transaction box of Yale, Hugh
  System ID: $228                     Voice name: 0:02
                                      Hold/Archive msgs: 0 /2 days
    Access PCB                        New Msgs: 0 =0:00  Total=0 =00
 ─>Transfer ──────────────┬─>Greeting ──┬─>Action ─────────────────
  Day?   Yes-->,#01,228,Q │ »Day:  0:01  │ Day:  Hangup

  Nite?  No               │ Nite: 0:01   │ Nite: Hangup

  Release-->4  Rings       │ Alt:  0:00   │ Max-msg:   90 sec
  Intro: 0:00    Holding? No│             │ Edits OK? Yes
  Transfer Options :        │ Active: D/N  │ Send Msg Urgent? No
                            │             │ After Msg: Say-bye
 ─────────────────────────────────────────────────────────────────
  One key dialing: 1>       2>       3>       4>       5>
                   6>       7>       8>       9>       0>
```

Figure 70: Transaction Directory screen

6. Press F8 to add a new transaction box. You must create a separate transaction box for each subscriber requiring paging. Either the system or the subscriber can own this transaction box.

7. Use the arrow keys to move the cursor to the **Name** field. Type the subscriber's name followed by the word "Pager" (for example, **Hugh Yale Pager**).

8. Move the cursor to the **System ID** field. Type the non-dialable System ID # you created in step 4 (for example, **$228**).

9. Move the cursor to the **Day?** field in the **Transfer** section of the screen. Type **Y** to allow transfers. Type the appropriate transfer code.

   ■ For DSU, type: **,#01,<subscriber's extension number>,Q**
   ■ For DXP, type: **,*8,<subscriber's extension number>,Q**

10. Move the cursor lower in the **Transfer** section of the screen. Set the transfer type to **Release**.

11. Move the cursor to the **Greeting** section of the screen. Program both the **Day** and **Nite** greetings for one second of silence, by copying the DOS silence file into these fields. For details, see the topic *Recording Voice Fields*.

12. Move the cursor to the **Action** section of the screen. Set the both the **Day** and **Nite** actions to **Hangup**.

13. Make sure subscribers using paging change their personal greetings to let callers know which code to press for pager holding.

Answering Pages

When a subscriber receives a page indicating that there is a new message, the subscriber can use any touchtone telephone to call his or her voice mailbox and receive messages.

If the pager message indicates that the caller is holding, the subscriber can use a system telephone to connect to the holding party by following the procedure below.

To connect to a holding caller:

1. Note the dialing code in the Tracker pager display.
2. Locate a system telephone.
3. Press the INTERCOM key, the # key, and the code shown in the pager display.
   - For DSU systems, the range of displayed codes is 91-99.
   - For DXP systems, the range of displayed codes is 800-899.
4. The system automatically connects the parties.

Paging without the Tracker Paging System

Without the Tracker Paging System, message notification is achieved through a message delivery number. Enter the pager number as one of the message delivery telephone numbers on the subscriber's Personal Directory page.

You can also enter other characters in the field that affect how the system dials the number. For example, you can use special dialing characters to instruct the system to pause, hookswitch flash, or hang up while dialing the number. For details, see the topic *Message Delivery*.

```
                    P E R S O N A L   D I R E C T O R Y            NAME SORT
          Name: Yale, Hugh
   Personal ID: 812312        SC           Voice name: 0:02
 Extension # ID: 12312                      Hold/Archive msgs:   0 /2   days
        Access: PCB                         New Msgs:0  =0:00  Total:0  =0:00
 ->Transfer ----------------------->Greeting ------->Action ----------------
  Transfer? No                      »Std: 0:00      Take-msg
  Await-Ans--->4  Rings
  Screening? No  Holding? No        Alt: 0:00       Max-msg:  90 sec  Edits OK? Yes
 -Message Notification -----------------------------------------------------
 Lamp #: X                                   Activate Lamps? No    On Now? No
 #1: X            after 0    min,  8:00am- 6:00pm MTWHF  5  rings 30  min,Each
 #2:              after 0    min,  6:00pm- 9:00pm MTWHF  4  Rings 60  min,Off
 #3: 555-1234,,   after 5    min, 12:00am-11:59pm MTWHFSU 4  Rings 30  min,Each
 #4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                    Ctrl-E for expanded options
```

Figure 71: Personal Directory Screen with message delivery to a pager

To display the voice mail system's telephone number on the pager display, enter the pager telephone number, followed by a few seconds of pause (using commas), then the voice mail system's telephone number (for example, **555-1234,,,555-5678**).

Note that ExecuMail refers to **Phone #3** as *"your pager phone"*. However, the system may use any of the delivery telephone numbers to call a pager; it does not have to use **Phone #3**.

Using the Special Characters for Pagers

Most pagers only need to be called in order to be activated. To set off these beepers, enter the pager's telephone number followed by a few commas for pauses and a "Q" (for example: **555-1234,,,Q**).

Other pagers require that you dial the number, wait for answer, and then dial the callback number. Contact Technical Support for details on how best to deliver messages to these types of pagers.

For related information, see:
- *Message Delivery*
- *Message Notification*
- *Recording Voice Fields*

Port Applications

Many companies have particular telephone lines dedicated to specific functions, such as customer support, sales, or general information. They want each of these telephone lines handled differently from the others. ExecuMail can handle calls coming in on different ports with completely different call routing and handling schemes. In this way, a single ExecuMail system can accommodate several businesses, several departments within a single business, and even answer calls in different languages.

All of these capabilities are available because the ExecuMail system's configuration can be defined on a port-by-port basis. How the system answers and routes a call can be programmed with port-specific parameters set on the QuickStart Application Screen and the Voice Prompt Editor Screen. This topic describes the ways in which the system can be customized for specialized applications on different ports.

Setting the Ports

In most applications, the voice mail system answers every incoming call the same way, regardless of which port the call comes in on. To program special port-specific settings, you use the QuickStart Application Screen, Page 2.

```
            Q U I C K S T A R T   A P P L I C A T I O N       Page 2 of 6
                              All Ports  Port 1    Port 2    Port 3    Port 4
                              Day  Nt    Day  Nt   Day  Nt   Day  Nt   Day  Nt

10. Intro (Hello, this is...):  QP   <-    <-   <-   <-   <-   <-   <-   <-   <-
11. Action (Enter ext number):  QP   <-    <-   <-   <-   <-   <-   <-   <-   <-
12. Otherwise (Hold for oper):  QP   :5    <-   <-   <-   <-   <-   <-   <-   <-
13. System ID if no TTs:        0    $PM

14. Port Status:                          Ans       Ans       Ans       A/D
15. Rings to answer (0=>pool):            0         0         0         0
16. Day/Night Schedule (1..4):            1         1         1         1
17. Special Port Options:
```

Figure 72: QuickStart Application Screen, Page 2 for a 4-port system

This screen is organized into columns, with each column representing one port. The top half of the screen shows which prompts are played on each port for the Intro, Action, and Otherwise prompts of the system's Opening Line. It also shows (in Line 13) where a call will be routed if the caller fails to press a touchtone during the Opening Line. The bottom half of the screen shows the port-specific options you can set for each port.

Displaying Additional Ports

Only ports 1 through 4 are displayed on the screen. If your system has more than 4 ports, press `Ctrl`-`PgDn` to view the next four ports' settings. If your system has more than 8 ports, pressing `Ctrl`-`PgDn` again will display ports 9 through 12, etc. Pressing `Ctrl`-`PgUp` a few times will take you back to ports 1 through 4.

Opening Line Options by Port

The top half of the screen controls how the system answers the calls coming in on each port. It is similar in layout to the Voice Prompt Editor screen. (See the *Recording Voice Fields* topic.) The first three lines (Lines 10-12) store the Opening Line prompts for your system. These are the first lines spoken to any caller when the system answers a call.

The last line in this section, labeled **13. System ID if no TTs**, controls where a call will be routed if the caller fails to press a touchtone during the Opening Line. (See the *Opening Line* topic.)

The port columns in the top half of the screen are each subdivided into Day and Night (**Day Nt**) columns. The Day and Night columns correspond to the system's Day Mode and Night Mode. Day Mode is typically the hours your office is open for business and Night Mode is when your office is closed. You define the hours and days the system is to operate in Day Mode in the **Schedules** fields on the QuickStart Application Screen, Page 4. Refer to the *Schedules* topic for details.

The **All Ports** column is the default configuration. The values that are entered into this column are used on all system ports, unless a different value is specified in any of the individual port columns.

You may record an alternative series of Opening Line prompts in any of the port columns, if you want to have calls coming in on that port answered differently (for example, in a different language). Follow the procedure outlined in the topic *Recording Voice Fields*. You may also specify in that port column a different routing for callers who fail to press a touchtone. All these changes can be set on a particular port for Day Mode only, Night Mode only, or for both Day and Night Modes.

Port Status Options

The bottom half of the screen has port-specific options that control how a port is to be used—for answering calls and/or dialing out, how many rings to wait before answering a call, which Day Mode schedule to use, and other special port options. These options are used by each port regardless of whether the system is in Day Mode or not.

Port Status

The **Port Status** field in Line 14 specifies whether the port is dedicated to answering incoming calls or dialing out calls for various purposes. You can vary the port status you assign to each port in your system to allow the system to efficiently handle the types of incoming and outgoing calls your application requires.

The port status codes are:

Ans
Answer only, no dial out. The port will not dial out to light message waiting lamps or deliver new messages.

A/D
Answer/Dial out. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to light message waiting lamps and to deliver new messages.

A/L
Answer/Light Lamps. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to light message waiting lamps. The port will **not** dial out to deliver messages.

A/M
Answer/Message Delivery. The port will answer incoming calls. When it is not answering an incoming call, the port will dial out to deliver new messages. The port will **not** dial out to light message waiting lamps.

Busy
Stay off-hook. Use for testing or to temporarily take a port off line.

Dial
Dial out only. The port is dedicated to dialing out to light message waiting lamps and to deliver new messages. It will not answer incoming calls.

Lamp
Light Lamps only. The port is dedicated to dialing out to light message waiting lamps exclusively. The port will **not** dial out to deliver new messages and will not answer incoming calls.

Msg
Message Delivery only. The port is dedicated to dialing out to deliver new messages exclusively. The port will **not** dial out to light message waiting lamps and will not answer incoming calls.

A typical application uses only two port status codes: Answer (**Ans**) and Answer/Dial (**A/D**). The answer/dial-out ports are used for lighting message waiting lamps and delivering messages. A general rule of thumb is to have one port out of every four ports set to answer or dial-out (**A/D**), with the rest set to answer only (**Ans**). By limiting the number of ports that can dial out, the system gives priority to answering incoming calls quickly.

However, if the system is not promptly notifying subscribers that they have new messages, it is likely that the incoming call load is too heavy for the system to get a chance to dial out and light message waiting lamps. If this is the case, you might want to assign answer/dial out status (**A/D**) to an additional port, or dedicate one port to Dial out only (**D**). The system must have *at least one* port available for dialing out in order to use message waiting lamps and to deliver new messages.

Here are four factors to consider when assigning the port status codes:

- A dialout port (**A/D** or **Dial**) used to call subscribers for message delivery can be tied up for long periods by subscribers listening to their delivered messages. If this port is also used for lighting message waiting lamps, this may delay dial-out calls to light or extinguish message waiting lamps, resulting in lamps remaining lit long after a message is heard or delays in lighting a lamp after a new message arrives.

- If the system answers calls on a port that is relied upon to dial out for delivering messages (**A/D**, **A/M**), the system's ability to dial out may be limited by incoming call traffic.

- If the system has several ports dedicated to dialing out for message waiting lamps or message delivery (**A/D**, **A/L**, **A/M**, **Dial**, **Lamp**, **Msg**), too few ports may be left available for incoming calls, since most or all of the ports will be busy dialing out. This can result in public callers or subscribers receiving busy signals when they try to call in.

It is best to give **A/D**, **A/L**, **A/M**, **Dial**, **Lamp**, or **Msg** status to the least busy port, which is typically the highest numbered port on a system (for example, port number 8 on an 8-port system). This allows incoming calls to naturally hunt for available ports.

The system has a built-in call collision prevention feature that is activated if you turn dialtone detection on. (See the topic *Switch Setup*.) If a call comes in on a port that is set to **A/D**, **A/L**, **A/M**, **Dial**, **Lamp** or **Msg** at the same time the port is attempting to dial out, the system gives priority to the incoming call and terminates the dial-out. (The dial out request is put back in the queue.)

In addition, if an **A/D**, **A/L** or **A/M** port is the only port not busy, the system will not initiate any dial-out calls until another port is freed up to answer incoming calls.

Rings to Answer

The **Rings to Answer** field on Line 15 stores the number of rings the system should wait before answering a particular port. In most cases you want the port to answer on the first ring (**Rings to Answer = 1**). This parameter applies to a port which has a port status of **Ans**, **A/D**, **A/L**, or **A/M**.

> **NOTE:** Because Comdial telephone systems do not support DIL hunt groups, enter 0 (zero) in the **Rings to Answer** field for pooled ringing. See the *Switch Setup* topic if you need more information on Pooled Ringing.

Day Mode Schedule for Port

Much of the system's interaction with an outside caller depends on whether the system is in Day Mode or Night Mode.

You may set a different schedule for each port on Line 16, **Day/Night Schedule (1..4)**. By default, the system uses only Schedule #1, unless you explicitly tell it to use a different schedule on a particular port. You may define up to four different Day Mode/Night Mode schedules for the system. See the *Schedules* topic for details on how to define schedules.

Except in special cases, most applications use only one schedule throughout the entire system. On the other hand, if two departments with different business hours share a call processing system, using different ports to answer each department's calls, you might want to assign different schedules to each port. In this case, you would define two different Day Mode schedules (Schedule #1 and Schedule #2) on QuickStart Application Screen, Page 4, then enter the number of the schedule that is to control each port on QuickStart Application Screen, Page 2 in the **Day/Night Schedule (1..4)** field.

Special Port Options

Comdial requires no special port options. Line 17 of the QuickStart Application Screen, Page 2 should remain blank.

For related information, see:
- *Applications*
- *Message Delivery*
- *Message Waiting Lamps*
- *Opening Line*
- *Public Interview Box & Public Messages*
- *Recording Voice Fields*
- *Schedules*
- *Switch Setup*
- *System IDs*

Public Interview Box & Public Messages

ExecuMail provides a special interview box in the Transaction Directory, called the Public Interview Box. Messages left in the Public Interview Box, Operator Box, or Public Fax Box are **public messages**, which are available to all subscribers with public message access. The system may also be set up to send a public message if a system error occurs.

Typically, the Public Interview Box is used to handle calls that are intended for the Operator but go unanswered. The Public Interview Box asks a caller for his or her name, telephone number and a brief message so that the call can be returned. The use of the Public Interview Box is not restricted to just this purpose, however.

```
            T R A N S A C T I O N   D I R E C T O R Y              ID SORT
       Name: Public Interview         Interview box of    Public Access
  System ID: $PM                      Voice name: 0:02

─── Question ── Reply ───┬── Question ── Reply ───┬── Question ── Reply ───
    1. 0:08   6   secs        9. 0:00   0   secs     17. 0:00    0   secs
    2. 0:02   9   secs       10. 0:00   0   secs     18. 0:00    0   secs
    3. 0:02   9   secs       11. 0:00   0   secs     19. 0:00    0   secs
    4. 0:02   9   secs       12. 0:00   0   secs     20. 0:00    0   secs
    5. 0:03   40  secs       13. 0:00   0   secs
    6. 0:03   0   secs       14. 0:00   0   secs
    7. 0:00   0   secs       15. 0:00   0   secs     Send Msg Urgent? No
    8. 0:00   0   secs       16. 0:00   0   secs     After: Say-bye
```

Figure 73: The Public Interview Box

Setting Up the Public Interview Box

You set up the Public Interview Box the same way as a regular interview box. Refer to the *Interview Box* topic if you need instructions.

Public Interview Box ID: $PM

The Public Interview Box comes with a default System ID of $PM. You can change the box's ID, but you cannot delete the Public Interview Box, nor add a new one. If you do change the box's System ID, make sure you also change all references to the old ID. (This System ID is typically used in the `GotoID-->` field on the system's Operator Box, and by the `System ID if no TTs` field on the QuickStart Application Screen, Page 2).

Default Questions

The questions listed below are recorded as defaults in the Public Interview Box.

Question	Max Reply Time
Who's calling please?	6
Whom are you trying to reach?	9
What's this in reference to?	9
At what number can you be reached?	9
What additional message would you like to leave?	40

Leaving a Message in the Public Interview Box

A caller routed to the Public Interview Box is asked the series of questions recorded in the box. If the caller does not finish speaking in the allotted reply time, the system goes on to the next question.

If the caller does not respond to the first question, the system repeats the first question. If the caller still does not respond, the system skips ahead to the **Action**. For example, if the action is Say-bye, the caller hears the following:

"If you need further assistance, press the pound key now. Thank you and goodbye."   [PH_Box_Goodbye]

If the caller responds to the first question, but fails to answer a later question, the system continues on with the next question in the series.

> **NOTE:** If dialtone detect is enabled, the system detects if the caller disconnects and stops the interview.

Deleting Public Interview Box Messages

You can delete all of the messages in the Public Interview Box.

> **NOTE:** You should delete Public Interview Box messages when there is little call traffic on the system. If the box has many messages, the system may not be able to answer calls for several minutes. If you must delete Public Interview Box messages while calls are coming in, forward all voice mail lines to the operator.

To delete all messages in the Public Interview Box:

1. Sign in at the system console. Press Ctrl-T to display the Transaction Directory.

2. Press PgDn (or use the Jump command) to display the Public Interview Box.

3. Press F7.

4. Press Enter to select **All Messages**.

5. Press Y to confirm.

Who May Listen to Public Messages?

Public Interview Box, Operator Box, and Public Fax Box messages are available to all subscribers who have public message access. The system may also send a public message if a system error occurs. Subscribers with public message access do **not** have the **P** access code in the **Access** field on their Personal Directory page. A **P** in the **Access** field means that the subscriber **cannot** access public messages.

Most sites want system managers and operators to have public message access. Usually these are the only subscribers who do **not** get the **P** access code (which stands for **No Public Messages**). Without the **P** access code, they can receive public messages. All other subscribers would get the **P** access code.

> **NOTE:** Be sure you have at least one subscriber who does **not** have the **P** access code, so that someone will receive public messages. Otherwise, these messages can go unnoticed and fill up disk space.

Messages from the Public Interview Box

Subscribers who have access to public messages hear any messages left in the Public Interview Box once they have checked all their other new messages.

As with other interview boxes, each set of responses to the Public Interview Box questions is stored as a single message. A beep is recorded between each response in the interview. You do not hear the original interview questions when you hear the replies. If a caller does not answer a question, you will hear two consecutive beeps, indicating no response.

If more than one subscriber has public message access, only the first subscriber to hear a public message will hear it as a *new* message. The message will be available to subsequent subscribers with public message access as an *old* message. If any subscriber deletes a public message after hearing it, it is deleted from the system and is not available to any other subscriber.

It is best to limit the number of people who can access public messages. This helps to ensure that important messages won't be inadvertently deleted. However, you should be sure you have at least one person, such as the receptionist, who receives all new public messages, and, if necessary, can redirect the messages to the appropriate subscribers. If you delete the only subscriber who has public message access, make sure you remove the **P** access code from another subscriber so that person can receive public messages.

Preserving a Public Message

Instead of redirecting a public message to a specific subscriber, you can also keep a public message as a *new* message that can be heard by other subscribers with public message access. To do this, the first subscriber to hear the message must press the star (*) touchtone, either while listening to the message or during the message's time and date announcement.

Whenever any subscriber hears an *old* public message, that subscriber must archive it, if he or she wants to keep the message as an old message for other

subscribers with public message access. If an old public message is listened to and not archived, it is immediately deleted from the system.

Message Notification for Public Messages

System managers and operators may not want the system to call them or light their message waiting lamps if the only messages they have waiting are public messages. You can add the **C** access code to the **Access** field of their Personal Directory pages to have the system light their message waiting lamps only when they have new messages specifically addressed to them.

Public Message Parameters

Line 51 on the QuickStart Application Screen, Page 6 has parameters that relate to the Public Interview Box (Figure 74).

```
                QUICKSTART   APPLICATION            Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00   Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left

56. Blank PC screen? Yes       Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:              Monthly:
58. Startup:                        Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
                          ------ Public Fax Box ------
  Fax ID: $FAXBOX        Transfer? No              Alt Action: Operator
  Voice name: 0:02       Await-Ans-->4  Rings
                         Holding? No               Announce: Always
```

Figure 74: QuickStart Application Screen, Page 6, with public message parameters

Public Hold/Archive msgs
This pair of fields indicates how many days to keep old public messages (**Hold**) and how many days to keep archived public messages (**Archive**). The value of zero (0) for **Hold** means that an old public message is deleted at midnight on the day it was first heard. The value of **2** for **Archive** means that if an archived public message is deleted two days after it was last saved. Each time an old public message is heard, it must be explicitly saved again or it will be deleted.

New Msgs: 0=0:00   Total: 0=0:00
These are display-only fields showing the number of public messages on the system. The first number in the **New Msgs** field is the number of *new* public messages followed by the total length of these new messages in hours:minutes. The first number in the **Total** field is the number of *new and old* public messages stored on the system, followed by the total length of these public messages in hours and minutes.

For related information, see:
- *Interview Boxes*
- *Messages*
- *Message Playback*
- *Opening Line*
- *Operator Box*
- *Port Applications*
- *Recording Voice Fields*
- *Subscribers*

Quick Play

The voice mail system uses a special feature called **Quick Play** to speed its conversation. With Quick Play, the system indexes commonly-used prompts and copies them to a single file each time the system is turned on or restarted. The system looks in this special file to play the prompts as needed, without having to search the hard disk for individual prompt files.

This topic explains how Quick Play works, including:

- Changing which prompts are used for Quick Play
- Making your own Quick Play file
- Turning off Quick Play

> **NOTE:** Any system can use Quick Play, as long as there is enough storage space on the hard disk.

The AVPRMPT File

Each time the system is turned on or restarted, it reads a special configuration file, stored in the system's prompt subdirectory. This special file keeps track of the system's prompts, and controls whether the system looks for prompts individually on the hard disk, or in the Quick Play file.

This file, called AVPRMPT, has a different file extension and subdirectory location, depending on the language the system uses. Refer to the table below to find out the extension and subdirectory for the AVPRMPT file used by your system.

Language	Prompt Subdirectory & Filename
United States English	\PROMPT\US\AVPRMPT.US
United Kingdom English	\PROMPT\UK\AVPRMPT.UK
Australian English	\PROMPT\AU\AVPRMPT.AU

> **NOTE:** The \PROMPT subdirectory is always stored in the directory where the voice mail software is installed (C:\VMAIL\PROMPT\US\AVPRMPT.US, for example).

The AVPRMPT file is divided into sections that list the prompts in each prompt set. Each section contains a command (QP=) that defines which prompts in the prompt set should be used for Quick Play. Figure 75 shows the first few lines of an AVPRMPT file.

```
[SYSTEM]
OpeningLineSet=OP

[DT]
SetName=DT-Date & Time
QP=20-34
DisplayAtConsole=Yes
PromptMax=42
1=Monday (trailing)
2=Tuesday (trailing)
3=Wednesday (trailing)
4=Thursday (trailing)
5=Friday (trailing)
6=Saturday (trailing)
7=Sunday (trailing)
```

Figure 75: Example of AVPRMPT file for United States English

Each time the system is restarted, the system reads the AVPRMPT file, and copies each Quick Play prompt into another file called QP.IDX (the Quick Play index). Then, instead of searching through the hard disk each time it needs to play a Quick Play prompt, the system plays it directly from the QP.IDX file. This significantly speeds the flow of the conversation.

> **NOTE:** Only prompts recorded as **Day** prompts for **All Ports** are listed in the AVPRMPT file. Therefore, only the **Day** prompts for **All Ports** may be indexed as Quick Play prompts.

Each prompt in the prompt set is listed by prompt number, followed by a brief description. In the example in Figure 75, the first prompt says *"Monday"* with a trailing emphasis at the end of the word. The description following the prompt number appears on the Voice Prompt Editor Screen, in the **Description** column. Each description is limited to 255 characters.

> **NOTE:** If you edit the description of a prompt in the AVPRMPT file, you change the description that appears on the Voice Prompt Editor Screen. Similarly, if you change the description on the Voice Prompt Editor Screen, you also change the text in the AVPRMPT file. In either case, changing the description does **not** affect the recording.

Changing the Prompts Used for Quick Play

You can edit the QP= command in the AVPRMPT file to change which prompts are used in Quick Play, or use one of these 3 AVPRMPT files shipped with the system:

AVPRMPT.ENV — Includes the prompts used most often by most systems. Includes prompts used for the Opening Line, date and time stamps, sending and retrieving messages, reviewing old messages, and many prompts used for setup options. This is the AVPRMPT file used by most systems.

AVPRMPT.2M	Includes all of the prompts in AVPRMPT.ENV, plus several more commonly-used prompts, to create a QP.IDX file that is approximately 2 megabytes in size.
AVPRMPT.ALL	Includes **all** of the prompts on your system, including those installed with any feature package. You must have enough storage space on the hard disk to use all the system prompts in Quick Play.

These 3 files have the Quick Play commands for each prompt set already defined. All you have to do to use one of these files is copy it to your system's AVPRMPT file location (such as C:\VMAIL\PROMPT\US\AVPRMPT.US).

To use an AVPRMPT file that was shipped with the system:

> **WARNING!** You should change the prompts used for Quick Play when there is little call traffic on the system. If you must change Quick Play while calls are coming in, forward all voice mail lines to the operator.

1. At the Banner Screen, press [Esc] then [Y] to exit the system. Type a System Manager ID [←Enter].

2. Change to the subdirectory containing the system prompts (for example, type **CD PROMPT\US** [←Enter]).

3. Make a backup copy of your AVPRMPT file. For example, change to the prompt subdirectory, then type **COPY AVPRMPT.US AVPRMPT.OLD** [←Enter]. (This will make it easier to restore your original AVPRMPT file later if necessary.)

4. Use the MS-DOS COPY command to copy one of the AVPRMPT files shipped with the system to the AVPRMPT file used by your system (for example, type **COPY AVPRMPT.2M AVPRMPT.US** [←Enter]). To find out the correct AVPRMPT filename for your system's language, see the table on page 154.

5. Restart the system by pressing [Ctrl]-[Alt]-[Del].

Using Your Own List of Prompts in Quick Play

You can also use your own list of prompts in Quick Play. To do this, you change the prompts defined for Quick Play on the **QP=** lines in the AVPRMPT file. If you do this, choose only the prompts your system uses most often, or the prompts that are combined with other prompts, such as:

"Recorded..." "<day>" "at" "<hour>" "<minute>" "am/pm." "For no reply, press 2, otherwise I'll record your message now."

To use your own list of prompts for Quick Play:

> **WARNING!** You should change the prompts used for Quick Play when there is little call traffic on the system. If you must change Quick Play while calls are coming in, forward all voice mail lines to the operator.

1. Refer to the guide *Changing the System Conversation* to find out the prompt sets (and their 2-letter identifiers) of the prompts you want to use in Quick Play.

2. Exit the voice mail software.

3. Make a backup copy of your AVPRMPT file. For example, change to the prompt subdirectory, then type **COPY AVPRMPT.US AVPRMPT.OLD** [←Enter]. (This will make it easier to restore your original AVPRMPT file later if necessary.)

4. Using a text editor, edit the AVPRMPT file as follows:

    a. Search for the correct prompt set, using the set's 2-letter code. (For example, search for HD to find the call holding prompt set).

    b. Find the line beginning with **QP=** (look below **SetName**).

    c. Change the **QP=** line to one of the following:

QP=ALL	Use all the prompts in the prompt set in Quick Play.
QP=NONE	Do not use any of the prompts in the prompt set in Quick Play.
QP=n	Use the prompt numbers listed. You may list each prompt individually, separated by a comma (for example, **QP=1,4,26,43**). Or, use a hyphen for a range of numbers (for example, **QP=12-33**). You can also combine individual prompts with ranges of prompts (for example, **QP=1,3,5-7,10**).
	To find out a prompt's number, scroll through the list under the prompt set.

5. Repeat step 4 for every prompt set that has prompts you want in Quick Play.

6. When you have finished editing, save the AVPRMPT file and exit the text editor.

7. Restart the voice mail system by pressing [Ctrl]-[Alt]-[Del].

Figure 76 shows how to change the AVPRMPT file so that the music-on-hold prompts (holding prompts 23-32) are used in Quick Play.

```
[HD]
SetName=Holding
QP=23-32
DisplayAtConsole=Yes
PromptMax=32
1=I'm sorry, all lines are busy.
2=I'm sorry, all lines are still busy.
3=is still on the phone.
4=calls are answered in the order received.
5=If you'd like to hold, press 1, to leave a message press 2.
6=To continue to hold press 1, to leave a message press 2, or to try another extension,
press the pound key.
7=I will attempt to put you through.
8=while you are holding you may press 2 to leave a message, or the pound key to try
another extension at any time.
9=remember, you may press 2 to leave a message, or the pound key to try another
extension at any time.
10=you are first in line.
11=you are second in line.
12=you are third in line.
13=you are fourth in line.
14=you are fifth in line.
15=you are sixth in line.
16=you are seventh in line
17=you are eighth in line.
18=you are ninth in line.
19=you are tenth in line.
20=There are over 10 calls ahead of you.
21=and I have too many lines holding already.
22=I'm sorry the line is no longer busy but now it doesn't answer.
23=Hold music 0
24=Hold music 1
25=Hold music 2
26=Hold music 3
27=Hold music 4
28=Hold music 5
29=Hold music 6
30=Hold music 7
31=Hold music 8
32=Hold music 9
```

Figure 76: Example showing music-on-hold prompts used in Quick Play

Turning Off Quick Play

You can also turn off the Quick Play feature by setting **QP=NONE** for every prompt set listed in the AVPRMPT file.

When you turn off the Quick Play feature, the system does not create the QP.IDX file when you turn on or restart the system. Instead of using the QP.IDX file to play prompts, the system searches the hard disk for each individual prompt as needed.

To turn off the Quick Play feature:

> **WARNING!** You should change the prompts used for Quick Play when there is little call traffic on the system. If you must change Quick Play while calls are coming in, forward all voice mail lines to the operator.

1.　Exit the voice mail software.

2.　Make a backup copy of your AVPRMPT file. (This will make it easier to restore your original AVPRMPT file later if necessary.)

　　For example, change to the prompt subdirectory, then type:

　　COPY AVPRMPT.US AVPRMPT.OLD [←Enter]

3.　Using a text editor, edit the AVPRMPT file as follows:

　　a.　Search for every occurrence of **QP=** .

　　b.　Change the **QP=** line to **QP=NONE**

4.   Save the AVPRMPT file and exit the text editor.

5.   Restart the voice mail system by pressing `Ctrl`-`Alt`-`Del`.

For related information, see:

■   *Recording Voice Fields*

See also:

■   *MS-DOS User's Guide and Reference*
■   *The Changing the System Conversation Guide*
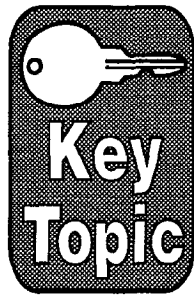
Recording Voice Fields

A **voice field** is a field on a system screen which allows you access to a recording. The system manager accesses voice field recordings at the console. Subscribers can access some voice fields by phone. There are several kinds of voice field recordings including: prompts, recorded names, greetings, introductions, and interview questions. Each of these recordings is stored in a voice field regardless of whether the recording is made at the console or by phone.

This topic describes how to make recordings in voice fields at the console. It includes:

- Voice field locations
- Recording tips
- Making voice field recordings
- Appending to recordings (adding another recording, beeps, or silence)
- Copying recordings
- Deleting recordings
- Restoring original system prompts
- Using Quick Play to speed the conversation

> **NOTE:** Because prompts can affect more than one phrase in the system conversation, please read the guide *Changing the System Conversation* before re-recording a system prompt.

> **NOTE:** Because there are several different ways to structure the Opening Line, please read the topic *Opening Line* before re-recording any of the Opening Line prompts.

Voice Field Locations

Voice fields are located on several of the system screens. The voice fields for most prompts (except the Opening Line prompts) appear on the Voice Prompt Editor Screen.

```
::::::::::::::::::::::::V::O::I::C::E:::::P::R::O::M::P::T:::::E::D::I::T::O::R::::::::::::::::::
PROMPT SET: DT-Date & Time       All Ports   Port 1     Port 2     Port 3     Port 4
Num.  Description                 Day Nt      Day Nt     Day Nt     Day Nt     Day Nt
       |                                 |          |          |          |
  1   Monday (trailing)           :1 <-     <- <-      <- <-      <- <-      <- <-
  2   Tuesday (trailing)          :1 <-     <- <-      <- <-      <- <-      <- <-
  3   Wednesday (trailing)        :1 <-     <- <-      <- <-      <- <-      <- <-
  4   Thursday (trailing)         :1 <-     <- <-      <- <-      <- <-      <- <-
  5   Friday (trailing)           :1 <-     <- <-      <- <-      <- <-      <- <-
  6   Saturday (trailing)         :1 <-     <- <-      <- <-      <- <-      <- <-
  7   Sunday (trailing)           :1 <-     <- <-      <- <-      <- <-      <- <-
  8   January                     :1 <-     <- <-      <- <-      <- <-      <- <-
  9   February                    :1 <-     <- <-      <- <-      <- <-      <- <-
 10   March                       :1 <-     <- <-      <- <-      <- <-      <- <-
 11   April                       :1 <-     <- <-      <- <-      <- <-      <- <-
 12   May                         :1 <-     <- <-      <- <-      <- <-      <- <-
 13   June                        :1 <-     <- <-      <- <-      <- <-      <- <-
```

Figure 77: Voice fields on the Voice Prompt Editor Screen

The voice fields for the Opening Line prompts appear on the QuickStart Application Screen, Page 2.

```
::::::::::::::::Q::U::I::C::K::S::T::A::R::T:::A::P::P::L::I::C::A::T::I::O::N:::::::::Page 2 of 6:::
                                All Ports   Port 1     Port 2     Port 3     Port 4
                                Day Nt      Day Nt     Day Nt     Day Nt     Day Nt
                                       |          |          |          |
10.  Intro (Hello, this is...):  QP <-     <- <-      <- <-      <- <-      <- <-
11.  Action (Enter ext number):  QP <-     <- <-      <- <-      <- <-      <- <-
12.  Otherwise (Hold for oper):  QP :5     <- <-      <- <-      <- <-      <- <-
13.  System ID if no TTs:        0  $PM

                                       |          |          |          |
14.  Port Status:                        Ans        Ans        Ans        A/D
15.  Rings to answer (0=>pool):           0          0          0          0
16.  Day/Night Schedule (1..4):           1          1          1          1
17.  Special Port Options:
```

Figure 78: Voice fields for the Opening Line prompts

The Operator Box's introduction (*"I'll transfer you now"*), recorded name, and greetings appear in voice fields on the QuickStart Application Screen, Page 3.

