# CINDI° I+

# Operations Manual

System Manager's Guide

970-0129 Rev. A



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Appendix B CINDI Workshee's

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# Introduction

CINDI provides users with full voice mail capabilities.

- CINDI will answer the user's telephone and take messages
- CINDI will call users and deliver their messages to them
- CINDI will call other people and deliver messages from users
- · CINDI will deliver "certified" messages from users to other users
- CINDI will deliver a group message from users to as many as 247 other users
- CINDI will take messages from users for their guests

In fact, CINDI can manage all of your organization's telephone messaging...and you can manage CINDI simply by pressing the keys on your telephone.

#### 1.1 CINDI Users

ol or your organization's telephone message

CINDI users generally are divided into two categories: internal and external.

Internal users are those who are assigned mailboxes on the system. They are referred to as "Boxholders," and there are three basic types:

- The System Manager, to whom this guide is directed
- The System Operator
- System Users, who comprise the majority of the mailboxes -- up to 510.

Complete descriptions of the features available to the System Operator and System Users are provided in the CINDI System Operator's Guide and System User's Guide.

External users are those who do not have a mailbox on the system. Therefore, they are limited in the features available to them. However, external users have the same message editing capabilities available to them as do the Boxholders on the system. If an external user is given a Guest Account by a CINDI Boxholder, that user can RECEIVE messages on the system -- not just send them!

# 1.2 System Manager's Responsibilities American Manager's Responsibilities

As System Manager, you are responsible for the initialization and management of the CINDI system.

- During initialization, you record your company's name and greetings. This allows CINDI to greet your organization's callers more personally.
- CINDI's telephone management features allow you to keep CINDI operating efficiently and effectively. These include changing the System Bulletin, changing Boxholders' authorizations, and adding or deleting mailboxes.

# NO ONE CAN GAIN ENTRY INTO THE SYSTEM MANAGER'S MAILBOX WITHOUT THE PASSWORD.

Be sure that this password is recorded in a safe place. As System Manager, you can reset any other Boxholder's password to [0] if the Boxholder forgets the password. However, if the System Manager's password is lost, access to the System Manager's mailbox is lost until the people servicing the CINDI system have called the Genesis Service Center and had Genesis engineers retrieve the authorization code. If your CINDI is not equipped with an internal modem, a modem will have to be installed on your system in order to retrieve the System Manager's authorization code.

# YOU CAN LOCK THE SYSTEM MANAGER'S MAILBOX USING THE ON-LINE TERMINAL UTILITIES.

When the System Manager's mailbox is locked, no one can gain entry to the mailbox or use its features. See the chapter titled, System Manager Terminal Functions for detailed information on locking and unlocking the System Manager's mailbox.

# 1.3 The System Manager's Guide

Since each feature is discussed in a separate chapter, the System Manager's Guide is easy to use while you are first using CINDL. Later, the guide will serve as an important reference tool. It is best if you read the entire System Manager's Guide to become familiar with all of CINDI's capabilities.

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# Initializing CINDI

This chapter contains the procedures you need to initialize CINDI. Use the Mailbox Directory Worksheet in Appendix B, CINDI Worksheets, to record all the information required to add mailboxes.

CINDI's initialization is performed in two distinct steps:

- Technical Initialization, usually performed by the technician installing the system.
- Management Initialization, usually performed by the System Manager.

## 2.1 Technical Initialization

huncal Initialization, usually performed by the technician

The first step in CINDI's initialization is technical initialization which provides specific information to CINDI regarding your company's telephone system. It also defines many other parameters necessary for CINDI to operate.

The Technical Initialization tables list all of the information CINDI requires during this first initialization step. The tables, along with a complete description of the technical initialization parameters, are contained in the Installation Guide which is part of the CINDII & CINDI II Technical Reference Manual. This manual is designed for the technician who will be installing and servicing your CINDI system.

Before moving on to management initialization, you should verify that technical initialization has been completed. You also should review a copy of the Technical Initialization tables and learn what information was provided to CINDI. You should be familiar with this information in order to better manage CINDI in the future.

### 2.2 Management Initialization

The second, and final, step in CINDI's initialization is management initialization which provides company and individual mailbox information to CINDI.

To begin management initialization, you should record the company name and company greetings. Space is allocated for written records of these phrases in the Management Initialization Worksheet. The following sections describe how these phrases are used by CINDI.

#### 2.2.1 Company Name

When making password-protected Call Placements, CINDI sometimes needs to leave a message asking the intended recipient to return the call. Perhaps the intended recipient was not at the location called or did not know the password necessary to receive the message. In these cases, CINDI tells the person taking the message the name of your company.

You should record this name when you first install your system. It might be the name of your company or both the name of your company and a division or department within the company. Although it should not be too long, it should enable the recipient to clearly determine the origin of a call.

The name you intend to record should be listed in the Management Initialization Worksheet.

#### 2.2.2 Company Greetings

CINDI allows you to record a company greeting that is presented to the caller before the brief, pre-programmed greeting:

Good morning/afternoonlevening

If a company greeting is recorded, it is the first message callers hear when they reach the system. A greeting can be recorded for each of CINDI's two operating modes:

DAYLINE: When CINDI answers calls during business hours.

NIGHTLINE: When CINDI answers calls after hours.

The company greeting may or may not suppress the presentation of the Initial Mailbox Prompt: Please enter the mailbox number you wish. If you are using a rotary telephone, please wait for the tone and leave your message for later delivery. To look up a name in the phonebook, press the [#] key.

Check the Technical Initialization Worksheet under "Suppress the Initial Mailbox Prompt?" to determine your system's setting.

The Management Initialization Worksheet provides space for you to write scripts for both the Dayline and the Nightline Greetings. You have approximately one minute to record each greeting, so plan the scripts to fit into this time frame. Be sure to allow for the suppression of the Initial Mailbox Prompt in your script, if necessary. Some typical recordings are listed below:

NON-SUPPRESSED, DAYLINE: Thank you for calling (your company's name). Your call is being handled by our message center, CINDI. You can dial the mailbox of the person you want to reach and leave a message by following the instructions provided.

SUPPRESSED, DAYLINE: Thank you for calling (your company's name). Your call is being handled by our message center, CINDI. If you want to speak with someone directly, press [0] followed by the extension number. To leave a message, just enter the receiver's mailbox number now. If you are at a rotary phone, please wait, and CINDI will take a message from you automatically.

NON-SUPPRESSED, NIGHTLINE: (Your company's name) is not open right now. Our regular business hours are 8:30 AM to 5:00 PM, Monday through Friday. Your call is being handled by our message center, CINDI. After you leave your message, CINDI allows you to re-record it if you are not satisfied with your first attempt. Thank you for calling.

SUPPRESSED, NIGHTLINE: Thank you for calling (your company's name). Our regular business hours are 8:30 AM to 5:00 PM, Monday through Friday. Your call is being handled by our message center, CINDI. To leave a message for someone, just enter the receiver's mailbox number now. If you are at a rotary phone or do not know the mailbox number, please wait, and CINDI will take a message from you automatically.

### 2.3 The Mailbox Directory Worksheet

There are copies of the Mailbox Directory Worksheet in Appendix B, CINDI Worksheets. This worksheet provides space for you to record all of the information required to add mailboxes to the system. If you fill out the Mailbox Directory Worksheet before adding mailboxes, you will be able to add the mailboxes more quickly and easily.

You must assign several parameters for each mailbox, including the message retention time, maximum message length, line group number, and feature authorizations.

Use the descriptions below to help determine the value of the parameters to assign to each mailbox. Remember to record all of the information in the Mailbox Directory Worksheet. You will use your telephone to transfer this information to CINDI later.

#### 2.3.1 Mailbox Number

First, CINDI needs the number of the mailbox to be added to the system. Each mailbox must have the same number of digits as specified in the Technical Initialization Worksheet.

Normally, the mailbox number assigned to a Boxholder corresponds to that person's extension number in your organization. However, you might not be able to assign mailboxes in this manner if you have more than one person at each extension. In these cases, it is often useful to change only the first digit, so that the last digits of the mailbox number match those of the extension. For example, two people using extension 220 could be assigned mailboxes 220 and 520.

Ten mailbox numbers are reserved for special functions. Depending on your mailbox length, these ten numbers are 90-99, 990-999, or 9990-9999.

- System Operator = 90, 990, or 9990
- System Manager = 91, 991, or 9991
- Reserved = 92-98, 992-998, or 9992-9998
- Message Wastebasket = 99, 999, or 9999

Only the mailboxes for the System Operator and Manager actually reside on the system. The remaining numbers either provide special functions or are reserved for future enhancements.

#### 2.3.2 PBX Extension

The PBX extension column listed in the Mailbox Directory Worksheet helps you track which mailbox number is associated with which extension number. On many systems, the extension and the mailbox number will be the same. There may, however, be Boxholders who do not have an extension.

CINDI will not ask you for this information when you are adding mailboxes to the system unless you are using the message waiting integration optional software (MWI). In this case, CINDI will ask you to enter the PBX extension for message waiting notification.

#### 2.3.3 Boxholder's Name

You must supply the Boxholder's name when adding the mailbox to the system. CINDI allows approximately four seconds for you to record the name.

The name you intend to record should be listed in the Mailbox Directory Worksheet and should be the one by which the Boxholder is most commonly known. The Boxholder might want to re-record this name through the Boxholder's Personalize Mailbox menu.

#### 2.3.4 Message Retention Time

The message retention time tells CINDI the number of days to keep messages for a mailbox. Messages can be kept as long as 30 days. When a message has been in a mailbox for the defined period of time, CINDI automatically deletes the message during nightly housekeeping functions. The retention time you assign should consider the schedule and availability of the Boxholder, as well as the storage capacity of your CINDI system. The number of days should be recorded in the Mailbox Directory Worksheet.

When adding the mailbox, you are given the option of assigning the Boxholder the standard message retention time (between 1 and 7 days) defined during technical initialization and recorded in the Technical Initialization Worksheet. If you intend to assign this value, enter "0" in the Mailbox Directory Worksheet (CINDI will prompt you for this).

If your organization is using the Voice Advisor feature option and you are adding an advisory mailbox, the message retention time you enter indicates the length of time that announcements, recorded for the advisory mailbox, may be stored. In addition to the range of 1 through 30 days or "0" for standard retention time, you can enter "99" on the Mailbox Directory Worksheet to indicate infinite retention time. The announcements that ad-

visory mailbox owners record can be stored in the advisory mailbox for an unlimited period of time.

Voice Advisor also gives advisory mailbox owners the ability to set their own retention time for their advisory mailbox. The retention time that Boxowners select, however, cannot exceed the maximum retention time you specify here.

#### 2.3.5 Mailbox Type (VoicePath or Voice Advisor feature option)

If your CINDI system is equipped with either VoicePath or Voice Advisor feature option, you need to specify which type of mailbox you are adding to the Mailbox Directory: a standard voice mailbox, a VoicePath mailbox or an advisory mailbox. The Mailbox Directory Worksheet provides a place for you to specify the mailbox type.

If your system is not equipped with VoicePath or Voice Advisor, you will be adding standard voice mailboxes exclusively. Accordingly, you do not need to fill out this section of the worksheet.

#### 2.3.6 Maximum Message Length

Each mailbox must be assigned a maximum message length that controls the length of messages deposited directly in the mailbox. This value also controls the length of messages recorded by the Boxholder using the group message, certified message, guest message, message transfer, and call placement features.

The maximum message length can be between one and fifteen minutes, in one-minute increments; a 30-second limit also can be assigned. The most appropriate value for maximum message length depends upon the needs of the Boxholder, the amount of telephone traffic CINDI handles, and the memory capacity of your CINDI. A two-minute maximum usually will support most Boxholders' requirements.

The number of minutes you assign to the Boxholder should be recorded in the Mailbox Directory Worksheet. If you want to assign a 30-second limit, you should record '0' (CINDI will prompt you for this).

If you are using Voice Advisor and if you are filling out the Mailbox Directory Worksheet for an advisory mailbox, the maximum message length controls the length of each announcement recorded in the advisory mailbox.

#### 2.3.7 Line Group

You must assign a line group to each mailbox. Line groups, numbered 1 through 8, are defined during technical initialization. They specify which lines are available for outgoing calls scheduled by this Boxholder. Even if a mailbox is denied access to the Message Forwarding and Call Placements features, a line group must be assigned. Only a <u>defined</u> line group can be specified; if the line group is undefined, CINDI does not allow it to be assigned.

The line group you assign to the Boxholder should be recorded in the Mailbox Directory Worksheet. If you have the Voice Advisor option, you do not need to assign a line group to advisory mailboxes.

#### 2.3.8 Mailbox Authorizations

Mailbox authorizations provide another important way for you to manage the use of CINDI. The mailbox authorizations tell CINDI which of the special features available to Boxholders are permitted for this mailbox. These features are considered privileged because they require additional memory or connect time (or both). They include: Message Forwarding, Call Placements, Guest Accounts, Personal Greeting, and, for systems with optional features, call screening, message waiting notification, and personal user menus. For each feature, if access to the feature is allowed, write a "1" (1=Yes) in the Mailbox Directory Worksheet; if access is denied, write an "8" (8=No) in the worksheet. CINDI will prompt for these inputs.

If you are using Voice Advisor, CINDI automatically authorizes an advisory mailbox for the personal greeting feature. Since the remaining features do not apply to advisory mailboxes, CINDI does not prompt for these additional inputs. Accordingly, you do not need to fill in this portion of the Mailbox Directory Worksheet for advisory mailboxes.

#### Message Forwarding

Message Forwarding allows messages deposited in the mailbox to be forwarded to any telephone number anywhere. This is important to Boxholders who are frequently out of the office. Consider Message Forwarding for sales and administrative personnel.

#### Call Placements

The Call Placements feature enables CINDI to place a call to another person from the Boxholder. The call can be to any telephone number anywhere, and CINDI will prompt a receiving operator to guide the call to the correct recipient. This is an important resource for the executive level. To avoid

increasing long distance bills, however, it should be denied to Boxholders whose stations are assigned the PBX feature "toll restriction."

#### Guest Accounts

Guest Accounts allow the Boxholder to establish special guest mailboxes. These are useful to any employee who regularly exchanges information with non-Boxholders. The Boxholder can leave messages for guests, and guests can retrieve the messages later.

#### Group Messaging

Group Messaging allows Boxholders to send a single message to a predefined group of mailboxes. This feature allows authorized Boxholders to communicate rapidly with all the members of a department or the sale force. Boxholders can define up to eight groups and are allowed 247 group members that may be allocated among the eight (or fewer) groups. Group 1, for example, could have 5 members and group 2 could have 60 members.

#### Personal Greeting

A personal greeting enables the Boxholder to present a personal welcome to anyone who reaches the mailbox. When authorized, each Boxholder's greeting can be as long as the maximum personal greeting length that was selected during technical initialization. Please note that the greeting length selected during technical initialization does not apply to the greetings recorded for advisory mailboxes. All advisory mailbox greetings can be a maximum of one minute.

If the personal greeting function is not authorized for a voice mailbox or not used by the Boxholder, CINDI greets the Boxholder's callers with:

I'm taking a message for (Boxholder's name or mailbox number).

#### Call Screening (VoicePath systems only)

Call screening is available only on VoicePath-equipped systems. This authorization allows the Boxholder to choose how incoming calls are handled. Boxholders may choose to screen, block, or transfer all incoming calls according to their own needs. This screening function helps Boxholders organize and control their telephone communication more efficiently.

If you do not give this authorization to a Boxholder, the incoming calls for all such Boxholders will be handled according to the "normal screening level" which you define via your mailbox.

#### Message Waiting Indication (MWI systems only)

If your system is equipped with the Message Waiting Indication (MWI) feature option, you have the capability of specifying the extension to be associated with the mailbox for message waiting notification. On the Mailbox Directory Worksheet, indicate the extension associated with the mailbox number you are adding.

You may not want all mailboxes to use message waiting indication. If this is the case, enter zero as the extension for message notification. The mailbox will not be authorized to use message waiting.

The serial integration packages (IVMS, NEC, Fujitsu) also have a message waiting function. You can specify the extension for message waiting via the System Utilities. Refer to Technical Initialization chapter of the Technical Reference Manual for complete information about message waiting for each serial integration.

#### Personal User Menus (VoicePath systems only)

Personal User Menus are available only on VoicePath-equipped systems. This feature allows the Boxholder to use a VoicePath mailbox to present a personal greeting followed by a menu. The menu will give the caller options in addition to leaving a message. All standard VoicePath menu options are available for use in the personal menu. Refer to the VoicePath chapter in the System User Reference Guide for complete information on personal user menus.