```
::::::::::::::::::Q::U::I::C::K::S::T::A::R::T:::A::P::P::L::I::C::A::T::I::O::N::::::::::::Page 3 of 6::
20.  Set up System Operator
     System ID: 0                           Voice name: 0:01

                                |-->Greeting --|-->Action ---------------
  Day?   Yes-->,0               | »Day:  0:10  | Day:  GotoID-->$PM
  Nite?  No                     |  Nite: 0:08  | Nite: GotoID-->$PM
                                |              |
  Await-Ans-->4  Rings          |  Alt:  0:08  | Max-msg:   90 sec
  Intro: 0:02     Holding? No   |              | Edits OK? Yes
  Transfer Options :            |  Active: D/N | Send Msg Urgent? No
                                |              | After Msg: Say-bye

  Alternate System IDs for Special Operators on each Port:
```

Figure 79: Voice fields for the Operator Box

The voice fields for other recorded names, greetings, introductions, and questions appear on the appropriate Personal, Group, or Transaction Directory Screen.

If a voice field contains a recording, that field displays a number (for example, **:5** or **0:05**). The number represents how many seconds the recording lasts. In voice fields that are large enough for only two characters, recordings lasting longer than 9 seconds are indicated by **>9**.

> **NOTE:** A voice field may contain the letters **QP**, which means the recording
> is indexed for "Quick Play", a feature that speeds the system's conversation.
> **Only** the recordings in an **All Ports Day** voice field on the QuickStart
> Application Screen, Page 2 and the Voice Prompt Editor Screen may be
> indexed in Quick Play. For details, see the topic *Quick Play*.

If a voice field does **not** contain a recording, that field displays either a left arrow
(**<-**) or **0:00**.

Some voice field recordings can be changed by phone. For example, subscribers
can change their recorded names, group names, and greetings by phone. For
details on how to make recording changes by phone, see the *User's Guide*.

Recording Tips

While you don't *have to* re-record any of the voice fields on your system, most
organizations re-record at least the Opening Line prompts. This allows you to
greet callers with your organization's name, offer a directory of extensions, and
tell callers about any customized menus.

If you do decide to re-record part of the system conversation, keep in mind that
the voice mail system is often the first contact people have with your
organization. The quality of your system's recordings (the volume, tone, clarity,
and timing) reflects the image of your organization. It's worth spending some
time to make sure the recordings you make are easy to understand, and sound
friendly and professional.

To make high-quality recordings, follow these tips:

- Record in a quiet place or after hours. Make sure there is no background
  noise or telephone line static. If your office tends to be noisy most of the
  time, record with a noise canceling handset, also known as a confidencer.

- Speak clearly and with energy, but not too fast. Could a first-time caller
  understand the recording? Pay attention to the timing of what you record.
  Are the right words stressed? Will the recording make sense each time it is
  used in the system conversation?

- If the recording asks callers to enter touchtones, include some silence at the
  end of the recording. This gives the caller a chance to make a selection.
  Appending silence is discussed later in this topic.

- Voice fields are recorded using a telephone and the console. To control the
  volume of the recording, vary the distance between your mouth and the
  handset. Listen to each recording immediately after you record it. Make sure
  it's loud enough, but not too loud. If the recording sounds too loud or raspy,
  lower your voice or hold the handset further away from your mouth. A
  different telephone or a different handset may produce a better quality
  recording.

- Record long prompts sentence by sentence, and append the sentences
  together to make the whole recording. Appending recordings is discussed
  later in this topic.

Making Voice Field Recordings

Making a recording in a voice field involves 3 main steps:

- Plan the changes you wish to make.
- Establish a local connection with the voice mail system.
- Display the correct screen, highlight the voice field for the recording you want to change, and make the recording.

Plan the Recording Changes

Unplanned voice field recordings may confuse your callers. This is especially true of prompts. Prompts (except for the Opening Line prompts) may be used in more than one phrase in the system conversation. A change in wording, inflection, or timing that works in one phrase, may not work in another. For details on how a recording change will affect the system's conversation, see the guide: *Changing the System Conversation.*

Establish a Local Connection

Use a telephone near the console, so that you can speak into the telephone and reach the console keyboard at the same time.

1. Call the system. Monitor the port status found in the upper-left corner of the screen. Watch for the port taking your call. (If the system has more than 12 ports, press Ctrl-F3 to view the port status for the additional ports). You'll see **RINGING** followed shortly by **DAY ANSWER** (or **NIGHT ANSWER**) once your line is answered with the Opening Line. If you are on a busy system, you might have to wait until a voice port is free.

2. Press F3 (or Ctrl-F3 for ports greater than 12) to move the port selection indicator ">>" to the port that has just answered your call.

3. Press F4 to connect locally. The port status changes to **Local Connect**, and any message you hear playing on the telephone stops.

> **NOTE:** Once locally connected, leave the telephone handset off-hook. As you work on recordings, place the handset on the desk—**not** back into the cradle of the telephone. If you hang up the telephone before you are finished with the local connection, you have to disconnect, wait for the system to clear the port, and then re-establish your local connection.

To exit local connect mode:

1. After recording all the desired changes, press F3 to move the ">>" indicator to the locally connected port.

2. Press F4 to disconnect, then hang up the telephone.

Record the Voice Field

Once you have planned your recordings and established a local connection, you're ready to record. After you make a recording, listen to it to be sure you're satisfied with the volume, emphasis, speed, and tone. You may have to re-record

several times before the recording sounds the way you want it. To index a recording for Quick Play, see the topic *Quick Play*.

NOTE: If you record over an existing voice field, the new recording completely replaces the old one, even if the new recording is shorter than the old one.

To record:

1. After you have planned your recording and established a local connection, sign in to the system.

2. Move the cursor to the voice field containing the recording you want to change. Press F9. You'll see this message at the bottom of your screen: **To start recording press SPACE and talk after the beep. Press ESC to skip.**

3. Press SpaceBar. After the beep, record by speaking into the telephone handset. When you're finished, press the SpaceBar again. The number of seconds the recording lasts is displayed in the voice field.

Listen to the Recording

Once you make a recording, you should listen to it to make sure it is correct.

To listen to a recording:

1. If necessary, establish a local connection.

2. Move the cursor to highlight the voice field containing the recording you want to hear. Press F10.

Appending to Recordings

If you want to add to the end of a current recording instead of replacing it, you **append** to it. You can append another recording, a beep, or silence to an existing recording.

Appending another Recording

Sometimes it's easiest to make a long recording in smaller, shorter pieces. You can do this by making a new short recording in a temporary voice field, copying it to its own DOS sound file, then **appending** it to another voice field that already contains a recording.

To append one voice field recording to another voice field recording:

1. Sign in at the console. Before you begin, make sure both recordings are contained in voice fields.

2. Highlight the voice field for *the recording you are copying and adding* to another recording.

3. Press F2 to display the Command menu.

4.   Press ⌨Enter to **Copy**.

5.   Press Ⓞ for **Out to a file**.

6.   Type a filename (maximum 8 characters) and press ⌨Enter. If you are copying the recording to a floppy disk, remember to begin the filename with the drive letter (A: or B:).

7.   Move the cursor to the voice field for *the recording you are lengthening* with the added prompt.

8.   Press F2. The system again displays the Command Menu.

9.   Again press ⌨Enter to **Copy**.

10. Press Ⓘ for **Into current field**.

11. Type the filename of the DOS sound file ⌨Enter. If you are copying the DOS sound file from a floppy disk, remember to begin the filename with the drive letter (A: or B:).

12. The system asks if you want to completely replace or append to the current voice field recording. Press Ⓐ to append. Once the recording is appended, the voice field displays how many seconds the complete recording lasts.

Repeat these steps if you want to add another recording.

Appending a Beep

The system is shipped with a pre-recorded beep which you can append to the end of any recording. This is useful when the **Beep on record?** field on the QuickStart Application Screen, Page 6 is set to **No**, which keeps the system from automatically playing a beep after prompting a caller to record a message. If you want the system to beep at the end of such a prompt, just append the pre-recorded beep to the recording's voice field.

To append a beep to the end of a voice field recording:

1.   Sign in at the console. Before you begin, make sure the recording is contained in a voice field.

2.   Highlight the voice field for the recording that requires a beep.

3.   Press F2 to display the Command menu.

4.   Press ⌨Enter to **Copy**.

5.   Press Ⓘ for **Into current field**.

6.   Type **BEEP** and press ⌨Enter.

7.   Press Ⓐ to append the beep. Once the beep is appended, the voice field displays how many seconds the recording, including the beep, lasts.

Repeat these steps if you want to add another beep.

Appending Silence

Anytime you record a prompt that asks a caller to press touchtones, you should include a pause so the caller has time to make a selection.

Although you can add a pause simply by not saying anything while recording, you may inadvertently record background noise or static. To solve this problem, the system is shipped with a file called SILENCE, which contains a half-second of complete silence. Just append this DOS sound file to the prompt (either once, or as many times as you need to) to add completely silent pauses to the recording.

To append silence to the end of a voice field recording:

1. Sign in at the console. Before you begin, make sure the recording is contained in a voice field.

2. Highlight the voice field for the recording that requires silence.

3. Press F2. The system displays the Command menu.

4. Press ←Enter to **Copy**.

5. Press I for **Into current field**.

6. Type **SILENCE** and press ←Enter. The system asks if you want to append or replace the prompt.

7. Press A to append the silence. Once the silence is appended, the voice field displays how many seconds the recording, including the silence, lasts.

Repeat these steps if you want to add another half second of silence.

Copying Recordings

You can use the F2 command key to copy recordings from a voice field to a DOS sound file. You can then copy this same DOS sound file into another voice field to replace the existing recording. You can also copy the file to a floppy disk, to store it or use it in other voice mail systems.

> **NOTE:** The format of these DOS sound files is designed specially for the system's voice boards. It is different from multimedia sound files such as .WAV files.

To copy a recording from a voice field into a DOS sound file:

1. Sign in at the console. Before you begin, make sure the recording is contained in a voice field.

2. Move the cursor to the voice field for the recording you want to copy to a file.

3. Press F2 to display the Command menu.

4.   Press ⎡←Enter⎤ to **Copy**.

5.   Press ⎡O⎤ for **Out to a file**.

6.   Type a filename (maximum 8 characters) and press ⎡←Enter⎤. If you are copying the recording to a floppy disk, remember to begin the filename with the drive letter (**A:** or **B:**). Each file takes about 3000 bytes (3K) of disk space per second of recording.

To copy a DOS sound file into a voice field:

1.   Sign in at the console. Highlight the voice field you want to copy the recording into.

2.   Press ⎡F2⎤. The system displays the Command Menu.

3.   Press ⎡←Enter⎤ to **Copy**.

4.   Press ⎡I⎤ for **Into current field**.

5.   Type the filename of the DOS sound file ⎡←Enter⎤. If you are copying the recording from a floppy disk, remember to begin the filename with the drive letter (**A:** or **B:**). Once the recording is copied, the voice field displays how many seconds the newly-copied recording lasts.

> **NOTE:** If there is already a recording stored in the voice field, the system will ask if you want to completely replace or append to the current voice field recording. For details on appending a recording turn to page 164.

Deleting a Recording in a Voice Field

> **WARNING!** If you accidentally delete a recording you made yourself, you **cannot** restore it unless you had copied the recording to a DOS sound file. However, you **can** recover original prompts recorded in the system's "voice" from your system disks. For details, see *Restoring Original Prompts* later in this topic.

To delete a recording:

1.   Sign in at the console. Highlight the voice field for the recording you want to delete.

2.   Press ⎡Del⎤. The system asks you to confirm.

3.   Press ⎡Y⎤ ⎡←Enter⎤.

Restoring Original Prompts

Any system prompt can be restored from the original voice mail system floppy disks. You may use the guide *Changing the System Conversation* to identify the phrase you want to change and the prompt or prompts which make up that phrase.

To restore an original prompt:

1.   Refer to the guide *Changing the System Conversation* to find out:

- The number of the prompt disk containing the prompt
- The prompt's filename (including the 2-letter prompt set code and 3-digit prompt number)

2.   Sign in to the system. Move to the screen which contains the voice field for the prompt you want to restore. Voice fields for the Opening Line prompts are contained on the QuickStart Application Screen, Page 2. Voice fields for the Operator Box prompts are contained on the QuickStart Application Screen, Page 3. All other prompts are contained on the Voice Prompt Editor Screen. When using the Voice Prompt Editor Screen, make sure you are viewing the correct prompt set.

3.   Highlight the voice field.

4.   Press ⌐F2⌐ for the Command Menu.

5.   Press ⌐←Enter⌐ for **Copy**.

6.   Press ⌐I⌐ for **Into current field**.

7.   Insert the correct prompt disk into the disk drive and close the latch.

8.   Type the disk drive letter, subdirectory name, and filename (for example **A:\DT\DT006**) and press ⌐←Enter⌐. (The subdirectory name is the same as the 2-letter prompt code.)

9.   Press ⌐R⌐ to replace the current recording and copy the original prompt into the voice field.

Recording Quick Play Prompts

The voice mail system uses a feature called **Quick Play** to index the prompts most often used in the conversation. This allows the system to copy these prompts to an index file, so that they can be played quickly whenever they're needed. Quick Play significantly speeds the flow of the conversation.

You can re-record Quick Play prompts (marked by **QP** in a voice field) the same way you record other prompts. However, until you restart the system, the newly recorded prompt will be played from the hard drive and not from Quick Play.

> **WARNING!** Restarting the system disrupts any calls in progress. Avoid restarting the system until after business hours.

You can change the list of prompts the system uses for the Quick Play feature. For details, see the topic *Quick Play*.

For related information, see:

- *Operator Box*
- *Opening Line*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Quick Play*
- *Schedules*

See also:

- *The Changing the System Conversation Guide*
- *The User's Guide*

Remote Maintenance

ExecuMail offers a remote maintenance option that allows a system support representative to provide support and solve customer problems without visiting a customer's site. Representatives use remote maintenance to link an off-site computer to ExecuMail and control the console.

When the off-site computer and the console have been linked by a pair of modems and the remote maintenance software, their screens both display exactly the same information. Keystrokes entered on either keyboard affect the displays of both. In addition, the remote maintenance software allows you to do such tasks as transfer files between the off-site computer and the system console, print files stored on the system with a printer connected to the off-site computer, and more. Simply put, remote maintenance allows the off-site computer to monitor or control the execution of programs which are running on the system.

For complete information on installing and using remote maintenance, see the guide which accompanies the Remote Maintenance Package.

Reports

Your voice mail system can provide a great deal of information about your organization's incoming and outgoing telephone calls. You can use the information to help make decisions about your organization, such as staffing levels, productivity, and your telephone equipment needs.

The voice mail system provides 5 different types of reports:

- Usage Reports
- Directory Reports
- Busy Ports Report
- Call Log
- Error Log

You can view reports on the screen, or print them on a printer connected to the voice mail system. You can also copy reports to files, and import them into many word processing, database, and spreadsheet programs.

This topic tells you about each type of report, and explains how to create and view each report.

Storing Data for Reports

Each day, the system creates a special file to store data about its actions and call traffic. The system uses these daily files to create your reports.

The **Call Report Aging** field on the QuickStart Application Screen, Page 6 (Figure 80) controls the number of days the system stores this information. By default, the system keeps information for the last 14 days.

```
              Q U I C K S T A R T    A P P L I C A T I O N          Page 6 of 6
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4       Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left

56. Blank PC screen? Yes        Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:             Weekly:            Monthly:
58. Startup:                             Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
                         ----- Public Fax Box -----
  Fax ID: $FAXBOX          Transfer? No             Alt Action: Operator
  Voice name: 0:02         Await-Ans-->4  Rings
                           Holding? No               Announce: Always
```

Figure 80: QuickStart Application Screen, Page 6

While the system *can* store a file for each of the last 365 days, to conserve disk space you should set the value in the **Call Report Aging** field to no more than 31 days.

> **NOTE:** If you choose a start date for a report that is earlier than the number of days in the **Call Report Aging** field, the report will cover only the number of days in the field. Always check the top of your report to find the actual start and stop dates for the report.

Usage Reports

Usage reports give you a picture of how much the voice mail system is being used over time. You can run a usage report for an individual guest, subscriber, Extension # ID, or System ID. You can also track usage of the entire voice mail system. You can create the report in either a bar graph or a table. You specify a range of days to be covered by the report.

The Usage Bar Graph Reports

For an individual guest, subscriber, Extension # ID, or System ID, the **bar graph** (Figure 81) shows the percentage of each hour that the person or box was using the voice mail system. This percentage is equal to the number of minutes the person or box used the system, divided by 60 minutes.

```
SYSTEM CONNECTION USAGE REPORT FOR 01/19 TO 02/03 CREATED:09/03/93 AT 10:57AM
                 FOR: WHISTLE, PENNY
                  10%   20%   30%   40%   50%   60%   70%   80%   90%  100%
         ___|____|____|____|____|____|____|____|____|____|____
  6A- 7A:    (0%)
  7A- 8A:    (0%)
  8A- 9A: ▄ (2%)
  9A-10A: ▄▄▄▄▄ (11%)
 10A-11A: ▄▄▄▄▄▄▄ (16%)
 11A-12P: ▄▄▄▄▄▄ (14%)
 12P- 1P: ▄▄▄▄▄▄▄▄▄ (22%)
  1P- 2P: ▄▄▄▄ (8%)
  2P- 3P: ▄▄ (3%)
  3P- 4P: ▄ (2%)
  4P- 5P:    (0%)
  5P- 6P:    (0%)
```
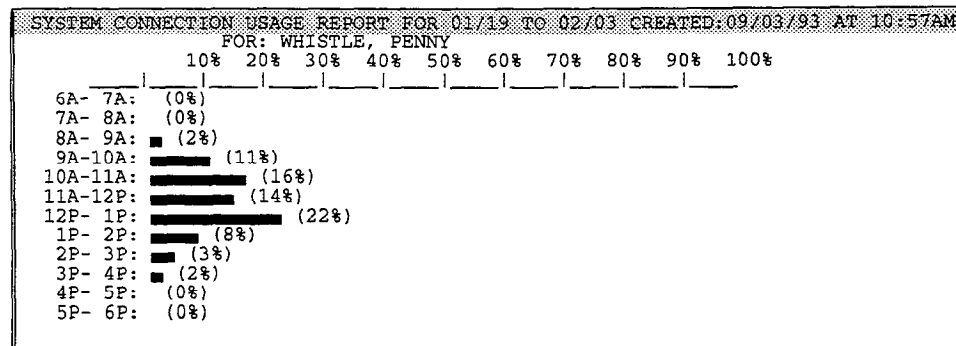
Figure 81: Sample Usage Bar Graph Report - by subscriber

When you run a usage report on a subscriber's name or Personal ID, the report shows all usage for that mailbox. However, you can create a report that shows usage just for a subscriber's message box (calls from outside callers) by running the report by Extension # ID.

The bar graph report for **the entire system** shows the percentage of each hour that the voice mail system's ports were in use (Figure 82). This percentage equals the number of minutes the ports were busy, divided by the number of minutes they **could** have been busy. The number of minutes they could have been busy equals 60 minutes times the number of ports on the system.

```
SYSTEM CONNECTION USAGE REPORT FOR 01/19 TO 02/03 CREATED:09/03/93 AT 10:57AM

          10%  20%  30%  40%  50%  60%  70%  80%  90%  100%
        ___|___|___|___|___|___|___|___|___|___|___
  6A- 7A:   (0%)
  7A- 8A: ■ (2%)
  8A- 9A: ■ (2%)
  9A-10A: ████████ (22%)
 10A-11A: ██████████ (29%)
 11A-12P: ████████████ (35%)
 12P- 1P: ████████ (22%)
  1P- 2P: ███████████████████ (53%)
  2P- 3P: █████████████████████████████ (78%)
  3P- 4P: ██████████ (31%)
  4P- 5P: █████ (17%)
  5P- 6P:   (0%)
```
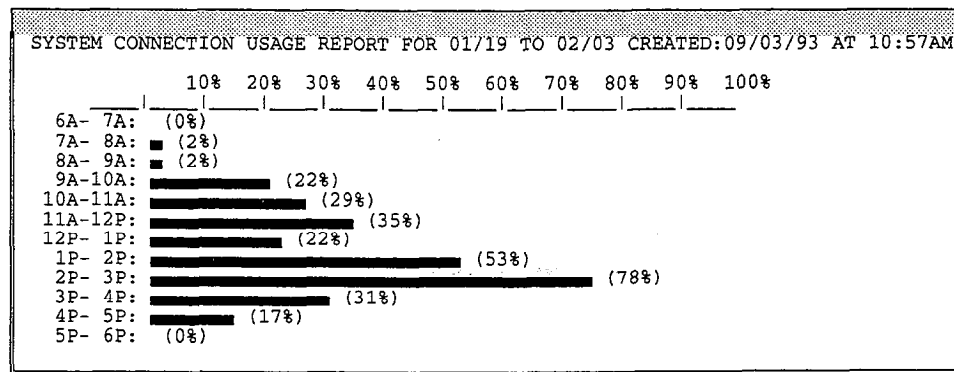
Figure 82: Sample Usage Bar Graph Report - for the entire system

This report tells you when your voice mail system is busiest, so you can decide when you need to add ports to your system to answer more calls.

The recommended maximum system usage is 80% for any given hour for systems with 4 or more ports, and less than 80% per hour on a 2-port system.

For example, a 4-port system with 60 minutes of time available per port each hour, has a total of 240 minutes of "port time" per hour. If, during any given hour, Port 1 was busy for 55 minutes, Port 2 was busy for 50 minutes, Port 3 was busy for 45 minutes, and Port 4 was busy for 40 minutes, the percentage of time the system was used for that hour is:

$$(55 + 50 + 45 + 40) / 240 = 79\%$$

Similarly, a 2-port system has 120 minutes of "port time" per hour. If, in one hour, Port 1 was busy for the entire hour and Port 2 was busy for 30 minutes, the percentage the system was used for that hour is:

$$(60 + 30) / 120 = 75\%$$

Note in this example that because one port was *always* busy, and the second port was sometimes busy, there were times when no port was available, and a caller would get a busy signal.

The Usage Table

When you run the usage **table** for an individual guest, subscriber, Extension # ID, or System ID, the report totals the number of calls by system port, and totals the number of minutes the calls lasted (Figure 83).

```
TOTAL CALLS/TIME USAGE REPORT FOR 02/11 TO 02/25 CREATED:02/25/93 AT  3:10PM
              FOR: Box of WHISTLE, PENNY
              TOTAL       PORT 1       PORT 2       PORT 3       PORT 4
           Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls HH:MM

    6A- 7A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    7A- 8A:   1    0:02    0    0:00    1    0:02    0    0:00    0    0:00
    8A- 9A:   2    0:03    0    0:00    1    0:01    1    0:02    0    0:00
    9A-10A:  11    0:31    1    0:02    4    0:09    3    0:15    3    0:05
   10A-11A:   8    0:16    2    0:04    4    0:10    1    0:01    1    0:01
   11A-12P:   6    0:14    1    0:01    4    0:09    0    0:00    1    0:04
   12P- 1P:  12    0:22    3    0:05    6    0:11    1    0:03    1    0:02
    1P- 2P:   5    0:08    0    0:00    3    0:05    1    0:01    1    0:02
    2P- 3P:   9    0:16    1    0:01    4    0:09    3    0:04    1    0:02
    3P- 4P:   2    0:08    1    0:05    0    0:00    0    0:00    1    0:03
    4P- 5P:   4    0:10    1    0:02    2    0:05    0    0:00    1    0:03
    5P- 6P:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
```

Figure 83: Sample Usage Table Report - by subscriber

A usage table for **the entire system** shows, for each hour of the day, the total number of calls answered by each system port, and the total number of minutes the calls lasted (Figure 84). The report also includes grand totals for day, night, and an entire 24-hour period.

> **NOTE:** For reports, **DAY** refers to the hours between 6:00am and 6:00pm, and **NIGHT** refers to the hours between 6:00pm and 6:00am.

```
       Total Calls/Time Usage Report For 02/01 to 02/03     Created:02/03/93

              TOTAL       PORT 1       PORT 2       PORT 3       PORT 4
           Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls HH:MM

    6A- 7A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    7A- 8A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    8A- 9A:  53    1:54   11    0:21   16    0:36   11    0:22   15    0:35
    9A-10A:  47    2:15   10    0:24   12    0:41   15    0:40   10    0:30
   10A-11A:  64    3:01   21    0:58   13    0:52   20    0:56   10    0:15
   11A-12P:  67    2:18   26    0:45   20    0:52   12    0:20    9    0:21
   12P- 1P:  46    1:01   12    0:14   11    0:19   12    0:15   11    0:13
    1P- 2P:  57    1:57   16    0:42   14    0:39   13    0:12   14    0:24
    2P- 3P:  64    2:08   12    0:18   23    1:00   17    0:35   12    0:15
    3P- 4P:  52    2:19    8    0:21   14    0:33   11    0:33   19    0:52
    4P- 5P:   8    0:19    7    0:17    1    0:02    0    0:00    0    0:00
    5P- 6P:   1    0:01    1    0:01    0    0:00    0    0:00    0    0:00
   DAY      459   17:13  124    4:21  124    5:04  111    3:53  100    3:25

              TOTAL       PORT 1       PORT 2       PORT 3       PORT 4
           Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls  HH:MM

    6P- 7P:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    7P- 8P:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    8P- 9P:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    9P-10P:   2    0:04    1    0:03    1    0:01    0    0:00    0    0:00
   10P-11P:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
   11P-12A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
   12A- 1A:   1    0:00    1    0:02    0    0:00    0    0:00    0    0:00
    1A- 2A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    2A- 3A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    3A- 4A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    4A- 5A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
    5A- 6A:   0    0:00    0    0:00    0    0:00    0    0:00    0    0:00
   NIGHT      3    0:04    2    0:05    1    0:01    0    0:00    0    0:00
   24 HRS   462   17:17  126    4:26  125    5:05  111    3:53  100    3:25
```

Figure 84: Sample Usage Table Report - for the system

Directory Reports

Directory reports show you the structure of your system, its subscribers, System IDs, and message groups. You can run the report for everyone enrolled in the system, for all Extension # IDs, or for message groups.

Subscriber Report

The **Subscriber Report** lists each subscriber and guest enrolled in the system (Figure 85). The report includes each Personal ID, the number of new messages waiting, the total number of new and old messages, the date the person last called the voice mail system, the number of days the system saves the person's old and archived messages, and the person's access codes.

```
                              SUBSCRIB.RPT
              SUBSCRIBER REPORT CREATED  2/04/93 AT 10:59AM
                                   Messages       Last
     NAME                 Pers ID   New    Total  Contact    Hd/Ar  Access

     BEAR, COLORADO       COLO     2=0:01  3=0:02  2/04/94   0 /2   PC
     BRONSON, DENISE      8DEN     3=0:03  8=0:04  2/04/94   0 /2   C
     DONALDSON, RAY       8RAY     1=0:01  3=0:02  2/04/94   0 /2   PACDMORB+
     DUCKWORTH, DAN       DUCK     2=0:02  4=0:04  2/04/94   0 /2   PCBZ
     FULLER, ROGER        8ROG     1=0:01  2=0:02  2/04/94   0 /2   PC
     NGUYEN, BRENDA       8BREN    1=0:01  3=0:04  2/04/94   0 /2   PC
     JEFFERSON, THOMAS    TOM      1=0:01  2=0:02  2/04/94   0 /2   C
     WHISTLE, PENNY       8PEN     1=0:01  6=0:08  2/04/94   0 /2   PC
```

Figure 85: Directory Report - subscribers

If the subscriber has more than eight access codes, a plus sign (+) appears at the end of the access codes list. To view the additional access codes for the subscriber, look at the **Access** field on the subscriber's Personal Directory page.

The Extension List

The **Extension List** shows every subscriber on the system, with his or her Extension # ID, and the System IDs for any transaction boxes and interview boxes the subscriber owns (Figure 86). This report does **not** include guests.

For each subscriber, the report lists: whether call transfer is currently on or off, the telephone number that calls will be transferred to, the call transfer type, the number of times the extension rings (applies to Await Answer and Wait for Ringback call transfer types only), call transfer options, and whether call holding is set to Yes, Vox, or No.

```
                         EXTENSIO RPT
            EXTENSION REPORT CREATED  2/04/93 AT 10:59AM

  NAME                Ext. ID    Transfer    Type    Options    Hold

  BEAR, COLORADO        142      Y->X        A->4    A          NO
  BRONSON, DENISE       136      Y->X        A->4    A          YES
      Sales Box 1       8991
      Sales Box 2       8992
      Sales Box 3       8993
  DONALDSON, RAY        134      Y->X        A->4    A          VOX
  DUCKWORTH, DAN        137      Y->X        A->4    A          YES
  FULLER, ROGER         138      Y->X        A->4    A          NO
  NGUYEN, BRENDA        139      Y->X        A->4    A          NO
  JEFFERSON, THOMAS     140      Y->X        A->4    A          NO
  WHISTLE, PENNY        141      Y->X        A->4    A          YES
```

Figure 86: Directory Report - Extension List

The Extension List uses these codes:

Code	Means
Y	Yes
N	No
X	A telephone extension that matches the subscriber's Extension # ID
A	In the call transfer **Type** field, Await Answer call transfer type
R	In the call transfer **Type** field, Release call transfer type
W	In the call transfer **Type** field, Wait for Ringback call transfer type

In the transfer **Options** field, the report uses the voice mail system's standard transfer and screening option codes. For details explaining what these mean, see the *Call Transfer & Call Screening* topic.

Group Reports

The Group Reports give you current information about the message groups in your system. This information changes often, since all authorized subscribers can create message groups over the phone. By running the Group Reports from time to time, you can make sure each message group is used, and that there are no duplicate groups.

There are three different Group Reports:

- List of Message Groups
- Group Membership
- Groups Including Person

The **List of Message Groups** reports on the message groups in the system. The report can include all message groups (Figure 87), open message groups only (Figure 88), or all the groups owned by a particular subscriber (Figure 89). The list shows the group's spelled name, whether the group is open or private, whether it has dispatch distribution, and the group's owner.

```
┌─────────────────────────────────────────────────────────────────────┐
│                          GROUPLIS.RPT                                 │
│ Group List Report                        Created 09/22/93 at 10:21AM  │
│                                                                       │
│ Group Name              Type       Dispatch?   Owner                  │
│ ──────────              ────       ─────────   ─────                  │
│ All Employees           Open       No          Jefferson, Thomas      │
│ Mailroom                Open       Yes         Zeller, Nell           │
│ Sales                   Private    No          Yale, Hugh             │
│ Staff                   Private    No          Yeoman, Mike           │
│ Staff                   Private    No          Aaronson, Chris        │
│ Technical Support       Open       Yes         Aaronson, Chris        │
│ Vice Presidents         Private    No          Xavier, Jan            │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 87: List of Message Groups

```
┌─────────────────────────────────────────────────────────────────────┐
│                          GROUPLIS.RPT                                 │
│ Group List Report                        Created 09/22/93 at 10:21AM  │
│                                                                       │
│ Group Name              Type       Dispatch?   Owner                  │
│ ──────────              ────       ─────────   ─────                  │
│ All Employees           Open       No          Jefferson, Thomas      │
│ Mailroom                Open       Yes         Zeller, Nell           │
│ Technical Support       Open       Yes         Aaronson, Chris        │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 88: List of Message Groups - open groups only

```
┌─────────────────────────────────────────────────────────────────────┐
│                          GROUPLIS.RPT                                 │
│ Group List Report                        Created 09/22/93 at 10:22AM  │
│                                                                       │
│ Group Name              Type       Dispatch?   Owner                  │
│ ──────────              ────       ─────────   ─────                  │
│ Staff                   Private    No          Aaronson, Chris        │
│ Technical Support       Open       No          Aaronson, Chris        │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
│                                                                       │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 89: List of Message Groups - all message groups owned by a subscriber

When listing groups owned by an individual subscriber, the report includes open and private groups.

The **Group Membership** report lists all members of a group (Figure 90). It also includes the last time a message was sent to the group, and when each member heard the last message.

```
╔════════════════════════════════════════════════════════════════════════╗
║                          GROUPMEM.RPT                                    ║
║ Group Membership Report              Created: 09/22/93 at 10:42AM        ║
║ Group Name: All Employees            Open Group of Jefferson, Thomas     ║
║ Dispatch Group: No                   Last Message Sent: 08:04am 21-Sep   ║
║ Member name       Last contacted     Member name       Last contacted    ║
║                                                                          ║
║ Aaronson, Chris   08:33am 21-Sep     Jefferson, Thomas   9:53am 22-Sep   ║
║ Xavier, Jan                          Yale, Hugh                          ║
║ Yeoman, Mike                         Ying, Sue                           ║
║ Zaftig, Pat       09:46am 21-Sep     Zeller, Nell                        ║
║ Zink, Jay                                                                ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
╚════════════════════════════════════════════════════════════════════════╝
```

Figure 90: Group Membership

The **Groups Including Person** report lists all the message groups on the system that a subscriber or guest is a member of (Figure 91).

```
╔════════════════════════════════════════════════════════════════════════╗
║                          MEMBERSH.RPT                                    ║
║ Subscriber Membership Report          Created 09/22/93 at 10:43AM        ║
║ Yeoman, Mike    is a member of:                                          ║
║   Group Name                          Group Name                         ║
║   ─────────────                       ─────────────                      ║
║   All Employees                       Sales                              ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
║                                                                          ║
╚════════════════════════════════════════════════════════════════════════╝
```

Figure 91: Groups Including Person

Busy Ports Report

The **Busy Ports** report shows the total number of times all or selected ports were busy (Figure 92). It also shows the average percentage of time the ports were busy during a specific time period. You can run the report for all ports on the system, or for a selected group of ports.

```
Ports Busy Analysis for  09/10 to 09/11      Created: 09/23/93 at 11:05AM
                          For Ports 1-8
                                        Average Per Day
            Hour         Count   MM:SS    Count   MM:SS    Percent
            6A- 7A:        0     0:00      0.0    0:00       0.0%
            7A- 8A:        0     0:00      0.0    0:00       0.0%
            8A- 9A:        4     1:57      2.0    0:58       1.6%
            9A-10A:       10     0:58      5.0    0:29       0.8%
           10A-11A:        5     0:28      2.5    0:14       0.3%
           11A-12P:        1     0:01      0.5    0:00       0.0%
           12P- 1P:        1     0:08      0.5    0:04       0.1%
            1P- 2P:        1     0:24      0.5    0:12       0.3%
            2P- 3P:       10     1:28      5.0    0:44       1.2%
            3P- 4P:        2     0:24      1.0    0:12       0.3%
            4P- 5P:        0     0:00      0.0    0:00       0.0%
            5P- 6P:        0     0:00      0.0    0:00       0.0%
               DAY:       34     5:48     17.0    2:54       0.4%

            6P- 7P:        0     0:00      0.0    0:00       0.0%
            7P- 8P:        0     0:00      0.0    0:00       0.0%
            8P- 9P:        0     0:00      0.0    0:00       0.0%
            9P-10P:        0     0:00      0.0    0:00       0.0%
           10P-11P:        0     0:00      0.0    0:00       0.0%
           11P-12P:        0     0:00      0.0    0:00       0.0%
           12A- 1A:        0     0:00      0.0    0:00       0.0%
            1A- 2A:        0     0:00      0.0    0:00       0.0%
            2A- 3A:        0     0:00      0.0    0:00       0.0%
            3A- 4A:        0     0:00      0.0    0:00       0.0%
            4A- 5A:        0     0:00      0.0    0:00       0.0%
            5A- 6A:        0     0:00      0.0    0:00       0.0%
             NIGHT:        0     0:00      0.0    0:00       0.0%

            24 HRS:       34     5:48     17.0    2:54       0.2%
```

Figure 92: Busy Ports Report

Call Log

The **Call Log** (also called "Replog") gives you a record of every call the voice mail system answers, dials, or transfers. You can run the Call Log for the entire system, or for just an individual subscriber or System ID. When you run the report, the system creates an ASCII file called REPLOG.PRN, which you can import into most database and spreadsheet programs for further analysis.

The REPLOG.PRN file contains a record of each call placed to the system. Each record is divided into fields of data, separated by commas. Each call record in the REPLOG.PRN file is 82 characters long, including the commas between the data fields and two control characters ("Return" and "Line feed") ending each record. Text fields are surrounded with quotation marks. Numeric fields are not.

```
01,"93/09/10","06:59:41",  42,"A","Msgbox ","Complete","156    ","Box of St"
07,"93/09/10","06:59:33",  84,"A","Msgbox ","Complete","$PM    ","Public In"
05,"93/09/10","07:00:59",  57,"A","Owner  ","Complete","43164  ","Yeoman Mi"
16,"93/09/10","07:01:57",   4,"D","",#16,164","Complete","43164  ","Yeoman Mi"
06,"93/09/10","07:06:09",  25,"A","Owner  ","Complete ","4191   ","Zink Jay "
06,"93/09/10","07:08:51", 171,"A","Owner  ","Complete","45198  ","Xavier Ja"
05,"93/09/10","07:25:58",  30,"A","Owner  ","Complete","4178   ","Zaftig Pa"
01,"93/09/10","07:28:29",  19,"A","Msgbox ","Complete","174    ","Box of Ph"
06,"93/09/10","07:28:58",  39,"A","Owner  ","Complete","43155  ","Ying Sue "
16,"93/09/10","07:29:37",   4,"D","",#16,155","Complete","43155  ","Ying Sue "
07,"93/09/10","07:29:12",  44,"A","Owner  ","Complete","43164  ","Yeoman Mi"
18,"93/09/10","07:29:42",  15,"A","Msgbox ","Complete","$1800  ","TS - Open"
06,"93/09/10","07:41:22",  98,"A","Owner  ","Complete","4142   ","Zeller Ne"
01,"93/09/10","07:54:29",   9,"C","Msgbox ","Complete","158    ","Box of Xa"
03,"93/09/10","08:09:13",  12,"A","Bad ID ","No msg  ","62     ","        "
01,"93/09/10","08:14:32",   7,"A","Xfer id ","Complete","0      ","System Op"

 Port          Time        Origin      Status              Name of
       Date                     Type    of      System ID  subscriber
                  Length       of     call                 or box
                  of           call
                  call
```

Figure 93: Call Log

Call Log Data Fields		
Field Name	**Length**	**Description**
Port	2	Voice mail system port answering this call.
Date	10	Date of call in YY/MM/DD format.
Time	10	Time of call in HH:MM:SS format.
Length of Call	4	Duration of call in seconds.
Origin	3	Origin of call: A — Answered incoming call/Collision C — Continued (call restarted) D — Dialed out
Type of Call	8	Type of caller. Possible values are: Owner — Call from a subscriber. Guest — Call from a guest. Int Box - Call for an interview box. Tran Box - Call for a transaction box. Msgbox — Call for a message box. Public — Public call. Xfer op — Transfer to operator. Xfer ID — Operator ID transfer. Remote — Network call. Restart — Voice mail software restarted. Shutdown — Voice mail software stopped. <Phone #> — Voice mail system placed a call but didn't contact anyone, or a dialed out to light a message waiting lamp. FAILURE — System failure occurred, fail codes in following three fields. Complete — Call completed successfully. Transfer — Caller transferred successfully. Locked — Caller ID locked out.
Status of Call	10	Status of call. Possible values are: Busy — Dial out reached a busy tone. Complete — Call completed successfully. No answer — Dial out resulted in no answer. No connect — Dial resulted in no connection. Intercept — Dial out resulted in intercept tone. Incomplete — Dial out interrupted by local connect. No ID — Dial out resulted in answer but no ID. No msg. — Outside caller hungup. Error — Error during call or ** pressed. Bad ID - Caller entered an invalid ID. Bad SC - Subscriber entered an invalid security code.
System ID	12	ID of caller (blank if outside caller).
Name	9	Name of caller (blank if outside caller or if transfer to operator).

Figure 94: Call Log Data Fields

Error Log

The **Error Log** report lists system errors (Figure 95). The report lists each error code, the port on which the error occurred, and the date and time the error occurred. Use this report to identify system problems. Write down the error code and contact your Comdial representative.

```
        Error Log Report for  09/07 to 09/21   Created: 09/21/93 at  1:11PM
Contact your service representative for more information on any errors
found

Error:     (M91-1)    (E2-2)       (D5)
Port:   1
Date/Time:      09-15-93    at 13:16

Error:     (M150-9)   (E2-2)       (D42)
Port:   1
Date/Time:      09-15-93    at 13:16

Error:     (M91-1)    (E2-2)       (D5)
Port:   1
Date/Time:      09-15-93    at 13:32

Error:     (M150-9)   (E2-2)       (D45)
Port:   1
Date/Time:      09-15-93    at 13:32

Error:     (M150-4)   (E2-2)       (D0)
Port:   1
Date/Time:      09-15-93    at 13:32

Error:     (M91-19)   (E2-3)       (D5)
Port:   1
Date/Time:      09-15-93    at 13:20

Error:     (M91-1)    (E2-2)       (D5)
Port:   1
Date/Time:      09-15-93    at 13:20
```

Figure 95: Error Log Report

Previous Report

Besides generating new reports, you can also display, copy or print reports you created earlier, using the Previous Reports option. This option is especially useful when you have displayed a report on screen, then later decide to print it. You can also use this option to display or print other ASCII text files, such as README files.

Running Reports

Running a report takes 3 main steps:

- Choose a report from the Reports menu.
- Specify any special parameters, such as the subscriber's name, System ID, starting date or ending date for the report.
- Choose the report output: display on-screen, copy to a disk file, or print to your printer.

Depending on the size of your system and its call volume, running a report can take several minutes to complete.

> **WARNING!** Each time you run a report, the system uses the same filename for that report type, and **replaces** the last report of the same type. To save the information in a particular report, copy it to a file with a different name. See *Choosing the Report Output* for steps.

To access the Reports Menu:

1. Sign in to the system.

2. From any system screen, press ⌷F2⌷. Depending on the screen you're viewing, the system displays one of these Command menus:

```
       COMMAND MENU                            COMMAND MENU

         Copy                                    Copy
         Reports                                 Jump to page
                                                 Sort by ID
                                                 Reports

  Press [space] to view options,         Press [space] to view options,
  Press [enter] to select,               Press [enter] to select,
       Esc to exit menu.                      Esc to exit menu.
```

3. Press ⌷R⌷ for Reports. You'll see the Reports menu:

```
          REPORTS MENU

          Usage reports
          Directory reports
          Busy Ports
          Call Log
          Error Log
          Previous report

   Press [space] to view options,
   Press [enter] to select,
        Esc to exit menu.
```

Figure 96: Reports Menu

Running a Usage Report

1. At the Reports Menu, make sure **Usage reports** is highlighted and press ⌷←Enter⌷.

2. To run report for the entire system, just press ⌷←Enter⌷.

   To run the report for an individual guest, subscriber, extension or System ID, type ⌷Y⌷. For a guest or a subscriber, type the person's last name and press ⌷←Enter⌷. For a System ID, type the ID ⌷←Enter⌷. When the system asks for confirmation, press ⌷←Enter⌷.

3. Enter the start date for the report and press ⌷←Enter⌷. (For example, type **9-Sep** for September 9th.)

4. Enter the end date for the report and press ⌷←Enter⌷.

5. Press ⌷↓⌷ to highlight either **Graph of usage** or **Table of usage** and press ⌷←Enter⌷.

Running a Directory Report

To run a Subscriber or Extension List report:

1. At the Reports Menu, press ⊕ to highlight **Directory reports** and press (←Enter).

2. Press the ⊕ down arrow key to highlight **Subscriber Report**, or **Extension List** and press (←Enter).

To run a Group report:

1. At the Reports Menu, press ⊕ to highlight **Directory reports** and press (←Enter).

2. Press ⊕ to highlight **Group Reports** and press (←Enter).

3. Press ⊕ to highlight **List of Message Groups, Members in a Group**, or **Groups including Person** and press (←Enter).

4. **If you're running a List of Message Groups report**, answer the yes-and-no questions to list:

    ■ all groups in the system
    ■ open groups in the system
    ■ the groups owned by a particular subscriber

    If you're running a Members in Group Report, type the group's name and press (←Enter). Press (←Enter) to confirm.

    If you're running a Groups Including Person report, type the subscriber or guest's last name and press (←Enter). Press (←Enter) to confirm.

Running the Busy Ports or Error Log Report

1. At the Reports Menu, press ⊕ to highlight the name of the report (←Enter).

2. Enter the start date for the report and press (←Enter). (For example, type **9-Sep** for September 9th.)

3. Enter the end date for the report and press (←Enter).

4. If you're running the Busy Ports report, specify the port numbers to include, separated by commas (for example, 1,2,3), or type a range of port numbers separated by a hyphen (1-4). To run the report for all voice mail system ports, just press (←Enter).

Running the Call Log

1. At the Reports Menu, press the ⊕ down arrow key to highlight **Call Log** (←Enter).

2. To run the report for the entire system, just press (←Enter).

    To run the report for an individual guest, subscriber, Extension # ID, or System ID, type Ⓨ. For a guest or a subscriber, type the person's last name

and press ⟮←Enter⟯. For a System ID, type the ID ⟮←Enter⟯. When the
system asks for confirmation, press ⟮←Enter⟯.

3.   Enter the start date for the report and press ⟮←Enter⟯. (For example, type
     9-Sep for September 9th.)

4.   Enter the end date for the report and press ⟮←Enter⟯.

Choosing the Report Output

Once a report is created, you can view it on your screen, copy it to a new disk
file that can be imported into other programs, or print it on a printer connected
to your voice mail system.

Viewing a Report On Screen

1.   Run the report. The system displays the Output menu (Figure 97).

```
OUTPUT MENU:   <report name>

     Display
     Copy
     Print
     Quit

Press [space] to view options,
Press [enter] to select,
     Esc to exit menu.
```

Figure 97: The Output Menu

2.   Press ⟮←Enter⟯. The system displays the report. To move through the
     report, press the ⟮↓⟯ ⟮↑⟯ ⟮PgUp⟯ ⟮PgDn⟯ ⟮Home⟯ or ⟮End⟯ keys, or use the
     Jump command.