# 2.4 System Manager Preview and Manager Preview

In order to complete CINDI's initialization, you will need to open the System Manager's mailbox. However, before you open the mailbox, it is helpful to know what CINDI will say and do once you sign on. The following paragraphs describe some of CINDI's initial functions.

When you open the System Manager's mailbox with your password, CINDI presents the System Manager's main menu. This main menu provides you with easy access to all of the functions necessary to complete CINDI's initialization. It is also the primary source for you to manage CINDI for your organization in the future.

Under many keys, you will find a secondary menu that lists individual functions that you can execute. For example, when you press key [3], CINDI will present the Company Information secondary menu. From this menu, you can record the name and greetings CINDI requires to operate effectively.

A listing of all menus available to the System Manager is provided in the appendix, Telephone Menus.

Several steps are necessary to complete CINDI's initialization. Each step begins with the selection of a key in the main menu. Detailed explanations of these keys and their functions are covered in individual chapters of this guide.

### 2.5 Opening the System Manager's Mailbox

CINDI's initialization is completed through several telephone functions available only in the System Manager's mailbox.

To open the System Manager's mailbox:

- Call CINDI by dialing an extension or the company telephone number directed into CINDI.
- If your CINDI is equipped with VoicePath and you are calling on an attended line, you will need to press [9] in order to bypass the auto-attendant.

CINDI greets you and presents the Initial Mailbox Prompt:

Good morning. Please enter the mailbox number you wish. If you are using a rotary telephone, please wait for the tone and leave your message for later delivery. To look up a name in the phonebook, press the [#] key.

Enter the System Manager's mailbox number (it is [91], [991], or [9991], depending on the mailbox length selected during technical initialization). Enter [8] after the mailbox number. This tells CINDI that you want to open the mailbox and access the System Manager functions rather than simply deposit a message in the mailbox.

CINDI then asks you for your password:

Please enter your password.

Enter [0] for the password as shipped from the factory.

CINDI presents the number of new messages in your mailbox followed by the System Manager's main menu:

To receive your messages, press [2].
To change the company information, press [3].
To access the mailbox directory, press [4].
To set the time and date, press [5].
To change the bulletin, press [6].
To generate reports, press [7].
To personalize your mailbox, press [8].
To record a message, press [1].
To end this call, press [9].

# 2.6 Executing Management Initialization

You are now ready to complete the initialization of CINDI. You should be sure to perform the following duties:

- Press [8] to access the Personalize Mailbox secondary menu to change the System Manager's password and record the name for the System Manager's mailbox. Detailed explanations of these commands are found in the chapter, Personalizing the Manager's Mailbox: Key [8].
- 2. Press [3] to access the Company Information secondary menu to record your company's name, the Dayline Greeting, the Nightline Greeting, and, if your CINDI is equipped with the VoicePath option, to set the VoicePath parameters. Detailed explanations of these commands are found in the chapter, Company Information: Key [3]. If you are setting up separate greetings on CO trunks, remember to set up the VoicePath or Voice Advisor maiboxes and record the greetings. See the VoicePath Optional Software Manual for details on the VoicePath feature option and Personal User Menus.
- Press [4] to access the Mailbox Directory secondary menu to transfer information from the Mailbox Directory Worksheet into CINDI. A detailed explanation of this process is found in the chapter, Mailbox Directory: Key [4]. You should also set up the Phonebook at this time. Detailed explanations on setting up Phonebook can be found in the chapter, System Manager Terminal Functions.
- Press [5] to access the Time and Date function in order to verify that CINDI's time and date are set appropriately. A complete discussion about verifying and re-setting the time and date is presented in the chapter, Time and Date: Key [5].
- 5. Press [7] to access the Statistics secondary menu to clear all statistical information in Reports 5, 6, 7 and 8. By starting with all statistics at zero after initialization, you will be better able to track and understand the usage of the VoicePath system over time. See Generating Reports: Key [7]. Detailed explanations of the statistical reports and their generation may be found in the chapter, System Manager Terminal Functions.

You might want to record a System Bulletin to welcome all of the new Boxholders to the system, introducing CINDI to them and telling them of your role. The Boxholders are the primary source of information for you regarding CINDI's performance in your organization, and they should know to contact you if they have suggestions for improving the programming of CINDI's information.

Once you have finished these functions, CINDI is completely initialized! CINDI is now ready to help people in your organization be more productive with their telephone messaging.

e sessence greetings on CO municipalities abento set up the VoicePath

# Message Recording

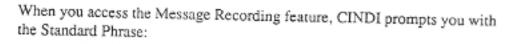
One of the primary features with which every CINDI user needs to become familiar is Message Recording. Familiarity with this feature is important because Message Recording is used in many other CINDI features, including: message transfers with prefacing comments, call placements, group messages, certified messages, and guest messages. These are in addition to the message recording key [1] in the main menu.

The System Manager mailbox does not provide the call placement, group message, certified message, and guest message features. However, the mailbox does use Message Recording in three features:

- taking action on a message,
- recording a System Bulletin, and
- key [1] in the main menu.

When you press [1] from the main menu to record a message, you should remember that this "closes" your mailbox. If, after you finish recording the message, you want to access your mailbox's features again, you should open your mailbox by re-entering your mailbox number and password.

# 3.1 Recording the Message



Please leave your name and message at the tone. When you are finished, press any key. (Beep)

If you are using this feature while transferring a message to another Boxholder, CINDI presents a different prompt, the Message Transfer Phrase:

Please give me your prefacing comments. (Beep)

If you are using this feature to record a System Bulletin, CINDI also presents a different prompt, the System Bulletin Phrase:

At the sone, please read me the bulletin. (Beep)

You can press [1] to skip through whichever prompt is presented to speed up the recording process. If you choose to do this, CINDI presents an abbreviated prompt:

Recording, (Beep)

Press any key to stop recording. Recording also stops if:

- CINDI receives four seconds of continuous silence.
- The entire maximum message length is used.
- You hang up.

In addition, when the maximum message length is longer than 30 seconds, CINDI interrupts you with a reminder when only 30 seconds remain, after which CINDI stops recording automatically. This allows you to conclude your message in an orderly fashion. (For information on message length, refer to the section titled, Maximum Message Length, which follows the next section, Message Recording Menu.)

### 3.2 Message Recording Menu

When you have finished recording, CINDI presents the Message Recording menu to you:

If this message is acceptable, press [1].
To review the message, press [2].
To continue this message, press [3].
To re-record the message, press [4].
To cancel the message, press [8].

This menu gives you complete control over the content and presentation of your message.

#### 3.2.1 Accept the Message (Send)

Until the message you record is acceptable to you, CINDI does not deliver it to the specified receiver(s).

To tell CINDI that the message is acceptable:

» Press [1] when presented the Message Recording menu.

Depending on how you accessed the Message Recording feature, CINDI acknowledges your input with a brief delivery confirmation or by continuing with the feature you used to access Message Recording.

#### 3.2.2 Review the Message

To review the message as it is currently recorded:

» Press [2] when presented the Message Recording menu.

CINDI plays back the entire message for you and then presents the Message Recording menu to you again.

If you enter a key while the message is being played back, CINDI treats the key as another response to the Message Recording menu. This means that you can press:

- Another [2] to restart the review process.
- A [3] to continue recording from the END of the current message (not from the point in the message where you press [3]).
- Any other key in the Message Recording menu.

#### 3.2.3 Continue the Message

To continue recording from the current end of the message:

» Press [3] when presented the Message Recording menu.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

If the entire maximum message length has already been used, CINDI does not allow you to continue recording the message. If a request to continue recording is received in this circumstance, CINDI responds by saying "Invalid entry" and presents the Message Recording menu again.

### 3.2.4 Re-record the Message

To discard the current recording and start the message over:

» Press [4] when presented the Message Recording menu to re-record the message.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

When you press [4] to re-record, you have the entire maximum message length available to you again. The length of the discarded message is not considered.

# 3.2.5 Cancel the Message

To cancel the recording session:

» Press [8] when presented the Message Recording menu.

CINDI will return you to the feature you were using when you entered Message Recording.

# 3.2.6 Hangup, No Input

CINDI is designed to be as easy to use as possible, particularly for callers unfamiliar with CINDI. If a hangup or no input is received after presentation of the Message Recording menu, messages are delivered to the specified recipient. In other words, a hangup or no input is treated the same as if the message had been accepted with a [1].

This treatment is especially important for callers with rotary phones. These callers can record messages and know they will be delivered, even though they cannot provide CINDI with any tone input.

# 3.3 Maximum Message Length

It is helpful for you to understand how CINDI uses a mailbox's maximum message length when recording messages.

The maximum message length controlling a recording is determined by where the recording is being done.

 If you entered a password and are in an open mailbox, that mailbox's maximum message length is in effect.

This is the case for prefacing comments, call placements, group messages, certified messages, guest messages, and the System Bulletin. For example, if the mailbox's maximum message length is two minutes, no message recorded through these features can exceed two minutes in length.

 If you are not in an open mailbox, the maximum message length of the receiving mailbox is in effect.

This is the case if you have not opened your mailbox with your password or if you have closed your mailbox by pressing [1] from the main menu. For example, if the receiving mailbox's maximum message length is only 30 seconds, the message you record cannot exceed 30 seconds in length, even though your mailbox might have a longer maximum.

# 3.4 Telset Messages (SL-1 IVMS Integration Only)

If your system is equipped with the Northern Telecom SL-1 IVMS integration option, you have the opportunity to leave a Telset Message rather than recording a voice message. Telset Messages are short messages, pre-recorded on the CINDI system, that internal callers can deposit into any mailbox. Callers can leave a Telset Message by pressing a telephone keypad code that corresponds with the desired message.

For more information on Telset Messages, refer to the Digital Integrations' chapter in the System User's Guide. For detailed instructions on how to leave Telset Messages from your telephone set, refer to the SL-1 documentation.

# 3.4 Telset Messages (St. \* IVMS Integration Only)

If your system is equipped with the Northern Telecom SL-1 IVMS integration or one you have the opportunity to cave a Telect Message rather than recording a voice message. Telect Messages are short messages, pre-recorded on the CL Dr. vistem, that internal takers can deposit into any mailbox. Called a relieve a Telect Message by pressing a telephone keypad code that

For your information on Telect Message to refer to the Digital Integrations' charter in the System User's Guard. For detailed instructions on how to leave Telect Message from your relephone set order to the SL-1 documentation.

# Message Receiving: Key [2]

As System Manager, you should receive messages concerning CINDI's operation and programming. Boxholders might ask for privilege changes, system misuses might be reported, or new mailboxes might be requested.

The Message Receiving feature available to you is the same one available to other Boxholders.

To receive your messages:

copied without continents, the System Manager can set CIMDL to presen

» Press [2] when presented the System Manager's main menu.

If there is a System Bulletin, CINDI presents it to you each time you enter Message Receiving. After it's presented, CINDI asks whether you want to continue to have it presented in the future:

System bulletin: (bulletin).

Press [1] to save the current bulletin.

Press [8] to delete it.

If you want the Bulletin presented each time you enter Message Receiving, press [1]. Press [8] if you do not need to hear it each time. (You can recover access to the Bulletin if you delete it -- refer to the chapter, Personalizing the Manager's Mailbox: Key [8].)



When the System Bulletin presentation is complete, CINDI presents your new messages followed by your saved messages. CINDI presents your messages in either LIFO (last in, first out) or FIFO (first in, first out) order, depending upon the message retrieval order set for your mailbox.

After each message, CINDI tells you the date and time the message was deposited in your mailbox. For General Delivery messages and messages copied without comments, the System Manager can set CINDI to present the time and date these messages were delivered to your mailbox and the date and time they were recorded.

CINDI then presents an abbreviated menu of the available Message Receiving commands:



To keep this message, press [1].

To take action on it, press [7].

To delete the message, press [8].

For other options, press [0].

If you want to hear the complete menu, press [0], and CINDI plays it for you:

To keep the message, press [1].
To repeat the message, press [2].
To replay the previous ten seconds, press [3].
To move ahead ten seconds, press [4].
To skip ahead through the message, press [5].
To stop playback for 30 seconds, press [6].
To take action on this message, press [7].
To delete the message, press [8].
To exit message receiving, press [9].

Every Message Receiving command can be entered while the message is being played -- you do not need to listen to the entire message before pressing a key. The function associated with that key is executed immediately.

## 4.1 Message Receiving Menu

Descriptions of the commands available during message receiving are found below.

#### 4.1.1 Keep the Message

To keep the message and move on to the next one:

» Press [1] during or immediately after the message.

If you keep the message, CINDI continues to remember it for the message retention period assigned to the mailbox. The message is removed from CINDI's memory during routine housekeeping chores once it has exceeded the assigned time period.

Because you advance to the next message each time you press [1], you can quickly scan through your phone messages as you would if you were going through a stack of paper messages. This promotes effective communication by enabling you to respond more quickly to higher priority messages, while saving other messages for attention in the future.

#### 4.1.2 Repeat the Message

Press [2] any time during or immediately after a message to have the message repeated in its entirety.

#### 4.1.3 Replay Previous Ten Seconds

Press [3] to replay the previous ten seconds of the message. You can press [3] several times to back up further. This allows you to write down an address or hear a telephone number for a second time.

If the message is transferred one or more times with appended comments, you can only back up to the beginning of the message section to which you are currently listening. (A "section" is a prefacing comment or the original message.) To return to a prior section, press [2] to repeat the entire message.

#### 4.1.4 Move Ahead Ten Seconds

Press [4] to move forward through a message quickly. Each time you press [4], you skip ahead ten seconds.

## 4.1.5 Skip Ahead Through the Message

Press [5] to jump to the end of the section of the message to which you are currently listening. Usually, this causes CINDI to present the date and time the message was recorded, which is presented automatically after the message. However, if you press [5] while listening to prefacing comments recorded when the message was transferred, CINDI skips to the beginning of the next section of the message.

#### 4.1.6 Stop Playback for 30 Seconds

Press [6] to stop the playback of the message for 30 seconds. The message automatically starts playing again after 30 seconds, or you can start the message playing again by pressing any key.

#### 4.1.7 Take Action on the Message

Press [7] to copy a message with or without comments, relay information to a mailbox, or leave a response for the sender of the message.

When you press [7], CINDI gives you some additional options:

To copy the message with comments, press [1].
To copy without comments, press [2].
To relay information to another mailbox, press [6].
To respond to the sender, press [7].
To exit without taking any action, press [9].

If you press [9], CINDI returns you to the Message Receiving menu.

If you press [1], [2], or [6], CINDI asks you for the mailbox number to receive the message.

If you press [7], CINDI will ask you to enter the mailbox number to receive the message ONLY IF the sender of the message did not open his or her mailbox prior to sending your message.

CINDI prompts you as follows:

Enter the mailbox number to receive this message.

Enter the mailbox number to which you want the message copied/sent.

CINDI then asks you to confirm the receiver:

This mailbox is for: (Boxholder's name). To continue, press [1]. To cancel your request, press [8]. If the Boxholder named is the intended recipient, press [1]. If it is the wrong recipient, or if you want to cancel the action taken, press [8].

Next, if you are copying the message without comments (key [2]), CINDI executes the copy immediately after you confirm the intended recipient. However, if you are copying the message with prefacing comments (key [1]), CINDI asks you to record your comments:

Please give me your prefacing comments.

Or, if you are relaying information to a mailbox or are leaving a response (key [6] or [7]), CINDI prompts you to leave your message:

Please leave your name and message at the tone. When you are finished, press any key.

After you have finished recording your prefacing comments (key [1]) or your message (key [6] or [7]), CINDI presents the Message Recording Menu:

If this message is acceptable, press [1].
To review the message, press [2].
To continue this message, press [3].
To re-record the message, press [4].
To cancel the message, press [8].

(For information about this menu, refer to the chapter Message Recording.)

In all cases, after you accept the recorded comments, CINDI executes and confirms the delivery of the copy and/or message:

Message delivered.

Since the message with which you are working still remains in your mailbox, you must instruct CINDI what to do with it. If you want, for example, to send an additional copy of the message to another Boxholder, you can do so at this time. Or, if you are finished with this message, you can delete it from your mailbox at this time as well. CINDI presents the abbreviated menu of the available message receiving commands:

To keep this message, press [1].
To take action on it, press [7].
To delete the message, press [8].
For other options, press [0].

#### 4.1.8 Delete the Message

Press [8] during or immediately after the message to delete it from your mailbox.

YOU SHOULD ALWAYS DELETE ANY MESSAGES YOU DO NOT NEED TO KEEP. This keeps CINDI's memory from being wasted with unnecessary messages.

#### 4.1.9 Exit Message Receiving

Press [9] to return to the System Manager's main menu. The message you are listening to is saved in your mailbox.