In the upper left corner of the screen, the system tells you how much of the
report you've viewed (for example, 50%). In the upper right corner of the screen,
the system tells you the number of the last line displayed on screen (for example
Line #18).

Searching for Words and Phrases in Reports

The voice mail system's Jump command makes it easy to move through a report
displayed on-screen, by letting you "jump" ahead to the information you're
interested in. First, display the report on screen. Then, use the Jump command to
find dates, numbers, error codes, or any word or phrase up to 30 characters long.

The Jump command is especially useful for reading a Call Log report that covers
many days. Just use the Jump command to search for the date you want, or to
search for values in data fields. See the chart on page 180 for values that may
occur in a Call Log report's data fields.

To jump to a word or phrase in a report:

1.   Run the report and view it on screen.

2.   Press ⟮Ctrl⟯⟮J⟯.

3. Type the characters you want to search for. You can use numbers or letters. You can type the letters in upper- or lowercase (the search facility is not case sensitive). Press (←Enter).

To repeat a search for the same characters, press (Ctrl)-(J) again. The system displays the characters you used in your last search. Press (←Enter).

Copying the Report to a File

1. Run the report. The system displays the Output menu (Figure 97).

2. Press (↓) to highlight **Copy** (←Enter).

3. Select a filename for the report.

By default, the system displays the filename that appears at the top of the Output menu. To accept the default filename and copy the new report file to the directory containing your system files, press (←Enter).

To copy the report to a floppy disk, insert the disk in drive A: and type **A:<*filename*>** (←Enter), where <*filename*> is the MS-DOS filename.

Once you copy the report file to a floppy disk, you can use it on another computer with most spreadsheet, database or word processing programs.

> **NOTE:** If you copy more than one report to a floppy disk, give each report a different filename.

Printing a Report

To print a report, you must have a parallel printer connected to the voice mail system. The printer must be connected and turned on before you start the voice mail system.

To print a report:

1. Run the report. The system displays the Output menu (Figure 97).

2. Press (↓) (↓) to highlight **Print** (←Enter).

The Previous Report Option

The system stores the contents of the reports you run in disk files, located in the directory containing the voice mail system software. You can view, copy or print a report at a later time, just by requesting the report filename.

To select a report you've already run:

1. At the Reports Menu, repeatedly press (↓) to highlight **Previous Report** (←Enter).

2. When the system prompts you for a filename, type the name of the report file and press (←Enter).

Report Type	Filename
Any Usage Graph Report	GRAPH.RPT
Any Usage Table Report	TABLE.RPT
Subscriber Report	SUBSCRIB.RPT
Extension List	EXTENSIO.RPT
List of Message Groups	GROUPLIS.RPT
Group Membership	GROUPMEM.RPT
Groups Including Person	MEMBERSH.RPT
Busy Ports	BUSYPORT.RPT
Call Log	REPLOG.PRN
Error Log	ERRLOG.RPT

Figure 98: Filenames for reports

WARNING! Each time you run a report, the system uses the same filename for that report type, and **replaces** the last report of the same type. To save the information in a particular report, copy it to a file with a different name.

Using the Previous Report Option to View Other Files

You can use the **Previous Report** option to view an MS-DOS text file on a floppy disk or the system's hard drive without shutting down the voice mail software.

To display a text file on the voice mail system screen:

1.   At the Reports Menu, repeatedly press ⊕ to highlight **Previous Report** (←Enter).

2.   When the system prompts you for a filename, type the full MS-DOS path and filename for the report or text file you want. The system displays the Output menu (Figure 97). You can then display, copy or print the file.

For related information, see:
■   *Port Applications*
■   *System IDs*

Schedules

Most offices are not open around the clock. You can configure the voice mail system to handle calls differently during the hours your company is closed. You define for the system the hours and days of the week your office is open for business. You can also specify holidays when your office is closed.

This topic describes how to set the system's schedules and how they affect the system's Day and Night Modes of operation. The parameters that affect schedules are on the QuickStart Application Screen, Page 4 (Figure 99).

```
                   Q U I C K S T A R T   A P P L I C A T I O N       Page 4 of 6
30. Today's date: 19-Jan-94                              Time Now: 10:23am

31.    Schedule #1              Schedule #2                   Schedule #3
a: 8:00am- 5:00pm MTWHF   a:       -                   a:        -
b:        -               b:       -                   b:        -
c:        -               c:       -                   c:        -
    Current mode: DAY         Current mode: NIGHT          Current mode: NIGHT
 Ignore holidays? No       Ignore holidays? No          Ignore holidays? No

32. Schedule #4: DAY

33. Holidays:
       1-Jan    25-Dec

34. Daylight Savings? No                     On Now? N/A
        Date On:        Off:                 Hours: 1
```

Figure 99: QuickStart Application Screen, Page 4

Day and Night Modes

You can configure the system for two different modes of operation: Day Mode and Night Mode. You define the hours and days the system is to operate in Day Mode, when your office is open. The rest of the time the system operates in Night Mode, when your office is closed. Day Mode hours do not have to be normal daylight hours. Day Mode hours are simply your business hours: the hours that your office is open or your standard telephone service is available.

Using Multiple Schedules

You can define up to four different Day Mode schedules, numbered #1 - #4, then assign particular system ports or transaction boxes a different Day Mode schedule. For example, if you had a Customer Service Department that was open on weekends when the rest of the office was closed, you might create an extended Day Mode schedule for the calls routed to that department from a particular port.

By default, the system uses only Schedule #1, unless you explicitly tell the system to use Schedule #2, #3, or #4.

Using Schedule #1, #2, or #3

Schedule #1, #2, and #3 can each have up to three **ranges** of hours and days that define that schedule's Day Mode. These ranges are labeled **a:**, **b:**, **c:** (see example).

```
┌─────────────────────────────┐
│ 31.    Schedule #1          │
│ a: 8:00am- 5:00pm MTWHF     │
│ b:10:00am- 3:00pm S         │
│ c:12:00pm- 3:00pm U         │
│      Current Mode: DAY      │
│    Ignore holidays: No      │
└─────────────────────────────┘
```

Whenever the current time and day falls within any one of the ranges you have defined for a schedule, that schedule is in Day Mode. The rest of the time, the schedule is in Night Mode. The **Current mode** field is a display-only field that tells you the mode that schedule is *currently* in (for example, **Current mode: NIGHT**).

Using Schedule #4

Schedule #4 is a special schedule. Schedule #4 stays in either Day Mode or Night Mode, 24 hours a day, 365 days a year. The mode will not change unless you change it at the console. This allows you to set a group of ports or transaction boxes to stay in a particular mode regardless of the time of day. By changing the setting of Schedule #4, you can reset all the ports or transaction boxes that use Schedule #4. The Schedule #4 field has no impact on Schedule #1, #2, or #3.

Defining a Day Mode Schedule

To define a schedule's Day Mode, enter the Day Mode hours and days under that schedule's heading. For example, enter your company's normal business hours under the **Schedule #1** field. Typically, you will need to enter only one range of hours in the **a:** field. For example, if your company is open from 8 to 5, Monday through Friday, you would enter **8:00am - 5:00pm MTWHF** in the **a:** field under **Schedule #1**. If your company has different weekend or evening hours, you can enter these hours in the **b:** and **c:** fields for that schedule.

The seven days of the week are designated by **MTWHFSU**. Note that **H** = Thursday and **U** = Sunday. Also note that **12:00am** = Midnight, and **12:00pm** = Noon.

Remember, the **Current mode** field displays what mode that schedule is *currently* in, based on the ranges that define that schedule. As you change the hours of the schedule, this field may change from **Current mode: DAY** to **Current mode: NIGHT** or vice versa. Even if this field displays **Current mode: NIGHT**, remember to define only the hours and days this particular schedule will be in Day Mode.

Defining Additional Schedules

In most applications, you use only one schedule throughout the entire system. However, there may be cases when you want to define and apply additional Day Mode schedules. Define the additional schedules under the headings **Schedule #2** and **Schedule #3**, the same way you define **Schedule #1**.

Applying Additional Schedules

Once you have defined additional schedules, you **apply** the additional schedule by entering the appropriate schedule number (1, 2, 3 or 4) in one of these fields:

To apply the schedule to a particular **port**:

QuickStart Application Screen, Page 2, **16. Day/Night schedule (1..4)**

To apply the schedule to a **transaction box**:

Transaction Directory Screen, in the upper right corner, in the field labeled: **Schedule #**

> **NOTE:** Unless you apply a particular schedule to a transaction box, the transaction box follows the schedule used by the port that answered the call routed to the box.

Holidays

You may specify up to 18 different holidays, during which the system will operate in Night Mode for the entire day. Enter your company's holidays on the two rows below the label **33. Holidays**. You may enter up to 9 holidays on each row.

Enter each holiday as a day and month, as in **1-Jan, 25-Dec**. The date entered will be considered a holiday every year. For holidays which fall on different dates in different years, you should change the date each year.

> **NOTE:** If Schedule #4 is set to Day Mode, it will stay in Day Mode even during system holidays.

Ignoring Holidays

You can control whether Schedule #1, #2, or #3 operates in Night Mode on holidays. This feature is useful for organizations with varied holiday schedules. For example, a hospital may close its business office on holidays, but keep its emergency clinic open 365 days a year.

The **Ignore holidays?** field controls whether a schedule recognizes holidays. If **Ignore holidays?** is set to **No** in a schedule, ports and boxes following that schedule will operate in Night Mode throughout the holidays. This is the default setting for each schedule.

If **Ignore holidays?** is set to **Yes** in a schedule, that schedule will operate as if no holidays were specified for the system, and will follow the regular Day Mode schedule as defined.

Note that a schedule can only recognize the entire list of holidays, or no holidays at all.

Daylight Savings Time

You may configure the system to automatically adjust to Daylight Savings Time. To activate this feature, set the **34. Daylight Savings** field to **Yes**. In the **Date On** and **Off** fields, enter the dates that Daylight Savings Time begins and ends for the current year. These settings should be updated yearly.

At 2:00am on the date that is specified in the **Date On** field, the system will set its clock ahead by the number of hours specified in the **Hours** field.

At 2:00am on the date that is specified in the field **Off**, the system will set its clock back by the number of hours specified in the **Hours** field.

For related information, see:
- Applications
- Opening Line
- Operator Box
- Port Applications
- Transaction Boxes

See also:
- The QuickStart Application Manual
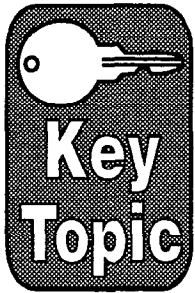
Screens

The voice mail system's many powerful features can be configured at the system console. The more familiar you are with the system console screens the easier it is for you to configure the system.

This topic describes each system screen, its fields, and the keys you press to move around the screens. It also indicates where fields are explained in more detail in other parts of this manual.

The Banner Screen

The Banner Screen is the screen you see before you sign in at the console. It gives you information about the system's ports, the date and time, the system schedule, and the number of hours of storage available on the system's hard drive. (See Figure 100.)

```
» 1. Ans                                          12:37pm    DAY   29-Jan-94
  2. Ans
  3. Ans                                          Recording Time:   3:00
  4. A/D

                            E X E C U M A I L

                                *    *    *

                            Comdial Corporation


              ┌───────────────────────────────────────┐
              │                                         │
              │      COMDIAL                            │
              │                                         │
              └───────────────────────────────────────┘



   F1 Help              F3 Select Port            F5 Versions
   F2 Sign-in           F4 Local on/off           ESC Exit
 Enter any character.
```
Figure 100: The Banner Screen

Port status: The upper-left corner of the screen shows port numbers (1, 2, and so on) along with an abbreviation stating each port's current status. A **port** is a single-line connection to the system. Status is displayed real-time, and, therefore, changes while calls are answered and processed.

Date & time: The upper-right corner of the screen shows the date and time according to the system's internal clock. It should be kept accurate, because the system uses this clock to stamp the time and date on each message and report.

Day or Night Mode: Between the time and date displays, the system shows either **DAY** or **NIGHT**, depending on whether Schedule #1 is in Day Mode or Night Mode.

Keylock status: Just below the date and time is an area that shows whether or not the [Caps lock], [Num lock], or [Insert] keys have been pressed on the console keyboard. When set on, **CAPS** keeps all letters UPPERCASE, **NUM** enables the console's numbered pad, and **INSERT** means that typed characters will be *inserted* into a line (rather than typing over the existing characters). These keys may or may not be pressed on your keyboard. Try them now so you can see the status indicators on the screen:

Press [Num Lock]   **NUM** indicator toggles on or off.
Press [Caps Lock]   **CAPS** indicator toggles on or off.
Press [Insert] or [Ins]   **INSERT** indicator toggles on or off.

Try these keys several times. Leave them *OFF* when you finish.

Recording Time: Just below the keylock status is the recording time status, which indicates the number of hours and minutes still available for new messages. Depending on your equipment, the total time available for message storage can range from a few hours to dozens of hours. Watching this number grow and shrink over time will give you a feeling for how much recording time is "normal." If your business grows and this number starts to drop dramatically, your Comdial representative can quickly help you expand recording capacity.

Screen window: The center area of the display is the window to the system's database and parameters. It is organized around 6 sets of screens.

- QuickStart Application Screen
- Personal Directory Screen
- Groups Screen
- Transaction Directory Screen
- Voice Prompt Editor Screen
- QuickStart Switch Setup Screen

For your protection, when no one is signed in at the console the system displays the Banner Screen, which prevents unauthorized users from viewing or configuring the system's parameters.

Function Keys: Along the bottom of the screen, there is a list of keys showing functions currently available. These correspond to the keys labeled F1 through F5 on your keyboard. For example, pressing [F1] gives you on-screen help. Different screens have different combinations of functions, but the ones available are shown here.

One-line help: At the bottom of the screen, immediately below the function key list, is a one-line help indicator. This tells you what the system expects you to type. As you enter information in the system, watch this area for quick reminders.

Moving from Screen to Screen

Each of the six system screens can be thought of as a file folder containing information on one aspect of the voice mail system. For example, the Personal Directory Screen contains information on the people enrolled in the system, while the QuickStart Switch Setup Screen contains information on your Comdial telephone system.

The screens are set up in a circular fashion (Figure 101). Relative to your starting position, the [F5] command moves you backwards (counterclockwise) through the screens, while the [F6] command moves you forward (clockwise). Pressing either [F5] or [F6] six times in a row returns you to the screen you started from.

Screen Shortcut Keys

With only six screens, you can move quickly through the system. However, there are also six shortcut key combinations to move directly to a particular screen.

[Ctrl]-[A] QuickStart Application   [Ctrl]-[T] Transaction Directory
[Ctrl]-[D] Personal Directory   [Ctrl]-[P] Voice Prompt Editor
[Ctrl]-[G] Groups   [Ctrl]-[S] QuickStart Switch Setup

Moving from Page to Page

Like a file folder, each screen contains one or more **pages** of information. For example, the Personal Directory Screen contains one page for each person enrolled in the system.

Page Up and Page Down

On the screens which have a fixed number of pages (QuickStart Application Screen and QuickStart Switch Setup Screen) you will see the page number on the far right side of the highlight bar. You can move from one page of a screen to the next by using the [PgUp] and [PgDn] keys.

Moving Around Each Page

Each screen page is divided into smaller areas by lines. These areas often have titles to show their general purpose. Information is organized and stored in **data fields** contained within each area. You enter and edit database information in these fields by typing in them. Fields also display stored information, and in some cases are display-only fields which do not accept typed input.

The *current* live field area is indicated by a highlight and by a blinking typing cursor. The highlight shows the size of the field and the cursor shows the current typing point. Press the following keys to **move the cursor within a field** which has multiple characters, such as the **Name** field:

[→] (Right Arrow)   Moves the cursor to the **next character.**

[←] (Left Arrow)   Moves the cursor to the **previous character.**

The Console Screens

QuickStart
Application
Screen

QuickStart
Switch Setup
Screen

Personal
Directory
Screen

Voice Prompt
Editor
Screen

Groups
Screen

F6

Next Screen

Transaction
Directory
Screen

F5

Previous Screen

Moving between pages of a single screen

Page
Up

Page
Down
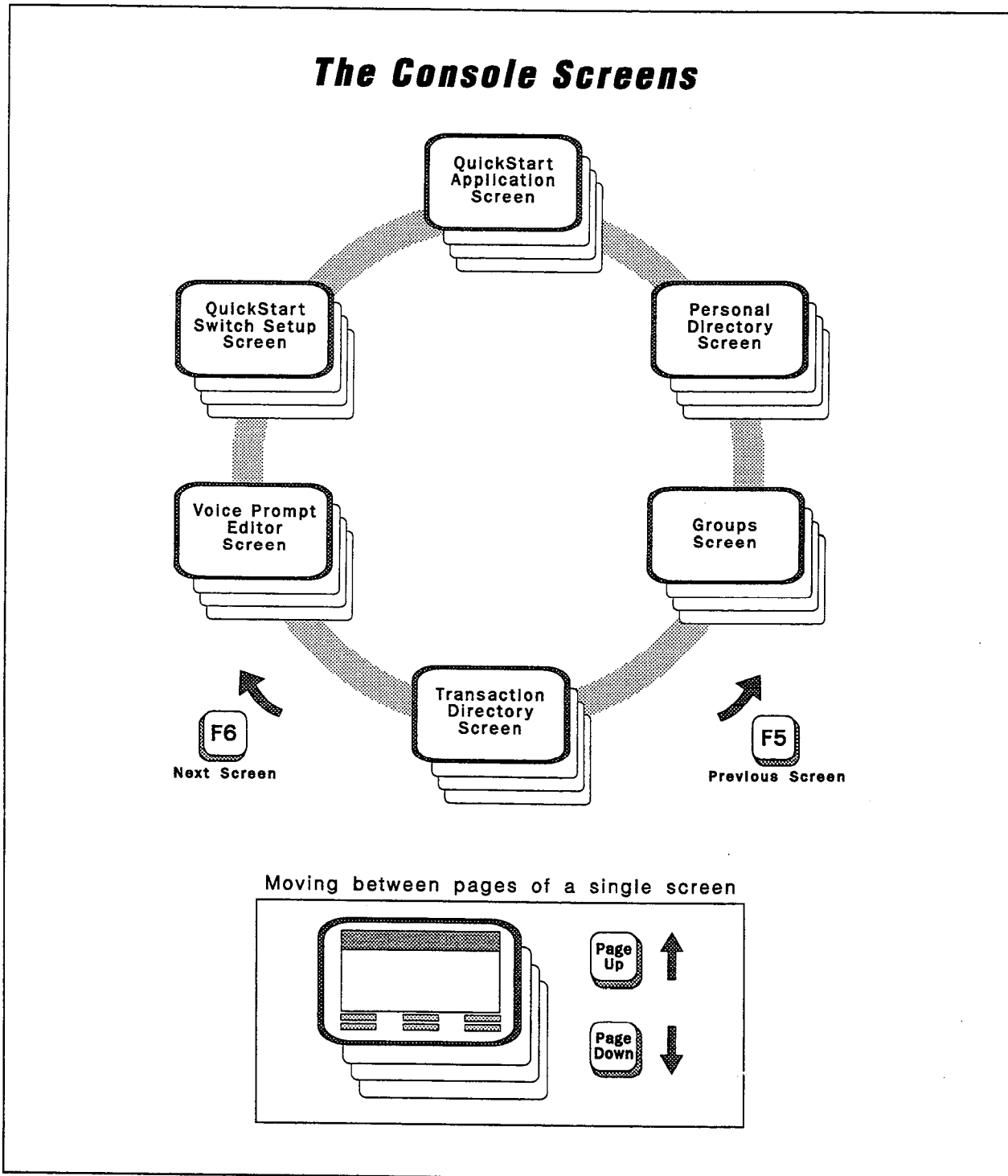
Figure 101: The system screens

When you get to the end of a field, the right and left arrow keys will move you to the next or previous field. To move around more quickly, press the following keys to **move the cursor between fields:**

[Tab↹]	Moves the cursor one field **to the right.**
[Shift]-[Tab↹]	Moves the cursor one field **to the left.**
[↓] (Down Arrow)	Moves the cursor to the **closest field underneath.**
[↑] (Up Arrow)	Moves the cursor to the **closest field above.**
[←⏎Enter]	Moves the cursor to the **next field.**

Each time you move out of a field, any changes you made to the field will be saved. If you type something in a field accidentally, it's easy to undo the mistake. [Esc] restores the field to its original unmodified state.

> **NOTE:** The [Esc] key works only when the mistake is noticed immediately. You must press [Esc] *before* moving to another field. Once you move the cursor to another field (by pressing [←⏎Enter], [Tab↹], or the arrow keys), your change is stored and you'll have to return to the field and edit it manually.

Awaiting a Key

```
                          AWAITING A KEY



```

Generally, when you sit down at the console, the system will be turned on and active. However, the screen will probably be *blank* except for the message **AWAITING A KEY.** This is normal. Because the system is always on, it includes a feature that prolongs the life of the monitor. After a few minutes of keyboard inactivity, the system clears the full screen and displays this short message instead. The message itself changes screen position every few minutes.

The "awaiting a key" message will disappear and the screen will return to normal when you press any key on the keyboard.

QuickStart Application Screen, Page 1

Use the QuickStart Application Screen, Page 1 to store general information about your configuration.

```
▓▓▓▓▓▓▓▓▓ Q U I C K S T A R T   A P P L I C A T I O N ▓▓▓▓ Page 1 of 6 ▓
1. Site name: Your Company Name
2. Contact:                                    Phone#:
─────────────────────────── Calls Answered ──────────────────────
3. Total trunks/stations: 0  /0               Calls/day: 0
4. Day Calls Answered: All-trunks             Night Calls: All-trunks
5. All ports busy action: Ring-until-answered
─────────────────────────── Access Numbers ──────────────────────
6. Trunk Pilot #:                             # of Trunks Answered: 0
   Alternate Trunk #s:
7. Voice Port Stations          Pilot #:
   Station Numbers:
```

Figure 102: QuickStart Application Screen, Page 1

Site name
The name of your organization.

Contact
The person responsible for maintaining the voice mail system at your organization, such as the system manager.

Phone#
The contact's telephone number.

Total trunks/stations
The number of trunks and stations on the Comdial telephone system.

Calls/day
The average number of calls answered each day.

Day Calls Answered
During the day, whether the voice mail system answers all trunks, some trunks, or no trunks.

Night Calls
During the night, whether the voice mail system answers all trunks, some trunks, or no trunks.

All ports busy action
Tells you how the Comdial telephone system is programmed to respond when all ports are busy, either ring until answered, forward to the operator, or play a busy signal.

Trunk Pilot #
The area code and telephone number outside callers dial to reach the voice mail system.

# of Trunks Answered
The number of trunks the voice mail system answers.

Alternate Trunk #s
Other telephone numbers outside callers use to reach the voice mail system. You can show up to 3 additional telephone numbers.

Voice Port Stations
The number of ports on the system used for voice mail. (This does not include other types of ports, such as fax ports.)

Pilot #
The internal extension number subscribers call to reach the voice mail system.

Station Numbers
The Comdial telephone system station numbers that are connected to a voice mail system port.

QuickStart Application Screen, Page 2

Use Page 2 of the QuickStart Application Screen to record special Opening Line prompts (lines 10, 11, and 12), to set the action the system takes if a caller presses no touchtones (line 13), to set the status for each port, rings to answer for each port, and to set the schedule and special options for each port.

```
        Q U I C K S T A R T   A P P L I C A T I O N        Page 2 of 6
                                  All Ports  Port 1   Port 2   Port 3   Port 4
                                  Day Nt     Day Nt   Day Nt   Day Nt   Day Nt

10. Intro (Hello, this is...):    :3  <-     <- <-    <- <-    <- <-    <- <-
11. Action (Enter ext number):    >9  <-     <- <-    <- <-    <- <-    <- <-
12. Otherwise (Hold for oper):    :2  :5     <- <-    <- <-    <- <-    <- <-
13. System ID if no TTs:          0   $PM

14. Port Status:                             Ans      Ans      Ans      A/D
15. Rings to answer (0=>pool):               0        0        0        0
16. Day/Night Schedule (1..4):               1        1        1        1
17. Special Port Options:
```

Figure 103: QuickStart Application Screen, Page 2

Lines 10 to 13
The fields on these lines set up your Opening Line greeting. For more details about the fields on lines 10 to 13, see the topics *Opening Line*, *Port Applications*, *Quick Play*, and *Recording Voice Fields*.

Port Status
This field controls how the system uses each port to answer, route calls, and to dial out to notify subscribers of voice mail received. See the topic *Port Applications*.

Rings to Answer
The number of rings an operator has to answer before the system takes a call. See the topic *Port Applications*.

Day/Night Schedule (1..4)
The system supports up to 4 different day and night schedules that may be applied to ports individually. See the topics *Port Applications* and *Schedules*.

Special Port Options
Settings in this area control the way the system works with special telephone equipment. See the topic *Port Applications*.

QuickStart Application Screen, Page 3

Use Page 3 to configure how and when the system transfers callers to the human operator, and the action to take if no operator is available. For a detailed explanation of how to use this screen, see the topic *Operator Box*.

```
              Q U I C K S T A R T   A P P L I C A T I O N       Page 3 of 6
20.   Set up System Operator
   System ID: 0                        Voice name: 0:01

                            ┌>Greeting ──────┬>Action ─────────────────────
   Day?    Yes-->,0         │»Day:  0:10     │Day:  GotoID-->$PM
   Nite?  No                │ Nite: 0:08     │Nite: GotoID-->$PM
                            │                │
   Await-Ans-->4  Rings     │ Alt:  0:08     │Max-msg:    90 sec
   Intro: 0:02    Holding? No│               │Edits OK? Yes
   Transfer Options :       │ Active: D/N    │Send Msg Urgent? No
                            │                │After Msg: Say-bye
   ──────────────────────────────────────────────────────────────────────
   Alternate System IDs for Special Operators on each Port:

```

Figure 104: QuickStart Application Screen, Page 3

System ID
The operator's System ID.

Voice name
The Operator Box's recorded name.

Rings
This field indicates the number of times ExecuMail should ring the operator's extension before taking the next step in the *Transfer -> Greeting -> Action* structure. Applies for Await Answer and Wait for Ringback transfer types only.

Intro
This is a voice field containing a short recording which the system plays to the caller before attempting to transfer the call to the operator. The default Intro recording is *"I'll transfer you now."*

Holding?
When this field is set to Yes, the caller can press a touchtone to hold for the operator when the operator's line is busy. When this field is set to **Vox**, the caller can say "Yes" to holding. When this field is set to **No**, call holding is turned off. Only available with the Await Answer and Wait for Ringback call transfer types. See the topic *Call Holding*.

Transfer Options
This field controls how calls are transferred to the operator. For more details on how to set up call transfer, see the *Call Transfer & Call Screening* topics.

Greeting Day/Nite/Alternate
These voice fields store the Operator Box's greetings.

Active
This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the schedule is currently in). **Alt** means the alternate greeting is currently active.

Action Day/Nite
The action the system should take if the caller does not press any touchtones during the operator's greeting. The default action for the Operator Box is **GotoID-->$PM**, for the Public Interview Box.

Max-msg
Applies only if the Action is **Take-msg**. This sets the maximum length in seconds an outside caller's message can last. The maximum value is 9999 seconds (2 hrs, 46 min). For more details, see the topic *Message Taking*.

Send Msg Urgent?
Applies only if the Action is **Take-msg**. This field controls whether outside callers are allowed to leave urgent messages. For more details on urgent messages, see the topic *Messages*.

Edits OK?
Applies only if the Action is **Take-msg**. This field controls whether outside callers are asked if they want to add to, listen to, or re-record their message. For more details, see the topic *Message Taking*.

After Msg
Applies only if the Action is **Take-msg**. This field controls whether the system takes another action after recording a message from the caller. See the topic *Message Taking* for more details.

Alternate System IDs for Special Operators on each Port
This field allows you to route callers pressing 0 to a different operator, depending on which system port the call came in on. See the topic *Port Applications* for details about programming your system to handle calls differently for each port.

QuickStart Application Screen, Page 4

Use the QuickStart Application Screen, Page 4 to set Day and Night Modes, and to schedule holidays. For more details, see the topic *Schedules*. You can also use the **Today's date** and **Time Now** fields to set the date and time for the voice mail computer.

```
            Q U I C K S T A R T    A P P L I C A T I O N       Page 4 of 5
30. Today's date: 19-Jan-94                    Time Now: 10:23am

31.    Schedule #1        Schedule #2              Schedule #3
a: 8:00am- 5:00pm MTWHF  a:    -              a:    -
b:        -              b:    -              b:    -
c:        -              c:    -              c:    -
   Current mode: DAY       Current mode: NIGHT    Current mode: NIGHT
   Ignore holidays? No     Ignore holidays? No    Ignore holidays? No

32. Schedule #4: DAY

33. Holidays:

34. Daylight Savings? No              On Now? N/A
        Date On:        Off:          Hours: 1
```

Figure 105: QuickStart Application Screen, Page 4

Today's Date/Time Now

The date is set in the **Today's date** field. The **Time Now** field shows the current clock setting. Both the date and time are stored in the system's battery-powered clock/calendar.

Schedule #1, Schedule #2, and Schedule #3

The voice mail system can handle calls differently between its day and night schedules. The fields on line 31 let you set the range of hours and days of the week for these two modes of operation.

Current mode

This field tells you whether a schedule is currently in Day Mode or Night Mode.

Ignore holidays?

This field controls whether a schedule goes into Night Mode on holidays.

Schedule #4

Schedule #4 is an additional schedule that can be manually set to either Day Mode or Night Mode. Once set, it never changes mode, unless the system manager changes the mode at the system console.

Holidays

Line 33, **Holidays** contains fields for up to 18 dates. Dates are entered in day-month format (**15-Jan**, for example). If the **Ignore holidays?** field is set to **No**, on each holiday the system will operate on a NIGHT schedule all day long.

Daylight Savings?

Line 34 contains 4 fields that control the automatic use of daylight savings time. To activate this area, set **Daylight Savings?** to **Yes**. Set the **Date On** and **Date Off** fields to the Sunday dates when the time changes. When daylight savings time is in effect, the **On Now?** indicator shows **Yes**.

QuickStart Application Screen, Page 5

Use Page 5 to program the default settings for each new subscriber. This screen is documented in the *Subscribers* topic.

```
          Q U I C K S T A R T   A P P L I C A T I O N       Page 5 of 6
      40. Defaults for each new Subscriber:
      Personal ID: 8X
                                            Hold/Archive msgs:   0 /2    days
          Access: PCBF
      ┌─>Transfer ──────────────┬─>Greeting ──┬─>Action ──────────────────────
      │ Transfer? Yes-->,X       │             │ Take-msg
      │ Await-Ans-->4  Rings     │             │
      │ Screening? No  Holding? No│            │ Max-msg:  90 sec  Edits OK? Yes
      └─Message Notification ────┘
      Lamp #: X                           Activate Lamps? Yes
      #1: X              after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
      #2:                after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
      #3:                after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
      #4:                after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent

                          Ctrl-E for expanded options
```

Figure 106: QuickStart Application Screen, Page 5

Personal ID
The convention used to create Personal IDs for subscribers. See also the topic *System IDs*.

Hold/Archive msgs
The number of days the system stores subscribers' held and archived messages. See also the topic *Messages*.

Access
This field controls which features subscribers have access to by default.

Transfer
The fields in this section control whether and how calls are transferred to a subscriber's telephone extension. See also the topic *Call Transfer & Call Screening* for details explaining call transfer.

Action
The action the system takes after playing a subscriber's greeting. See also the topic *Message Taking*.

Message Waiting Notification
The fields in this section control whether the system lights message waiting lamps for subscribers, and the default message delivery schedule. See also the topic *Message Waiting Lamps* and *Message Delivery*.

Access Code Options

Press Ctrl-E, then ←Enter to view a help screen for selecting access codes. These codes will be used by each new subscriber added to the system. Press SpaceBar to add or remove a code. For a complete description of each of these codes, see the *Subscribers* topic.

```
            Q U I C K S T A R T   A P P L I C A T I O N      Page 5 of 6
      40. Defaults for each new  Subscriber:
      Personal ID: 8X
                                        Hold/Archive msgs:   0 /2   days
    A C C E S S   C O D E   O P T I O N S ============= Press ESC to Exit

    A [ ] No Setup Options    J [ ] Unused            S [ ] Can't Send Message
    B [*] No Rec't Summary     K [ ] Can Edit Holding  T [ ] Traditional Order
    C [*] No Public Notify     L [ ] Message Length    U [ ] Not to Subscribers
    D [ ] Not in Directory     M [ ] Menu Mode         V [ ] No Private Message
    E [ ] Messages by Ext      N [ ] Hands-Free Play   W [ ] No Future Delivery
    F [*] First-Time Enroll    O [ ] No Old Messages   X [ ] No Receipt Request
    G [ ] Can't Edit Greet     P [*] No Public Message  Y [ ] No Open Groups
    H [ ] Unused               Q [ ] No Urgent Message  Z [ ] Automatic Receipts
    I [ ] Unused               R [ ] Can't Redirect

   Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code
```

Figure 107: Access Code Options window for new subscribers added to the system

Expanded Transfer Options

Press `Ctrl`-`E`, then `↓` `←Enter` to view additional call transfer settings on the QuickStart Application Screen, Page 5. For more details on expanded transfer options, see the topics *Subscribers, Call Transfer & Call Screening,* and *Message Taking.*

```
QUICKSTART APPLICATION        Page 5 of 6
 40. Defaults for each new  Subscriber:
 Personal ID: 8X
                                     Hold/Archive msgs:   0 /2    days
 EXPANDED    TRANSFER   OPTIONS ==== Press ESC to Exit
 ->Transfer ------------------>Greeting ---->Action ----
   Transfer? Yes-->,X                        Take-msg
   Await-Ans-->4  Rings
   Screening? No  Holding? No               Max-msg:  90 sec  Edits OK? Yes
 >>Transfer Options : A                     Send Msg Urgent? No
   Screening Options:                       After Msg: Say-bye

   One key dialing: 1>      2>      3>      4>      5>
                    6>      7>      8>      9>      0>
```

Figure 108: QuickStart Application Screen, Page 5 with expanded transfer options

Transfer Options / Screening Options
The one-letter codes in these fields control how calls are transferred to a subscriber by default.

Send Msg Urgent?
This field controls whether outside callers are asked to leave urgent messages.

After msg
The action the system takes after recording a message from an outside caller.

One key dialing
Use these fields to program a menu of choices for outside callers. The menu choices you set on the QuickStart Application Screen, Page 5 are set for each new subscriber added to the system.

QuickStart Application Screen, Page 6

Use Page 6 to configure system-wide parameters.

```
              QUICKSTART APPLICATION        Page 6 of 6
 50. Maximum Message Life: 999 days      Call Report Aging: 14 days
 51. Public Hold/Archive msgs: 0 /2     New Msgs:  0=0:00  Total:  0=0:00

 52. Max person-person recording: 300 secs   Max screening recording: 6
 53. Skip back time on #: 4       Max ID attempts: 4     Bad ID Goto-->
 54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
 55. Beep on record? Yes          Disk full warning at: 15   mins left

 56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
 57. OS Surrender- Daily:           Weekly:           Monthly:
 58. Startup:                      Error notices to: 0
 59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
                     ---- Public Fax Box ----
 Fax ID: $FAXBOX         Transfer? No           Alt Action: Operator
 Voice name: 0:02        Await-Ans-->4  Rings
                         Holding? No            Announce: Always
```

Figure 109: QuickStart Application Screen, Page 6

Maximum Message Life
The number of days the system keeps a new message on the system. See the topic *Message Taking*.

Call Report Aging
The number of days of information the system stores for creating reports. See the topic *Reports*.

Public Hold/Archive msgs
The number of days the system keeps held and archived public messages. See the topics *Message Taking* and *Public Interview Box & Public Messages*.

Max person-person recording
The maximum number of seconds a message between subscribers can last. See the topic *Message Taking*.

Max screening recording
The maximum number of seconds an outside caller has to reply to the question *"Who may I say is calling?"* See the topics *Message Taking* and *Call Transfer & Call Screening*.

Skip back time on #
The number of seconds the system moves forward or backward when a subscriber presses the 7 or 9 keys during message playback. See the topic *Message Taking*.

Max ID attempts
The number of times a subscriber can try to enter a valid Personal ID. See the topic *System IDs*.

Bad ID Goto-->
Callers who enter an invalid Personal ID the number of times indicated in the **Max ID attempts** field are routed to the System ID in this field. See the topic *System IDs*.

Record Pauses...Beginning/Short ending/Long ending
These parameters control how the system decides when a caller has stopped talking. See the topic *Message Taking*.

Beep on record?
The field controls whether the system plays a beep after prompting a caller to record. See the topic *Message Taking*.

Disk full warning at _____ mins left
The system asks subscribers to delete unnecessary messages when the number of minutes of message storage left on the system is equal to or less than the value in this field. See the topic *Message Taking*.

Blank PC screen?
This field controls whether the system displays the **AWAITING A KEY** message after a few minutes of inactivity. See the *Screens* topic for details.

Screen Type
The type of monitor that the system determined was in use when the software was installed.

Keypad

The keypad map set for the system. This field is not editable. See the topic *Keypad Maps* for details.

OS Surrender Daily/Weekly/Monthly

This field lets you program the system to exit to the MS-DOS operating system automatically to back up the system, run utility programs, or run reports.

Startup

This field lets you program special parameters that take effect when you start the voice mail system.

Error notices to

This field sets who receives a voice message if certain system errors occur. See the *Messages* topic for details.

ID for Alpha Directory

The System ID for the automatic directory. See the topic *Directory Assistance*.

Auto xfer?

Whenever there's only one matching name for the three letters a caller enters in the automatic directory, the system automatically transfers the caller to the subscriber's extension. See the topic *Directory Assistance*.

ID for Num Groups

For subscribers who leave messages by number, the System ID to press before leaving a message for a message group. See the topic *Message Groups*.

Fax ID

The System ID for the fax box. See the topic *Faxes & the Public Fax Box* and *System IDs* for more details.

Voice name

The fax box's recorded name. See the topics *Faxes & the Public Fax Box* and *Recording Voice Fields* for details.

Transfer?

The **Transfer** section controls whether and how calls are transferred to the fax machine's telephone extension. See the topics *Faxes & the Public Fax Box* and *Call Transfer & Call Screening* for more information.

Holding?

This field controls whether callers can hold for the fax machine if the fax extension is busy. See the topics *Faxes & the Public Fax Box* and *Call Holding* for more information.

Alt Action

This field sets the action the system takes if the fax extension doesn't answer, or is busy (and call holding is not allowed). For details, see the *Faxes & the Public Fax Box*.

Announce
This field controls whether the system sends a public message when it delivers a fax to the fax machine, and whether the system asks an outside caller to record a message describing the fax. See the topic *Faxes & the Public Fax Box* for more details.

Personal Directory Screen

The Personal Directory Screen contains one page for each subscriber, guest and system manager enrolled in the system. Use this screen to customize transfer, screening, holding, message box and delivery options for individual subscribers. The directory can be sorted by subscriber last name or Extension # ID. For details, see the *Subscribers* topic.

```
                    P E R S O N A L   D I R E C T O R Y                NAME SORT
              Name: Yale, Hugh
       Personal ID: 812312        SC           Voice name: 0:02
     Extension # ID: 12312                     Hold/Archive msgs:    0 /2    days
            Access: PCB                         New Msgs:0  =0:00  Total:0  =0:00
    ┌──>Transfer ────────────────┬──>Greeting ──┬──>Action ─────────────────────
    │   Transfer? Yes-->,X        │ »Std: 0:00   │  Take-msg
    │   Await-Ans-->4  rings      │              │
    │   Screening? No  Holding? No│  Alt: 0:00   │  Max-msg:  90 sec  Edits OK? Yes
    ├──Message Notification ──────┴──────────────┴───────────────────────────────
    │ Lamp #: X                              Activate Lamps? Yes   On Now? No
    │ #1: X            after 0     min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
    │ #2:              after 0     min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
    │ #3:              after 0     min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
    │ #4:              after 0     min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
    │
    ├─────────────────────────────────────────────────────────────────────────────
    │                     Ctrl-E for expanded options
    └─────────────────────────────────────────────────────────────────────────────
```

Figure 110: Personal Directory Screen

Personal ID
The subscriber's unique Personal ID. If the letters **SC** are displayed a few spaces after the Personal ID, the subscriber has set a security code.