#### 4.1.10 Other Options

As mentioned above, CINDI presents only an abbreviated menu of available commands after each message. Every command is operational -- CINDI just doesn't prompt for all of them unless you request the entire menu.

Press [0] if you want to hear the complete Message Receiving menu. CINDI then lists all available commands.

#### 4.1.11 Certified Messages

If someone has sent a certified message to you, CINDI announces it:

The following message has been sent via certified mail. Press [0] to receive this message.

Press [0] to listen to the certifed message. The message's sender is notified of the date and time on which you accept delivery.

If you press any key other than [0] or [9], CINDI moves on to present the next message without delivering the certified message. If you press [9], the certified message remains undelivered and CINDI returns you to the main menu. CINDI does not consider the certified message delivered until you accept it by pressing [0] after the announcement.

Notice that, when you have a certified message, pressing [0] allows you to listen to the message. However, if CINDI is not presenting the certified message announcement, pressing [0] lists the complete message receiving menu.

# Company Information: Key [3]

The Company Information menu allows you to record the company phrases necessary to complete the CINDI customization started during system initialization. These phrases, as well as some system parameters, can be changed anytime through the Company Information menu.

The Technical Initialization Worksheet should indicate the current status of the parameters you can modify. If you ever need to change the programming of these parameters in CINDI, you should be sure to update the Technical Initialization Worksheet. To change the company information:

» Press [3] when presented the System Manager's main menu.

CINDI then presents the Company Information secondary menu:

To change the dayline greeting, press [1].
To change the nightline greeting, press [2].
To record the company name, press [3].
To set the system storage capacity, press [4].
To set the standard message retention time, press [5].
To define how the attendant is reached, press [6].
\*To define VoicePath parameters, press [7].
To exit, press [9].

\* For VoicePath equipped systems only.

2

Detailed descriptions of these commands are found in the following sections.

CINDI also has the capability to present separate greetings on the CO trunks. Refer to the *Technical Reference Manual*, *Installation Guide* chapter titled, *Integrations* for information on setting up this feature.

Company Information: Key [3]

The Termical Installation Westsheet should indicate the current status of the parameters are can modify. If you was need to change the programming of these parameters in CINDL you should be sure to update the Technical outsit status on weathers. To change the company information:

peecs (2), ess (2), es eress (4)

> town the attendant is reached, provoicehor parameters, press [

> > 200

## 5.1 Recording the Dayline Greeting

The Dayline Greeting is originally recorded during system initialization. However, it can be changed or cancelled at any time. If a Dayline Greeting is recorded and CINDI is in Dayline mode, it is the first message callers hear when they reach CINDI on a standard voice mail line or if the greeting for attended lines has not been recorded on VoicePath systems.

The Dayline Greeting can suppress the presentation of the Initial Mailbox Prompt that immediately follows the greeting. This prompt is the CINDI phrase:

Please enter the mailbox number you wish. If you are using a rotary telephone, please wait for the tone and leave your message for later delivery. To look up a name in the phonebook, press the [#] key.

Check the Technical Initialization table under "Suppress the Initial Mailbox Prompt?" to determine your system's setting. The Management Initialization Worksheet provides space for you to write a script for the Dayline Greeting. You have approximately one minute to record the greeting, so plan the script to fit this time frame. Be sure to allow for the suppression of the Initial Mailbox Prompt, if necessary. Some typical recordings are listed below.

NON-SUPPRESSED, DAYLINE: Thank you for calling (your company's name). Your call is being handled by our message center, CINDI. You can dial the mailbox of the person you want to reach and leave a message by following the instructions provided.

SUPPRESSED, DAYLINE: Thank you for calling (your company's name). Your call is being handled by our message center, CINDI. If you want to speak with someone directly, press [0] followed by the extension number. To leave a message, just enter the receiver's mailbox number now. If you are at a rotary phone, please wait, and CINDI will take a message from you automatically.

To record your Dayline Greeting:

- 1. Open the System Manager's mailbox.
- 2. Press [3] to use the Company Information menu.
- 3. Press [1] to record the Dayline Greeting.

If a Dayline Greeting is already recorded, CINDI plays it for you. CINDI then presents a menu of options to you:

Your callers will be greeted with: (greeting).
or: No greeting is recorded.
To re-record, press [1].
To review the current recording, press [2].
To delete the recording, press [8].
To exit with the current recording, press [9].

If you press [1] to record a new greeting, CINDI asks you to read it aloud:

How should I grees your callers? (Beep)

Read the greeting. When you are finished, press any key to stop recording. CINDI stops recording automatically after several seconds of silence.

Upon termination of recording, CINDI plays back the greeting you just

Your callers will be greeted with: (greeting).

CINDI then returns you to the Company Information menu.

If you press [8], CINDI informs you that there no longer is a Dayline Greeting:

No greeting is recorded.

JEPRESSED, DAYLINE There you for calling (your

CINDI then returns you to the Company Information menu.

## 5.2 Recording the Nightline Greeting of broom of

The Nightline Greeting is originally recorded during system initialization. However, it can be changed or cancelled at any time. If a Nightline Greeting is recorded and CINDI is in Nightline mode, it is the first message callers hear when they reach CINDI on a standard voice mail line or if the greeting for attended lines has not been recorded on VoicePath systems.

The Nightline Greeting can suppress the presentation of the Initial Mailbox Prompt that immediately follows the greeting. This prompt is the CINDI phrase:

Please enter the mailbox number you wish. If you are using a rotary telephone, please wait for the tone and leave your message for later delivery. To look up a name in the phonebook, press the [#] key.

Check the Technical Initialization table under "Suppress the Initial Mailbox Prompt?" to determine your system's setting.

The Management Initialization Worksheet provides space for you to write a script for the Nightline Greeting. You have approximately one minute to record the greeting, so plan the script to fit this time frame. Be sure to allow for the suppression of the Initial Mailbox Prompt, if necessary. Some typical recordings are listed below.

NON-SUPPRESSED, NIGHTLINE: (Your company's name) is not open right now. Our regular business hours are 8:30 AM to 5:00 PM, Monday through Friday. Your call is being handled by our message center, CINDI. After you leave your message, CINDI allows you to re-record it if you are not satisfied with your first attempt. Thank you for calling.

SUPPRESSED, NIGHTLINE: Thank you for calling (your company's name). Our regular business hours are 8:30 AM to 5:00 PM, Monday through Friday. Your call is being handled by our message center, CINDI. To leave a message for someone, just enter the receiver's mailbox number now. If you are at a rotary phone or do not know the mailbox number, please wait, and CINDI will take a message from you automatically.

To record your Nightline Greeting:

- Open the System Manager's mailbox.
- 2. Press [3] to use the Company Information menu.
- 3. Press [2] to change the Nightline Greeting.

If a Nightline Greeting is already recorded, CINDI plays it for you. CINDI the n presents a menu of options to you:

Your callers will be greeted with: (greeting).
or: No greeting is recorded.
To re-record, press [1].
To review the current recording, press [2].
To delete the recording, press [8].
To exit with the current recording, press [9].

If you press [1] to record a new greeting, CINDI asks you to read it aloud:

How should I greet your callers? (Beep)

Read the greeting. When you are finished, press any key to stop recording. CINDI stops recording automatically after several seconds of silence.

Upon termination of recording, CINDI plays back the greeting you just recorded:

Your callers will be greeted with: (greeting).

CINDI then returns you to the Company Information menu.

If you press [8], CINDI informs you that there no longer is a Nightline Greeting:

No greeting is recorded.

CINDI then returns you to the Company Information menu.

## 5.3 Recording the Company Name

CINDI uses the company name in some Call Placements. It should be recorded originally as part of the system initialization process, and the current recorded name should be listed in the Management Initialization Worksheet. It can be the name of your company, or both the name of your company and a division or department within the company. Although it should not be too long, it should enable the recipient to clearly determine the origin of a call.

To change the company name:

- 1. Open the System Manager's Mailbox.
- 2. Press [3] to use the Company Information menu.
- 3. Press [3] to change the company name.

CINDI responds by presenting the current company name and giving you a list of options:

The company name is: (company name).
or: No name is recorded.
To re-record, press [1].
To review the current recording, press [2].
To delete the recording, press [8].
To exit with the current recording, press [9].

If you press [1] to record a new name, CINDI asks you to read it aloud:

What is your company's name? (Beep)

State your company's name (you have approximately seven seconds to record it). Stop recording by pressing any key.

After you finish recording the name, CINDI plays it back for you:

The company name is: (company name).

Following this verification, CINDI returns you to the Company Information menu.

If you press [8], CINDI informs you that there no longer is a company name:

No name is recorded.

CINDI then returns you to the Company Information menu.

## 5.4 System Storage Capacity

You are able to modify the storage capacity setting for your CINDI system that was originally set during technical initialization. To determine your system's current setting, refer to the Technical Initialization Worksheet. The setting chooses the balance between storage capacity and voice quality that is appropriate for your organization.

Voice quality is partially dependent upon the rate at which a message is "sampled." In the same manner that a movie is actually only a series of still photographs taken and replayed very quickly, messages in CINDI can be thought of as a series of samples recorded and replayed quickly (as many as 22,000 times per second). At fast rates, more samples are recorded, making the recording clearer. When more samples are recorded, more disk space must be used to store the information.

CINDI allows you to select the storage capacity of the system. Consider the following comparison:

A video cassette recorder offers different recording modes that provide increased time, but reduced picture quality. In the same manner, CINDI offers different settings that provide increased storage capacity, but reduced voice quality. In other words, the best voice quality results in the lowest storage capacity on the system. Conversely, a lower voice quality provides increased storage capacity.

You might want to change your system's setting to provide more storage capacity or better voice quality than is currently set. You can perform this change at any time through the telephone. Because all messages are played back at the setting at which they were recorded, only messages recorded after the change reflect the improved performance.

To modify the storage capacity setting:

- Open the System Manager's mailbox.
- 2. Press [3] to use the Company Information menu.
- Press [4] to set the system storage capacity.

CINDI responds by asking you to select the system storage capacity:

For maximum storage capacity, press [1].
For extended capacity, press [2].
For normal capacity, press [3].
For best voice quality, press [4].

The table below indicates the number of hours of storage provided with each storage capacity setting.

CINDI Disk Configuration	Maximum Storage (1)	Extended Storage (2)	Normal Storage (3)	Best Voice Quality (4)
A	2.1	1.8	1.5	1.4
В	5.5	4.6	4.0	3.5
C	10.5	8.8	7.6	6.7
D.vsw.owt.m.5	21.6	18.1	15.6	13.8

After you select one of the four system storage capacity settings, CINDI acknowledges your entry:

I am set for maximum capacity.

OT I am set for extended capacity.

OT I am set for normal capacity.

Of I am set for best voice quality.

CINDI then returns you to the Company Information menu.

# 5.5 Standard Message Retention

Because the use of your system's storage capacity is important to control, CINDI does not simply leave messages on the system indefinitely. During housekeeping operations at night, CINDI looks at the number of days each message has been on the system. CINDI deletes those which have been on longer than the allowed amount of time. You must specify how long each Boxholder is allowed to keep messages.

CINDI allows you to program a standard message retention time. This parameter, which can be set between 1 and 7 days, is set for 5 days at the factory and is initialized for your organization when CINDI is installed. Its current value should be recorded in the Technical Initialization Worksheet.

The standard message retention time is used in two ways:

- When you are adding new mailboxes, this value, referred to by CINDI as "Your Company's Standard," acts as a default value. It can be assigned to individual mailboxes by either entering [0] or by not entering any value at all. You can assign the mailbox a different retention time (1-30 days) if you believe the Boxholder requires it.
- 2. When the standard message retention time is changed, CINDI updates all those mailboxes that currently have the former standard value to the new standard message retention time. Updating occurs during housekeeping functions that night. Only messages deposited in the mailboxes after CINDI's update process reflect the new retention time.

To change the standard message retention time:

- Open the System Manager's Mailbox.
- Press [3] to use the Company Information menu.
- Press [5] to change the standard message retention time.

CINDI responds by asking you to provide the new standard message retention time:

Enter the number of days to keep messages.

When you have entered the value, CINDI acknowledges the new standard:

The retention time is set to: (standard),

CINDI then returns you to the Company Information menu.

#### 5.6 Call Transfers to the Attendant

On those lines where call transfers are allowed, CINDI prompts callers to press [0] to speak to someone. If a caller presses [0], CINDI requests the extension number to which the call should be transferred. When CINDI is in Dayline mode, callers can reach the attendant by pressing [0] again -- as CINDI states.

You might, however, not always want the attendant's extension to actually be [0]. Perhaps your attendant also serves as receptionist, and you want to distribute the work load more evenly. Or, you might be using CINDI for a special application within your organization with which the PBX attendant is not familiar.

Accordingly, when a caller presses [0] to be transferred to the attendant, CINDI processes the caller's request by transferring the call to the extension you specify.

In addition, some telephone systems have a special access code to transfer callers to the attendant. CINDI allows you to program a call transfer sequence of up to four digits for attendant access. It follows the hookflash and precedes the extension number during the transfer.

You are able to modify the attendant's extension and transfer sequence, both first defined during technical initialization. You might need to change these from time to time to allow for vacations or work schedules.

To change information regarding transfers to the attendant:

- 1. Open the System Manager's Mailbox.
- Press [3] to use the Company Information menu.
- Press [6] to define how the attendant is reached.

#### CINDI then prompts:

For the day attendant, press [1]. For the night attendant, press [8]

When you press the key of your choice, CINDI responds by stating the current method for transferring calls to the attendant and asking if you want to modify it:

The (dayinight) attendant is now reached by dialing: (digits). To change this information, press [1]. To exit, press [9]. If you press [9], CINDI returns you to the Company Information menu without making modifications.

If you press [1], CINDI requests:

Enter the extension.

Press I to use the Company Liven Vicinseus

Enter the extension that should receive calls that are transferred to the attendant. Up to four digits, using keys [0] through [9], can be entered for the extension.

After the extension code is specified, CINDI verifies how calls are transferred to the attendant:

The (day/night) attendant is now reached by dialing: (digits).

CINDI then returns you to the Company Information menu.

If you need to change the attendant transfer sequence, do this via the SETUP Utility which is fully discussed in the Technical Reference Manual, Installation Guide chapter titled Technical Initialization

# 5.7 Defining VoicePath Parameters (VoicePath feature only)

Use this option to define the on-line programmable VoicePath parameters if your CINDI is equipped with the VoicePath feature option.

To define these parameters:

» Press [7] when presented the Company Information secondary menu. You will hear:

To set the day attendant's screening level, press [1]. To set the night attendant's screening level, press [2]. To set the normal screening level, press [3] To exit, press [9].

Detailed descriptions of these menu options are found below.

## 5.7.1 Day Attendant Screening Level

As System Manager, you determine whether or not the calls directed to the VoicePath day attendant are screened.

Primarily, this screening function requires that each call be accepted by pressing [1] or rejected by pressing [9]. The attendant accepts incoming calls from VoicePath by pressing [1]. If the [9] key is pressed, VoicePath will inform the caller that the attendant is unavailable, and may offer to take a message in the general delivery mailbox when external voice mail is installed.

Before authorizing screening to the attendant, you must also consider the following:

- The probability of the attendant's line being busy.
- The coverage at the selected attendant station.
- The desired average call time for the site.

While the attendant may handle your company's calls more effectively with call screening, screened calls increase call handling time (by both VoicePath and the attendant) by approximately 30 seconds per call.

The attendant day call screening parameter is set at the factory to none. This means that calls are transferred immediately to the attendant.

To change the day attendant's screening level:

- 1. Open the System Manager's mailbox.
- 2. Press [3] to use the Company Information menu.
- 3. Press [7] to define the VoicePath parameters.
- 4. Press [1] to set the day attendant's screening level.

VoicePath responds by presenting the current attendant screening level and giving you a list of options:

Attendant calls are now being: transferred immediately (or screened).

To change this information, press [1]. To exit, press [9].

If you press [1] to change the day attendant's screening level, VoicePath simply inserts the other valid setting. VoicePath toggles between the two valid settings (screened and transferred immediately) when you change this parameter.

#### 5.7.2 Night Attendant Screening Level

You can also set the screening level for the night attendant. The attendant night call screening parameter is set at the factory to none. This means that calls are transferred immediately to the attendant.

To change the night attendant's screening level:

- Open the System Manager's mailbox.
- 2. Press [3] to use the Company Information menu.
- 3. Press [7] to define the VoicePath parameters.
- 4. Press [2] to set the night attendant's screening level.

VoicePath responds by presenting the current attendant screening level and giving you a list of options:

Attendant calls are now being: transferred immediately (or screened).

To change this information, press [1]. To exit, press [9].