Extension # ID
The touchtone number a caller presses to reach a subscriber.

Hold/Archive msgs
This pair of fields defines how long the system saves the subscriber's old and archived messages. The hold time or the archive time can be set to up to 99 days. However, to conserve disk space, we recommend that you set it for 7 days or less.

Access
The **Access** field uses one-letter codes to turn on or turn off specific system features.

New Msgs / Total
The number of new messages waiting, and the number of minutes and seconds the messages last. The total number of messages includes new messages and old messages.

Transfer?
The field controls whether calls are transferred to the subscriber's extension. If call transfer is turned on, the field also specifies the telephone number or extension calls are transferred to.

Call Transfer Type
This field, which is below the **Transfer?** field, isn't labeled on the screen. It is used to set the way the voice mail system transfers calls to subscribers. See the *Call Transfer & Call Screening* topic for details on the call transfer types.

Rings
The number of times the extension should ring before a caller is transferred to the subscriber's voice mailbox. Applies only if the call transfer type is set to **Wait-Ring** or **Await-Ans**.

Screening?
This field controls which set of call transfer options is currently active for the subscriber: **Transfer Options** or **Screening Options**. If this field is set to yes, the subscriber's **Screening Options** are active. See the topic *Call Transfer & Call Screening* for details.

Holding?
This field controls whether the subscriber uses call holding. See the *Call Holding* topic for details.

Greeting
This section of the screen contains the voice fields for the subscriber's standard and alternate personal greetings. See the topic *Recording Voice Fields* for details.

Action
This field defines how the system handles a caller after playing the subscriber's greeting.

Max-msg
This field sets the number of seconds messages from outside callers can last. You can enter any number up to 9999. This field applies only if the **Action** is set to **Take-msg**. See the topic *Message Taking*.

Edits OK?
Applies only if the Action is **Take-msg**. This field controls whether outside callers are asked if they want to add to, listen to, or re-record their message. For more details, see the topic *Message Taking*.

Lamp # / Activate Lamps?
These fields control message waiting lamps for the subscriber. See the topic *Message Waiting Lamps* for details.

On Now?
This field tells you whether the voice mail system thinks the subscriber's message waiting lamp is on now.

#1 - #4
Lines 1 through 4 in the lower part of the screen each set a message delivery telephone number, schedule, and delivery method for up to 4 telephone numbers. See the topic *Message Delivery*.

Access Code Options

Press `Ctrl`-`E`, then `←Enter` to view a help screen for selecting access codes.
Press `Tab⇆` `⇧Shift`-`Tab⇆` `↑` `↓` `←` or `→` to highlight the checkbox ([ ])

to the left of a code's description. Press (Space Bar) to add or remove a code.
For a complete description of each of these codes, see the *Subscribers* topic.

```
          P E R S O N A L   D I R E C T O R Y                NAME SORT
          Name: Aaronson, Chris            SYSTEM MANAGER
    Personal ID: 8890         SC           Voice name: 0:02
  Extension # ID: 890                      Hold/Archive msgs:   0 /2   days
 ┌═ A C C E S S   C O D E   O P T I O N S ═══════════ Press ESC to Exit ┐

   A [ ]  No Setup Options    J [ ]  Unused          S [ ]  Can't Send Message
   B [*]  No Rec't Summary    K [ ]  Can't Edit Hold T [ ]  Traditional Order
   C [*]  No Public Notify    L [ ]  Message Length  U [ ]  Not to Subscribers
   D [ ]  Not in Directory    M [ ]  Menu Mode       V [ ]  No Private Message
   E [ ]  Messages by Ext     N [ ]  Hands-Free Play W [ ]  No Future Delivery
   F [ ]  First-Time Enroll   O [ ]  No Old Messages X [ ]  No Receipt Request
   G [ ]  Can't Edit Greet    P [*]  No Public Message Y [ ]  No Open Groups
   H [ ]  Unused              Q [ ]  No Urgent Message Z [ ]  Automatic Receipts
   I [ ]  Unused              R [ ]  Can't Redirect

 └Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code═══┘
```

Figure 111: Access Code Options window

Expanded Transfer Options

Press (Ctrl)-(E), then (↓) (↵Enter) to display additional call transfer options for
a subscriber.

```
          P E R S O N A L   D I R E C T O R Y                NAME SORT
          Name: Aaronson, Chris            SYSTEM MANAGER
    Personal ID: 8890         SC           Voice name: 0:02
  Extension # ID: 890                      Hold/Archive msgs:   0 /2   days
 ┌═ E X P A N D E D   T R A N S F E R   O P T I O N S ═══ Press ESC to Exit ┐
 ┌─>Transfer ──────────┬─>Greeting ──┬─>Action ──────────────────────────
   Transfer? Yes-->,X   │ »Std: 0:00  │ Take-msg
   Await-Ans-->4  Rings │             │
   Screening? No Holding? No │ Alt: 0:00 │ Max-msg:  90 sec  Edits OK? Yes
   »Transfer Options : A │             │ Send Msg Urgent? No
   Screening Options:    │ Active: STD │ After Msg: Say-bye
 ├──────────────────────┴─────────────┴──────────────────────────────────
     One key dialing: 1>      2>      3>       4>        5>
                      6>      7>      8>       9>        0>
```

Figure 112: Personal Directory Screen with Expanded Transfer Options

Transfer / Screening Options
The fields in this section control how calls are transferred to a subscriber's
extension. See the topic *Call Transfer & Call Screening*.

Active
This field tells you which greeting is active, standard (STD) or alternate (ALT).

Send Msg Urgent?
This field controls whether outside callers are allowed to leave urgent messages
for the subscriber. See the topic *Messages*.

After Msg
The action the system takes after recording a message for this subscriber from an
outside caller. See the topic *Message Taking*.

Guests

The system also allows subscribers to "host" guests on the system. Guests are greeted by name and can exchange messages with their host subscriber. The Personal Directory includes a page for each guest in the system. The fields on a guest's page control the same parameters that they do on a subscriber's page. For details, see the topic *Guests*.

```
            P E R S O N A L     D I R E C T O R Y              NAME SORT
        Name: Washington, George        Guest of...... Jefferson, Thomas
  Personal ID: GEORGE                    Voice name: 0:02
                                         New Msgs:0  =0:00  Total:0  =0:00
Send Msg Urgent? No


                          Message Notification
#1:          after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
#2:          after 0   min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
#3:          after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
#4:          after 0   min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
```

Figure 113: Personal Directory Page for a guest

Groups Screen

Use the Groups Screen to set up message groups, directory groups, and directory menus.

Message Group

Use a message group to send the same message to several subscribers at once. For details, see the *Message Groups* topic.

```
                           G R O U P S
  Name: All Staff                   Open Group of Aaronson, Chris
  Dispatch: No                    Voice:  0:02

  Member name      Last contacted   Member name      Last contacted

  Xavier, Jan                       Yale, Hugh
  Yeoman, Mike                      Ying, Sue
  Zaftig, Pat                       Zeller, Nell
  Zink, Jay
```

Figure 114: A message group

Name
The message group's spelled name or group number.

Open Group of OR **Private Group of**
The name of the message group's owner.

Dispatch
When this field is set to **Yes**, the first person in the group who listens to a message is the only person who receives it.

Voice
The message group's recorded name.

Member name
This area of the page lists the last and first names of each message group member in alphabetical order.

Last contacted
Shows the date and time a group member last listened to a group message.

Directory Group

Directory groups let you create numeric directory assistance. The fields on this screen are described in detail in the topic *Directory Assistance*.

Name: Sales				DIRECTORY Group of ·SYSTEM·			
Directory ID:				Voice: 0:02			
Member name	Voice	Ext #	ID	Member name	Voice	Ext #	ID
Jefferson, Thomas	0:02	1776					

Figure 115: A directory group

Name
The directory group's name.

DIRECTORY group of ·SYSTEM·
The directory group's owner, which is always ·**SYSTEM**· .

Directory ID
The directory group's System ID.

Voice
The directory group's recorded name.

Member name / Voice / Ext # ID
The members of the directory group are listed in alphabetical order in this column, along with their recorded name, and Extension # ID.

Directory Menu

Directory menus let you create one key dialing menus for numeric directory assistance. For details, see the topic *Directory Assistance*.

```
                          G R O U P S
   Name: Numeric Directory          DIRECTORY Menu of  ·SYSTEM·
   Directory ID: $411               Voice:   0:02

    Key  Directory Name             Type        Voice    Dir ID

    1.   Sales                      Dir Group   0:02
    2.   Shipping                   Dir Group   0:02
    3.   Customer Service           Sub Menu    0:02
    4.
    5.
    6.
    7.
    8.
```

Figure 116: A directory menu

Name
The directory menu's name.

DIRECTORY menu of ·SYSTEM·
The directory menu's owner, which is always ·SYSTEM· .

Directory ID
The directory menu's System ID.

Voice
The directory menu's recorded name.

Key
The numbers 1 though 8 in this column represent a touchtone choice on the directory menu.

Directory Name
This column lists the directory groups and directory menus which are one key dialing choices on the directory menu.

Type
Whether the menu choice is a directory group or a directory menu.

Voice
Each menu choice's recorded name.

Dir ID
Each menu choice's System ID, if applicable.

Transaction Directory Screen

Use the Transaction Directory to create transaction boxes and interview boxes, which are the building blocks for special applications using special call routing, audiotext, information menus, directories, and interviews. You can also set up special voice detect applications for callers who want to speak their answers, instead of pressing touchtones.

There is one page of the Transaction Directory for each transaction box, interview box, and voice detect box in your system. The Transaction Directory can be sorted by box name or System ID. The fields on these screens are described in detail in the *Transaction Boxes, Interview Boxes, Public Interview Box & Public Messages*, and *Voice Detect* topics.

Transaction Boxes

Transaction boxes let you set up special call routing and audiotext applications.

```
            T R A N S A C T I O N     D I R E C T O R Y          NAME SORT
        Name: Departments Box        Transaction box of Jefferson, Thomas
     System ID: 411                   Voice name: 0:02    Schedule #:

  ->Transfer                      ->Greeting ──┬─>Action ──────────────
  Day?   No                       »Day:  0:13  │ Day:  Operator
  Nite?  No                        Nite: 0:00  │ Nite: Operator

  Await-Ans-->4  Rings             Alt:  0:00  │ Max-msg:   90 sec
  Intro: 0:00      Holding? No                 │ Edits OK? Yes
  Transfer Options :               Active: D/N │ Send Msg Urgent? No
                                                │ After Msg: Say-bye

     One key dialing: 1>700        2>800    3>555      4>        5>
                      6>           7>       8>         9>        0>

```

Figure 117: Transaction box screen

Name
The transaction box's spelled name.

Transaction box of
The transaction box's owner.

System ID
The transaction box's unique System ID.

Voice name
The transaction box's recorded name.

Schedule #
The schedule the box follows (either 1, 2, 3 or 4). If this field is blank, the transaction box follows the schedule for the port the call came in on. See the *Schedules* topic for details.

Transfer Day? Nite?
Use these fields to turn call transfer on or off for Day Mode and Night Mode. See also the topic *Call Transfer & Call Screening*.

Call Transfer Type
This field, which is below the **Day?** and **Nite?** fields, isn't labeled on the screen. It is used to set the way the voice mail system transfers calls to the Comdial telephone system. See the *Call Transfer* and *Message Taking* topics for details.

Rings
The number of times the extension should ring. This applies only if the call transfer type is Await Answer or Wait for Ringback.

Intro
The system plays any recording in the **Intro** field before it transfers a call. The system does not play the Intro if call transfer is turned off.

Holding?
This field controls whether the transaction box uses call holding. See the *Call Holding* topic for details.

Transfer Options
This field controls how the system transfers calls routed through the transaction box. See also the topic *Call Transfer & Call Screening*.

Greeting Day/Nite/Alternate
This section controls the transaction box's greetings. A transaction box can have 3 separate recorded greetings. The fields display how many seconds each greeting lasts.

Active
This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the box's schedule is currently in). **Alt** means the alternate greeting is currently active.

Action Day/Nite
These fields tell the system what to do if the caller does not press any touchtones during the greeting.

Max-msg
Applies only if the **Action** is **Take-msg**. This sets the maximum length in seconds an outside caller's message can last. The maximum value is 9999 seconds (2 hrs, 46 min).

Edits OK?
Applies only if the Action is **Take-msg**. This field controls whether outside callers are asked if they want to add to, listen to, or re-record their message. For more details, see the topic *Message Taking*.

Send Msg Urgent?
This parameter controls whether messages left by outside callers should be marked urgent. See also the topic *Messages*.

After Msg
This field controls how the system handles the call after recording a message from the caller.

One key dialing
This section allows you to program single digits to represent full System IDs for subscribers' Extension # IDs, transaction boxes, or interview boxes.

Interview Boxes

Interview boxes let you program the system to ask your callers questions, and record their answers in a message. This screen is described in detail in the *Interview Boxes* topic.

```
                 T R A N S A C T I O N   D I R E C T O R Y            ID SORT
         Name: Order Entry Box          Interview box of   Jefferson, Thomas
    System ID: $350                     Voice name: 0:02

    — Question — Reply —     — Question — Reply —     — Question — Reply —
     1. 0:08    7   secs      9. 0:00   0   secs     17. 0:00    0   secs
     2. 0:06    8   secs     10. 0:00   0   secs     18. 0:00    0   secs
     3. 0:05    9   secs     11. 0:00   0   secs     19. 0:00    0   secs
     4. 0:09    9   secs     12. 0:00   0   secs     20. 0:00    0   secs
     5. 0:10   30   secs     13. 0:00   0   secs
     6. 0:03    0   secs     14. 0:00   0   secs
     7. 0:00    0   secs     15. 0:00   0   secs     Send Msg Urgent? Yes
     8. 0:00    0   secs     16. 0:00   0   secs     After: Say-bye
```

Figure 118: Sample interview box

Name
The interview box's spelled name.

Interview box of
The interview box's owner.

System ID
The interview box's unique System ID.

Voice name
The interview box's recorded name.

Question
The recording for each of the questions in the interview, and how the number of seconds the question lasts. You can record up to 20 questions per interview.

Reply
The number of seconds outside callers are allowed to record their reply to a question.

Send Msg Urgent?
This parameter controls whether messages left by outside callers should be marked urgent. See also the topic *Messages*.

After
This field controls how the system handles the call after recording the caller's responses to the interview.

Public Interview Box

The system is shipped with a special interview box, call the Public Interview Box. Messages left in the Public Interview Box are called public messages, and are available to subscribers with public message access. Usually, the Public Interview Box is used to take messages from callers when the operator isn't available.

The fields on this screen work the same as they do on the interview box screen. For more information on public messages, see the topics *Public Interview Box & Public Messages* and *Messages*.

```
           T R A N S A C T I O N    D I R E C T O R Y            NAME SORT
         Name: Public Interview          Interview box of   Public Access
      System ID: $PM                     Voice name: 0:02

   ─ Question ── Reply ──────── Question ── Reply ──────── Question ── Reply ──────

      1. 0:08   6   secs       9. 0:00   0   secs      17. 0:00    0   secs
      2. 0:02   9   secs      10. 0:00   0   secs      18. 0:00    0   secs
      3. 0:02   9   secs      11. 0:00   0   secs      19. 0:00    0   secs
      4. 0:02   9   secs      12. 0:00   0   secs      20. 0:00    0   secs
      5. 0:03  40   secs      13. 0:00   0   secs
      6. 0:03   0   secs      14. 0:00   0   secs
      7. 0:00   0   secs      15. 0:00   0   secs      Send Msg Urgent? No
      8. 0:00   0   secs      16. 0:00   0   secs      After: Say-bye
```

Figure 119: The Public Interview Box

Voice Detect

You can use voice detect boxes to program the voice mail system to recognize when an outside caller says "Yes" or remains silent for "No" to answer a question.

```
           T R A N S A C T I O N    D I R E C T O R Y            NAME SORT
         Name: Voice detect box          Voice detect box of Jefferson, Thomas
      System ID: $VOICE                  Voice name: 0:02     Schedule #:

   ──>Transfer ──────────────── ─>Greeting ──── ─>Action ──────────────────
     Day?   No                  »Day:  0:15    Day:  Operator
     Nite?  No                   Nite: 0:00    Nite: Operator

     Await-Ans-->4  Rings        Alt:  0:00    Max-msg:    90 sec
     Intro: 0:00    Holding? No                Edits OK?    No
     Transfer Options :          Active: D/N   Send Msg Urgent? No
                                               After Msg: Say-bye
   ───────────────────────────────────────────────────────────────────────
     Voice Selection:  Voice→            Silence→
```

Figure 120: Sample voice detect box

Voice detect boxes use the same *Transfer -> Greeting -> Action* structure as transaction boxes. The fields on voice detect screens work the same as on transaction box screens. However, the bottom of a voice detect screen includes a **Voice Selection** section, instead of **One key dialing**. The **Voice Selection** fields are:

Voice→
The System ID callers are routed to if they speak after the voice detect box's greeting.

Silence→
The System ID callers are routed to if they remain silent after the voice detect box's greeting.

Voice Prompt Editor Screen

Use the Voice Prompt Editor Screen to listen to, re-record, or copy system prompts. The fields on this screen are described in detail in the topic *Recording Voice Fields*. For a list of prompts, see the guide: *Changing the System Conversation*. To move forward through the prompt sets, press [F8]. To move backward through the prompt sets, press [⇧Shift]-[F8].

```
                         V O I C E   P R O M P T   E D I T O R
 PROMPT SET: DR-Directory     All Ports   Port 1     Port 2     Port 3     Port 4
 Num.  Description            Day Nt      Day Nt     Day Nt     Day Nt     Day Nt
 ───┬────────────────────────────────────┬──────────┬──────────┬──────────┬──────────
    1  Please press the first thr  :4  <-   <-  <-     <-  <-     <-  <-     <-  <-
    2  Please enter the letters n  :2  <-   <-  <-     <-  <-     <-  <-     <-  <-
    3  You may dial the extension  :3  <-   <-  <-     <-  <-     <-  <-     <-  <-
    4  To stop the directory, pre  :6  <-   <-  <-     <-  <-     <-  <-     <-  <-
    5  There are no matches to th  :3  <-   <-  <-     <-  <-     <-  <-     <-  <-
    6  Press 1 to try another nam  :2  <-   <-  <-     <-  <-     <-  <-     <-  <-
    7  I'm sorry, directory assis  :3  <-   <-  <-     <-  <-     <-  <-     <-  <-
    8  This directory will help y  :4  <-   <-  <-     <-  <-     <-  <-     <-  <-
    9  End of...                   :2  <-   <-  <-     <-  <-     <-  <-     <-  <-
   10  To start the list again, p  :3  <-   <-  <-     <-  <-     <-  <-     <-  <-
   11  To hear the list again, pr  :3  <-   <-  <-     <-  <-     <-  <-     <-  <-
   12  Extension...                QP  <-   <-  <-     <-  <-     <-  <-     <-  <-
   13  For...                      QP  <-   <-  <-     <-  <-     <-  <-     <-  <-
```

Figure 121: Voice Prompt Editor Screen

PROMPT SET
This field tells you the name of the set of prompts you're viewing.

Num.
The column on the left side of the screen displays the number for each prompt. For a complete list of the general prompts and their numbers, see the guide: *Changing the System Conversation*.

Description
This column gives a brief description of the text of each prompt.

All Ports Day/Nt
This pair of columns contains voice fields for prompts played for all ports, during Day Mode and Night Mode.

Port n Day/Nt
An additional pair of columns for each system port contains voice fields for prompts you want the system to play only on that port, and only during Day Mode or Night Mode.

QuickStart Switch Setup Screen, Page 1

Use Page 1 to select parameters for any Comdial telephone system in the Switch Setup library. For details on any of the fields on the Switch Setup Screen, you should also refer to the *Switch Setup* topic.

```
░░░░░░░Q U I C K S T A R T   S W I T C H   S E T U P░░░Page   1 of 3░░
1. Switch: COMDIAL                        ExecuTech 2000 Series  COM820   20
2. Integration Options: COMVM DTMFCP HUT=A DT DT3=3

3. Outdial Access: 9,
4. Transfer Initiate: &,X                 Recall: &
             Connect: Q                   Busy Recall: &

5. TT Prompt/Msg/Record: 5 /7 /9          Release on LCR? Yes
6. Answer on ring low? Yes                Off-hook delay:   5
7. Ring-on time: 10                       Ring-off time: 40
8. Pooled delay: 450
```

Figure 122: QuickStart Switch Setup Screen, Page 1

Switch
A brief description of the Comdial telephone system model and the Switch Setup filename.

Integration Options
Special parameters that affect how the voice mail system works with your Comdial telephone system.

Outdial Access
The number(s) the voice mail system dials to access an outside line, such as for message delivery.

Transfer Initiate
The sequence the voice mail system dials to put an outside caller on hold and ring an extension.

Recall
The sequence the voice mail system dials to return to the outside caller if an extension doesn't answer.

Connect
The sequence the voice mail system dials to complete a transfer to an extension.

Busy Recall
The sequence the voice mail system dials to return to the outside caller if an extension is busy.

TT Prompt/Msg/Record
The minimum length, in hundredths of a second, the voice mail system expects a touchtone to last. Normally, you should not change the values in these fields. If the voice mail system uses DSP boards, these fields have no effect.

Release on LCR?
Controls whether the voice mail system assumes the caller has hung up when it receives a loop current open signal.

Answer on ring low?
Whether the voice mail system waits through a complete ring on incoming calls before answering.

Off-hook delay

How long the voice mail system waits after answering the telephone, before speaking or accepting touchtones. The value is in hundredths of a second.

Ring-on time / Ring-off time

The length of time of the on/off periods in an incoming ring cycle, in hundredths of a second.

Pooled delay

The length of time, in hundredths of a second, the voice mail system waits for the ring signal to settle.

QuickStart Switch Setup Screen, Page 2

Use Page 2 to set message waiting lamp codes, dialout timing and call holding parameters. See the topic *Switch Setup* for details.

```
            Q U I C K S T A R T   S W I T C H   S E T U P      Page   2 of 3

10. Message Lamp On: *3,X                      Retries: 2
              Off: #3,X                        Interval (mins): 4
    Reset All Lamps? No                        Daily Lamp Reset:

11. Dialout pause (,)= 200   (;)= 300          Hookflash (&)= 50    (%)= 200
12. Dialout DTMF duration: 10                  DTMF interdigit delay: 12
13. Dialtone delay: 150


14. Max lines holding total: 16                Max lines holding for ext: 16
15. Number tries between TT checks: 4          Extra hold time between tries: 50
```

Figure 123: QuickStart Switch Setup Screen, Page 2

Message Lamp On
The code to turn message waiting lamps on.

Message Lamp Off
The code to turn message waiting lamps off.

Retries
The number of times the voice mail system should dial each message waiting lamp on/off code to make sure it takes effect.

Interval (mins)
The number of minutes to wait between dial out attempts to light the same message waiting lamp.

Reset All Lamps?
This field lets you manually cause the system to light message waiting lamps. Immediately after you change this field to **Yes**, the system dials out to light message waiting lamps for subscribers with messages waiting.

Daily Lamp Reset
The time the system automatically dials out to make sure message waiting lamps are turned on for subscribers with new messages waiting.

Dialout pause
The length of a pause in a dialing sequence. A comma (*,*) means a hundredth of a second. A semi-colon (*;*) means three-hundredths of a second.

Hookflash
The length of the on-hook period in a dialing sequence, in hundredths of a second.

Dialout DTMF duration
The length of time the voice mail system plays a touchtone in a dialing sequence, in hundredths of a second. This field is display only.

DTMF interdigit delay
The length of time between each touchtone the voice mail system plays in a dialing sequence, in hundredths of a second.

Dialtone delay
The length of time the voice mail system should wait before dialing after going off hook to place a call, in hundredths of a second.

Max lines holding total
The maximum number of calls allowed to hold at one time, on the entire system. See also the topic *Call Holding*.

Max lines holding for ext
The maximum number of calls allowed to hold at one time for a particular extension. See also the topic *Call Holding*.

Number tries between TT checks
The number of times the voice mail system tries to transfer a caller on hold to an extension, before checking back with the caller. See also the topic *Call Holding*.

Extra hold time between tries
The length of time, in tenths of a second, the voice mail system waits between transfer attempts while an outside caller is on hold. See also the topic *Call Holding*.

QuickStart Switch Setup Screen, Page 3

Lines 20 through 28 on Page 3 modify ring detection and are locked on the appropriate settings for your Comdial telephone system.

```
        Q U I C K S T A R T   S W I T C H   S E T U P        Page  3 of 3

 20. Call Analysis Delay: 25              Ring to begin on: 1
 21. Debounce Silence: 9    Voice: 3     Leading edge detect? Yes

 22. Tolerance above 1st low %: 10        Below 1st low %: 10
 23. Tolerance above 2nd low %: 8         Below 2nd low %: 8
 24. Tolerance above 1st high %: 9        Below 1st high %: 9

 25. Max short low in dbl ring: 1         Min long low: 287
 26. Max time busy 1st low: 60            Max time busy 2nd low: 60
 27. Max time busy high: 67               Busy states over rings: 0
 28. Size of long high: 65                Max sil. long: 350    short: 350

 29. Max time to wait for voice: 3
```

Figure 124: QuickStart Switch Setup Screen, Page 3

Line 29 **Max time to wait for voice** is used for voice detect boxes and voice detect call holding. This field, which is **not** locked, controls the number of seconds the system waits for an outside caller to speak. See the topics *Voice Detect* and *Call Holding* for details.

See also:
■   *QuickStart Application Manual*
■   *Learning ExecuMail Manual*

Security Codes

A subscriber's security code provides an additional level of protection to prevent unauthorized callers from gaining access to confidential messages. For maximum security, system managers cannot change or set a subscriber's security code at the console. The system never displays the security code on the screen or reads it over the phone, even to the subscriber. Only the subscriber may set the code, and only by phone.

This topic explains how security codes work, including how subscribers set a security code by phone, and what to do if subscribers forget their security codes.

Security Codes and Personal IDs

A security code is similar to a Personal ID in that the subscriber enters it on the touchtone pad as part of the subscriber identification process. A security code is different from a Personal ID in that a subscriber can change the security code at any time, or can choose not to use a code at all.

Two subscribers with different Personal IDs can have the same security code without any conflicts. This greatly increases the total possible number of security codes each subscriber may have, decreasing the possibility of an unauthorized caller successfully cracking the system. Also unlike Personal IDs, the security code is never displayed on the console or in any report.

How a Subscriber Sets a Security Code

A subscriber can set a security code in either of two ways:

- By setting a security code during the enrollment conversation
- By accessing setup options

If the subscriber enrolls in the system by phone, the system asks the subscriber to set a security code. The subscriber can set the security code then, or skip setting a code and add one later using setup options. The subscriber can also use setup options to change the code as often as he or she desires.

If the subscriber doesn't set a security code, he or she may access the voice mail system simply by calling in and entering his or her Personal ID. However, for greater security, we recommend that subscribers use a security code.

To add or change a security code by accessing setup options:

1.   Call the system and enter your Personal ID and security code, if you already have one.

2.   Access your setup options (follow the questions, or press 7).

3.   Answer yes to the question, *"Would you like to access your personal options?"*

4.   Follow the questions to add or change your security code.

Using the Security Code

When a subscriber who has set a security code calls the system and enters a Personal ID, the system asks:

"Please enter your personal security code."   [PH_Sub_EnterSecurityCode]

The subscriber then enters the security code on the keypad. If the subscriber enters the code correctly, the system begins the subscriber conversation with:

"<recorded name>, remember, 1 for yes and 2 for no."   [PH_Sub_HelloOwner]

If the subscriber incorrectly enters the security code, the system informs the subscriber, then restarts the call at the Opening Line. The subscriber must re-enter the Personal ID before the system asks for the security code again. This makes it more difficult for an unauthorized caller to attempt to break into the system, and also covers the possibility that the subscriber entered an incorrect Personal ID.

You may program the maximum number of retries a subscriber can make to enter a valid Personal ID and security code in the **Max ID attempts** field on the QuickStart Application Screen, Page 6. Note that the system does **not** play the subscriber's recorded name until after the correct security code is entered.

If the subscriber realizes the security code entered is incorrect, the subscriber can press the pound key (#) to return to the Opening Line and try again.

Security Codes and Other Security Issues

It is very important that each subscriber on the system uses a security code. A security code protects the subscriber from unauthorized use of his or her voice mailbox, and can protect your organization from fraudulent use of your voice mail system. Also, subscribers should be encouraged to do the following:

■   Keep their security code secret. Subscribers should never write their security code down.

■   Change their security code frequently. Use a code that is easy to remember, but hard for others to guess.

■   Let the system manager know if their *User's Guide* or *Quick Option Menus* card has been stolen. Someone may try to "crack" the system by guessing at Personal IDs, and trying to find a mailbox without a security code.

In addition, if your organization uses the first-time enrollment conversation, you can further protect the voice mail system by limiting the number of unused voice mailboxes on the system. Check the Personal Directory frequently to make sure new subscribers are promptly enrolling themselves by phone. Contact any subscribers who haven't yet enrolled, and make sure they do so as soon as possible. Be sure to delete any unused voice mailboxes from the system.

Forgotten Security Codes

The system manager is not allowed to view, set or change a security code for another subscriber. The system does indicate whether a security code has been set by a subscriber by placing the letters **SC** on the subscriber's Personal Directory Page (see Figure 125). The system also records all incidents of an incorrectly entered security code in the Call Log (see the *Reports* topic), to alert a system manager of possible unauthorized callers.

If a subscriber forgets his or her security code, the system manager cannot "look up" the security code anywhere in the system. The only option is for the system manager to delete the subscriber's security code at the Personal Directory Screen. The subscriber may then call the system and set a new security code.

```
                      P E R S O N A L     D I R E C T O R Y              NAME SORT
           Name: Yale, Hugh
    Personal ID: 812312          SC             Voice name: 0:02
 Extension # ID: 12312                          Hold/Archive msgs:    0 /2    days
         Access: PCB                            New Msgs:0  =0:00  Total:0  =0:00
 ─>Transfer ──────────────────┬─>Greeting ──┬─>Action ──────────────────────────
   Transfer? Yes-->,X          │ »Std: 0:00  │  Take-msg
   Await-Ans-->4  Rings        │             │
   Screening? No  Holding? No  │ Alt: 0:00   │  Max-msg:   90 sec  Edits OK? Yes
 ─Message Notification ────────┴─────────────┴──────────────────────────────────
 Lamp #: X                                    Activate Lamps? Yes   On Now? No
 #1: X            after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min,Off
 #2:              after 0    min,  6:00pm- 9:00pm MTWHF    5  Rings 60  min,Off
 #3:              after 0    min, 12:00am-11:59pm MTWHFSU  0  Rings 30  min,Off
 #4:              after 0    min, 12:00am-11:59pm MTWHFSU  4  Rings 60  min,Urgent
 ───────────────────────────────────────────────────────────────────────────────
                           Ctrl-E for expanded options
```

Figure 125: Personal Directory Screen, with a security code set

To delete a subscriber's security code at the console:

1. Sign in at the system console. Press `Ctrl`-`D` to jump to the Personal Directory Screen.

2. Press `PgDn` (or use the Jump command) to display the subscriber's Personal Directory Page.

3. Press `F7`.

4. Press `↓` `↓` to highlight **Security Code** `←Enter`.

5. Press `Y` to delete the code.

```
┌──────────────────────────────┐
│ Do you want to delete the    │
│ SECURITY CODE for this       │
│ subscriber?  (Y/N):          │
│                              │
│            No                │
└──────────────────────────────┘
```
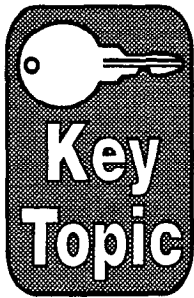
Notice that the **SC** is removed from the subscriber's page.

6. Encourage the subscriber to call in **immediately** to set a new security code.

For related information, see:

- *Subscribers*
- *System IDs*

Subscribers

Most people enrolled in the voice mail system are called **subscribers**. A subscriber can receive messages from outside callers, leave messages for other subscribers, be a host for guests, create message groups by phone, and use many of the system's voice mail and automated attendant features.

The system uses a page of the Personal Directory to store each subscriber's Personal ID, Extension # ID, personal greetings, and settings for call transfer and message delivery. Subscribers can change many of these settings themselves by phone. The system manager can also change subscribers' settings at the system console.

This topic explains:

- The default settings for subscribers
- The first-time enrollment conversation
- The Personal Directory and its screens
- Subscriber access codes
- The personal secretary feature
- Adding subscribers one by one, or by range
- Deleting a subscriber, or just a subscriber's messages
- Sorting the Personal Directory
- The subscriber conversation
- Speed keys and quick option menus

Default Subscriber Settings

To make adding subscribers quick and easy, the QuickStart Application Screen, Page 5 lets you program settings for all new subscribers (Figure 126). This screen stores the default settings for creating Personal IDs, saving messages, access codes, voice mail and call transfer features, message notification, and message delivery.

```
  ▓▓▓▓▓▓▓▓▓▓▓ Q U I C K S T A R T   A P P L I C A T I O N ▓▓▓▓ Page 5 of 6 ▓▓
  | 40. Defaults for each new Subscriber:
  | Personal ID: 8X
  |                                        Hold/Archive msgs:   0 /2   days
  |      Access: PCBF
  |──>Transfer ──────────────────┬─>Greeting ──┬─>Action ─────────────────
  |   Transfer? Yes-->,X          │             │  Take-msg
  |   Await-Ans-->4  Rings        │             │
  |   Screening? No  Holding? No  │             │  Max-msg:  90 sec  Edits OK? Yes
  |──Message Notification ───────────────────────────────────────────────
  | Lamp #: X                                    Activate Lamps? Yes
  | #1: X            after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
  | #2:              after 0   min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
  | #3:              after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
  | #4:              after 0   min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
  |──────────────────────────────────────────────────────────────────────
  |                    Ctrl-E for expanded options
```

Figure 126: QuickStart Application Screen, Page 5

Before you add subscribers, set the fields on this screen for the features *most* subscribers will use. Then each time you add a subscriber to the system, the system automatically sets the subscriber's Personal Directory page with the defaults. You can then change the settings on individual subscribers' pages for those subscribers who want features different from the defaults.

> **NOTE:** When you change the settings on the QuickStart Application Screen, Page 5, the system uses the new settings only for subscribers added **after** the changes are made. Making changes to the defaults has **no effect** on current subscribers.

The First-Time Enrollment Conversation

The system can be configured to play a special **enrollment conversation** for new subscribers the first time they call the voice mail system. The enrollment conversation is designed to make setting up the voice mail system fast and easy. If the system uses a lettered keypad map, the conversation asks new subscribers to record their name, spell their name, choose whether to be listed in the alphabetic directory, record their personal greeting, and set their security code. If the system uses the number only keypad map, the conversation skips asking a subscriber to spell a name, and to choose whether to be listed in automatic directory assistance.

The **F** access code controls whether the system plays the enrollment conversation for a subscriber. To have **all** new subscribers enroll themselves by phone, add the letter **F** to the **Access** field on the QuickStart Application Screen, Page 5 (Figure 126).

New subscribers hear the enrollment conversation only once, the first time they call. Once a subscriber is enrolled, the system automatically removes the **F** code.

You can also add the **F** access code to the **Access** field on individual subscribers' Personal Directory pages. The system will play the enrollment conversation for those subscribers the next time they use the voice mail system.

> **NOTE:** If available on the Comdial telephone system, the system **does** light message waiting lamps but **does not** deliver messages for any subscribers with the **F** access code. The system enables message delivery only after enrollment.

For more information on using the enrollment conversation to speed up the process of adding subscribers to the system, see *Adding Subscribers* later in this topic.

The Personal Directory

Each subscriber, guest and system manager in the system has his or her own page in the system's Personal Directory (Figure 127).

Use the Personal Directory to customize features for individual subscribers. This screen also has expanded windows for setting Expanded Transfer Options, and for selecting access codes.

```
                    P E R S O N A L    D I R E C T O R Y              NAME SORT
              Name: Yale, Hugh
     Personal ID: 812312         SC        Voice name: 0:02
  Extension # ID: 12312                     Hold/Archive msgs:    0 /2    days
          Access: PCB                       New Msgs:0  =0:00  Total:0  =0:00
  ->Transfer ————————————————┬—>Greeting ——┬—>Action ——————————————————————
   Transfer? Yes-->,X         |»Std: 0:08   | Take-msg
   Await-Ans-->4  Rings       |             |
   Screening? No  Holding? No | Alt: 0:10   | Max-msg:  90 sec  Edits OK? Yes
  ——Message Notification ———————————————————————————————————————————————————
  Lamp #: X                                 Activate Lamps? Yes   On Now? No
  #1: X            after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
  #2:              after 0   min,  6:00pm- 9:00pm MTWHF   5  Rings 60  min,Off
  #3:              after 0   min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
  #4:              after 0   min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                     Ctrl-E for expanded options
```

Figure 127: The Personal Directory

To customize features for a subscriber:

1. Press `Ctrl`-`D` to view the Personal Directory screen. Press `PgDn` (or use the Jump command) to display the subscriber's page.

2. Press the `Tab↹` `↓` `↑` `←` `→` keys to move to the field you want to change. Look at the bottom of your screen to find out the values you can enter in the field.

3. Type the new value and press `←Enter`.

The fields on the Personal Directory you can set for a subscriber are:

Personal ID
The subscriber's unique Personal ID.

Voice name
The subscriber's recorded name.

Extension # ID
The touchtone number a caller presses to reach a subscriber.

Hold/Archive msgs

This pair of fields defines how long the system saves the subscriber's old and archived messages. The hold time or the archive time can be set to up to 99 days. However, to conserve disk space, we recommend that you set it for 7 days or less.

Access

The **Access** field uses one-letter codes to turn on or turn off specific system features. You can specify any combination of the following access codes:

A [No Setup Options Access]

This denies the subscriber access to changing setup options by phone. With this code, the subscriber cannot change personal greetings, message groups, call transfer options, message delivery, recorded name, spelled name, security code, or directory listing. The access codes **A** and **T** may be combined to deny access to all setup options *except* personal greetings.

B [No Receipt Summary]

The system does **not** tell the subscriber that the messages he or she sent to a particular person were received, unless the subscriber marks a message for explicit return receipt.

C [Cancel Public Message Notification]

This prevents the system from notifying the subscriber when a public message is received. A public message is not addressed to a particular extension. Use this code for subscribers who have public message access (that is, who do **not** have the **P** code), but want their message waiting lamp lit only for messages sent specifically to them.

D [Directory Restriction / Unlisted]

This excludes the subscriber from the automatic directory of subscribers.

E [Address Messages by Extension]

The subscriber leaves messages by extension number instead of by the first three letters of the recipient's last name.

F [First-Time Enrollment Conversation]

The voice mail system will enroll the subscriber by phone the next time the subscriber calls the system. The system does **not** try to deliver messages to a subscriber with the **F** access code.

G [Cannot Change Greeting]

The subscriber cannot change his or her personal greetings.

K [Can Change Call Holding by Phone]

The subscriber can change call holding by phone.

L [Length of Messages Announced]

The system announces the length of messages. With this feature, the system will announce how long new and old messages last, for example *"You have 3 new messages totaling 3 minutes, 20 seconds. Would you like to hear them?"*

M　[Menu Mode Exclusively]
The subscriber hears the system's quick option menus for all voice mail features, instead of the usual yes-and-no conversation. This code cancels the effect of the T access code.

N　[No-Hands Message Retrieval]
This code turns on hands-free message retrieval. The system does not ask the subscriber *"Would you like to hear them?"* between message sources. This feature should **not** be used unless the Comdial telephone system provides "immediate disconnect."

O　[No Old Messages]
The subscriber cannot review old messages.

P　[No Public Messages]
The subscriber cannot access public messages. Usually, only one or two people at any site need access to public messages.

Q　[No Urgent Messages]
The subscriber cannot mark messages urgent.

R　[Cannot Redirect Messages]
The subscriber cannot redirect messages he or she has received.

S　[Cannot Send Messages]
The subscriber cannot leave messages for other subscribers, guests, and groups.

T　[Traditional Conversation]
The subscriber hears the four basic questions in the order used in a previous software version: Check new messages, Leave messages, Change greetings, Review old messages. To reach setup options other than greetings, the subscriber presses # # after the system asks *"Would you like to do anything else?"*. The M access code cancels the effect of this code.