If you press [1] to change the night attendant's screening level, VoicePath simply inserts the other valid setting. VoicePath toggles between the two valid settings (screened and transferred immediately) when you change this parameter.

#### 5.7.3 Normal Screening Level

The parameter setting controls whether non-Boxholders and Boxholders without the call screening authorization are allowed to screen calls coming to them from the VoicePath system. Although you may find it desirable to allow these individuals to screen calls, each screened call requires additional call handling time. This parameter is set to none at the factory. This means that calls directed to non-authorized Boxholders and non-Boxholders via a VoicePath attended line are transferred to the appropriate extension immediately.

To change the normal screening level:

- Open the System Manager's mailbox.
- Press [3] to use the Company Information menu.
- Press [7] to define the VoicePath parameters.
- 4. Press [3] to set the normal screening level.

VoicePath responds by presenting the current normal screening level and giving you a list of options:

> Normal calls are now being: transferred immediately (or screened). To change this information, press [1]. To exit, press [9].

If you press [1] to change this parameter, VoicePath inserts the other valid setting. VoicePath toggles between these two settings (screened and transferred immediately) when you change this parameter.

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# Mailbox Directory: Key [4]

Adding mailboxes, deleting mailboxes, and changing Boxholder authorizations are all accomplished through the Mailbox Directory menu.

To use the Mailbox Directory menu:

» Press [4] when presented the System Manager's main menu.

CINDI then presents the Mailbox Directory menu to you:

To add a mailbox, press [1].

To modify an existing box, press [2].

To reset a password, press [3].

To list all mailboxes, press [4].

To delete a mailbox, press [8].

To exit, press [9].

## 6.1 Adding a Mailbox

Whether you are creating the first mailbox list for CINDI or adding mailboxes later, you follow the same procedures. To make adding mailboxes even easier and to keep an accurate record of the current mailboxes, it is recommended that you complete the Mailbox Directory Worksheet before you call CINDI to add the mailbox(es).

Please note that all mailboxes that you add to the mailbox directory are automatically assigned the default message retrieval order (LIFO or FIFO) specified during technical initialization. If desired, Boxholders can set their own message retrieval order via the System User's personalize mailbox function.

To add a mailbox:

- Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- Press [1] to add a mailbox.

CINDI then asks for all of the information necessary to add a mailbox to the system:

#### 6.1.1 Mailbox Number

The first information CINDI requires is the number of the mailbox to be added:

Enter the new mailbox number.

If the mailbox number you enter is reserved or already assigned to a Boxholder, CINDI notifies you:

Mailbox already assigned. Your last request was not performed.

CINDI then returns you to the Mailbox Directory menu.

## 6.1.2 Boxholder's Name

Once you have provided the new mailbox number, CINDI asks you for the name of the Boxholder:

Who is this mailbox for? (Beep)

Say the name of the Boxholder. Press any key to stop the recording. CINDI automatically continues after a few seconds if you do not press a key.

If your CINDI is equipped with VoicePath or Voice Advisor, you may find it useful to differentiate between the three types of mailboxes available (standard voice mail, VoicePath or advisory mailbox) by recording the mailbox type along with the Boxholder's name.

#### 6.1.3 Mailbox Type (VoicePath or Voice Advisor optional feature)

If your system is equipped with VoicePath or the Voice Advisor optional feature, you need to specify which type of mailbox you are adding: a standard voice mailbox, a VoicePath mailbox or an advisory mailbox.

When VoicePath is installed, CINDI prompts:

Press [1] if this is a voice mailbox. Press [2] if a VoicePath mailbox.

When Voice Advisor is installed, or when both Voice Advisor and VoicePath are installed, CINDI prompts:

Press [1] if this is a voice mailbox. Press [2] if a VoicePath mailbox. Press [3] if an advisory mailbox.

The remaining information that you enter for the new mailbox varies, depending upon the mailbox type you specify.

#### 6.1.4 Maximum Message Length

CINDI then asks for the Boxholder's maximum message length, which can be set to a maximum of 15 minutes:

Enter the message length in minutes. Press [0] for a 30-second limit.

Use two digits to specify the number of minutes. For example, a five-minute maximum message length would be entered as [05]. If you want to assign a 30-second maximum, it is fastest if you enter [00].

If you have the Voice Advisor feature and are adding an advisory mailbox, the maximum message length applies to announcements. Each announcement that a Boxholder records for the advisory mailbox can be as long as the maximum specified here.

## 6.1.5 Message Retention Time

CINDI continues by asking for the Boxholder's message retention time, which can be set to a maximum of 30 days. If you are adding an advisory mailbox, CINDI asks for the announcement retention time instead.

For standard voice mailboxes you hear:

Enter the number of days to keep messages. Press [0] to reset to your company's standard.

If you are adding an advisory mailbox, you hear:

Enter the maximum announcement retention time. For permanent retention, press [99].

Use two digits to specify the number of days. For example, a five-day retention would be entered as [05]. If you want to assign your company's standard (which is set between 1 and 7 days), it is fastest if you enter [00].

The Voice Advisor feature gives the advisory mailbox owner the ability to set the retention for the mailbox. The retention time that the owner selects, however, cannot exceed the maximum time you specify here.

For system storage considerations, assign permanent retention to advisory mailboxes selectively. Unless the owner sets a shorter retention time, all announcements recorded in the advisory mailbox will be retained by the system until the owner deletes them.

#### 6.1.6 Assigned Line Group

CINDI next asks you to specify the line group to be assigned to the mailbox:

Please enter the line group number,

Line Groups, numbered 1-8 and defined during technical initialization, specify which lines can be used to place an outgoing call (Message Forwarding or Call Placement). You must assign each new mailbox a line group, even if the mailbox will not be authorized to use CINDI's outdialing features. CINDI does not allow you to assign an undefined line group to the mailbox.

Please note that CINDI does not prompt for a line group if you are adding an advisory mailbox.

#### 6.1.7 Mailbox Authorizations

The next step in adding a mailbox to the system is specifying the authorizations to be given to the Boxholder. The system automatically authorizes an advisory mailbox for personal greetings. None of the other authorizations presented below apply and will not be requested.

#### 6.1.8 Authorizations for Voice Mailboxes

You will receive the prompts displayed below if you are adding a standard voice mailbox:

Press [1] if allowed message forwarding. Press [8] if not.

Press [1] if allowed call placements. Press [8] if not.

Press [1] if allowed guest accounts. Press [8] if not.

Press [1] if allowed personal greetings. Press [8] if not.

Press [1] if allowed group messaging. Press [8] if not.

Press [1] if allowed personal user menus. Press [8] if not.

\*Press [1] if allowed to change the call screening level.

Press [8] if not.

\* Call screening is available only on CINDI systems equipped with Voice-Path optional software.

After each prompt, press [1] to authorize the Boxholder for the listed feature. Press [8] to not authorize the feature.

## 6.1.9 Message Waiting Notification (MWI feature only)

If your system is equipped with the Message Waiting Indication (MWI) feature option, the final question you are asked when adding a voice mailbox is to specify the extension for the message waiting indicator feature:

Enter the extension for message notification.

If you do not want the Boxholder to use message notification, enter zero. Otherwise, enter the appropriate extension for the mailbox.

Immediately after you enter the extension, CINDI relays the extension back to you.

If your system is equipped with one of the serial integrations, you enter the extension for message waiting via the system utilities. Refer to the System Utilities Chapter in the Technical Reference Manual for information.

### 6.1.10 Acknowledgement

When the Boxholder's authorizations have all been specified, CINDI acknowledges the addition of the new mailbox:

Mailbox: (mailbox number). Added for: (Boxholder's name).

CINDI then returns you to the Mailbox Directory menu.

## 6.2 Modifying a Mailbox

There are times when you might need to modify parameters you have defined for a mailbox. A Boxholder might require a longer message retention time while on vacation or on a business trip, a mailbox might be assigned to a new Boxholder, or the lines directed into CINDI might change (requiring re-assignment of line groups).

For whatever reason, you can change a mailbox's parameters through the Mailbox Directory menu.

To modify a mailbox's parameters:

- Open the System Manager's mailbox.
- Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.

CINDI then presents the commands available to modify a mailbox:

```
To record the name for a mailbox, press [1].

To review a mailbox's authorizations, press [2].

To change its message retention time, press [3].

To change its maximum message length, press [4].

To assign line groups, press [5].

*To change its message waiting notification number, press [6].

To exit, press [9].
```

\* You can change message waiting notification via the System Manager's mailbox only on CINDI systems equipped with the MWI feature.