U　[No Messages to Subscribers]
The subscriber cannot send messages to other subscribers. The subscriber can leave messages for his or her own guests and message groups.

V　[No Private Messages]
The subscriber cannot mark messages private. Any message the subscriber sends may be redirected by the recipient.

W　[No Future Delivery]
The subscriber cannot mark messages for future delivery.

X　[No Return Receipt Request]
The subscriber cannot mark messages for explicit return receipt. The subscriber cannot cancel a return receipt marked automatically by the system.

Y　[No Messages to Open Groups]
The subscriber cannot create open message groups, or leave messages for open message groups. The subscriber can still create and leave messages for his or her own private message groups.

Z   **[Automatic Return Receipt]**

The system automatically marks *every* message sent by the subscriber for return receipt requested. To avoid redundant return receipts and receipt summary announcements, never use the **Z** code without also using the **B** access code.

New Msgs / Total

The number of new messages waiting, and the number of hours and minutes the messages last. The total number of messages includes new messages and old messages.

Transfer?

The field controls whether calls are transferred to the subscriber's extension. If call transfer is turned on, the field also specifies the telephone number or extension calls are transferred to.

Call Transfer Type

This field, which is below the **Transfer?** field, isn't labeled on the screen. It is used to set the way the voice mail system transfers calls to subscribers. It can have one of three values: **Await-Ans** (Await Answer), **Release**, or **Wait-Ring** (Wait for Ringback). See the *Call Transfer & Call Screening* topic for details on the call transfer types.

Rings

The number of times the extension should ring before a caller is transferred to the subscriber's voice mailbox. This applies only if the call transfer type is Await Answer or Wait for Ringback.

Screening?

This field controls which set of call transfer options is currently active for the subscriber: **Transfer Options** or **Screening Options**. If this field is set to yes, the subscriber's **Screening Options** are active. The subscriber must have an Await Answer call transfer type to use the system's transfer and screening options.

Holding?

This field controls whether the subscriber uses call holding. The call holding feature allows you to "queue up" several callers who are waiting when the subscriber's extension is busy. The values allowed in this field are: **Yes** (to let outside callers press 1 to hold), **Vox** (to let outside callers say "Yes" to hold), or **No** (to turn holding off). You can only use call holding with the Await Answer or Wait for Ringback call transfer types. See the *Call Holding* topic for details.

Greeting

This section of the screen contains the voice fields for the subscriber's standard and alternate personal greetings. The system indicates which greeting is currently being used with the **>>** symbol. If a field displays **0:00**, no greeting is recorded and the subscriber uses the system's default standard and alternate greetings. You can use a local connection to record a subscriber's greeting. See the topic *Recording Voice Fields* for details.

Action

This field defines how the system handles a caller after playing the subscriber's greeting. The possible values are:

G   [Go to System ID]

The system routes the call to another System ID. You must type a valid System ID directly to the right of the `GotoID-->` arrow. (For example, `GotoID--> $PM` routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]

The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]

The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]

The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]

The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

T   [Take a Message]

The system says, *"If you'd like to leave a message, I'll record it now,"* then takes a message.

Max-msg

This field sets the number of seconds messages from outside callers can last. You can enter any number up to 9999. This field applies only if the **Action** is set to **Take-msg**.

Edits OK?

This field controls whether outside callers hear this after leaving a message:

"Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it."   [PH_Box_FirstEditMenu]

This field applies only if the **Action** is set to **Take-msg**.

Lamp # / Activate Lamps?

These fields control message waiting lamps for the subscriber. When **Activate Lamps?** is set to **Yes**, the system dials the number in the **Lamp #** field to turn message waiting lamps on and off for the subscriber (or on some Comdial telephone systems, to play a stutter dialtone). See *Message Waiting Lamps* for details.

On Now?

This field tells you whether the subscriber's message waiting lamp is on now.

#1 - #4

Lines 1 through 4 in the lower part of the screen each set a message delivery telephone number, schedule, and delivery method for up to 4 telephone numbers. Subscribers can also change their message delivery telephone numbers, schedules and delivery methods by phone.

For more information, see the topic *Message Delivery*.

Access Codes Window

You can use a special Access Code Options window to set codes for an individual subscriber, or to set the default codes for each new subscriber added to the system.

To view the Access Code Options window for a subscriber, press Ctrl E, then ←Enter at the subscriber's Personal Directory page (Figure 128).

```
             P E R S O N A L   D I R E C T O R Y          NAME SORT
          Name: Yale, Hugh
  Personal ID: 812312      SC         Voice name: 0:02
Extension # ID: 12312                 Hold/Archive msgs:    0 /2   days
┌ A C C E S S   C O D E   O P T I O N S ══════════════ Press ESC to Exit ┐

  A [ ] No Setup Options   J [ ] Unused           S [ ] Can't Send Message
  B [*] No Rec't Summary   K [ ] Can Edit Holding  T [ ] Traditional Order
  C [*] No Public Notify   L [ ] Message Length    U [ ] Not to Subscribers
  D [ ] Not in Directory   M [ ] Menu Mode         V [ ] No Private Message
  E [ ] Messages by Ext    N [ ] Hands-Free Play   W [ ] No Future Delivery
  F [ ] First-Time Enroll  O [ ] No Old Messages   X [ ] No Receipt Request
  G [ ] Can't Edit Greet   P [*] No Public Message Y [ ] No Open Groups
  H [ ] Unused             Q [ ] No Urgent Message Z [ ] Automatic Receipts
  I [ ] Unused             R [ ] Can't Redirect

└Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code══┘
```

Figure 128: Access Code Options window for a subscriber

To view the Access Code Options for each new subscriber added to the system, press Ctrl E, then ←Enter at the QuickStart Application Screen, Page 5 (Figure 129).

```
             Q U I C K S T A R T   A P P L I C A T I O N     Page 5 of 6
  40. Defaults for each new  Subscriber:
      Personal ID: 8X
                                     Hold/Archive msgs:    0 /2   days
┌ A C C E S S   C O D E   O P T I O N S ══════════════ Press ESC to Exit ┐

  A [ ] No Setup Options   J [ ] Unused           S [ ] Can't Send Message
  B [*] No Rec't Summary   K [ ] Can Edit Holding  T [ ] Traditional Order
  C [*] No Public Notify   L [ ] Message Length    U [ ] Not to Subscribers
  D [ ] Not in Directory   M [ ] Menu Mode         V [ ] No Private Message
  E [ ] Messages by Ext    N [ ] Hands-Free Play   W [ ] No Future Delivery
  F [*] First-Time Enroll  O [ ] No Old Messages   X [ ] No Receipt Request
  G [ ] Can't Edit Greet   P [*] No Public Message Y [ ] No Open Groups
  H [ ] Unused             Q [ ] No Urgent Message Z [ ] Automatic Receipts
  I [ ] Unused             R [ ] Can't Redirect

└Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code══┘
```

Figure 129: Default Access Code Options window

The Access Code Options window gives a brief description of each access code. You can select and remove codes for a subscriber by highlighting the code's checkbox, then pressing the Spacebar. To move through the codes, press Tab⇄, ⇧Shift Tab⇄, ↑, ↓, ←, or →. As you move the cursor through the list of codes, the one-line help at the bottom of the screen displays a longer description of each code.

To select or remove an access code:

1. Highlight the checkbox ([ ]) to the left of the description of the code.

2. Press Spacebar.

3. Repeat steps 1 and 2 for as many access codes as you want.

4. Press Esc to close the Access Code Options window.

Expanded Transfer Options Window

You can use a special Expanded Transfer Options window to set advanced call transfer options for a subscriber, or for all new subscribers added to the system.

To view Expanded Transfer Options for a subscriber, press Ctrl-E, then ⊕ ⏎Enter at the subscriber's Personal Directory page (Figure 130).

```
          P E R S O N A L    D I R E C T O R Y              NAME SORT
         Name: Yale, Hugh
   Personal ID: 812312       SC              Voice name: 0:02
Extension # ID: 12312                        Hold/Archive msgs:   0 /2   days
┌══ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit ┐
┌─>Transfer ──────────────┬─>Greeting ────┬─>Action ──────────────────────┐
│ Transfer? No            │ »Std: 0:00    │ Take-msg                       │
│ Await-Ans-->4  Rings    │               │                                │
│ Screening? No  Holding? No │ Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes │
│ »Transfer Options : A   │               │ Send Msg Urgent? No            │
│ Screening Options:      │ Active: STD   │ After Msg: Say-bye             │
├─────────────────────────┴───────────────┴────────────────────────────────┤
│   One key dialing: 1>      2>        3>        4>        5>               │
│                    6>      7>        8>        9>        0>               │
│                                                                            │
└────────────────────────────────────────────────────────────────────────────┘
```

Figure 130: Personal Directory with Expanded Transfer Options displayed

To view the default Expanded Transfer Options for each new subscriber, press Ctrl-E, then ⊕ ⏎Enter at the QuickStart Application Screen, Page 5 (Figure 131).

```
          Q U I C K S T A R T   A P P L I C A T I O N       Page 5 of 6
  40. Defaults for each new  Subscriber:
  Personal ID: 8X
                                         Hold/Archive msgs:   0 /2   days
┌══ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit ┐
┌─>Transfer ──────────────┬─>Greeting ────┬─>Action ──────────────────────┐
│ Transfer? Yes-->,X      │               │ Take-msg                       │
│ Await-Ans-->4  Rings    │               │                                │
│ Screening? No  Holding? No │            │ Max-msg:  90 sec  Edits OK? Yes │
│ »Transfer Options : A   │               │ Send Msg Urgent? No            │
│ Screening Options:      │               │ After Msg: Say-bye             │
├─────────────────────────┴───────────────┴────────────────────────────────┤
│   One key dialing: 1>      2>        3>        4>        5>               │
│                    6>      7>        8>        9>        0>               │
│                                                                            │
└────────────────────────────────────────────────────────────────────────────┘
```

Figure 131: Default Expanded Transfer Options

Expanded Transfer Options let you program the call transfer and call screening option sets, change which personal greeting is active, and program additional message taking options.

Transfer Options / Screening Options

These fields contain one-letter codes that control how the voice mail system transfers calls to a subscriber. The subscriber can turn on the call transfer option set by turning on call transfer to his or her extension by phone. The subscriber turns on the call screening option set by turning call screening on. To use these options (except for **D** Dialtone Detection), the **Transfer?** field must be set to **Yes**, and the call transfer type must be **Await-Ans**. You can use any combination of these codes:

A **[Announce]**

The subscriber hears a beep before being connected to the caller. Use this to let subscribers know exactly when the call is being connected or that a call is an outside call.

C **[Confirm]**

Before a call is transferred, the subscriber can choose whether or not to take the call. If the call is refused, the system returns to the caller to play the appropriate greeting and take an action (typically "take message").

D **[Dialtone Detection]**

The voice mail system checks for dialtone before the call is transferred. Use this transfer option if the Comdial telephone system does not provide disconnect signaling. For this transfer option to work, you must also use the **DT** integration option. See the *Switch Setup* topic for details.

I **[Introduce]**

The subscriber hears *"Call for <subscriber's name>"* before being connected to the caller. Use this when several subscribers share the same telephone.

M **[Message Screen]**

Callers are asked to record their name. Before the call is transferred, the subscriber hears *"Call from <recorded name>."* If the caller leaves a message instead, the recorded name is added to the start of the message. Even if the caller doesn't leave a message, the subscriber still receives the recorded name as a message box message. Do not use with the **S** call transfer option.

S **[Screen]**

Callers are asked to record their name. Before the call is transferred, the subscriber hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

Active

This field tells you whether the standard (**STD**) or alternate (**ALT**) greeting is currently active. The subscriber can switch between a standard and alternate greeting by phone. The system manager can also change which greeting is active at the console by highlighting the field, then typing **S** (for standard) or **A** (for alternate) `⟵Enter`.

Send Msg Urgent?

This field controls whether outside callers are asked to leave urgent messages. If this field is set to **Yes**, every message from an outside caller is marked urgent. If this field is set to **Ask**, the system asks an outside caller whether to mark the message urgent. If this field is set to **No**, outside callers cannot leave urgent messages.

After Msg

This parameter controls what follow-up action the system takes after taking a message. The possible actions are:

G **[Go to System ID]**

The system routes the call to another System ID. You must type a valid System ID directly to the right of the **GotoID-->** arrow. (For example, **GotoID--> $PM** routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]
The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]
The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

One key dialing
Use the **One key dialing** portion of the screen to program a menu of choices the subscriber can offer in his or her personal greetings. In a one key dialing menu, a single touchtone represents a full System ID. A caller can then press a single key to route his or her call to another extension, the operator, a transaction box, or an interview box.

See the *Call Transfer* and *Message Taking* topics for more information on Expanded Transfer Options.

Personal Secretary Feature

The Expanded Transfer Options window can be used to program the **personal secretary** feature for a subscriber. The personal secretary feature ensures that important calls are always handled, even when a subscriber is on the telephone or out of the office, by routing calls on to a subscriber's secretary or assistant. You can combine settings in the **Action**, **After Msg**, or the **One key dialing** fields to provide this special routing in a variety of ways.

When the voice mail system is used as a personal secretary, the system first transfers the caller to the subscriber's extension. Then, if the subscriber's extension is busy or not answered, the system can:

■   Automatically route the caller to another System ID, without playing the subscriber's greeting.

■   Play the subscriber's greeting, take a message from the caller, then automatically route the caller to a System ID in the **After Msg** field.

■   Play the subscriber's greeting, which contains instructions for using a one key dialing menu so the caller can choose where the call is routed.

To set up the personal secretary feature for a subscriber:

■   Use the **Action** field to tell the system how to handle the caller if no touchtones are entered during the subscriber's greeting.

■   Use the **After Msg** field if you want the system to automatically route outside callers to another System ID after they leave a message.

■   Or, program a one key dialing menu to allow callers to choose where their call is routed.

Adding Subscribers

Two Ways to Enroll Subscribers

There are two ways to enroll subscribers in the system. A system manager can enroll all the subscribers at the console: entering each subscriber's IDs and spelled name, recording a name, and setting any special options. An alternate way is to add a range of subscriber mailboxes with the **F** access code, and let subscribers enroll themselves by phone when they first call the system. Both methods are detailed below.

There are advantages to each method, and some sites may use both methods of enrollment. Enrolling at the console gives the system manager full control. The subscriber's last and first name can be fully spelled out on-screen, which makes it easier to maintain the system later. No extra, unused mailboxes are created. When the subscriber first calls the system, their voice mailbox is fully functional.

Having subscribers enroll themselves by phone creates less work for the system manager, who can simply add a range of subscriber mailboxes and then tell users their Personal IDs. Through the enrollment conversation, subscribers learn about the system's features. They are encouraged to record their own personal greetings and name, and set their own security code. The system may be less secure, however, if not all the mailboxes that are created are actually used. Also, the spelled name that a subscriber enters by phone is displayed on-screen in a way that may not match the subscriber's actual name.

When using enrollment by phone, you may want to do two things soon after general enrollment:

■   Delete any unused subscriber mailboxes

■   Go through the Personal Directory in ID Sort order and type in the full name for each subscriber.

The Four Main Steps to Adding Subscribers

■   **Program the default settings for new subscribers.** Set the parameters for the features most subscribers will use, including parameters for feature access, call transfer, call holding, message notification and delivery, and the enrollment conversation.

■   **Add the new subscribers,** either one by one, or by range of IDs.

■   **Record a name** for each subscriber you add (unless you're letting subscribers enroll by phone).

■   **Change settings on individual Personal Directory pages** for each subscriber who wants settings different from the defaults.

Adding Subscribers One by One

1.   Sign in to the system.

2.   Press `Ctrl`-`D` to display the Personal Directory.

3.   Press `F8`. You'll see the Add menu. Press `↵ Enter`.

```
········ PERSONAL   DIRECTORY ·········            NAME SORT
        Name: Yale, Hugh
   P            ADD MENU              Voice name: 0:02
Exte                                  Hold/Archive msgs:   0 /2   days
                   Subscriber         New Msgs:0  =0:00  Total:0  =0:00
—>T                Guest            —>Action ————
  Tr               Range          0    Take-msg
  Aw               Manager Status
  Sc                              0    Max-msg:  90 sec  Edits OK? Yes
—Me      Press [space] to view options,
Lamp     Press [enter] to select,        Activate Lamps? Yes  On Now? No
#1:           Esc to exit menu.     6:00pm MTWHF    4   rings 30  min,Off
#2:                                 9:00pm MTWHFSU 5   Rings 90  min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:           after 0    min,  8:00am- 9:00pm MTWHFSU 4  Rings 60  min,Off

              Ctrl-E for expanded options
```

4.   Type the subscriber's Extension # ID (↵Enter).

```
········ PERSONAL   DIRECTORY ·········            NAME SORT
        Name: Yale, Hugh
   P            ADD MENU     ┌──────────────────────────────┐ /99  days
Exte                        │ Enter extension number (Press │ 1:0  =0:00
                   Subscriber│ ESC to quit):                 │
—>T                Guest     │                              │
  Tr               Range     │                              │
  Aw               Manager Status                           │
  Sc                        │                              │ ts OK? Yes
—Me      Press [space] to view└──────────────────────────────┘
Lamp     Press [enter] to select,        Activate Lamps? Yes  On Now? No
#1:           Esc to exit menu.     6:00pm MTWHF    4   rings 30  min,Off
#2:                                 9:00pm MTWHF    5   Rings 60  min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:           after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

              Ctrl-E for expanded options
```

5.   Type the subscriber's last name (↵Enter). Type the subscriber's first and
     middle names (↵Enter). (Typing a first and middle name is optional.)

```
········ PERSONAL   DIRECTORY ·········            NAME SORT
        Name: Yale, Hugh
   P            ADD MENU     ┌──────────────────────────────┐ /99  days
Exte                        │ Enter last name:              │ 1:0  =0:00
                   Subscriber│                              │
—>T                Guest     │                              │
  Tr               Range     │                              │
  Aw               Manager Status                           │
  Sc                        │                              │ ts OK? Yes
—Me      Press [space] to view└──────────────────────────────┘
Lamp     Press [enter] to select,        Activate Lamps? Yes  On Now? No
#1:           Esc to exit menu.     6:00pm MTWHF    4   rings 30  min,Off
#2:                                 9:00pm MTWHF    5   Rings 60  min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:           after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

              Ctrl-E for expanded options
```

6.   Choose a Personal ID. Press (↵Enter) to accept the Personal ID the system
     offers, or type a new one (↵Enter).

```
········ PERSONAL   DIRECTORY ·········            NAME SORT
        Name: Yale, Hugh
   P            ADD MENU     ┌──────────────────────────────┐ /99  days
Exte                        │ Enter personal ID:            │ 1:0  =0:00
                   Subscriber│                              │
—>T                Guest     │                              │
  Tr               Range     │                              │
  Aw               Manager Status      812345               │
  Sc                        │                              │ ts OK? Yes
—Me      Press [space] to view└──────────────────────────────┘
Lamp     Press [enter] to select,        Activate Lamps? Yes  On Now? No
#1:           Esc to exit menu.     6:00pm MTWHF    4   rings 30  min,Off
#2:                                 9:00pm MTWHF    5   Rings 60  min,Off
#3:           after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:           after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

              Ctrl-E for expanded options
```

7. The system prompts you to enter another Extension # ID for the next subscriber you want to add. To add more subscribers, repeat steps 4 through 6. Otherwise, press (Esc) to cancel.

Adding Many Subscribers by Range

To speed up the process of adding subscribers to the system, you can add many subscribers at once in a range of Extension # IDs.

> **NOTE:** This process may take several minutes and may keep the system from answering calls, depending on how many subscribers you add. Add ranges of extensions when call traffic is light, or busy out all the system ports and transfer calls to the operator.

To add many subscribers at once:

1. Sign in to the system. Press (Ctrl)-(D) to display the Personal Directory.

2. Press (F8) to Add.

3. Press (↓) (↓) to select **Range** (←Enter).

4. Type the starting number of the range and press (Tab). Type the ending number of the range and press (←Enter).

    ```
    Enter Range of Extension # IDs
    Start:          Stop:
    ```

5. If desired, type any numbers or letters as a prefix to the Extension # IDs you're adding. Press (Tab). Type any numbers or letters as a suffix to the Extension # IDs you're adding. Press (←Enter).

    ```
    Constant prefix:
    Constant suffix:
    ```

    The system displays the range you selected and asks you to confirm.

6. To accept the range, press (Y). Otherwise, press (N). Follow these steps again to add a new range of Extension # IDs.

    Once you confirm the range, the system displays a series of status messages as it adds the Extension # IDs.

    If an ID in the range conflicts with a System ID already in your system, that particular ID is **not** added. You will see this message:

    ```
    ID ... conflicts with existing
    ID:  <ID and name of mailbox> and was not added.
    Please make a note of this.
    Do you want to continue with the
    next Extension # ID (Y/N)?
    ```

    To continue adding the remaining Extension # IDs in the range, press (Y) (←Enter).

To stop the process altogether, press Ⓝ. You may then repeat these steps to add different ranges of Extension # IDs that do not include the conflicting IDs.

When the system finishes adding the range of Extension # IDs, look through the Personal Directory to find the pages the system added. Each new subscriber has a spelled name with the Extension # ID in curly brackets { }.

```
|▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒P▒E▒R▒S▒O▒N▒A▒L▒▒▒▒D▒I▒R▒E▒C▒T▒O▒R▒Y▒▒▒▒▒▒▒▒NAME SORT|
|           Name: {12314}                                            |
|    Personal ID: 812314              Voice name: 0:00               |
| Extension # ID: 12314               Hold/Archive msgs:    0 /2  days|
|         Access: PCBF                New Msgs:0  =0:00  Total:0  =0:00|
|—>Transfer ———————————┬—>Greeting ——┬—>Action ———————————————|
|  Transfer? Yes-->,X  │ »Std: 0:00  │  Take-msg                     |
|  Await-Ans-->4  Rings│             │                               |
|  Screening? No  Holding? No│ Alt: 0:00│  Max-msg:  90 sec  Edits OK? Yes|
|—Message Notification ——————————————————————————————|
| Lamp #: X                           Activate Lamps? Yes  On Now? No|
| #1: X          after 0   min,  8:00am- 6:00pm MTWHF    4  rings 30  min,Off|
| #2:            after 0   min,  6:00pm- 9:00pm MTWHF    5  Rings 60  min,Off|
| #3:            after 0   min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off|
| #4:            after 0   min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent|
|———————————————————————————————————————————|
|                    Ctrl-E for expanded options                     |
```

Figure 132: Subscriber added by range

Recording a Name

Unless your system is using the enrollment conversation, be sure to record a voice name for each subscriber you add to the system. For complete steps, see the topic *Recording Voice Fields*.

Deleting Subscribers or their Messages

When you delete a subscriber, the system deletes all the subscriber's messages, private message groups, transaction boxes, and interview boxes. The system reassigns ownership of a subscriber's open message groups to ·**SYSTEM**· . You can reassign these open groups to other subscribers, who will then be able to change the message groups by phone. It's best to delete subscribers when call traffic is light, since all system ports must be simultaneously free before the subscriber is deleted.

You can also delete just a subscriber's messages. When you delete a subscriber's messages, the system deletes all the messages **to and from** the subscriber. The system does **not** delete the subscriber's message groups, transaction boxes, or interview boxes.

> **NOTE:** The system cannot delete a subscriber while any system port is active. When you delete a subscriber, the console screen will remain "frozen" until all system ports have cleared. Only then will the system actually delete the subscriber.

To delete a subscriber from the system:

1.   Sign in to the system.

2.   Press Ctrl-D to display the Personal Directory. Press PgDn (or use the Jump command) to display the subscriber's page.

3. Press ⬚F7⬚. The system displays the Delete menu.

```
          P E R S O N A L   D I R E C T O R Y               ID SORT
        Name: Yale, Hugh
    P            DELETE MENU                Voice name: 0:02
Exte                                        Hold/Archive msgs:   0 /2    days
               This Subscriber              New Msgs:0  =0:00  Total:0  =0:00
-->T           Only Messages              -->Action
  Tr                                     0   Take-msg
  Aw      Press [space] to view options,
  Sc      Press [enter] to select,       0   Max-msg:  90 sec  Edits OK? Yes
--Me          Esc to exit menu.
Lamp                                        Activate Lamps? Yes  On Now? No
#1: X         after 0    min,   8:00am- 6:00pm MTWHF    4  rings 30  min,Off
#2:           after 0    min,   6:00pm- 9:00pm MTWHF    5  Rings 60  min,Off
#3:           after 0    min,  12:00am-11:59pm MTWHFSU  0  Rings 30  min,Off
#4:           after 0    min,  12:00am-11:59pm MTWHFSU  4  Rings 60  min,Urgent
                    Ctrl-E for expanded options
```

4. Press ⬚←Enter⬚. The system asks for confirmation:

```
          P E R S O N A L   D I R E C T O R Y               ID SORT
        Name: Yale, Hugh
    P            DELETE MENU     ┌──────────────────────────────┐
Exte                            │ Do you want to COMPLETELY     │/2    days
               This Subscriber  │ delete this subscriber and all│1:0  =0:00
-->T           Only Messages    │ associated groups and boxes?  │
  Tr                            │ (Y/N):                        │
  Aw      Press [space] to view │             Yes               │
  Sc      Press [enter] to selec│                               │ts OK? Yes
--Me          Esc to exit menu. └──────────────────────────────┘
Lamp                                        Activate Lamps? Yes  On Now? No
#1: X         after 0    min,   8:00am- 6:00pm MTWHF    4  rings 30  min,Off
#2:           after 0    min,   6:00pm- 9:00pm MTWHF    5  Rings 60  min,Off
#3:           after 0    min,  12:00am-11:59pm MTWHFSU  0  Rings 30  min,Off
#4:           after 0    min,  12:00am-11:59pm MTWHFSU  4  Rings 60  min,Urgent
                    Ctrl-E for expanded options
```

5. Press ⬚←Enter⬚. The system deletes the subscriber as soon as all ports have cleared.

To delete just a subscriber's messages:

1. Follow steps 1 through 3 to delete a subscriber.

2. When the system displays the Delete menu, press ⬚↓⬚ to select **Only Messages** ⬚←Enter⬚.

3. Press ⬚←Enter⬚ to confirm that you want to delete all the subscriber's messages.

```
          P E R S O N A L   D I R E C T O R Y               ID SORT
        Name: Yale, Hugh
    P            DELETE MENU     ┌──────────────────────────────┐
Exte                            │ Do you want to delete ALL     │/2    days
               This Subscriber  │ MESSAGES for this subscriber? │1:0  =0:00
-->T           Only Messages    │ (Y/N):                        │
  Tr                            │                               │
  Aw      Press [space] to view │             Yes               │
  Sc      Press [enter] to selec│                               │ts OK? Yes
--Me          Esc to exit menu. └──────────────────────────────┘
Lamp                                        Activate Lamps? Yes  On Now? No
#1: X         after 0    min,   8:00am- 6:00pm MTWHF    4  rings 30  min,Off
#2:           after 0    min,   6:00pm- 9:00pm MTWHF    5  Rings 60  min,Off
#3:           after 0    min,  12:00am-11:59pm MTWHFSU  0  Rings 30  min,Off
#4:           after 0    min,  12:00am-11:59pm MTWHFSU  4  Rings 60  min,Urgent
                    Ctrl-E for expanded options
```

Sorting the Personal Directory

You can sort the pages of the Personal Directory either by subscribers' last names, or by Personal ID. The current sort order is displayed in the upper right corner of each Personal Directory page.

To sort the Personal Directory pages:

1. Sign in at the system console.

2. Press Ctrl D to display the Personal Directory.

3. Press F2. Depending on how the directory is currently sorted, the system displays a Command menu.

```
        COMMAND MENU                              COMMAND MENU

        Copy                                      Copy
        Jump to page                              Jump to page
        Sort by Name                              Sort by ID
        Reports                                   Reports

   Press [space] to view options,           Press [space] to view options,
   Press [enter] to select,                 Press [enter] to select,
        Esc to exit menu.                         Esc to exit menu.
```

4. Press ↓ to select the way you want the pages sorted and press ←Enter. Or, press Esc to keep the same sort order.

The Subscriber Conversation

Subscribers use the voice mail system by calling from any touchtone telephone, and identifying themselves to the system by entering a Personal ID and security code. Most subscribers use the system by answering a series of yes-and-no questions. This series of questions lets subscribers perform four basic actions:

- Check new messages
- Leave messages
- Review old messages
- Change setup options

Through setup options, subscribers can change many aspects of their voice mail setup themselves by phone, including:

- Record and switch between their standard and alternate personal greetings.
- Create, edit, list, and delete message groups they own, including changing the group's name or list of members.
- Turn call transfer to their extension on or off, including changing the telephone number where calls are transferred
- Turn call screening on or off (if available).
- Turn call holding on or off (if available).
- Change their message delivery telephone numbers and schedules.
- Change several personal options, such as their security code, recorded name, spelled name, and directory listing.

The system manager can control many of the features a subscriber can change by phone by adding or removing codes in the subscriber's **Access** field.

Speed Keys

Subscribers can use speed key sequences to jump ahead in the conversation directly to a particular option. The speed key sequences use the 4, 5, 6, and 7 keys on the keypad. For example, after entering a Personal ID and security code, a subscriber can press 754 to jump directly to adding a message group. By pressing 3 during a yes-and-no question, subscribers hear a help menu that lists the speed key for each option associated with that question.

For complete details on speed key sequences, see the *User's Guide*.

Quick Option Menus

Some subscribers may want to hear special quick option menus in place of the yes-and-no subscriber conversation. To do this, add the **M** access code to the subscriber's **Access** field. For details explaining how the menu mode conversation works, see the *User's Guide* and the *Quick Option Menus* card.

For related information, see:

■   *Call Holding*
■   *Call Transfer & Call Screening*
■   *Messages*
■   *Message Delivery*
■   *Message Groups*
■   *Message Notification*
■   *Message Playback*
■   *Message Receipts*
■   *Message Taking*
■   *Message Waiting Lamps*
■   *Security Codes*
■   *System IDs*
■   *System Manager*

See also:

■   *The User's Guide*
■   *The Quick Option Menus card*

Switch Setup

You set up ExecuMail to work with your particular Comdial telephone system (or "switch") at the QuickStart Switch Setup Screen. Since ExecuMail is shipped with pre-defined parameters for several Comdial telephone systems, filling in the fields on the QuickStart Switch Setup Screen is as easy as typing **COM** followed by a space, then pressing ⟮←Enter⟯ to select the correct Comdial model.

This topic explains the fields on the QuickStart Switch Setup Screen, and provides guidelines if you need to change them after installation.

For details on how to connect the voice mail system and the Comdial telephone system, see the *Installation Manual*. For details about the Comdial telephone system, read the voice mail system's on-line help, and check the Comdial telephone system documentation.

Automatic Switch Setup

To view the QuickStart Switch Setup Screen, sign in to the voice mail system and press ⟮Ctrl⟯⟮S⟯. The default QuickStart Switch Setup Screen, Page 1, appears (Figure 133). Press ⟮PgUp⟯ or ⟮PgDn⟯ to view additional pages.

```
            Q U I C K S T A R T   S W I T C H   S E T U P      Page   1 of 3

1. Switch: ENTER ''COMDIAL'' HERE           Select Comdial Switch   COMDEFS  .6
2. Integration Options: comvm dt

3. Outdial Access: 9,
4. Transfer Initiate: &,X                   Recall: &,
            Connect: Q                      Busy Recall: &,

5. TT Prompt/Msg/Record: 5 /7 /9            Release on LCR? Yes
6. Answer on ring low? Yes                  Off-hook delay: 25
7. Ring-on time: 20                         Ring-off time: 40
8. Pooled delay: 450
```

Figure 133: QuickStart Switch Setup Screen, Page 1

The QuickStart Switch Setup Screen sets the following information about the Comdial telephone system:

- Call transfer access codes
- Message waiting lamp activation codes
- Outdial access code
- DTMF (touchtone) sensitivity
- Ring and busy cycle characteristics

The voice mail system is shipped with a Switch Setup library that includes these parameters pre-defined for Comdial telephone systems.

To set the parameters for a Comdial telephone system:

1. In the **switch** field on the QuickStart Switch Setup Screen, Page 1, type **COM followed by a space**, then (←Enter). The first switch in the library appears.

2. Press (Y) to select the Comdial telephone system offered, or (N) to display the next match. When the correct Comdial telephone system is displayed, press (Y).

3. Recheck your choice and press (Y) to confirm. The fields on the QuickStart Switch Setup pages are filled in with the values best-suited for the Comdial telephone system.

On-Line Help

ExecuMail provides on-line help for the QuickStart Switch Setup Screen, for the Comdial telephone system currently selected, or for any other Comdial telephone system in the Switch Setup library. The on-line help for the QuickStart Switch Setup Screen describes each field on each page. The on-line help for a Comdial telephone system gives guidelines for programming it to work with the voice mail system.

To view on-help for the QuickStart Switch Setup Screen:

1. Sign in to the voice mail system.

2. Press (Ctrl)(S) to view the QuickStart Switch Setup Screen, Page 1.

3. Press (F1) to view help for the QuickStart Switch Setup Screen (Figure 134).

```
                                    H E L P                         Line #1251
                            THE SWITCH SETUP SCREEN
     The Switch Setup screen contains three pages of information
     that defines how the voice mail system works with your telephone system.

     ********************************************************************************
     *    Press [F1] again for help on the particular telephone system       *
     *    currently configured for the voice mail system.                    *
     ********************************************************************************

     CHOOSING A TELEPHONE SYSTEM
     Type "COM" followed by a space and press [Enter]. The voice mail system
     will offer you the matching phone system models and software versions it
     has in its switch library, one at a time. Be sure to select the correct
     software version and model number.

     If you select one of the choices the system offers, all the parameters on
     the Switch Setup Screen pages are automatically configured for that
     telephone system.
```

Figure 134: Switch Help Screen

4. Press (↑) (↓) (PgUp) (PgDn) to view the help file.

5. Press (F1) again to view the help file for the Comdial telephone system currently selected (Figure 135).

```
                            H E L P                          Line #19
                  COMDIAL EXECUTECH 2000 SERIES

I. INTRODUCTION
This file gives basic information on integrating the voice mail system
with the Comdial ExecuTech 2000 Series telephone system, including:
          > Equipment Needed
          > Connecting the Voice Mail System
          > Switch Programming
          > Voice Mail Programming
          > Application Notes
Refer to the Reference Manual for more information on the voice mail
system.

II. EQUIPMENT NEEDED
1. OPX Module for every two single line station ports. Terminate these
   lines at two-line RJ14 jacks at the voice mail system location.
```

Figure 135: Help screen for a particular Comdial telephone system

6.   Press [Esc] to exit help.

To view on-line help for a Comdial telephone system without setting its parameters:

1.   In the **Switch** field on the QuickStart Switch Setup Screen, Page 1, type **COM** followed by a space, then [←Enter].

2.   Press [Y] to select the Comdial telephone system offered, or [N] to display the next match. When the correct Comdial telephone system is displayed, press [Y].

3.   When asked to confirm your choice, press [N].

4.   When asked if you want to view help for the Comdial telephone system, press [Y].

5.   Press [Esc] to exit help.

Changing Switch Setup Parameters

If the default parameters for the Comdial telephone system do not work correctly on the Comdial telephone system, you may need to change some of the parameters on the QuickStart Switch Setup Screen.

The QuickStart Switch Setup Screen includes three pages:

- Page 1 sets special integration options, dialing codes, touchtone sensitivity, and incoming call timing.
- Page 2 controls message waiting lamps, dialout timing, and call holding.
- Page 3 sets ring detection and a special parameter for voice detect. The ring detection parameters are locked.

Integration Options

The **Integration Options** field on Line 2 of the QuickStart Switch Setup Screen, Page 1 sets special integration options that control how the voice mail system works with the Comdial telephone system (Figure 136).

```
        Q U I C K S T A R T   S W I T C H   S E T U P      Page  1 of 3
1. Switch: COMDIAL                        ExecuTech 2000 Series  COM820   20
2. Integration Options: COMVM DTMFCP HUT=A DT DT3=3

3. Outdial Access: 9,
4. Transfer Initiate: &,X                 Recall: &
             Connect: Q                   Busy Recall: &

5. TT Prompt/Msg/Record: 5 /7 /9          Release on LCR? Yes
6. Answer on ring low? Yes                Off-hook delay:   5
7. Ring-on time: 10                       Ring-off time: 40
8. Pooled delay: 450
```

Figure 136: QuickStart Switch Setup Screen, Page 1

The valid entries for the **Integration Options** field are:

COMVM
Enables the Comdial integration.

DT
Enables the voice mail system's dialtone detection. Whenever the ExecuMail system is recording a message, it will listen for dialtone. If ExecuMail detects a dialtone, it assumes the caller has hung up and ends the recording and the call. If the D call transfer option is used, ExecuMail also pauses a few seconds to check for dialtone on a call before transferring the call. If dialtone is detected, ExecuMail assumes the caller has hung up and terminates the call without transferring it.

In general, the more sensitive the setting for dialtone detection, the more likely ExecuMail will mistake a caller's voice for dialtone. If this happens during a message or transfer, ExecuMail will cut off the caller. If dialtone detection is not sensitive enough, ExecuMail will record dialtone into messages and transfer calls when the caller has already hung up. The following integration options control different aspects of the voice mail system's dialtone detection sensitivity:

DT1=nn
Threshold correlation to be seen as dialtone, where nn is a percentage. Default setting is DT1=35, the lower the threshold percentage is set, the more likely dialtone will exceed the threshold. Possible settings range from 15 to 95.

DT3=n
Where n is the number of consecutive buffers which must have correlation in order for ExecuMail to detect dialtone. Default setting is DT3=2, possible settings range from 1 to 5. The lower the setting, the more likely ExecuMail will detect a dialtone.

DT4=nn
Number of nybbles (1 nybble = 4 bits) between samples, where nn is an even number between 16 and 128. Default setting is DT4=64. The smaller this number, the more samples are taken, which increases the likelihood of detecting dialtone. On the other hand, the lower the number is set, the more work ExecuMail is performing, and the more likely ExecuMail is to pause or hesitate.

DT9=0
Disable Checkpoint Dialtone detect on transfer. When Dialtone Detect is activated, entering DT9=0 on the **Integration Options** line will disable

dialtone detection on transferring calls to the operator. ExecuMail will continue to listen for dialtone while recording messages, to make sure a caller has not hung up. To turn this feature back on, enter **DT9=1**.

DTMFCP

Tells the voice mail to listen for DTMF touchtones rather than ringback and busy when transferring.

HUT=a

Enable immediate disconnect signalling. Enterting **HUT=a** on the Integration Options line will enable immediate disconnect on hang up.

OTL=*n*

Outdial trigger length. By default, ExecuMail considers a telephone number to dial an external call if it has more than 5 characters (including any special dialing characters). However, if you need to change this value, you can do so by adding the outdial trigger length parameter.

To change the outdial trigger length, enter **OTL=*n*** where *n* equals a number between 4 and 15. For example, enter **OTL=11**. In this example, the system considers telephone numbers with 11 or fewer characters internal extension numbers, and longer telephone numbers are considered external calls.

Dialing Codes

The ExecuMail system needs to know what codes to dial in order to access particular features of the Comdial telephone system. These use special telephone number characters which are listed in the topic *Message Delivery*.

Outdial Access

For the ExecuMail system to place outside calls (to deliver messages off-site or to activate pagers), it must know the Outdial Access code. This sequence (typically "9," for nine-pause) is what ExecuMail dials to get an outside line.

> **NOTE:** By default, the voice mail system automatically dials the outdial access code before dialing any message delivery telephone number longer than 5 digits. This will cause a problem if your Extension # IDs or message waiting lamp control sequences are longer than 5 digits. To disable the outdial access code for any particular telephone number, put a comma (,) in front of the first digit of the telephone number (for example: **,5551234**) or change the outdial trigger length.

Call Transfer Sequences

For the ExecuMail system to transfer calls, it must know the transfer dialing sequences for a single-line telephone. It must know how to put a caller on hold, call an internal extension, and connect the caller or return to the caller if the extension is busy or not answered. The specific call transfer sequences are as follows:

Initiate

The Initiate sequence is what the ExecuMail system dials to put an outside caller on hold and ring an internal extension. The **&,X** stands for a hookswitch flash, a pause, and the extension number.

Recall

The Recall sequence is what the ExecuMail system dials to return to the outside caller when the internal extension did not answer. It is most commonly **&,** for hookswitch flash, then pause.

Busy Recall

Busy Recall is what the system dials to return to a caller on hold when the called extension is busy. It is usually the same as the Recall sequence.

Connect

Connect is what the system dials to complete the transfer of an outside caller to an internal extension. Typically, it is **Q** for hangup.

Touchtone Sensitivity

> **NOTE:** The touchtone parameters listed on Line 5 of the QuickStart Switch Setup Screen, Page 1, are for analog voice boards only. These parameters have no effect on DSP boards' touchtone sensitivity.

When the ExecuMail system is playing and recording messages and prompts, it has the difficult task of trying to recognize real touchtones dialed by the caller while screening out the "false" touchtones which momentarily occur in natural human speech.

Since there is no real audible difference between the sound of dialed touchtones and the spoken ones, the system can only distinguish between them on the basis of their length. Dialed touchtones are usually longer than spoken ones, so the ExecuMail system ignores tones below a certain length.

The ExecuMail system has three different minimum lengths for touchtones. One is used when the system is playing a prompt and expects the caller to enter touchtones. The second is used when the system is playing back a message recorded over the telephone and knows that the caller might enter a touchtone. The third is used when the system is recording a message and doesn't expect the caller to enter a touchtone. Those are stored on Line 5 of QuickStart Switch Setup Screen, Page 1.

Unless you experience problems with the system failing to recognize touchtones, you do not need to change these values. If you experience a problem with the ExecuMail system not recognizing dialed touchtones, try reducing the "prompt" DTMF length by one unit at a time until ExecuMail consistently recognizes dialed touchtones. The minimum value you can enter is "4" (40 milliseconds).

The three different levels are specified on line 5. They are specified in hundredths of a second (for example, a 6 means ignore tones shorter than 6 hundredths of a second or 60 milliseconds).

Incoming Call Timing

The following parameters affect the ExecuMail system's response to an incoming ring signal. There is no need to adjust these values unless you are experiencing problems with ExecuMail failing to answer incoming calls, except for **Ring-on** and **Ring-off** times. All timing parameters are in hundredths of a second (for example, 50 means one-half second).

Answer on ring low

Answer on ring low tells the ExecuMail system whether to wait through a complete ring on incoming calls before answering.

Off-hook delay

Off-hook delay tells the ExecuMail system how long to wait after answering the telephone before speaking or accepting touchtones.

Ring-on time and Ring-off time

Incoming calls send a ring signal to the ExecuMail system with a voltage alternating on and off. Line 7 specifies (in tenths of a second) the length of the on and off periods in the ring cycle. The defaults are: **Ring on Time: 10, Ring off time 40**, which means 1 second for on, 4 seconds for off.

Pooled Delay

Pooled Delay is the length of time the ExecuMail system should wait for the ring signal to settle after answering a call when the lines are set for pooled ringing. ExecuMail ignores any ring signals received during this waiting period. This can be modified for systems which do not stop the ring signal to other ports quickly.

Release on LCR

This tells the ExecuMail system whether to assume the caller has hung up when it receives a loop current reversal signal from the Comdial telephone system.

Message Waiting Lamps

Message waiting lamps are programmed on the QuickStart Switch Setup Screen, Page 2 (Figure 137).

```
        Q U I C K S T A R T   S W I T C H   S E T U P        Page   2 of 3

10. Message Lamp On: *3,X                    Retries: 2
               Off: #3,X                     Interval (mins): 4
    Reset All Lamps? No                      Daily Lamp Reset:

11. Dialout pause (,)= 200  (;)= 300         Hookflash (&)= 50    (%)= 200
12. Dialout DTMF duration: 10                DTMF interdigit delay: 12
13. Dialtone delay: 150

14. Max lines holding total: 16              Max lines holding for ext: 16
15. Number tries between TT checks: 4        Extra hold time between tries: 50
```

Figure 137: QuickStart Switch Setup Screen, Page 2

For ExecuMail to control message waiting lamps on the Comdial telephone system, ExecuMail must know:

■   The code to dial to turn a message waiting lamp on

■   The code to turn a message waiting lamp off

- How many times to dial each code to make sure it takes effect

- How long to wait between dialout attempts to the same message waiting lamp

These values are entered on Line 10 of the QuickStart Switch Setup Screen, Page 2. The two dialing codes must include an **X** to indicate where the extension number should go.

Dialout Timing

Dialout timing parameters affect voice mail system's dialing out to place calls. All times are specified in hundredths of a second.

Dialout Pause
The two Dialout Pause fields on line 11 specify the length of a pause for a comma (,) and a semicolon (;) in a dialing sequence.

Hookflash Times
Hookflash times on Line 11 specify the on-hook period of a hookflash when encountering an ampersand (&) and percent sign (%) in a dialing sequence.

Dialout DTMF Duration / DTMF interdigit delay
Dialout DTMF Duration and DTMF Interdigit Delay on Line 12 specify how long ExecuMail should sound a touchtone and how long it should wait between touchtones when dialing. Dialout DTMF Duration is a locked field.

Dialtone Delay
Dialtone Delay specifies the length of time ExecuMail should wait before dialing after going off hook to place a call.

Call Holding

When ExecuMail attempts to transfer a call and the line is busy, the caller can be allowed to hold until the line becomes free. This process is described in the *Call Holding* topic. The following parameters on the QuickStart Switch Setup Screen, Page 2 affect call holding.

Maximum Lines Holding
On line 14, you may specify the maximum number of calls allowed to hold in the system at one time and the maximum number of calls allowed to hold for a particular extension at one time. Each holding call occupies one port, so you will want to set the maximum to a value less than the voice mail system's total number of ports to avoid having the whole system tied up with calls on hold.

Holding Pattern

When a caller is holding for an extension, ExecuMail goes through a pattern of attempting to transfer the caller several times, then returning to the caller to ask if he or she still wants to hold. The parameters on Line 15 control this pattern. See the *Call Holding* topic for more information.

Number of tries between TT checks
Specifies the number of times ExecuMail should attempt to transfer the call between checks with the caller.

Extra hold time between tries

Specifies how long (in tenths of a second) ExecuMail should wait between transfer attempts. Setting this parameter lower tends to put calls through a little more quickly. Setting it higher tends to make the holding conversation sound better to the caller. The default value is 50, which means ExecuMail waits 5 seconds between transfer attempts.

Ring Detection

Whenever ExecuMail dials out, either for message delivery or to transfer a call, it monitors the line and listens for a ringback signal, busy signal, or connection. To detect these signals correctly, ExecuMail must know what the ringing and busy signals sound like on the Comdial telephone system. In particular, ExecuMail needs to know the signal patterns or ringback (the on and off periods) of these signals.

The QuickStart Switch Setup Screen, Page 3, Lines 20 through 28, lists the parameters that tell ExecuMail what signal patterns to expect on the Comdial telephone system. The parameters on Lines 20 through 28 (Figure 138) are locked.

```
Q U I C K S T A R T   S W I T C H   S E T U P       Page   3 of 3

20. Call Analysis Delay: 25            Ring to begin on: 1
21. Debounce Silence: 9    Voice: 3    Leading edge detect? Yes

22. Tolerance above 1st low %: 10      Below 1st low %: 10
23. Tolerance above 2nd low %: 8       Below 2nd low %: 8
24. Tolerance above 1st high %: 9      Below 1st high %: 9

25. Max short low in dbl ring: 1       Min long low: 287
26. Max time busy 1st low: 60          Max time busy 2nd low: 60
27. Max time busy high: 67             Busy states over rings: 0
28. Size of long high: 65              Max sil. long: 350    short: 350

29. Max time to wait for voice: 3
```

Figure 138: QuickStart Switch Setup Screen, Page 3

Voice Detect Parameter

The **Max time to wait for voice** field on Line 29 of the QuickStart Switch Setup Screen, Page 3 sets the number of seconds the system waits for a caller to speak for voice detect boxes, and boxes using voice detect call holding. This parameter is **not** locked. See the topics *Voice Detect* and *Call Holding* for details.

For related information, see:

■   *Applications*
■   *Call Holding*
■   *Call Transfer & Call Screening*
■   *Opening Line*
■   *Operator Box*
■   *Port Applications*
■   *Voice Detect*

See also:

■   *The QuickStart Application Manual*
■   *The Installation Manual*
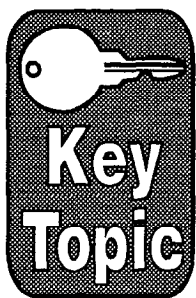
System IDs

Every entity, whether a subscriber, guest, interview box, transaction box, voice detect box, directory group, or directory menu, is identified by a unique System ID. System IDs are crucial to the system's proper operation. They are used to route calls to the proper extensions and mailboxes, and can be used to link transaction boxes, voice detect boxes, and interview boxes for advanced call routing and audiotext features.

Examples of System IDs

There are several different types of System IDs. (See Figure 139.) For example:

- Extension # IDs
- Personal IDs
- Box IDs
- Directory IDs
- Special System ID for numbered groups

ID	Identifies	Screen
Extension # ID	A subscriber's mailbox. (Callers dial this "extension" to reach the subscriber.)	Personal Directory Screen
Personal IDs	Subscribers and Guests	Personal Directory Screen
Box IDs	Transaction Boxes Interview Boxes Voice Detect Boxes	Transaction Directory Screen
	Operator Box	QuickStart Application Screen, Page 3
	Public Fax Box	QuickStart Application Screen, Page 6
Directory IDs	Automatic Directory Assistance	QuickStart Application Screen, Page 6 **ID for Alpha Directory**
	Numeric Directory Assistance (directory groups and menus)	Groups Screen
Special System ID for Numbered Groups	Subscribers leaving messages for message groups by number	QuickStart Application Screen, Page 6 **ID for Num Groups**

Figure 139: Types of System IDs

Extension # IDs

An **Extension # ID** is the "extension" a caller dials to reach a subscriber. You may think of it as the number of the subscriber's voice mailbox on the system.

Usually an Extension # ID matches a subscriber's actual telephone extension number. However, this may not always be the case. For example, two subscribers who share the same telephone extension will have different Extension # IDs on the voice mail system.

Personal IDs

A **Personal ID** identifies the caller to the system. The system identifies subscribers and guests through their Personal IDs. A subscriber's Personal ID is often created by adding an extra digit onto the front of the subscriber's Extension # ID, but other Personal ID conventions may be used.

When **subscribers** call the system and enter their Personal IDs, they can listen to their messages, leave two-way messages for their own guests and for other subscribers, and change their setup options. When **guests** call and enter their Personal IDs, they can trade two-way messages only with their host subscriber.

Box IDs

A **Box ID** is similar to an Extension # ID, but it identifies a transaction box, interview box, or voice detect box, rather than a subscriber. On the Transaction Directory screen, this ID is simply labeled **System ID**. A Box ID is also used to reach the Operator Box or the Public Fax Box. Callers can dial Box IDs like any other Extension # ID to reach a particular box. The system may also use Box IDs for automatic routing of calls and in one-key dialing menus.

Each voice detect box added to the system uses a Box ID. In most cases, callers are not allowed to dial a voice detect box's ID, because it contains the $ symbol. The "$" symbol prevents callers from accessing the voice detect box directly. Usually, callers reach a voice detect box by speaking "Yes" or by being routed automatically, instead of pressing an ID. See *Internal IDs* later in this chapter for more details on hidden IDs.

The Operator Box ID is set on the QuickStart Application Screen, Page 3. The Operator Box ID is set to 0 (zero) by default.

If your office uses Fax Detect, you may also use a special Box ID for the Public Fax Box. On the QuickStart Application Screen, Page 6, this ID is labeled **Fax ID**. Outside callers can press the Fax ID when they call you from a fax machine telephone. Once the caller hears the fax tone, he or she presses the Send or Start button on the fax machine to send the fax. Or, if the system hears a fax tone when it answers a call, it can route the incoming fax to the Public Fax Box automatically.

Directory IDs

Callers press a **Directory ID** to hear directory assistance, when they don't know a subscriber's extension number. Some organizations use the automatic directory, which allows callers to find out a subscriber's Extension # ID by spelling the first

three letters of the subscriber's last name on the touchtone keypad. The default Directory ID for automatic directory assistance is 555.

For organizations with many callers who have only numbers on their touchtone keypads, or whose callers prefer to press numbers instead of letters, you can set up numeric directory assistance, using directory groups and directory menus. Each directory group and directory menu can have its own Directory ID. To give you an idea of how this type of directory assistance can be used, the system is shipped with an example of numeric directory assistance that uses the System ID $411. To try the numeric directory assistance example, change the System ID to an ID you can dial. For more details, see the topic *Directory Assistance*.

Special System ID for Numbered Groups

You may allow subscribers to leave messages for message groups by pressing numbers to identify the group, instead of spelling the group's name. To allow subscribers to do this, you enter a special System ID in the **ID for Num Groups** field on the QuickStart Application Screen, Page 6, and starting each group's name with three digits (for example, **234 Sales Department**).

To send a message to a message group by number, a subscriber first presses a special System ID for numbered groups, then the group's number. Since the numbers used for message groups may duplicate other System IDs, the system uses the special System ID for numbered groups to tell when a subscriber is going to press a message group number.

Rules for System IDs

Callers enter System IDs from a touchtone telephone to tell the voice mail system how to route their call or to identify themselves to the system. Each System ID may be up to ten digits in length. **Most important, each System ID must be unique.** No two entities in the system can have the same System ID.

A System ID is usually entered and displayed as numbers on-screen. However, it can also be represented as letters, or even include the symbol "$".

For systems using a lettered keypad map, when letters are used in an ID, the system translates the letters into the corresponding numbers on the telephone keypad. On some keypads, there are three different letters associated with each of the touchtones 2 through 9. For example, on some keypads the touchtone 2 is associated with the letter A, B, or C. The touchtone 9 is associated with the letter W, X, or Y. If your system uses a lettered keypad map, as you assign System IDs keep in mind that it is the touchtone numbers themselves that make a System ID unique, and not the corresponding letters. For example, on the Q=7, Z=9 keypad map, the System ID "SANDY" is identical to the System ID "RANDY", because each ID translates to the System ID "72639". Similarly, the System ID "AAA" is identical to "BBB", because both translate to "222" in touchtones.

When a symbol (such as the dollar sign "$") is used, the System ID cannot be dialed from a touchtone telephone. This allows you to hide System IDs from direct telephone access.

How the System Listens for IDs

Whenever the system asks a subscriber a question, it listens for touchtones that indicate the subscriber's answer, usually 1 for yes, 2 for no, or a quick option menu choice. When the system asks for an "extension number", it is listening for a System ID. At other times when the system speaks, it is also listening for System IDs.

The system listens for System IDs on a digit-by-digit basis. When a caller enters an ID, the system examines the first touchtone to see if by itself it is a valid System ID. If not, the system adds on the second touchtone to see if it matches a valid two-digit ID. If it doesn't, it adds on the third touchtone to see if it matches a valid three-digit ID. This process repeats for every touchtone, until the touchtones match a System ID or until there are no more touchtones to check.

Touchtones entered: 76543			
THE SYSTEM DETERMINES:			
Does	**7**	**match a System ID?**	**NO**
Does	**76**	**match a System ID?**	**NO**
Does	**765**	**match a System ID?**	**NO**
Does	**7654**	**match a System ID?**	**YES**
The System Routes the Call to Extension # ID 7654			

Figure 140: How the system listens for IDs

As soon as the system matches a valid System ID, it responds with the appropriate action. If it matches a Personal ID, the system starts playing the subscriber conversation to allow the subscriber or guest to check messages. If it matches an Extension # ID or Box ID, the system follows the *Transfer -> Greeting -> Action* sequence that is programmed for the subscriber or transaction box, with that ID. Typically, this involves transferring a call to a particular telephone extension or taking a message if the line is busy or goes unanswered.

Conflicting IDs

The system's method of listening for System IDs provides quick responses from the system, but it has an important impact: **it limits the number of unique System IDs.** Since the system acts as soon as it hears a valid System ID, it is impossible to have a long ID that begins with digits that match a shorter ID. For example, you cannot have both 234 and 2345 as System IDs, because as soon as the system hears the touchtones 2-3-4, it matches a valid System ID. Immediately, the system responds and directs the call accordingly. The system would never hear the ID 2345.

The system gives you an error message if you try to add a System ID that conflicts with an ID already created. For example, if the ID 234 is already stored as a valid System ID, you would not be able to add the System ID 23 or 2345, because each conflicts with the existing ID 234. You could, however, add the System IDs 233, 235, or 24.

> **NOTE:** To lessen confusion, we recommend you use IDs that all contain the same number of digits. This also maximizes the total number of IDs available.

Bad IDs

If a sequence of touchtones does not match a valid System ID, the system waits up to three seconds to see if any more touchtones are pressed. If not, the system responds:

"I'm sorry, I did not hear your selection. Please re-enter your selection now"

[PH_Box_BadIDorPassword]

If a caller does not enter a valid Personal ID or Extension # ID after several tries, the system can either disconnect the caller or route the caller to a "need help" System ID, such as the System Operator Box (System ID 0).

You control this feature on the QuickStart Application Screen, Page 6. Line 53 has two fields, **Max ID attempts** and **Bad ID Goto-->**. Enter the number of times a caller may try to enter a valid Personal ID in **Max ID attempts**. The default is 4 tries. Enter the System ID that callers who need help should be routed to in the **Bad ID Goto-->** field.

If you leave the **Bad ID Goto-->** field blank, callers who do not enter a valid System ID in the maximum number of tries allowed are disconnected.

Internal IDs

There may be occasions when you want to prevent callers from dialing up a subscriber or transaction box. You can do this by assigning a System ID that contains the symbol "$" which cannot be dialed from a touchtone keypad. These are called **internal IDs** or **hidden IDs**.

Internal IDs can still be used in the system's automatic call routing features, but they cannot be dialed by callers directly. For example, any System ID with a dollar sign symbol ($) as the first character is an internal ID.

The most common use of internal System IDs is for linking voice detect boxes, transaction boxes, or interview boxes through the **GotoID** field, or the **System ID if no TTs** field on the QuickStart Application Screen, Page 2. For example, the system comes with a Public Interview Box with a System ID of $PM. This ID is used because a caller never needs to dial the Public Interview Box directly. A caller is routed to the Public Interview Box automatically only when the operator is not available, or when a caller does not press any touchtones when calling after hours.

Planning Your System IDs

Before assigning System IDs, you should first estimate what kind and how many System IDs you will need, then design an easy-to-remember numbering system that best meets these needs.

The number of System IDs you require determines how many digits you should have in your IDs. The table shows you roughly how many unique IDs are available for a particular ID numbering plan. When determining how many digits

to have in your IDs, be sure to allow plenty of spare System IDs for future growth. Remember, System IDs will be assigned not only to subscribers, but also to all transaction boxes, interview boxes, and subscribers' guests.

Number of ID Digits	Number of Unique IDs
1	9
2	90
3	900
4	9,000 (9 thousand)
5	90,000
6	900,000
7	9,000,000 (9 million)
8	90,000,000
9	900,000,000
10	9,000,000,000 (9 billion)

assumes Operator Box ID = 0

Ranges of System IDs

You may want to assign particular ranges of IDs to a particular purpose. For instance, you could reserve System IDs 10 through 19 for menus (transaction boxes) which can be accessed by outside callers, IDs 200 to 399 for Extension # IDs for subscribers, IDs 8200 to 8399 for subscriber Personal IDs (8 + their Extension # ID), and IDs 7200-7399 for guest's Personal IDs. You could also assign additional System IDs beginning with a dollar sign symbol ($) for internal IDs on transaction boxes that handle interviews or special call routing.

Operator Box ID

Note that the default System ID is 0 for the Operator's Box (QuickStart Application Screen, Page 3). This precludes any other System ID beginning with the digit 0.

Special System ID for Numbered Groups

If you allow subscribers to leave messages for message groups by pressing numbers to identify the group, you must enter a special System ID in the **ID for Num Groups** field on the QuickStart Application Screen, Page 6, and start each group's name with three digits (for example, **234 Sales Department**).

For this special System ID for numbered groups, you should choose a number that is easy for subscribers to enter. While you should try to use a short number, keep in mind that a short number prevents you from using some System IDs. For example, using 14 prevents you from using any other System IDs that start with 14, such as 140-149 and 1400-1499.

Match Extension # IDs with Extension Numbers

You can simplify your application if you make subscribers' Extension # IDs match the subscribers' actual telephone extension numbers. You should first assess, however, how this would affect your overall ID plan.

Consider this extreme case. Suppose you had a company operator at extension 0 (zero) and nine subscribers with telephone extension lines already numbered 1-9. You could assign Extension # IDs 1 through 9 to these subscribers to match their actual telephone extensions. But then you would not be able to assign any more System IDs. If you had guests or new employees to add to the system, you would have to come up with a completely new ID numbering plan. However, you could assign Extension # IDs as 10 through 19. This would allow you to add many more System IDs starting with the digits 2 through 9.

Remember the following rules for System IDs:

- Each System ID must be unique.

- Each System ID can contain up to 10 characters, and can vary in length.

- A shorter System ID cannot duplicate the beginning digits of another, longer System ID. (For example, 234 and 2345 are not unique.)

- System IDs that contain letters are translated into their corresponding touchtones. (For example, on the Q=7, Z=9 keypad map, RANDY = SANDY = 72639.)

Default System IDs

The voice mail system is shipped with certain default System IDs already set. (See Figure 141.) If you decide to change any of these System IDs, make sure you enter these changes on all the screens where the old System ID is referenced.

System ID	Entity	Screen
0	System Operator	QuickStart Application Screen, Page 3
1776 TOM (866)	System Manager (Thomas Jefferson)	Personal Directory Screen
GEORGE (436743)	Guest of Thomas Jefferson George Washington	Personal Directory Screen
555	Automatic Directory	QuickStart Application Screen, Page 6
$FAXBOX	Public Fax Box	QuickStart Application Screen, Page 6
$PM	Public Interview Box	Transaction Directory Screen

Figure 141: Default System IDs

In addition, three sample transaction boxes and one sample voice detect box are included in the default system. These transaction boxes can be re-recorded or deleted, or their System IDs changed, if you want to use their System IDs:

- Box ID 411:   Sample Departments Box
- Box ID 700:   Sales Department Box
- Box ID 800:   Technical Support Department Box
- Box ID $VOICE: Sample Voice Detect Box

The system also includes two directory menus and four directory groups on the Groups Screen to create an example of numeric directory assistance. The System ID for the numeric directory assistance example (which begins with a directory menu named **Numeric Directory**) is set to $411. The directory groups and directory sub-menu (Accounts, Customer Service, Sales, Shipping, and Technical Support) do not have System IDs. For more details, see the topic *Directory Assistance.*

Personal IDs and Security Codes

If you use a convention or formula to create Personal IDs from Extension # IDs, it is relatively easy for a stranger or co-worker to guess at a subscriber's Personal ID. To increase your system's security, subscribers should add their own security code to the system. A security code can be up to 10-digits long. Unlike a System ID, a security code does not have to be unique. Two subscribers (with different Personal IDs) can have the same security code. Also, since a security code is not an ID code, a subscriber's choice of security code is not limited by the numbering plan you use for System IDs. This greatly increases the total number of security codes subscribers may have, which decreases the possibility of an unauthorized caller guessing the security code.

Subscribers enter their security codes on the telephone keypad after they enter their Personal IDs. An unauthorized caller must know both a subscriber's Personal ID and security code to break into the system. Unlike Personal IDs, security codes are never displayed on the console screen, in the Call Log file, or in any other printed report.

For related information, see:
- *Applications*
- *Call Transfer & Call Screening*
- *Directory Assistance*
- *Faxes & the Public Fax Box*
- *Guests*
- *Interview Boxes*
- *Operator Box*
- *Port Applications*
- *Public Interview Box & Public Messages*
- *Security Codes*
- *Subscribers*
- *System Manager*
- *Transaction Boxes*
- *Voice Detect*

See also:
- *The QuickStart Application Manual*
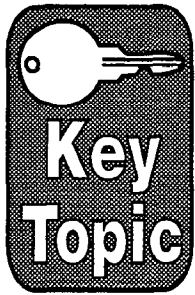
System Manager

The person who monitors the operations of ExecuMail and does day-to-day management of the system is the **system manager.**

Only system managers are able to sign in at the computer console to modify system parameters, create subscribers, groups, guests, or transaction boxes. Only system managers can record voice prompts or fields at the console. It is important that the person or persons designated as system managers for your system be responsible people who are available to other subscribers for questions and system changes.

Who Can Be a System Manager?

You can assign system manager status to any subscriber. We recommend that you have at least two system managers who can access the system, so that one will always be available.

System managers should be on-site. On-site system managers are typically office managers, office administrators and receptionists. These system managers should be trained how to do routine maintenance, such as adding and deleting subscribers.

Your Comdial representative may also be a system manager on the system. The representative can then perform operations which are less routine, such as changing the way the voice mail system is configured with the Comdial telephone system.

Signing in as System Manager

Only system managers may sign in at the computer console. To sign in as a system manager, from the Banner Screen press the F2 key, then type a system manager's Personal ID.

If this is the first time you are using the system, or if you have not yet created another system manager, sign in as the default system manager, Thomas Jefferson, whose Personal ID is TOM (= 866).

Once a system is installed and a new system manager assigned, you should change Thomas Jefferson's ID to protect the system from unauthorized access. You may want to delete Thomas Jefferson from the system altogether. (However, be aware that any transaction boxes, private message groups, or guests owned by Thomas Jefferson will also be deleted.)

To simply change Thomas's Personal ID, go to his page on the Personal Directory Screen and, in the Personal ID field, type in the new ID over the existing one.

Creating and Demoting System Managers

Only a system manager can create or demote another system manager. Before you can create another system manager that subscriber must already be enrolled on the system. If the person is not yet enrolled as a subscriber, add him or her to the system. Refer to the topic on *Subscribers* for detailed instructions.

To promote a subscriber to a system manager:

1.   Sign in with the Personal ID of an existing system manager.

2.   Press Ctrl-D to jump to the Personal Directory Screen. Press PgUp or PgDn to page to the Personal Directory of the subscriber whom you want to promote to a system manager.

3.   Press F8 to view the ADD Menu.

4.   Press M to add Manager status to that subscriber.

     The words SYSTEM MANAGER will appear to the right of the subscriber's name.

To remove system manager status:

1.   Sign in as a system manager.

2.   Press Ctrl-D to jump to the Personal Directory Screen.

3.   Page to the appropriate subscriber's Personal Directory page.

4.   Press F7 to begin the DELETE process.

5.   Press the down arrow twice to highlight **Manager Status** and press
     ← Enter.

6.   The system asks: ''Do you want to REMOVE SYSTEM MANAGER
     STATUS for this subscriber?'' Press Y for Yes.

NOTE: If you have signed in from the Banner Screen, you cannot delete yourself or remove your own system manager status. If you press the F7 Delete key while on your own Personal Directory page, you can delete only your messages.

For related information, see:
■   *Screens*
■   *Subscribers*
■   *System IDs*
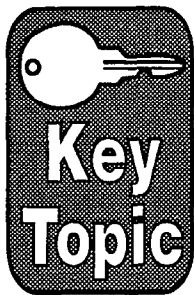
Transaction Boxes

A transaction box is a special kind of mailbox. You can use transaction boxes to program special call routing, create menus, or provide announcements of recorded information.

The applications for transaction boxes can be as simple or complex as you wish. Some organizations use transaction boxes in place of the Opening Line prompts to route callers to different departments, or provide morning, afternoon, and evening greetings. Other organizations use transaction boxes to play detailed audiotext messages, route callers to other submenus, and route callers to interview boxes.

This topic describes how transaction boxes work and explains how to use them, including:

■   How callers access a transaction box
■   The Transaction Directory
■   The *Transfer -> Greeting -> Action* structure
■   One key dialing
■   Sample transaction boxes
■   The transaction box owner
■   Adding transaction boxes one by one, or by range
■   Deleting a transaction box or its messages

How Callers Access a Transaction Box

Callers can access a transaction box in any of four ways:

■   The caller dials the box's System ID.

■   The caller presses a single touchtone in response to a one key dialing menu.

■   The `GotoID-->` action automatically routes the caller to a transaction box.

■   The caller is routed to the transaction box because no touchtones were pressed during the Opening Line. (To do this, the box's System ID must be entered on Line 13 of the QuickStart Application Screen, Page 2.)

The Transaction Directory

Each transaction box has its own page in the Transaction Directory (Figure 142).

```
       T R A N S A C T I O N   D I R E C T O R Y          NAME SORT
     Name: Order Box              Transaction box of Jefferson, Thomas
 System ID: 700                   Voice name: 0:02    Schedule #:

 —>Transfer ——————————    —>Greeting ———    —>Action ——
 Day?   Yes-->,323         »Day:  0:08       Day:  Operator
 Nite?  No                 Nite: 0:12        Nite: Take-msg

 Await-Ans-->5  Rings      Alt:  0:00        Max-msg:   90 sec
 Intro: 0:02    Holding? Yes                 Edits OK? Yes
 Transfer Options : A      Active: D/N       Send Msg Urgent? Ask
                                             After Msg: Say-bye

 ———————————————————————————————————————————————————————————————
     One key dialing: 1>    2>       3>        4>        5>
                      6>    7>       8>        9>        0>

```

Figure 142: Sample transaction box

Each box has a spelled name, a unique System ID, and an owner. The owner's name is displayed in the **Transaction Box of** field in the upper-right corner of the screen. The owner of the box receives all messages left in the transaction box, and can record the box's greetings by phone.

The **Schedule #** field determines which system schedule the box follows (either 1, 2, 3 or 4). You set the system schedules on the QuickStart Application Screen, Page 4. (See the *Schedules* topic for details).

If you don't enter a Schedule #, the box uses the schedule of whatever port answered the call coming in to the transaction box.

The Transfer -> Greeting -> Action Structure

Each page in the Transaction Directory has a *Transfer -> Greeting -> Action* structure. If call transfer is turned on, the voice mail system first tries to transfer a call to the telephone number or extension listed. If the call transfer is unsuccessful, the system plays the appropriate greeting for the box, then follows the instructions programmed in the Action area.

Unlike a subscriber's Personal Directory page, a transaction box can be programmed for two different *Transfer -> Greeting -> Action* sequences, one for during Day Mode, the other for during Night Mode.

The transaction box uses these fields to establish its *Transfer -> Greeting -> Action* sequence:

Transfer Day? Nite?
Use these fields to turn call transfer on or off for Day Mode and Night Mode. If either the **Day?** or **Nite?** field is set to Yes, enter the telephone number or extension the system should transfer calls to. The transfer number may be different for Day and Night Modes.

Call Transfer Type
This field, which is below the **Day?** and **Nite?** fields, isn't labeled on the screen. It is used to set the way the voice mail system transfers calls to the Comdial telephone system. It can have one of three values: **Await-Ans** (Await

Answer), **Release**, or **Wait-Ring** (Wait for Ringback). See the *Call Transfer &
Call Screening* topic for details on the call transfer types.

Rings
The number of times the extension should ring. This applies only if the call
transfer type is Await Answer or Wait for Ringback.

Intro
The system plays any recording in the **Intro** field before it transfers a call. The
system does not play the Intro if call transfer is turned off.

Holding?
This field controls whether the transaction box uses call holding. The call holding
feature allows you to "queue up" several callers who are waiting when the
transfer number is busy. You can allow a caller to press a touchtone to hold, or
to say "Yes". You can only use call holding with the Await Answer or Wait for
Ringback call transfer types. See the *Call Holding* topic for details.

Transfer Options
This field controls how the system transfers calls routed through the transaction
box. Call transfer options (except for **D** Dialtone Detection) apply only if call
transfer is on and the call transfer type is Await Answer. The call transfer options
apply to both Day Mode and Night Mode. You can enter any combination of the
following options:

A   [Announce]
The person who answers the telephone hears a beep before being connected to
the caller.

C   [Confirm]
Before a call is transferred, the person who answers the telephone can choose
whether to take the call. If the call is refused, the system returns to the caller to
play the appropriate greeting and take an action.

D   [Dialtone Detection]
The voice mail system checks for dialtone before the call is transferred. Use this
transfer option if the Comdial telephone system does not provide disconnect
signaling. For this transfer option to work, you must also use the **DT** integration
option. See the *Switch Setup* topic for details.

I   [Introduce]
The person who answers the telephone hears *"Call for <transaction box's recorded
name>"* before being connected to the caller.

M   [Message Screen]
Callers are asked to record their name. Before the call is transferred, the person
who answers the telephone hears *"Call from <recorded name>."* If the caller
leaves a message instead, the recorded name is added to the start of the
message. Even if the caller doesn't leave a message, the subscriber still receives
the recorded name as a message box message. Do not use with the **S** call
transfer option.

S   [Screen]
Callers are asked to record their name. Before the call is transferred, the person who answers the telephone hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

Greeting Day/Nite/Alternate
This section controls the transaction box's greetings. A transaction box can have 3 separate recorded greetings. The fields display how many seconds each greeting lasts. The subscriber who owns the transaction box can record all three greetings, as well as switch between the active Day or Night greeting and the alternate greeting. The system manager can also record transaction box greetings at the console using a local connection.

If you do not want the system to play a greeting, copy silence into the transaction box's greeting fields. For steps to copy silence to a voice field, see the topic *Recording Voice Fields*.

> **NOTE:** The greeting does not have to be an actual "greeting." It can be any message or announcement you wish. However, it should be consistent with whatever Action you program.

Active
This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the box's schedule is currently in). **Alt** means the alternate greeting is currently active. If the alternate greeting is active, it is used in both Day Mode and Night Mode. When the standard greeting is active, but not recorded, the system plays one of these default standard greetings:

"<Owner's recorded name> is not available right now."
–OR–
"<Owner's recorded name> is on the phone now."   [PH_Box_IsGone]

When the alternate greeting is active but not recorded, the system plays the default alternate greeting:

"<Owner's recorded name> is out today."   [PH_Box_IsGone]

Action Day/Nite
These fields tell the system what to do if the caller does not press any touchtones during the greeting. You can set a different action for Day and Nite. The possible actions are:

G   [Go to System ID]
The system routes the call to another System ID. You must type a valid System ID directly to the right of the **GotoID-->** arrow. (For example, **GotoID--> $PM** routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H   [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]

The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]

The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

T   [Take a Message]

The system says, *"If you'd like to leave a message, I'll record it now,"* then takes a message for the subscriber who owns the transaction box.

Max-msg

Applies only if the **Action** is **Take-msg**. This sets the maximum length in seconds an outside caller's message can last. The maximum value is 9999 seconds (2 hrs, 46 min).

Edits OK?

This field controls whether outside callers hear this after leaving a message:

"Press 1 to add to your message, 2 to listen to it, the pound sign to re-record it or if you're satisfied with your message, press the star key to send it."   [PH_Box_FirstEditMenu]

Send Msg Urgent?

This parameter controls whether messages left by outside callers should be marked urgent. Urgent messages are heard first in the transaction box owner's message stack. Three values are allowed:

Yes =   All outside caller messages are marked urgent
No   =   No outside caller messages are marked urgent
Ask =   Callers are asked if they want to leave an urgent message

After Msg

This field controls how the system handles the call after recording a message from the caller. Use any of the actions listed above, except **Take-msg**. This field applies only if the **Action** is set to **Take-msg**.

One Key Dialing (Single Digit Menus)

The **One key dialing** section at the bottom of the Transaction Directory Screen allows you to program single digits to represent full System IDs for subscribers' Extension # IDs, transaction boxes, or interview boxes. Instead of entering the full System ID, the caller just presses a single key. This makes it easy for callers to use menus. The system listens for one key dialing selections during the transaction box's greeting, and during the phrase played when the box's **Action** is set to **Say-bye**. When you or the box's owner record the transaction box's greetings, be sure to explain the menu selections, and include pauses so the caller has time to make a selection.

Example

You could create a transaction box for a "Weekend Information Center" with a greeting that says:

"You've reached our Weekend Information Center: For the weather forecast, press 1; for the latest sports scores, press 2; for the special events calendar, press 3.... That's 1 for weather, 2 for sports, and 3 for special events. Have a great weekend!"

In the **1>**, **2>** and **3>** fields of the **One key dialing** section, enter the System IDs for the transaction boxes containing messages on weather, sports and special events.

Delay Between Single Digits

You can set the system to pause a certain number of seconds for additional touchtones before routing the call according to the transaction box's one key dialing menu. This allows callers to press full System IDs to bypass one key dialing, even during a greeting. You program how long the system waits between touchtones using the OK option in the **Startup** field on Line 58 of the QuickStart Application Screen, Page 6.

```
                     Q U I C K S T A R T   A P P L I C A T I O N       Page 6 of 6
50. Maximum Message Life: 999 days         Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2         New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left

56. Blank PC screen? Yes     Screen Type: Auto        Keypad: Q=7,  Z=9 keys
57. OS Surrender- Daily:          Weekly:            Monthly:
58. Startup: OK1                       Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
                      ---------- Public Fax Box ----------
 Fax ID: $FAXBOX       Transfer? No              Alt Action: Operator
 Voice name: 0:02      Await-Ans-->4  Rings
                       Holding? No                Announce: Always
```

Figure 143: Startup options, QuickStart Application Screen, Page 6

To change the number of seconds the system waits during one key dialing:

1. Sign in at the system console. Press (PgDn) repeatedly to display the QuickStart Application Screen, Page 6.

2. In the **Startup** field, press (→) repeatedly to move the cursor to the end of any options already in the field. Type **OK**n, where n represents the number of seconds you want the system to wait before processing a touchtone entered at a transaction box. For example, enter **OK1** if you want the voice mail system to wait 1 second before processing the touchtone during one key dialing. If there is no OK option set, or if the OK option is set to zero (**OK0**), the system does not allow callers to override the one key dialing offered during transaction boxes.

3. Press (←Enter).

Sample Transaction Boxes

The voice mail system includes three sample transaction boxes. The samples illustrate how you might use transaction boxes to handle sales calls and technical support calls. These sample transaction boxes are:

Box Number	Description
411	A sample Departments Box
700	Informs the caller that no one in the sales department is available to take the call, and transfers the caller to the operator.
800	Informs the caller that no one in the Technical Support department is available to take the call, and transfers the caller to the operator.

```
████████████ T R A N S A C T I O N   D I R E C T O R Y ████████ NAME SORT
      Name: Departments Box           Transaction box of Jefferson, Thomas
   System ID: 411                      Voice name: 0:02     Schedule #:

 ─>Transfer ──────────────┬─>Greeting ──┬─>Action ─────────────────────
 Day?    No               │ »Day:  0:13 │ Day:  Operator
 Nite?   No               │  Nite: 0:00 │ Nite: Operator
                          │             │
 Await-Ans-->4  Rings     │ Alt:   0:00 │ Max-msg:    90 sec
 Intro: 0:00    Holding? No│             │ Edits OK? Yes
 Transfer Options :        │ Active: D/N │ Send Msg Urgent? No
                          │             │ After Msg: Say-bye
 ─────────────────────────┴─────────────┴──────────────────────────────
    One key dialing: 1>700    2>800     3>555     4>        5>
                     6>       7>        8>        9>        0>

```

Figure 144: Sample Departments Box

Callers access the sample Departments Box by pressing 411, usually during the Opening Line. The Departments Box does not attempt a call transfer. It immediately plays the greeting:

"Press 1 for sales, 2 for support, or 3 for a list of all personnel. Once again, that's 1 for sales, 2 for support or 3 for a list of all personnel."

If the caller does not press any touchtones during the greeting, the system transfers the call to the operator. One key dialing is programmed for this box. If the caller presses 1, the system routes the call to transaction box 700. If the caller presses 2, the system routes the call to transaction box 800. If the caller presses 3, the system routes the call to the automatic directory.

This type of transaction box is useful for companies which receive a large volume of calls for one or more departments, particularly if callers do not know the name of a specific subscriber they need to speak with. This allows callers to quickly reach the department they need without going through the operator. If the caller does know the name, he or she can reach the subscriber through the automatic directory (see the *Directory Assistance* topic).

```
████████████ T R A N S A C T I O N   D I R E C T O R Y ████████ NAME SORT
      Name: Sales Box                 Transaction box of Jefferson, Thomas
   System ID: 700                      Voice name: 0:02     Schedule #:

 ─>Transfer ───────────────┬─>Greeting ──┬─>Action ─────────────────────
 Day?    Yes-->            │ »Day:  0:08 │ Day:  Operator
 Nite?   No                │  Nite: 0:12 │ Nite: Operator
                          │             │
 Await-Ans-->5  Rings      │ Alt:   0:00 │ Max-msg:    90 sec
 Intro: 0:02    Holding? Yes│            │ Edits OK? Yes
 Transfer Options :         │ Active: D/N │ Send Msg Urgent? No
                          │             │ After Msg: Say-bye
 ─────────────────────────┴─────────────┴──────────────────────────────
    One key dialing: 1>       2>        3>        4>        5>
                     6>       7>        8>        9>        0>

```

Figure 145: Sample Sales Box

The sample Sales Box (Box 700) is set to transfer the call, although the extension number has been left blank. To use this transaction box, enter a valid telephone extension number for the system to transfer callers to. If the telephone extension is busy or doesn't answer, the system plays the greeting:

"There is currently no one available to take your call, but if you'll leave your name and number, a member of the sales staff will return your call."

After playing the greeting, the system transfers the call to the operator.

```
        T R A N S A C T I O N   D I R E C T O R Y              NAME SORT
      Name: Technical Support Box   Transaction box of Jefferson, Thomas
   System ID: 800                   Voice name: 0:02     Schedule #:

   -->Transfer ---------------|-->Greeting ----|-->Action -------------
   Day?   Yes-->              |»Day:  0:05     | Day:  Operator
   Nite?  No                  | Nite: 0:13     | Nite: Operator
                              |                |
   Await-Ans-->5  Rings       | Alt:  0:00     | Max-msg:   90 sec
   Intro: 0:02    Holding? Yes|                | Edits OK? Yes
   Transfer Options :         | Active: D/N    | Send Msg Urgent? No
                              |                | After Msg: Say-bye

      One key dialing: 1>      2>        3>        4>        5>
                       6>      7>        8>        9>        0>

```

Figure 146: Sample Technical Support Box

The sample Technical Support Box (Box 800), like the Sales Box, is set to transfer the call, but in a default system does not have an extension programmed. The system plays the greeting:

"All of our support lines are currently busy. Please leave your name and number and someone will return your call."

The Transaction Box Owner

Before adding a transaction box, you need to decide which subscriber (or system manager) is going to own the box. The box's owner has control over the box in several ways:

■ Any messages recorded in the box (if the **Action** is **Take-msg**) are available only to the box's owner.

■ The subscriber who owns the transaction box can record the box's greetings by phone.

■ If you delete a subscriber, you also delete *all* the transaction boxes owned by that subscriber.

> **NOTE:** You cannot change who owns a transaction box or copy a transaction box to someone else.

Creating a "Phantom" Box Owner

In complex applications, you may want to create a "phantom" subscriber (one who does not really exist) and make this subscriber the owner of a set of transaction boxes. The phantom subscriber is never deleted from the system, so you can avoid accidentally deleting the transaction boxes the phantom subscriber owns.

You can then tell the actual subscriber who will maintain these transaction boxes to regularly call the system using the phantom subscriber's Personal ID to check messages left in the transaction boxes or change the boxes' greetings.

If this subscriber ever leaves your organization, simply change the phantom subscriber's Personal ID or security code to keep the old subscriber from accessing the transaction boxes.

Recording Transaction Box Greetings by Phone

The transaction box's owner can record the transaction box's greeting from any touchtone telephone.

> **NOTE:** If the transaction box owner uses numeric access, he or she will **not** be able to record a transaction box greeting by phone if the transaction box's System ID contains a dollar sign symbol ($) or any symbol not found on a telephone keypad.

To record a transaction box greeting by phone:

1. Call the system. Enter your Personal ID and security code.

2. Start to leave a message for the transaction box. Spell the first three letters of the transaction box's name, or enter the box's System ID. The system tells you which greeting is currently active.

3. Answer the questions to record the standard day and night greetings, or to record an alternate greeting, or to switch between the standard and alternate greetings.

> **NOTE:** To record all three transaction box greetings by phone, you will need to follow this procedure twice: once for the standard day and night greetings, and once for the alternate greeting.

Adding Transaction Boxes

The system manager adds transaction boxes at the system console, either one by one, or by a range of System IDs.

When you add transaction boxes, the system uses the values in the **Transfer** and **Action** sections of the transaction box currently on-screen. If an interview box is on-screen, the transaction box uses the default values for new subscribers, as entered on the QuickStart Application Screen, Page 5.

> **NOTE:** The box name serves two functions:
>
> ■   The first three characters of the box name can be used by the box's owner to access the box and re-record the box's greetings over the phone. These characters may be digits or letters.
>
> ■   Transaction boxes are sorted on the Transaction Directory Screen by box name or by System ID. You may want to use a special naming convention for transaction boxes to keep them sorted together on-screen. For example, you could start all transaction box names with **T** or **Tbox**, or reserve a range of System IDs for transaction boxes.

Adding Transaction Boxes One By One

1. Sign in at the system console. Press Ctrl-T to access the Transaction Directory.

2. Press F8 for Add.

```
    ::::::::::::::::T R A N S A C T I O N    D I R E C T O R Y:::::::::NAME SORT:
            Name: Departments Box           Transaction box of Jefferson, Thomas
     Sy                 ADD MENU            ce name: 0:02     Schedule #:

     ─>T            Transaction box         ──┬─>Action ──────────────────────
     Da             Interview box           13 │ Day:  Operator
     Ni             Range                    00 │ Nite: Operator
                    Voice detect               │
     Aw     Press [space] to view options,  00 │ Max-msg:    90 sec
     In     Press [enter] to select,           │ Edits OK? Yes
     Tr         Esc to exit menu.           D/N │ Send Msg Urgent? No
                                               │ After Msg: Say-bye

       One key dialing:  1>700      2>800      3>555      4>       5>
                         6>         7>         8>         9>       0>
```

Figure 147: Add Menu, Transaction Directory

3. Press ←Enter to select **Transaction box.**

4. Press ←Enter to assign ownership of the transaction box to the system manager, or N to choose a different owner. Type the owner's last name ←Enter. Press ←Enter when the system displays the name you want.

5. Type the transaction box's System ID ←Enter.

6. Type the name of the transaction box ←Enter.

Adding Transaction Boxes by Range

To speed up the process of adding transaction boxes to the system, you can add many boxes at once in a range of System IDs.

> **NOTE:** This process may take several minutes and may keep the system from answering calls, depending on how many transaction boxes you add. Add ranges of System IDs when call traffic is light, or busy out all the system ports and transfer calls to the operator.

To add many transaction boxes at once:

1. Sign in to the system. Press Ctrl-T to display the Transaction Directory.

2. Press F8 to Add.

3. Press ↓ ↓ to select **Range** ←Enter.

4. Press ←Enter to assign ownership of the transaction box to the system manager, or N to choose a different owner. Type the owner's last name ←Enter. Press ←Enter when the system displays the name you want.

5. Type the starting number of the range and press Tab. Type the ending number of the range and press ←Enter.

```
┌─────────────────────────────────────────┐
│ ┌───────────────────────────────────────┐│
│ │                                       ││
│ │   Enter Range of Extension # IDs      ││
│ │   Start:         Stop:                ││
│ │                                       ││
│ │                                       ││
│ └───────────────────────────────────────┘│
└─────────────────────────────────────────┘
```

6.   If desired, type any numbers or letters as a prefix to the System IDs you're adding. Press ⌨Tab. Type any numbers or letters as a suffix to the System IDs you're adding. Press ⌨←Enter.

```
┌─────────────────────────────────────────┐
│ ┌───────────────────────────────────────┐│
│ │                                       ││
│ │                                       ││
│ │   Constant prefix:                    ││
│ │   Constant suffix:                    ││
│ │                                       ││
│ │                                       ││
│ └───────────────────────────────────────┘│
└─────────────────────────────────────────┘
```

> **NOTE:** To add a range of hidden transaction boxes that cannot be dialed by a caller, add a "$" as the constant prefix (or suffix) of the System IDs.

7.   Confirm the range you selected. To accept the range, press ⌨Y. Otherwise, press ⌨N. Follow these steps again to add a new range of System IDs.

Once you confirm the range, the system displays a series of status messages as it adds the transaction boxes.

If an ID in the range conflicts with a System ID already in your system, that particular ID is **not** added. You will see this message:

```
ID ... conflicts with existing
ID:  <ID and name of mailbox> and was not added.
Please make a note of this.
Do you want to continue with the
next Extension # ID (Y/N)?
```

To continue adding the remaining System IDs in the range, press ⌨Y.

To stop the process altogether, press ⌨N. You may then repeat these steps to add different ranges of System IDs that do not include the conflicting IDs.

When the system finishes adding the range of System IDs, look through the Transaction Directory to find the new boxes. Each new transaction box has a three-letter spelled name that corresponds to the System ID as it is entered on the telephone keypad (for example, the spelled name for System ID 463 is **GMD**). You can change the spelled name for any transaction box you added. Keep in mind that the subscriber who owns the transaction box will spell the first three letters on the keypad to record greetings for the box.

Recording a Name

Be sure to record a voice name for each transaction box you add to the system. The transaction box's name is stored in the **Voice name** field. See the topic on *Recording Voice Fields* for details.

The system plays the box's name to the box's owner when it announces new messages from the box. For example:

"The Sales Box has 4 new messages. Would you like to hear them?"

It also plays the box's name when the owner selects it to record a new box greeting. If no name is recorded for the box, the system plays the box's System ID instead. For example:

"Box 700 has 4 new messages. Would you like to hear them?"

Deleting a Transaction Box or Its Messages

You can delete any transaction box, or delete just the box's messages.

To delete a transaction box:

1.   Sign in at the system console.

2.   Press `Ctrl`-`T` to display the Transaction Directory.

3.   Press `PgDn` (or use the Jump command) to display the transaction box you want to delete.

4.   Press `F7`.

5.   Press `←Enter` to select **Box**.

6.   Press `←Enter` to confirm.

To delete the messages for a transaction box:

1.   Follow steps 1 through 4 to delete a transaction box.

2.   Press `↓` to highlight **All Messages**. Press `←Enter`.

3.   Press `←Enter` to confirm.

Sorting the Transaction Directory

You can sort the pages of the Transaction Directory either by transaction boxes' names, or by System ID.

To sort the Transaction Directory pages:

1.   Sign in at the system console.

2.   Press `Ctrl`-`T` to display the Transaction Directory.

3.   Press `F2`. Depending on how the directory is currently sorted, the system displays a Command menu.

```
┌────────────────────────────────┐   ┌────────────────────────────────┐
│        COMMAND MENU             │   │        COMMAND MENU             │
│                                 │   │                                 │
│      Copy                       │   │      Copy                       │
│      Jump to page               │   │      Jump to page               │
│      Sort by Name               │   │      Sort by ID                 │
│      Reports                    │   │      Reports                    │
│                                 │   │                                 │
│  Press [space] to view options, │   │  Press [space] to view options, │
│  Press [enter] to select,       │   │  Press [enter] to select,       │
│      Esc to exit menu.          │   │      Esc to exit menu.          │
└────────────────────────────────┘   └────────────────────────────────┘
```

4.   Press ⬇ to select the way you want the pages sorted and press ⏎Enter.

Other Transaction Directory Pages

In addition to transaction boxes, the Transaction Directory includes interview boxes, the Public Interview Box, and voice detect boxes. These boxes are covered in their own topics. The voice mail system also includes three sample transaction boxes, which you can use as is, or modify to fit your needs. The three boxes are described in the *Sample Transaction Boxes* section of this topic.

For related information, see:
- *Applications*
- *Call Transfer*
- *Interview Boxes*
- *Messages*
- *Message Taking*
- *Opening Line*
- *Port Applications*
- *Recording Voice Fields*
- *Schedules*
- *Subscribers*
- *System IDs*
- *Voice Detect*

See also:
- *The QuickStart Application Manual*

Voice Detect

The voice detect feature allows callers to make choices or respond to prompts by saying "Yes" or remaining silent. With voice detect, the system listens for spoken sound, not touchtones. This feature allows outside callers to use the voice mail system by speaking, even if they do not have touchtone telephones.

You can use **voice detect boxes** to set up special call routing applications or special audiotext applications. A voice detect box is a special kind of transaction box that allows callers to make a choice by speaking, instead of pressing a single touchtone key. You can combine voice detect boxes with interview boxes to collect information from callers.

You may also set up **voice detect call holding**. Callers can say "Yes" instead of pressing a touchtone to indicate they want to hold for a busy extension. Voice detect call holding is available on voice detect boxes, transaction boxes, the Operator Box, the Public Fax Box, and on Personal Directory pages. You can also set voice detect call holding for new subscribers at the QuickStart Application Screen, Page 5.

> **NOTE:** To use the voice detect feature, the voice mail system must have DSP voice boards.

Voice Detect Boxes

The voice detect feature uses a special kind of transaction box, called a **voice detect box.** A voice detect box is similar to a transaction box, except that callers make selections by voice, instead of using one-key dialing menus. Voice detect boxes are stored in the Transaction Directory. Each system is shipped with one sample voice detect box (System ID **$VOICE**) already added.

To view the sample voice detect box, sign in to the system. Press Ctrl-T to view the Transaction Directory. Press PgDn repeatedly or use the Jump command to display the sample voice detect box (Figure 148).

```
┌─────────────────────────────────────────────────────────────────────┐
│░░░░░░░░░T R A N S A C T I O N   D I R E C T O R Y░░░░░░░░NAME SORT│
│      Name: Voice detect box       Voice detect box of Jefferson, Thomas│
│  System ID: $VOICE                Voice name: 0:02    Schedule #:      │
├──────────────────────────┬──────────────┬───────────────────────────┤
│ ─>Transfer ──────────────│ ─>Greeting ──│─>Action ──────────────────│
│ Day?   No                │ »Day:  0:15  │ Day:  Operator            │
│ Nite?  No                │ Nite: 0:00   │ Nite: Operator            │
│                          │              │                           │
│ Await-Ans-->4  Rings     │ Alt:  0:00   │ Max-msg:    90 sec        │
│ Intro: 0:00     Holding? No│            │ Edits OK?    No           │
│ Transfer Options :       │ Active: D/N  │ Send Msg Urgent? No       │
│                          │              │ After Msg: Say-bye        │
├──────────────────────────┴──────────────┴───────────────────────────┤
│ Voice Selection:  Voice→            Silence→                         │
│                                                                      │
│                                                                      │
└─────────────────────────────────────────────────────────────────────┘
```

Figure 148: Sample voice detect box

Each box has a name, a unique System ID, and an owner. The owner's name is displayed in the **Voice detect box of** field in the upper-right corner of the screen. The sample voice detect box's recorded name is "*the Voice Detect Box.*" The owner of the voice detect box receives any messages left in the box.

> **NOTE:** If a subscriber is deleted from the system, any voice detect boxes the subscriber owns are also deleted.

The **Schedule #** field determines which system schedule the box follows (either 1, 2, 3 or 4). You set the system schedules on the QuickStart Application Screen, Page 4. (See the *Schedules* topic for details.)

If you don't enter a schedule in the **Schedule #** field, the box follows the schedule of the port that answered the call.

How a Voice Detect Box Works

A voice detect box handles incoming calls as follows:

- If call transfer is turned on, the voice mail system first tries to transfer the call to the telephone number or extension listed.

- If the call isn't answered within a specified number of rings (or if call transfer is turned off), the system plays the greeting for the box. During the greeting, the system listens for touchtones. If the caller presses a touchtone, the system takes the action set in the box's **Action** field.

- After playing the box's greeting, the system plays a beep to let the caller know when to speak.

- If the caller speaks, the system routes the caller to the System ID in the **Voice→** field. If the caller says nothing, the system routes the caller to the System ID in the **Silence→** field.

You use these fields to set the parameters that control incoming calls to a voice detect box:

Transfer Day? Nite?
Use these fields to turn call transfer on or off for Day Mode and Night Mode. If either the **Day?** or **Nite?** field is set to **Yes**, enter the telephone number or extension the system should transfer calls to. The transfer number may be different for Day and Night Modes.

Call Transfer Type

This field, which is below the **Day?** and **Nite?** fields, isn't labeled on the screen. It is used to set the way the voice mail system transfers calls to the Comdial telephone system. It can have one of three values: **Await-Ans** (Await Answer), **Release**, or **Wait-Ring** (Wait for Ringback). See the *Call Transfer & Call Screening* topic for details on the call transfer types.

Rings

The number of times the extension or telephone number should ring. This applies only if the call transfer type is Await Answer or Wait for Ringback.

Intro

The system plays any recording in the **Intro** field before it transfers a call. The system does not play the Intro if call transfer is turned off.

Holding?

This field controls whether the voice detect box allows call holding. In most cases, if you are going to allow outside callers to hold for a voice detect box, you should set this field to **Vox**. This lets callers say "Yes" to hold, instead of pressing 1. You cannot use call holding with the Release call transfer type.

When call holding is turned on, the system checks to see if the extension or telephone number is busy, and gives a caller the opportunity to hold by saying "Yes". If the caller does not choose to hold, the system then plays the box's greeting and takes the action set in the box's **Action** field.

Transfer Options

This field controls how the system transfers calls routed through the voice detect box. Call transfer options (except for **D** Dialtone Detection) apply only if call transfer is on and the call transfer type is Await Answer. The call transfer options apply to both Day Mode and Night Mode. You can enter any combination of the following options:

A   **[Announce]**

The person who answers the telephone hears a beep before being connected to the caller.

C   **[Confirm]**

Before a call is transferred, the person who answers the telephone can choose whether to take the call. If the call is refused, the system returns to the caller to play the appropriate greeting and take an action.

D   **[Dialtone Detection]**

The voice mail system checks for dialtone before the call is transferred. Use this transfer option if the Comdial telephone system does not provide disconnect signaling. For this transfer option to work, you must also use the **DT** integration option. See the *Switch Setup* topic for details.

I   **[Introduce]**

The person who answers the telephone hears *"Call for <voice detect box's recorded name>"* before being connected to the caller.

M   [Message Screen]
Callers are asked to record their name. Before the call is transferred, the person who answers the telephone hears *"Call from <caller's name>."* If the caller leaves a message instead, the recorded name is added to the start of the message. Even if the caller doesn't leave a message, the subscriber still receives the recorded name as a message box message. Do not use with the **S** call transfer option.

S   [Screen]
Callers are asked to record their name. Before the call is transferred, the person who answers the telephone hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

Greeting Day/Nite/Alternate
This section controls the voice detect box's greetings. A voice detect box can have 3 separate recorded greetings. The fields display how many seconds each greeting lasts. If the voice detect box has a spelled name or System ID that can be dialed by phone, the subscriber who owns the voice detect box can record all three greetings, as well as switch between the active Day or Night greeting and the alternate greeting. The system manager can also record any voice detect box greeting at the console using a local connection. The system automatically plays a beep after playing a voice detect box's greeting.

If you do not want the system to play a greeting, copy silence into the voice detect box's greeting fields. For steps to copy silence to a voice field, see the topic *Recording Voice Fields.*

> **NOTE:** The greeting does not have to be an actual "greeting." It can be any message or announcement you wish. However, it should clearly explain a caller's choices.

The sample voice detect box (**$VOICE**) is shipped with this Day greeting:

"If your telephone does not have a touchtone keypad, you may continue by using your voice. To do this, you will say 'Yes' for yes, or remain silent for no. To continue by using your voice, say 'Yes'. Otherwise, remain silent to go to the operator."

Active
This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the box's schedule is currently in). **Alt** means the alternate greeting is currently active. If the alternate greeting is active, it is used in both Day Mode and Night Mode. When the standard greeting is active, but not recorded, the system plays one of these default standard greetings:

"<Owner's recorded name> is not available right now."   [PH_Box_IsGone]
"<Owner's recorded name> is on the phone now."   [PH_Box_IsGone]

When the alternate greeting is active but not recorded, the system plays the default alternate greeting:

"<Owner's recorded name> is out today."   [PH_Box_IsGone]

Action Day/Nite

In a voice detect application, the Action is taken only if the caller presses a touchtone during the voice detect box's greeting. If you decide to set an Action for the voice detect box, the Actions you can choose are:

G [Go to System ID]
The system routes the call to another System ID. You must type a valid System ID directly to the right of the `GotoID-->` arrow. (For example, `GotoID--> $PM` routes a call to the Public Interview Box.) Be careful not to create a closed loop of linked System IDs, in which each ID routes back to the other.

H [Hangup]
The system immediately hangs up, without saying goodbye.

O   [Transfer to Operator]
The system routes the call to the Operator Box (QuickStart Application Screen, Page 3).

R   [Restart]
The system returns the call to the Action prompt of the Opening Line.

S   [Say Goodbye]
The system says *"If you need further assistance, press the pound key now. <pause> Thank you and goodbye,"* then hangs up.

T   [Take a Message]
The system says, *"If you'd like to leave a message, I'll record it now,"* then takes a message for the subscriber who owns the voice detect box.

Max-msg

Applies only if the `Action` is `Take-msg`. Sets the maximum number of seconds a message recorded for this voice detect box can last.

Edits OK?

You cannot edit this field. Outside callers cannot edit messages left in voice detect boxes.

Send Msg Urgent?

This parameter controls whether messages left by outside callers should be marked urgent. Urgent messages are heard first in the voice detect box owner's message stack. Three values are allowed (but you should not use `Ask` in a voice detect box):

Yes =   All outside caller messages are marked urgent
No =   No outside caller messages are marked urgent
Ask =   [Do not use `Ask` for a voice detect box.]

After Msg

This field controls how the system handles the call after recording a message from the caller. Use any of the actions listed above, except `Take-msg`. This field applies only if the `Action` is set to `Take-msg`.

Voice→

Use this field to set how the system routes a caller who says "Yes". You must enter a valid System ID in this field.

`Silence→`

Use this field to set how the system routes a caller who remains silent. You must enter a valid System ID in this field.

> **NOTE: You must put a valid System ID in both the `Voice→` and the `Silence→` fields.** If you want the system to take an action after playing a voice detect box's greeting, add a transaction box set for the action you want. Put the transaction box's System ID in the `Silence→` field. That way, the system verifies that the caller is still on the line before the system takes an action.

> **NOTE: Avoid putting the operator's System ID in the Silence→ field on a voice detect box.** It is best to route callers to another voice detect box that asks the caller to say "Yes" to confirm he or she is still on the line and would like to speak to an operator.

Setting Up a Voice Detect Application

Setting up a voice detect application involves these main steps:

- **Plan your voice detect application.** Decide how many voice detect boxes you'll need, and how callers will be routed to them. Remember, each voice detect box can offer only two choices; the caller can say "Yes" (or any other word), or remain silent. Decide whether you'll need any transaction boxes or interview boxes in your application. Make a sketch to show how the boxes are related.

- **Add the boxes to the system.** Set up call transfer, record names and greetings, and choose how the system should handle callers who don't answer "Yes". Avoid putting the operator's System ID in any voice detect box's `Silence→` field. Instead, set the `Silence→` field to route callers to another transaction box which routes callers to the operator, or provides another action.

- **Set up the Opening Line on the QuickStart Application Screen, Page 2.** This step is crucial to getting the voice detect application to work correctly. See *Setting Up Your Opening Line* later in this topic for details.

- **After you set up the complete voice detect application, be sure to test it.** Call the system and make sure the system handles your call correctly both when you say "Yes", and when you remain silent. Take each possible path through the voice detect application to verify that your prompts are clear, and that the system handles callers they way you want it to.

Example: Using Voice Detect for Transfer to the Operator

One way to use the voice detect feature is for routing callers to the Operator Box. You can set the system to ask a caller to confirm he or she is still on the line by saying "Yes" before the call is routed. To do this, add a special voice detect box to replace the Otherwise prompt in your Opening Line, and add a special transaction box to set the system to hang up if the caller is no longer on the line. Figures 149, 150, and 151 show how callers can be routed from the Opening Line to a voice detect box before reaching an operator, and how the two special boxes should be set.
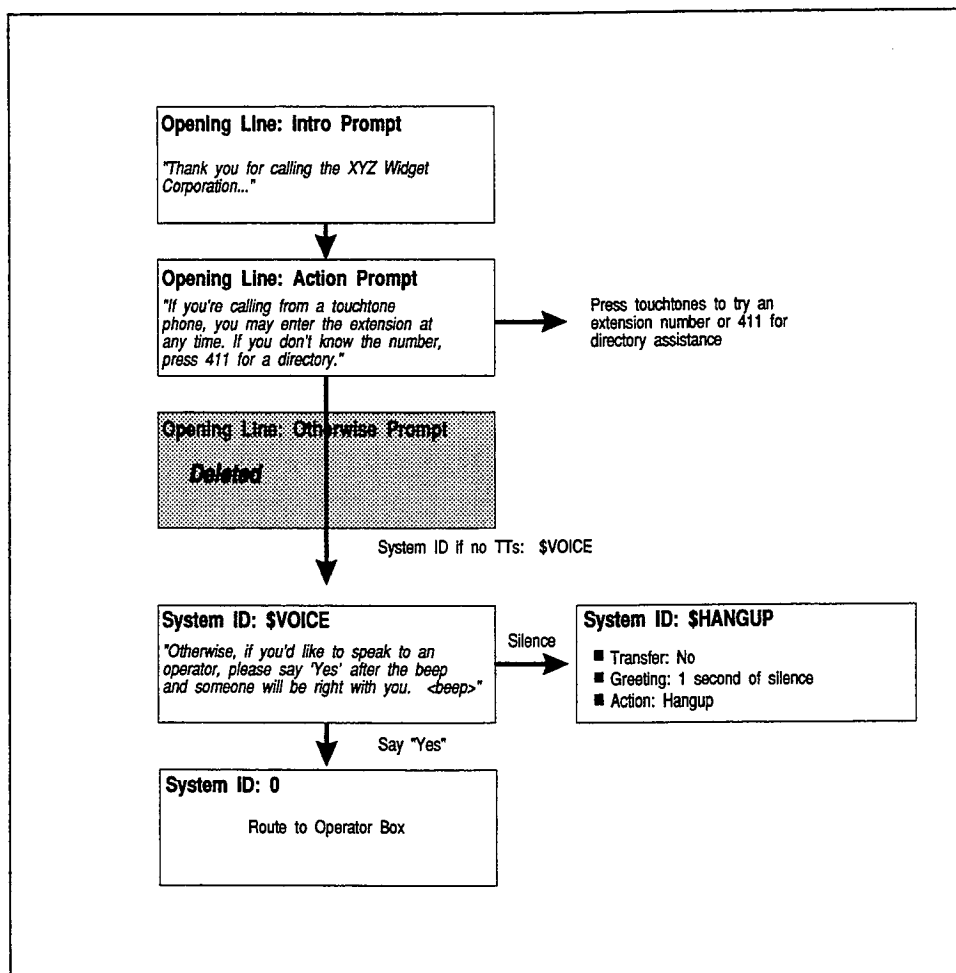
Figure 149: Using voice detect before routing callers to the Operator Box

To use voice detect before routing callers to the Operator Box:

1. **Add a voice detect box and a transaction box to handle calls for the operator.** See *Adding a Voice Detect Box* or the *Transaction Box* topic for steps.

    For the voice detect box: Record a name and greeting (the greeting replaces the Otherwise prompt in the Opening Line). Be sure to tell callers you want them to say "Yes" to reach the operator. The system automatically plays a beep after playing a voice detect box's greeting so callers know when to speak. For example:

    "Otherwise, if you'd like to speak with an operator, please say 'Yes' after the beep and someone will be right with you...<beep>"

    Set the **Voice→**field to **0**. Set the **Silence→**field to the System ID for a transaction box that hangs up if the caller remains silent. (This example uses a transaction box with System ID $HANGUP.)

    For the transaction box: Record a name. To keep the system from playing a default greeting, copy the silence prompt into the **Day** greeting field. Set **Transfer?** to **No**, and set the **Action** field to **Hangup**.

    Figures 150 and 151 show how these two boxes should look.

```
▒▒▒▒▒▒▒▒▒▒▒ T R A N S A C T I O N   D I R E C T O R Y ▒▒▒▒▒ NAME SORT
        Name: VDetect to Operator      Voice detect box of Jefferson, Thomas
  System ID: $VOICE                    Voice name: 0:02     Schedule #:

┌──────>Transfer ──────────┬──────>Greeting ──┬──>Action ──────────────
│  Day?   No               │ »Day:  0:10      │ Day:  Restart
│  Nite?  No               │  Nite: 0:00      │ Nite: Restart
│                          │                  │
│  Await-Ans-->4  Rings    │  Alt:  0:00      │ Max-msg:    90 sec
│  Intro: 0:02    Holding? No │              │ Edits OK?   No
│  Transfer Options :      │  Active: D/N     │ Send Msg Urgent? No
│                          │                  │ After Msg: Say-bye
├──────────────────────────┴──────────────────┴────────────────────────
│  Voice Selection:  Voice> 0              Silence> $HANGUP
│
│
└───────────────────────────────────────────────────────────────────────
```

Figure 150: Voice detect box for routing calls to the Operator Box

```
▒▒▒▒▒▒▒▒▒▒▒ T R A N S A C T I O N   D I R E C T O R Y ▒▒▒▒▒ NAME SORT
        Name: Hangup Box                Transaction box of Jefferson, Thomas
  System ID: $HANGUP                    Voice name: 0:02     Schedule #:

┌──────>Transfer ──────────┬──────>Greeting ──┬──>Action ──────────────
│  Day?   No               │ »Day:  0:01      │ Day:  Hangup
│  Nite?  No               │  Nite: 0:00      │ Nite: Hangup
│                          │                  │
│  Await-Ans-->4  Rings    │  Alt:  0:00      │ Max-msg:    90 sec
│  Intro: 0:00    Holding? No │              │ Edits OK? Yes
│  Transfer Options :      │  Active: D/N     │ Send Msg Urgent? No
│                          │                  │ After Msg: Say-bye
├──────────────────────────┴──────────────────┴────────────────────────
│  One key dialing: 1>       2>        3>        4>        5>
│                   6>       7>        8>        9>        0>
│
└───────────────────────────────────────────────────────────────────────
```

Figure 151: Example of a transaction box used in a voice detect application for routing to the Operator Box

2.   **Set up the Opening Line on the QuickStart Application Screen, Page 2.**
     This step is crucial to getting the voice detect application to work correctly.
     Delete the Otherwise prompt, and set the **System ID if No TTs** field
     on the QuickStart Application Screen, Page 2 to route the call to the voice
     detect box. For the example in Figure 150, during Day Mode the system
     routes callers to **$VOICE**. See *Setting Up Your Opening Line* in this topic for
     details. Figure 152 shows how this screen should look.

```
▒▒▒▒▒▒▒▒▒▒▒ Q U I C K S T A R T   A P P L I C A T I O N ▒▒▒▒ Page 2 of 6
                        All Ports   Port 1    Port 2    Port 3    Port 4
                        Day Nt      Day Nt    Day Nt    Day Nt    Day Nt
                       ┼─────────┼─────────┼─────────┼─────────┼─────────
  10. Intro (Hello, this is...):  QP  <-    <- <-     <- <-     <- <-     <- <-
  11. Action (Enter ext number):  QP  <-    <- <-     <- <-     <- <-     <- <-
  12. Otherwise (Hold for oper):  <-  :5    <- <-     <- <-     <- <-     <- <-
  13. System ID if no TTs:        $VO $PM
                       ┼─────────┼─────────┼─────────┼─────────┼─────────
  14. Port Status:                          Ans       Ans       Ans       A/D
  15. Rings to answer (0=>pool):             0         0         0         0
  16. Day/Night Schedule (1..4):             1         1         1         1
  17. Special Port Options:
```

Figure 152: Routing callers to a voice detect box from the Opening Line

3.   **Test how the system routes callers to the Operator Box.** Call the system
     and make sure the system handles your call correctly both when you say
     "Yes", and when you remain silent. Verify that your prompts are clear, and
     that the system routes callers to the Operator Box they way you want it to.

Adding a Voice Detect Box

The system manager adds voice detect boxes one by one at the system console. You cannot add a range of voice detect boxes.

NOTE: When you add voice detect boxes, the system copies the values in the Transfer and Action sections of the transaction box or voice detect box currently on-screen. If an interview box is on-screen instead, the voice detect box uses the default values for new subscribers, as entered on the QuickStart Application Screen, Page 5.

To add a voice detect box:

1. Sign in at the system console.

2. Press ⌨Ctrl⌨T to view the Transaction Directory.

3. Press ⌨F8 for the Add menu.

4. Press ⌨↓ ⌨↓ ⌨↓ to highlight **Voice Detect box** ⌨←Enter.

5. Press ⌨Y to add the box for the system manager.

    Press ⌨N to add the box for a different subscriber. Type the owner's last name ⌨←Enter. Press ⌨←Enter when the system displays the name you want.

6. Type the box's System ID ⌨←Enter.

7. Type the box's name. The name may contain numbers or letters. The name may not be left blank.

NOTE: The box name serves two functions:

■ The first three characters of the box name can be used by the box's owner to access the box and re-record the box's greetings over the phone. These characters may be digits or letters.

■ Transaction boxes and voice detect boxes are sorted together on the Transaction Directory Screen by box name or by System ID. You may want to use a special naming convention for voice detect boxes to keep them sorted together on-screen. For example, you could start all voice detect box names with **V** or **VDetect**, or reserve a range of System IDs for voice detect boxes.

Recording a Name for the Voice Detect Box

After adding a voice detect box, you should record a name for the box. The system plays the box's name to the subscriber who owns the box when introducing messages left in the box and when changing its greetings. If you do not record a name, the system will read the box's System ID numbers in its place.

Recording a Greeting for the Voice Detect Box

You may record the greeting or announcement you want callers to hear when they reach this voice detect box. When the standard greeting is active, but not recorded, the system plays one of these default standard greetings:

"<Owner's recorded name> is not available right now." [PH_Box_IsGone]
"<Owner's recorded name> is on the phone now." [PH_Box_IsGone]

When the alternate greeting is active but not recorded, the system plays the default alternate greeting:

"<Owner's recorded name> is out today." [PH_Box_IsGone]

To help callers know exactly when to speak, the system plays a beep automatically after playing a voice detect box's greeting.

Deleting a Voice Detect Box or Its Messages

You can delete a voice detect box, or just the box's messages.

To delete a voice detect box:

1. Sign in to the system at the system console. Press `Ctrl`-`T` to view the Transaction Directory.

2. Press `PgDn` repeatedly, or use the Jump command, to display the voice detect box you want to delete.

3. Press `F7`.

4. Press `←Enter` to confirm.

5. Delete all references to the box. For example, remove its System ID from any **Voice→** or **Silence→** field, and remove its System ID from the **System ID if no TTs** field if you route callers to the box during the Opening Line.

To delete the messages for a voice detect box:

1. Follow steps 1 through 3 to delete a voice detect box.

2. Press `↓` to highlight **All Messages** `←Enter`.

3. Press `←Enter` to confirm.

NOTE: When you delete a subscriber from the system, you also delete that subscriber's voice detect boxes.

Setting Up Your Opening Line

To route callers to your voice detect application, you need to set up your Opening Line. To do this, sign in to the system. Press `PgDn` to view the QuickStart Application Screen, Page 2. Figure 153 shows how to route callers through the $VOICE default voice detect box. In this example, voice detect is only used during Day Mode.

QUICKSTART APPLICATION	All Ports Day Nt	Port 1 Day Nt	Port 2 Day Nt	Port 3 Day Nt	Port 4 Day Nt
10. Intro (Hello, this is...):	QP <-	<- <-	<- <-	<- <-	<- <-
11. Action (Enter ext number):	QP <-	<- <-	<- <-	<- <-	<- <-
12. Otherwise (Hold for oper):	<- :5	<- <-	<- <-	<- <-	<- <-
13. System ID if no TTs:	$VO $PM				
14. Port Status:		Ans	Ans	Ans	A/D
15. Rings to answer (0=>pool):		0	0	0	0
16. Day/Night Schedule (1..4):		1	1	1	1
17. Special Port Options:					

Figure 153: Opening Line prompts

To set up the Opening Line for voice detect:

1. To move callers quickly through to the first voice detect box, delete the Otherwise statement. Your Opening Line should include only an Intro and Action statement. For example:

    "Hello, this is (organization name). If you're calling from a touchtone phone, you may enter the extension number at any time. If you don't know the number, press 411 for a directory. "

    To delete the Otherwise statement, move the cursor to the voice field containing an Otherwise statement. Press [Del] to delete the recording. Press [←Enter] to confirm the deletion.

    For steps explaining how to record your Opening Line, see the topics *Recording Voice Fields* and *Opening Line*.

2. In the **System ID if no TTs** field, enter the System ID of the first voice detect box in the application.

3. Make sure the greeting of the first voice detect box an outside caller reaches clearly explains the caller's options, similar to an Otherwise statement of the Opening Line. For example:

    "To make choices without touchtones, say 'Yes' after the beep. Otherwise, please stay on the line and an operator will be right with you. <beep>"

    The system automatically plays a beep at the end of the greeting to help callers know exactly when to speak.

Testing the Voice Detect Application

You should always test a voice detect application after you set it up. Call the system and make sure the system handles your call correctly when you say "Yes" and when you remain silent.

A voice detect box uses advanced digital signal processing technology to distinguish between sound and silence. However, because of noisy telephone lines, background noise, or other noises made by your Comdial telephone system, the voice mail system may occasionally react as if the caller spoke, even if the caller remains silent. Also, if a caller speaks very softly, sometimes the voice mail system may not hear the caller, and instead reacts as if the caller remained silent.

Take these factors into account when you test your voice detect application. Try varying the volume of your voice, and calling the voice mail system from a noisy room. You may also raise or lower the number of seconds the system waits for a spoken answer. See the section of this topic *Waiting for the Caller to Speak* for steps. If you need additional assistance, contact Comdial Technical Support.

Voice Detect Call Holding

The voice mail system's voice detect call holding feature lets callers "queue up" for a busy extension by saying "Yes" instead of pressing a touchtone. Call holding only works with call transfer turned on, and the call transfer type Await Answer or Wait for Ringback.

You may set voice detect call holding on voice detect boxes, transaction boxes, the Operator Box, the Public Fax Box, the QuickStart Application Screen, Page 5, and on Personal Directory pages. To do this, set the **Holding?** field on any of these screens to **Vox**.

For complete details, see the *Call Holding* topic.

Waiting for the Caller to Speak

The number of seconds the system waits for an outside caller to speak is controlled by the **Max time to wait for voice** field on Line 29 of the Switch Setup Screen, Page 3 (Figure 154). This parameter is **not** locked.

```
         Q U I C K S T A R T   S W I T C H   S E T U P      Page  3 of 3

20. Call Analysis Delay: 25              Ring to begin on: 1
21. Debounce Silence: 9    Voice: 3     Leading edge detect? Yes

22. Tolerance above 1st low %: 10        Below 1st low %: 10
23. Tolerance above 2nd low %: 8         Below 2nd low %: 8
24. Tolerance above 1st high %: 9        Below 1st high %: 9

25. Max short low in dbl ring: 1         Min long low: 287
26. Max time busy 1st low: 60            Max time busy 2nd low: 60
27. Max time busy high: 67               Busy states over rings: 0
28. Size of long high: 65                Max sil. long: 350    short: 350

29. Max time to wait for voice: 3
```

Figure 154: Switch Setup Screen, Page 3

Example: An Advanced Voice Detect Application

The example in Figure 155 on page 286 shows an example of an advanced voice detect application used for call routing at the XYZ Widget Corporation. XYZ Widgets has several thousand customers worldwide. Since business is booming, most incoming calls are to the Sales department. While many callers have touchtone keypads on their telephones, some do not. XYZ Widgets has set up the system to accommodate both types of callers.

During XYZ Widget's Opening Line, the system tells callers with a touchtone keypad to press an extension number, or to press 411 for a directory. If no touchtones are pressed, the system immediately routes callers to a voice detect box and gives them an opportunity to say "Yes" to move through the system.

Callers who say "Yes" at this point are asked if they want the Sales department. A caller who again says "Yes" is then transferred to the Sales department's extension number. If the Sales department's extension is busy, the caller can hold by saying "Yes". Callers who remain silent are routed to another voice detect box. This box asks callers to say "Yes" to speak with an operator. Otherwise, the system assumes the caller is no longer on the line, and hangs up.

Notice that this example uses three special boxes: $OPERATOR, $HANGUP, and $SALES. The $OPERATOR box is a voice detect box. $HANGUP and $SALES are transaction boxes.

The $OPERATOR voice detect box asks the caller to say "Yes" again, to confirm that he or she is still on the line before the call is routed to the Operator Box. The $HANGUP transaction box is used in $OPERATOR box's **Silence→** field. If the caller remains silent, the system assumes the caller is no longer on the line, routes the caller to the $HANGUP box (with the **Action** field set to **Hangup**) and hangs up. The $SALES transaction box is used to transfer callers to the Sales department. It also offers voice detect call holding if the Sales department's extension is busy.

While this example only lets callers say "Yes" to reach one department, you could offer more departments in your application. For example, you could offer the Sales department first, Customer Service second, and Accounting third. Callers say "Yes" to select a department, or remain silent to hear the next option.
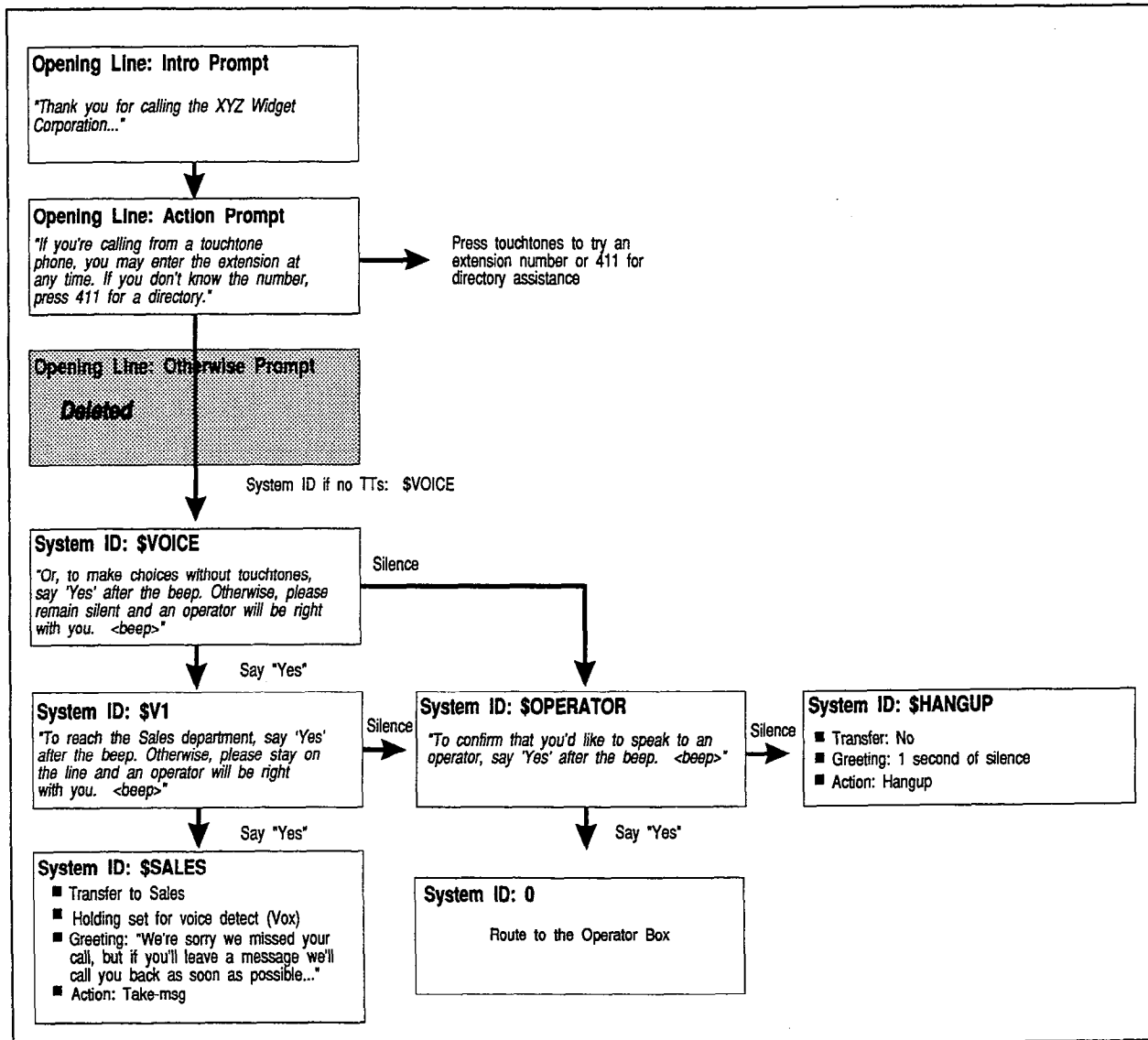
Figure 155: Example of advanced call routing using voice detect

For related information, see:

- Applications
- Call Holding
- Interview Boxes
- Opening Line
- Operator Box
- Recording Voice Fields
- Schedules
- Transaction Boxes

Appendix A:
Screens & Keys at a Glance

The Banner Screen

```
»  1. Ans                                     12:37pm    DAY   29-Jan-94
   2. Ans
   3. Ans                                  Recording Time:   3:00
   4. A/D

   ┌─────────────────────────────────────────────────────────────┐
   │                        E X E C U M A I L                      │
   │                            *   *   *                          │
   │                       Comdial Corporation                     │
   ├─────────────────────────────────────────────────────────────┤
   │                                                               │
   │        ┌─┐  ┌─┐ ┌─┐ ┌─┐ ┌─┐ ┌─┐                              │
   │        COMDIAL                                                │
   │                                                               │
   └─────────────────────────────────────────────────────────────┘

   F1 Help              F3 Select Port            F5 Versions
   F2 Sign-in           F4 Local on/off           ESC Exit
   Enter any character.
```

The Console Screens
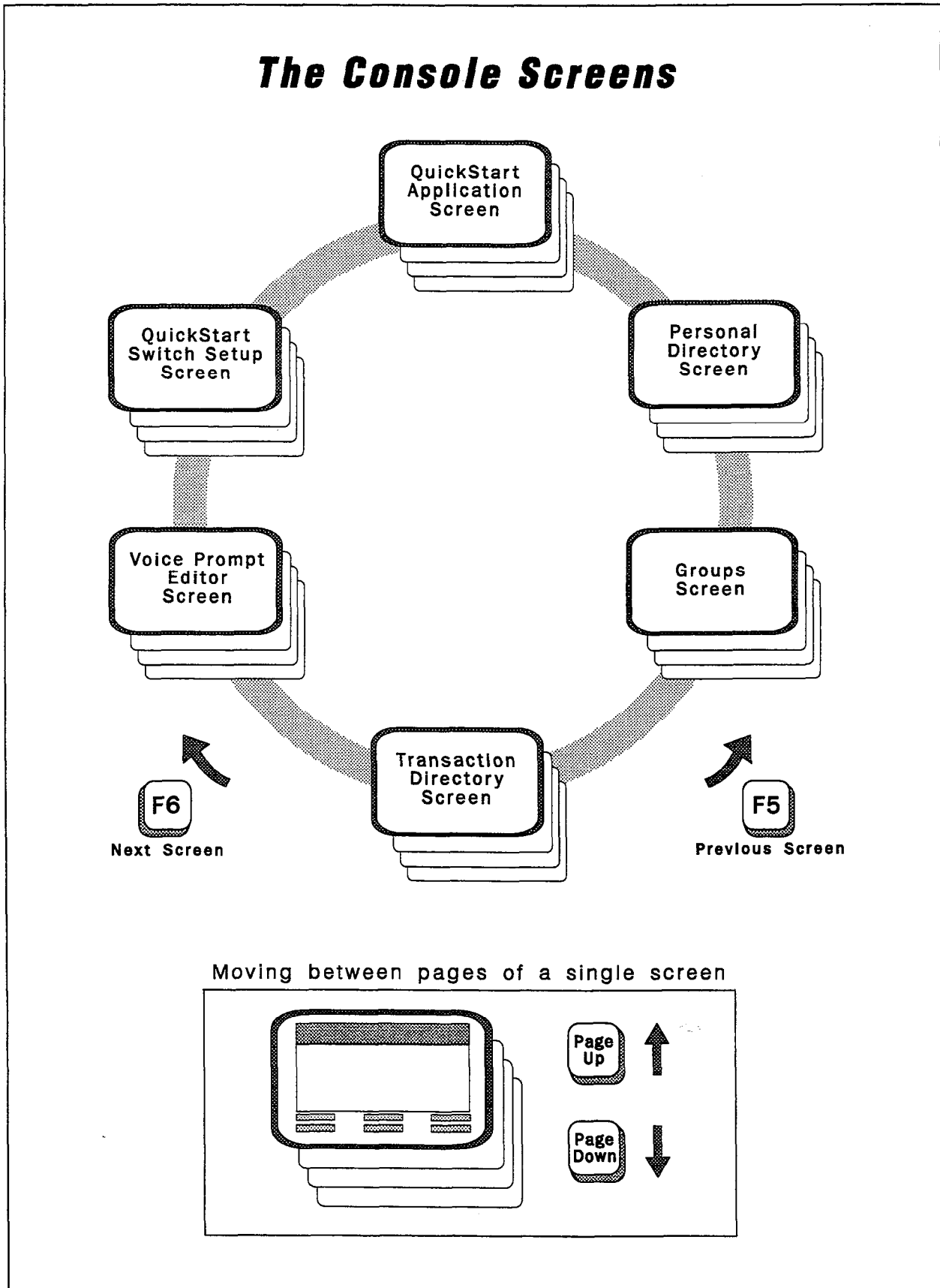
Figure 156: The console screens

Shortcut Keys

Press these keys to **jump to a console screen:**

`Ctrl`-`A`	QuickStart Application Screen
`Ctrl`-`D`	Personal Directory Screen
`Ctrl`-`G`	Groups Screen
`Ctrl`-`T`	Transaction Directory Screen
`Ctrl`-`P`	Voice Prompt Editor Screen
`Ctrl`-`S`	QuickStart Switch Setup Screen

Press these keys to **move between pages** of a particular screen:

`PgUp`	Move to the previous page.
`PgDn`	Move to the next page.
`Home`	Displays the first person, box, or group in a directory.
`End`	Displays the last person, box, or group in a directory.
`Ctrl`-`J`	Jumps by last name to a subscriber, box, or group. When the system prompts you for the name to jump to, enter the first few characters of the last name and press `←Enter`. At the Voice Prompt Editor Screen, you can also press `Ctrl`-`J` to jump to a prompt number.

Press these keys to **move the cursor between fields** on a page:

`Tab↹`	Move cursor one field **to the right.**
`Shift`-`Tab↹`	Move cursor one field **to the left.**
`↑`	Move cursor to the **closest field above.**
`↓`	Move cursor to the **closest field below.**
`←Enter`	Move cursor to the **next field.**

Each of these keys also saves whatever changes you made to the current field. Press `Esc` if you don't want to save the changes you made in the current field.

Function Keys

`F1`	Help Information
`F2`	**Command** Popup Menu
`F3`	Select Port
`F4`	Local connect: on or off
`F5`	Previous Screen
`F6`	Next Screen
`F7`	**Delete** Popup Menu (not available on all screens)
`F8`	**Add** Popup Menu or next prompt set (not available on all screens)
`F9`	Record Prompt (active only on voice fields)
`F10`	Play Prompt (active only on voice fields)
`Ctrl`-`F3`	Select Port (active only on systems with more than 12 ports)

The QuickStart Application Screen

```
▒▒▒▒▒▒▒▒▒▒▒▒▒ Q U I C K S T A R T   A P P L I C A T I O N      Page 1 of 6 ▒▒▒▒▒▒▒
1. Site name: Your Company Name
2. Contact:                                   Phone#:
─────────────────────────────── Calls Answered ──────────────────────────────
3. Total trunks/stations: 0  /0              Calls/day: 0
4. Day Calls Answered: All-trunks            Night Calls: All-trunks
5. All ports busy action: Ring-until-answered
──────────────────────────── Access Numbers ─────────────────────────────────
6. Trunk Pilot #:                            # of Trunks Answered: 0
     Alternate Trunk #s:
7. Voice Port Stations         Pilot #:
     Station Numbers:
```

```
▒▒▒▒▒▒▒▒▒▒▒▒▒ Q U I C K S T A R T   A P P L I C A T I O N      Page 2 of 6 ▒▒▒▒▒▒▒
                           All Ports   Port 1     Port 2     Port 3     Port 4
                           Day Nt     Day Nt     Day Nt     Day Nt     Day Nt

10. Intro (Hello, this is...):   QP  <-   <- <-   <- <-   <- <-   <- <-
11. Action (Enter ext number):   QP  <-   <- <-   <- <-   <- <-   <- <-
12. Otherwise (Hold for oper):   QP  :5   <- <-   <- <-   <- <-   <- <-
13. System ID if no TTs:         0   $PM

14. Port Status:                          Ans      Ans      Ans      A/D
15. Rings to answer (0=>pool):            0        0        0        0
16. Day/Night Schedule (1..4):            1        1        1        1
17. Special Port Options:
```

```
▒▒▒▒▒▒▒▒▒▒▒▒▒ Q U I C K S T A R T   A P P L I C A T I O N      Page 3 of 6 ▒▒▒▒▒▒▒
20.   Set up System Operator
   System ID: 0                        Voice name: 0:01

                           ┌──>Greeting ──┬──>Action ──────────
   Day?   Yes-->,0         »Day:  0:10    Day:  GotoID-->$PM
   Nite?  No               Nite: 0:08     Nite: GotoID-->$PM

   Await-Ans-->4  Rings    Alt:  0:08     Max-msg:   90 sec
   Intro: 0:02    Holding? No             Edits OK? Yes
   Transfer Options :      Active: D/N     Send Msg Urgent? No
                                          After Msg: Say-bye

 Alternate System IDs for Special Operators on each Port:
```

```
▒▒▒▒▒▒▒▒▒▒▒▒▒ Q U I C K S T A R T   A P P L I C A T I O N      Page 4 of 6 ▒▒▒▒▒▒▒
30. Today's date: 19-Jan-94                   Time Now: 10:23am

31.    Schedule #1              Schedule #2                 Schedule #3
a: 8:00am- 5:00pm MTWHF  a:       -               a:       -
b:        -              b:       -               b:       -
c:        -              c:       -               c:       -
    Current mode: DAY        Current mode: NIGHT      Current mode: NIGHT
  Ignore holidays? No       Ignore holidays? No      Ignore holidays? No

32. Schedule #4: DAY

33. Holidays:

34. Daylight Savings? No                 On Now? N/A
         Date On:          Off:          Hours: 1
```

```
              Q U I C K S T A R T   A P P L I C A T I O N        Page 5 of 6
     40. Defaults for each new  Subscriber:
     Personal ID: 8X
                                               Hold/Archive msgs:   0 /2   days
          Access: PCBF
     —>Transfer ————————————————>Greeting ——┬—>Action ———————————————————
      Transfer? Yes-->,X                       Take-msg
      Await-Ans-->4  Rings
      Screening? No  Holding? No              Max-msg:  90 sec  Edits OK? Yes
     —Message Notification ——————
     Lamp #: X                                Activate Lamps? Yes
     #1: X              after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
     #2:                after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
     #3:                after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
     #4:                after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent

                          Ctrl-E for expanded options
```

QuickStart Application Screen, Page 5 with Expanded Transfer Options Displayed

```
              Q U I C K S T A R T   A P P L I C A T I O N        Page 5 of 6
     40. Defaults for each new  Subscriber:
     Personal ID: 8X
                                               Hold/Archive msgs:   0 /2   days
    ═ E X P A N D E D   T R A N S F E R   O P T I O N S ═══ Press ESC to Exit ╕
     —>Transfer ————————————————>Greeting ——┬—>Action ———————————————————
      Transfer? Yes-->,X                       Take-msg
      Await-Ans-->4  Rings
      Screening? No  Holding? No              Max-msg:  90 sec  Edits OK? Yes
     »Transfer Options : A                     Send Msg Urgent? No
      Screening Options:                       After Msg: Say-bye

        One key dialing: 1>        2>        3>        4>        5>
                         6>        7>        8>        9>        0>
```

QuickStart Application Screen, Page 5 with Access Code Options Displayed

```
              Q U I C K S T A R T   A P P L I C A T I O N        Page 5 of 6
     40. Defaults for each new  Subscriber:
     Personal ID: 8X
                                               Hold/Archive msgs:   0 /2   days
    ═ A C C E S S   C O D E   O P T I O N S ═══════════════ Press ESC to Exit ╕

     A [ ] No Setup Options   J [ ] Unused            S [ ] Can't Send Message
     B [*] No Rec't Summary   K [ ] Can Edit Holding  T [ ] Traditional Order
     C [*] No Public Notify   L [ ] Message Length    U [ ] Not to Subscribers
     D [ ] Not in Directory   M [ ] Menu Mode         V [ ] No Private Message
     E [ ] Messages by Ext    N [ ] Hands-Free Play   W [ ] No Future Delivery
     F [*] First-Time Enroll  O [ ] No Old Messages   X [ ] No Receipt Request
     G [ ] Can't Edit Greet   P [*] No Public Message Y [ ] No Open Groups
     H [ ] Unused             Q [ ] No Urgent Message Z [ ] Automatic Receipts
     I [ ] Unused             R [ ] Can't Redirect

    ╘Press ↑ ↓ →← TAB or Shift-TAB to move; Press SPACE to add or remove a code═══
```

```
              Q U I C K S T A R T   A P P L I C A T I O N        Page 6 of 6
     50. Maximum Message Life: 999 days       Call Report Aging: 14 days
     51. Public Hold/Archive msgs: 0 /2       New Msgs:  0=0:00  Total:  0=0:00

     52. Max person-person recording: 300 secs   Max screening recording: 6
     53. Skip back time on #: 4       Max ID attempts: 4     Bad ID Goto-->
     54. Record Pauses...Beginning: 5      Short ending: 2    Long ending: 3
     55. Beep on record? Yes          Disk full warning at: 15   mins left

     56. Blank PC screen? Yes     Screen Type: Auto       Keypad: Q=7, Z=9 keys
     57. OS Surrender- Daily:        Weekly:           Monthly:
     58. Startup:                         Error notices to: 0
     59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
     ———————————————————— Public Fax Box ————
     Fax ID: $FAXBOX       Transfer? No          Alt Action: Operator
     Voice name: 0:02      Await-Ans-->4  Rings
                           Holding? No            Announce: Always
```

The Personal Directory Screen

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ P E R S O N A L   D I R E C T O R Y ▒▒▒▒▒▒▒ NAME SORT
          Name: Yale, Hugh
    Personal ID: 812312        SC            Voice name: 0:02
 Extension # ID: 12312                       Hold/Archive msgs:   0 /2    days
         Access: PCB                         New Msgs:0  =0:00  Total:0  =0:00
 ┌─>Transfer ───────────────┬─>Greeting ──┬─>Action ─────────────────────
 │ Transfer? No             │ »Std: 0:00  │ Take-msg
 │ Await-Ans-->4  Rings     │             │
 │ Screening? No  Holding? No│ Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes
 ┌─Message Notification ────
 Lamp #: X                                  Activate Lamps? No   On Now? No
 #1:             after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
 #2:             after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
 #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                       Ctrl-E for expanded options
```

Personal Directory with Expanded Transfer Options Displayed

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ P E R S O N A L   D I R E C T O R Y ▒▒▒▒▒▒▒ NAME SORT
          Name: Yale, Hugh
    Personal ID: 812312        SC            Voice name: 0:02
 Extension # ID: 12312                       Hold/Archive msgs:   0 /2    days
 ═ E X P A N D E D    T R A N S F E R   O P T I O N S ═══ Press ESC to Exit ┐
 ┌─>Transfer ───────────────┬─>Greeting ──┬─>Action ─────────────────────
 │ Transfer? No             │ »Std: 0:00  │ Take-msg
 │ Await-Ans-->4  Rings     │             │
 │ Screening? No  Holding? No│ Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes
 │ »Transfer Options : A    │             │ Send Msg Urgent? No
 │ Screening Options:       │ Active: STD │ After Msg: Hangup

   One key dialing: 1>       2>        3>        4>        5>
                    6>       7>        8>        9>        0>
```

Personal Directory with Access Code Options Displayed

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ P E R S O N A L   D I R E C T O R Y ▒▒▒▒▒▒▒ NAME SORT
          Name: Yale, Hugh
    Personal ID: 812312        SC            Voice name: 0:02
 Extension # ID: 12312                       Hold/Archive msgs:   0 /2    days
 ═ A C C E S S   C O D E   O P T I O N S ═══════════════ Press ESC to Exit ┐

  A [ ] No Setup Options    J [ ] Unused            S [ ] Can't Send Message
  B [*] No Rec't Summary    K [ ] Can Edit Holding  T [ ] Traditional Order
  C [*] No Public Notify    L [ ] Message Length    U [ ] Not to Subscribers
  D [ ] Not in Directory    M [ ] Menu Mode         V [ ] No Private Message
  E [ ] Messages by Ext     N [ ] Hands-Free Play   W [ ] No Future Delivery
  F [ ] First-Time Enroll   O [ ] No Old Messages   X [ ] No Receipt Request
  G [ ] Can't Edit Greet    P [*] No Public Message  Y [ ] No Open Groups
  H [ ] Unused              Q [ ] No Urgent Message Z [ ] Automatic Receipts
  I [ ] Unused              R [ ] Can't Redirect

 Press ↑ ↓ → ← TAB or Shift-TAB to move; Press SPACE to add or remove a code
```

Personal Directory for a Guest

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ P E R S O N A L   D I R E C T O R Y ▒▒▒▒▒▒▒ NAME SORT
          Name: Washington, George         Guest of...... Jefferson, Thomas
    Personal ID: GEORGE                     Voice name: 0:02
                                            New Msgs:0  =0:00  Total:0  =0:00
 Send Msg Urgent? No



                      ───Message Notification ───

 #1:             after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
 #2:             after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
 #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
 #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
```

The Groups Screen

Message Group

```
                              G R O U P S
   Name: All Staff                    Open Group of Aaronson, Chris
   Dispatch: No                    Voice:  0:02

   Member name      Last contacted    Member name      Last contacted

   Xavier, Jan                        Yale, Hugh
   Yeoman, Mike                       Ying, Sue
   Zaftig, Pat                        Zeller, Nell
   Zink, Jay
```

Directory Group

```
                              G R O U P S
   Name: Sales                        DIRECTORY Group of ·SYSTEM·
   Directory ID:                   Voice:  0:02

   Member name      Voice  Ext # ID   Member name      Voice  Ext # ID

   Jefferson, Thomas  0:02  1776
```

Directory Menu

```
                              G R O U P S
   Name: Numeric Directory            DIRECTORY Menu of  ·SYSTEM·
   Directory ID: $411              Voice:  0:02

   Key   Directory Name            Type        Voice    Dir ID

   1.    Sales                     Dir Group   0:02
   2.    Shipping                  Dir Group   0:02
   3.    Customer Service          Sub Menu    0:02
   4.
   5.
   6.
   7.
   8.
```

The Transaction Directory Screen

Transaction Box

```
            T R A N S A C T I O N   D I R E C T O R Y          NAME SORT
        Name: Departments Box        Transaction box of Jefferson, Thomas
    System ID: 411                   Voice name: 0:02     Schedule #:

   ->Transfer ──────────────┬─>Greeting ───┬─>Action ─────────────────
   Day?   No                │ »Day:  0:13  │ Day:  Operator
   Nite?  No                │  Nite: 0:00  │ Nite: Operator
                            │              │
   Await-Ans-->4  Rings     │  Alt:  0:00  │ Max-msg:   90 sec
   Intro: 0:00    Holding? No│             │ Edits OK? Yes
   Transfer Options :       │  Active: D/N │ Send Msg Urgent? No
                            │              │ After Msg: Say-bye
   ─────────────────────────┴──────────────┴──────────────────────────
      One key dialing: 1>700    2>800    3>555     4>        5>
                       6>       7>       8>        9>        0>
```

Voice Detect Box

```
            T R A N S A C T I O N   D I R E C T O R Y          NAME SORT
        Name: Voice detect box        Voice detect box of Jefferson, Thomas
    System ID: $VOICE                 Voice name: 0:02     Schedule #:

   ->Transfer ──────────────┬─>Greeting ───┬─>Action ─────────────────
   Day?   No                │ »Day:  0:15  │ Day:  Operator
   Nite?  No                │  Nite: 0:00  │ Nite: Operator
                            │              │
   Await-Ans-->4  Rings     │  Alt:  0:00  │ Max-msg:   90 sec
   Intro: 0:00    Holding? No│             │ Edits OK?  No
   Transfer Options :       │  Active: D/N │ Send Msg Urgent? No
                            │              │ After Msg: Say-bye
   ─────────────────────────┴──────────────┴──────────────────────────
   Voice Selection:  Voice> 8901      Silence> 8902
```

Public Interview Box

```
            T R A N S A C T I O N   D I R E C T O R Y           ID SORT
        Name: Public Interview        Interview box of   Public Access
    System ID: $PM                    Voice name: 0:02

   ─ Question ── Reply ────┬── Question ── Reply ──┬── Question ── Reply ──
   1. 0:08    6   secs     │  9. 0:00   0   secs   │ 17. 0:00    0   secs
   2. 0:02    9   secs     │ 10. 0:00   0   secs   │ 18. 0:00    0   secs
   3. 0:02    9   secs     │ 11. 0:00   0   secs   │ 19. 0:00    0   secs
   4. 0:02    9   secs     │ 12. 0:00   0   secs   │ 20. 0:00    0   secs
   5. 0:03   40   secs     │ 13. 0:00   0   secs   │
   6. 0:03    0   secs     │ 14. 0:00   0   secs   │
   7. 0:00    0   secs     │ 15. 0:00   0   secs   │ Send Msg Urgent? No
   8. 0:00    0   secs     │ 16. 0:00   0   secs   │ After: Say-bye
```

The Voice Prompt Editor Screen

```
                    V O I C E   P R O M P T   E D I T O R
PROMPT SET: DR-Directory         All Ports  Port 1   Port 2   Port 3   Port 4
Num.  Description                 Day  Nt    Day  Nt  Day  Nt  Day  Nt  Day  Nt

  1  Please press the first thr   :4   <-    <-  <-   <-  <-   <-  <-   <-  <-
  2  Please enter the letters n   :2   <-    <-  <-   <-  <-   <-  <-   <-  <-
  3  You may dial the extension   :3   <-    <-  <-   <-  <-   <-  <-   <-  <-
  4  To stop the directory, pre   :6   <-    <-  <-   <-  <-   <-  <-   <-  <-
  5  There are no matches to th   :3   <-    <-  <-   <-  <-   <-  <-   <-  <-
  6  Press 1 to try another nam   :2   <-    <-  <-   <-  <-   <-  <-   <-  <-
  7  I'm sorry, directory assis   :3   <-    <-  <-   <-  <-   <-  <-   <-  <-
  8  This directory will help y   :4   <-    <-  <-   <-  <-   <-  <-   <-  <-
  9  End of...                    :2   <-    <-  <-   <-  <-   <-  <-   <-  <-
 10  To start the list again, p   :3   <-    <-  <-   <-  <-   <-  <-   <-  <-
 11  To hear the list again, pr   :3   <-    <-  <-   <-  <-   <-  <-   <-  <-
 12  Extension...                 QP   <-    <-  <-   <-  <-   <-  <-   <-  <-
 13  For...                       QP   <-    <-  <-   <-  <-   <-  <-   <-  <-
```

The QuickStart Switch Setup Screen

```
            Q U I C K S T A R T   S W I T C H   S E T U P    Page  1 of 3

1. Switch: COMDIAL                        ExecuTech 2000 Series   COM820   20
2. Integration Options: COMVM DTMFCP HUT=A DT DT3=3


3. Outdial Access: 9,
4. Transfer Initiate: &,X                 Recall: &
           Connect: Q                     Busy Recall: &


5. TT Prompt/Msg/Record: 5 /7 /9          Release on LCR? Yes
6. Answer on ring low? Yes                Off-hook delay:  5
7. Ring-on time: 10                       Ring-off time: 40
8. Pooled delay: 450
```

```
            Q U I C K S T A R T   S W I T C H   S E T U P    Page  2 of 3

10. Message Lamp On: *3,X                 Retries: 2
              Off: #3,X                    Interval (mins): 4
    Reset All Lamps? No                    Daily Lamp Reset:

11. Dialout pause (,)= 200   (;)= 300      Hookflash (&)= 50    (%)= 200
12. Dialout DTMF duration: 10              DTMF interdigit delay: 12
13. Dialtone delay: 150


14. Max lines holding total: 16           Max lines holding for ext: 16
15. Number tries between TT checks: 4     Extra hold time between tries: 50
```

```
            Q U I C K S T A R T   S W I T C H   S E T U P    Page  3 of 3

20. Call Analysis Delay: 25               Ring to begin on: 1
21. Debounce Silence: 9    Voice: 3       Leading edge detect? Yes

22. Tolerance above 1st low %: 10         Below 1st low %: 10
23. Tolerance above 2nd low %: 8          Below 2nd low %: 8
24. Tolerance above 1st high %: 9         Below 1st high %: 9

25. Max short low in dbl ring: 1          Min long low: 287
26. Max time busy 1st low: 60             Max time busy 2nd low: 60
27. Max time busy high: 67                Busy states over rings: 0
28. Size of long high: 65                 Max sil. long: 350    short: 350

29. Max time to wait for voice: 3
```

Glossary

Access
A field on a subscriber's Personal Directory page which controls the system features that are available.

Action
A field on a Personal Directory page, transaction box, or the Operator Box that determines what the system will do after the greeting. The possible actions are: Take a Message, Operator, Say Goodbye, Hangup, Go to ID->, and Restart. These actions (except for Take a Message) can also be used in the **After** or **After msg** fields on interview boxes, transaction boxes, and Personal Directory pages.

Alphabetic directory
See Automatic directory.

Alternate greeting
A special greeting available for subscribers and transaction boxes. Subscribers can record two different personal greetings—a standard and alternate personal greeting—and switch between them as needed. The transaction box's owner can record the box's standard or alternate greeting by phone.

Archived message
An old message that is explicitly saved by the subscriber. The message will be saved for the number of days entered in the **Archive** field on the subscriber's Personal Directory page.

Audiotext
A menu tree for information distribution and collection. A caller makes a menu selection after listening to a variety of choices.

Audiotext messages
The messages played in an audiotext application to deliver information to a caller or lead a caller through a series of questions.

Auto dial
Automatically routes a caller to a subscriber's Extension # ID from the automatic directory.

Automated attendant
A voice processing function that automatically answers incoming calls and directs the callers to the appropriate extensions without a human operator's assistance.

Automatic directory
A directory of subscriber recorded names and Extension # IDs that is available to outside callers. To find out a subscriber's extension, outside callers "spell" the first three letters of the subscriber's name using the telephone keypad. Subscribers can change whether they're listed in the automatic directory through setup options.

Automatic fax
The person sending you the fax programs a fax machine to send you a fax automatically. The person sending the fax does not have to press the fax machine's Send or Start key, or monitor the progress of the fax.

Await Answer
A type of call transfer in which the system waits for the called extension to be answered before transferring the call to that extension.

Broadcast distribution
Applies to message groups. With broadcast distribution, each group member receives and hears messages sent to the group. All message groups created by phone have broadcast distribution, unless that is changed at the console. See *dispatch distribution*.

Call Forward to Personal Greeting
The Comdial telephone system can transfer calls directly to an extension and/or the subscriber's voice mailbox when the extension is ring-no-answer or busy.

Call screening
A feature that gives subscribers information about incoming calls and/or the choice of accepting a call or forwarding it into their voice mailbox. The call transfer option codes **IC** or **MC** are usually used for call screening.

Day Mode
Identifies the hours the office is open. The system considers all other hours Night Mode. The system can be configured to function differently during Day Mode and Night Mode hours.

Default
The parameter or value in a field which the system uses if you have not entered another value.

Directory assistance
A feature of the voice mail system that lets callers reach someone in the organization, even if they don't know the correct extension, without speaking to an operator. Callers with letters on their touchtone keypads can use automatic directory assistance. You can program numeric directory assistance for callers without letters on their keypads, or for other special directory assistance applications.

Directory group
A special type of group used to create numeric directory assistance. You set up directory groups that list subscribers with a common characteristic, such as a department, location, or schedule. When a caller requests numeric directory assistance, the system plays the names of the directory group members, along with their extension numbers.

Directory menu
A special type of one-key dialing menu used to create numeric directory assistance.

Dispatch distribution
Applies to message groups. With dispatch distribution, only the first group member to listen to a group message receives it. This is useful in any application where a group of subscribers are equally responsible for a task. For example, a dispatch group might be used for assigning service jobs. The first service person to hear a message takes the job. Dispatch distribution can only be set by the system manager at the console.

DTMF
Dual-Tone, Multi-Frequency; the technical designation for true touchtones.

Extension
This is the actual telephone extension number of a telephone in your system. If the Comdial telephone system's extension number is different than the Extension # ID, you must enter this number after the arrow in the field **Transfer? Yes-->** on the Personal Directory page or transaction box. If the extension number matches the Extension # ID, you can enter the letter **X**, an abbreviation for "extension".

Extension # ID
The System ID a caller presses to reach a subscriber. Upon hearing this ID, the system follows the *Transfer -> Greeting -> Action* sequence programmed for that subscriber. Typically, it tries to transfer the call to an extension, then plays a greeting and takes a message, if the line is busy or does not answer. The Extension # ID may or may not be the same as the actual telephone extension number.

Fax detect
The voice mail system can recognize an incoming fax tone, and deliver incoming faxes to an extension automatically.

Fax mail
Part of an optional feature package that provides fax store-and-forward capabilities for the voice mail system. Subscribers have their own personal fax boxes, and control by phone the telephone number where their faxes are delivered.

Fax notification
Each time the voice mail system delivers a fax to the fax extension, it can leave a public message to notify you.

Fax-On-Demand
Part of an optional feature package you can buy for the voice mail system that allows you to create a library of faxes. Your callers can then call you and request a fax themselves, and the voice mail system will send the fax to the caller's fax machine.

Follow-along ID
The Extension # ID provided by the Comdial telephone system to the voice mail system when a call is transferred or forwarded back to the system on a ring-no-answer or busy condition.

Greeting
The greeting is a recording used as the middle part of a subscriber's or transaction box's *Transfer -> Greeting -> Action* sequence. A subscriber has two personal greetings: standard and alternate. A transaction box has a pair of standard greetings (Day & Nite) and an alternate greeting which is used in both Day and Night Modes. A subscriber's greetings are typically used to greet callers and encourage them to leave a message. Transaction box greetings can be used to greet callers, play audiotext messages, or offer one key dialing menus. The prompts the system plays when first answering incoming calls are called the *Opening Line*.

Group
See Message group.

Guest
A guest is a person who is hosted by a particular subscriber. A guest is given a "guest mailbox" and allowed to trade two-way messages only with the guest's host. A guest can be a member of the host's private message groups, but cannot be a member of open message groups.

Held message
A message which has been heard by the subscriber, which the subscriber has not archived, and which the system has not yet deleted (same as an *old message*).

Interview box
A special type of transaction box that can ask a caller up to 20 questions and record each of the responses. The subscriber who owns the interview box receives the responses in a single message.

Intro
This voice field in can contain a short recording (such as *"I'll transfer you now."*) which the system plays before attempting a call transfer.

Local connect
A port status that lets the system manager record into voice fields using a telephone handset at the system console.

Local Off-hook
A port status indicating that someone has taken a port off-line (similar to taking a telephone off the hook) at the system console. You take a port off-line with the [F4] key.

Manual fax
The person sending you a fax dials your office's telephone number from the fax machine's touchtone keypad, presses the System ID for the fax machine, waits for the fax tone, then presses the Send or Start key on the fax machine. This is the most common type of incoming fax.

Message box
The system stores messages from outside callers in a subscriber's message box. The system announces messages from outside callers by saying, *"...your message box has a message..."*.

Message box integration
The Comdial telephone system can transfer calls directly to an extension and/or the subscriber's voice mailbox when the extension is ring-no-answer or busy.

Message delivery
The system calls the subscriber to notify him or her of new messages. The subscriber may enter his or her Personal ID to hear the messages.

Message group
A distribution list of subscribers and/or guests for whom a subscriber can leave the same message. See also *Broadcast distribution*, *Dispatch distribution*, *Private group*, and *Open group*.

Message notification
A feature by which the voice mail system notifies a subscriber that he or she has new messages. Depending on the Comdial telephone system, the voice mail system may activate a message waiting lamp, a special display on the extension, or a distinctive dialtone.

Message waiting lamp
A light on an extension telephone that can be lit when the subscriber using the telephone has new messages.

Night Mode
See Day Mode.

Numeric directory assistance
A specially programmed type of directory assistance designed for callers whose touchtone keypads do not have letters, or for other special directory assistance applications. You create numeric directory assistance with directory groups and directory menus.

One key dialing
A feature that allows a caller to press a single touchtone digit instead of a full System ID during a subscriber's or transaction box's greeting. This feature lets you offer callers a menu of choices during a greeting. One key dialing options must be programmed individually for each subscriber and transaction box.

One-way message
A message left by an outside caller for a particular subscriber.

Open group
A message group to which *all* authorized subscribers can send messages. Individual subscribers can be prevented from leaving *any* open group messages by placing **Y** in the **Access** field of their Personal Directory page.

Opening Line
The prompts the system first plays for incoming calls are called the Opening Line. There are three Opening Line prompts: Intro, Action, and Otherwise. These appear on Lines 10-12 of the QuickStart Application Screen, Page 2.

Option set
The Transfer Options and Screening Options sets control how calls are transferred to a subscriber. These call transfer option sets appear in the **Transfer** section of the Personal Directory pages. Call transfer options include Announce, Confirm, Introduce, Message Screen, and Screen. Subscribers can switch between their Transfer Options and **Screening Options** sets by phone.

Owner
A subscriber or system manager who has control over a transaction box, interview box, or message group is its owner. The owner of a transaction box or interview box receives the messages left in the box. A transaction box's owner can change the box's greetings by phone. The owner of a message group can change it by phone. If the owner is deleted, all transaction boxes, interview boxes, and *private* message groups which the subscriber owned are also deleted. The subscriber's *open* message groups are reassigned to **· SYSTEM·** .

Personal ID
A unique System ID that identifies a subscriber or guest to the system.

Personal secretary
A system feature that ensures every important call for a subscriber is answered. If the subscriber is unavailable, callers can be routed to another extension automatically or can make a menu selection to choose where to route their call.

Port
A telephone channel or line coming into the system.

Private group
A private message group belongs to a single subscriber, called the group owner. Only the group owner may leave messages for other group members. The group owner cannot be a member of his or her own private groups.

Prompt
A recording that is played at a specific place in the conversation. Most of the system prompts are stored in voice fields on the Voice Prompt Editor Screen.

Public message
Messages left in the Public Interview Box or the Operator Box are public messages available to all authorized subscribers. Usually, only a few people have access to public messages.

Recorded name
The recorded name of a subscriber, guest, operator or transaction box. The system plays the recorded names (also called *voice names*) in prompts that require identification of the source or destination of a message, etc.

Release
A type of call transfer in which the voice mail system releases a call to the Comdial telephone system. No attempt is made by the voice mail system to track the progress of the call.

Screening options
A set of call transfer options which the subscriber can turn on and off by phone. The **Screening Options** field may or may not include call screening codes, such as **C, I, M, S**.

Subscriber
A person enrolled in the system who has a voice mailbox. Outside callers can leave one-way messages for a subscriber, while subscribers and guests can leave two-way messages for a subscriber. Subscribers are identified by the system when they enter their Personal ID.

Switch
The Comdial telephone system.

System ID
An ID code that the voice mail system uses to uniquely identify subscribers, guests, transaction boxes, interview boxes, etc. Personal IDs and Extension # IDs are also System IDs.

System manager
Any person who can sign in at the system console. A system manager can set and change values on the system screens, including adding and deleting subscribers, guests, transaction boxes, and interview boxes. A system manager can "promote" other subscribers to be system managers.

Two-way message
A message in which both the sender and recipient are identified as enrolled subscribers or guests on the system. A subscriber or guest can leave an immediate reply to a two-way message.

Transaction box
A type of box with a *Transfer -> Greeting -> Action* structure that can be programmed to provide, special call routing, one key dialing menus, or audiotext announcements. Transaction boxes are the basic building blocks of special voice processing applications.

Voice detect
A special type of box that allows callers to say "Yes" to answer a question, instead of pressing a touchtone key.

Voice field
A field in which prompts, recorded names, or greetings can be recorded.

Voice mail
A general term for messages recorded digitally over the phone by one person for communication with another person.

Voice name
The recorded name of a subscriber, guest, operator or transaction box. The system plays the voice names (also called *recorded names*) in prompts that require identification of the source or destination of a message, etc.

Voice response
See Audiotext.

Wait for Ringback
A type of call transfer in which the system waits to make sure that an extension rings for a certain number of rings before transferring the call.

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