Each of these commands is discussed in detail below.

## 6.2.1 Recording the Name

Sometimes circumstances require that a mailbox be assigned to a different Boxholder. It is often easier to simply re-record the name for the mailbox than it is to delete the mailbox and add it back on to the system. This preserves messages.

To record the name for a mailbox:

- Open the System Manager's mailbox.
- Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.
- Press [1] to change the name for a mailbox.

CINDI responds by asking for the mailbox number:

Enter the mailbox number.

If the number you enter is not an existing mailbox, CINDI informs you and returns you to the Mailbox Directory menu (not the mailbox modification menu).

When a valid mailbox number is entered, CINDI presents the current name and gives you a list of options:

This mailbox is for: (Boxholder's name). or: No name is recorded.

To re-record, press [1].

To review the current recording, press [2].

To delete the recording, press [8].

To exit with the current recording, press [9].

If you press [1] to record a new name, CINDI asks you to read it aloud:

Who is this mailbox for? (Beep)

Say the name of the Boxholder (you have approximately four seconds of recording time available). When you finish, stop the recording by pressing any key. CINDI then acknowledges the new Boxholder's name:

This mailbox is for: (Boxholder's name).

CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

If you press [8] when presented the list of options, CINDI informs you that there no longer is a Boxholder name:

No name is recorded.

CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

## 6.2.2 Reviewing the Authorizations

To review or change a Boxholder's authorizations:

- Open the System Manager's mailbox.
- Press [4] to use the Mailbox Directory menu.

- 3. Press [2] to modify a mailbox.
- 4. Press [2] to review a mailbox's authorizations.

CINDI responds by asking for the mailbox number:

Enter the mailbox number.

If the number you enter is not an existing mailbox, CINDI informs you and returns you to the Mailbox Directory menu (not the mailbox modification menu).

When a valid mailbox number is entered, CINDI reviews the current authorizations and asks if you want to modify them:

(Boxholder's name)...

...is currently authorized to use:
Message Forwarding (if authorized)
Call Placements (if authorized)
Guest Accounts (if authorized)
Personal Greetings (if authorized)
Group Messaging (if authorized)
Personal User Menus (if authorized)
Call Screening (if authorized)

or:

...is not authorized to use extended functions. To change this authorization, press [1]. To exit, press [9].

Notes: An advisory mailbox will only be authorized for personal greetings.

Call screening is available only on CINDI systems equipped with VoicePath optional software.

If you press [9], the authorizations remain unchanged. CINDI returns you to the Mailbox Directory (not the mailbox modification) menu.

If you press [1], CINDI asks you to re-assign authorizations:

Press [1] if allowed message forwarding. Press [8] if not.

Press [1] if allowed call placements. Press [8] if not. Press [1] if allowed guest accounts. Press [8] if not.

Press [1] if allowed personal greetings. Press [8] if not.

Press [1] if allowed group messaging. Press [8] if not.

Press [1] if allowed personal user menus. Press [8] if not.

\*Press [1] if allowed to change the call screening level. Press [8] if not.

 \* Call screening is available only on CINDI systems equipped with Voice-Path optional software.

After each prompt, press [1] if the Boxholder is authorized to use the listed feature, press [8] if not. When you have provided these inputs, CINDI reviews the features you just authorized:

(Boxholder's name)...

...is currently authorized to use:
Message Forwarding (if authorized)
Call Placements (if authorized)
Guest Accounts (if authorized)
Personal Greetings (if authorized)
Group Messaging (if authorized)
Personal User Menu (if authorized)
Call Screening (if authorized)

or:

...is not authorized to use extended functions.

CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

# 6.2.3 Changing the Message Retention Time

There are times when Boxholders who normally do not require long message retention need to have messages retained for longer periods. This is particularly true when a Boxholder is on vacation.

You can modify a Boxholder's message retention period any time. However, only messages deposited in the mailbox after the change reflect the new message retention value.

To change the message retention time:

- Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.
- Press [3] to change a mailbox's message retention time.

CINDI responds by asking for the mailbox number:

Enter the mailbox number.

If the number you enter is not an existing mailbox, CINDI informs you and returns you to the Mailbox Directory (not the mailbox modification) menu.

When a valid mailbox number is entered, CINDI presents the Boxholder's name, reviews the current retention value, and asks if you want to modify it:

This mailbox is for: (Boxholder's name). The retention time is set to: (# of days).

To continue, press [1].
To cancel your request, press [8].

If you press [8], the retention time remains unchanged. CINDI returns you to the Mailbox Directory (not the mailbox modification) menu.

If you press [1], and if the mailbox is a standard voice mailbox, CINDI asks for the new retention time, which can have a maximum of 30 days:

Enter the number of days to keep messages. Press [0] to reset to your company's standard.

If you press [1] and if the mailbox is an advisory mailbox, CINDI asks for the new retention time for announcements as follows:

Enter the number of days to keep messages. Press [0] to reset to your company's standard. For infinite retention, enter [99].

Use two digits to specify the number of days. For example, a five-day retention would be entered as [05]. If you want to assign your company's standard (which is set between 1 and 7 days), it is fastest if you enter [00].

After you have entered the value, CINDI verifies the new message retention time:

The retention time is set to: (# of days).

CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

## 6.2.4 Changing the Maximum Message Length

Sometimes the maximum message length assigned to a Boxholder should be changed. Perhaps you have increased the storage capacity of the system, and you are now able to provide the maximum message length that would have been appropriate originally.

To change a Boxholder's maximum message length:

- 1. Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.
- Press [4] to change a mailbox's maximum message length.

CINDI responds by asking for the mailbox number:

Enter the mailbox number.

If the number you enter is not an existing mailbox, CINDI informs you and returns you to the Mailbox Directory (not the mailbox modification) menu.

When a valid mailbox number is entered, CINDI reviews the Boxholder's name and current maximum message length, and asks if you want to modify the setting:

This mailbox is for: (Boxholder's name). The maximum message length is: (# of minutes). (or 30 seconds).

To continue, press [1]. To cancel your request, press [8].

If you press [8], CINDI returns you to the Mailbox Directory menu (not the mailbox modification menu). The maximum message length remains unchanged.

If you press [1], CINDI asks for the new maximum message length, which can have a maximum of 15 minutes:

Enter the message length in minutes. Press [0] for a 30-second limit.

Use two digits to specify the number of minutes. For example, a five-minute maximum message length would be entered as [05]. If you want to assign a 30-second maximum, it is fastest if you enter [00].

After you have entered the value, CINDI verifies the new maximum message length:

The maximum message length is: (# of minutes). (or 30 seconds).

CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

## 6.2.5 Changing the Line Group

You might need to change a Boxholder's assigned line group for many reasons, including line traffic constraints and changing Boxholder needs.

To change the line group:

- Open the System Manager's mailbox.
- Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.
- 4. Press [5] to change a mailbox's assigned line group.

CINDI responds by asking for the mailbox number:

Enter the mailbox number.

If the number you enter is not an existing mailbox, CINDI informs you and returns you to the Mailbox Directory menu (not the mailbox modification menu).

When a valid mailbox number is entered, CINDI presents the Boxholder's name and asks for the new line group number:

This mailbox is for: (Boxholder's name). Please enter the line group number. Enter the assigned line group (1 through 8). CINDI does not allow you to assign an undefined line group to the mailbox.

After you have entered a valid number, CINDI verifies the new line group:

Group: (line group number).

 CINDI then returns you to the Mailbox Directory menu (not the mailbox modification menu).

## 6.2.6 Changing the Message Waiting Notification Number (MWI feature only)

If your CINDI is equipped with MWI you can change the message waiting notification number for a mailbox. This number is the extension assigned to the mailbox for the Message Waiting feature. It also authorizes the mailbox for this feature.

If you are using a serial integration with your CINDI system, you cannot change the message waiting notification number.

To change the message waiting indicator number:

- Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- Press [2] to modify a mailbox.
- Press [6] to change the message notification number.

CINDI responds by prompting you to:

Enter the mailbox number.

If you do not enter a valid mailbox number, CINDI returns you to the mailbox directory menu (not the mailbox modification menu).

When you enter a valid mailbox number, CINDI presents the current notification number as follows:

The message notification number is: [current number]. To change this information, press [1].

To exit, press [9].

If you press [9], you return to the Mailbox directory menu (not the mailbox modification menu).

If you press [1], CINDI prompts:

Enter the extension for message notification.

Enter the appropriate extension for message notification. If you do not want the Boxholder to use the message waiting feature, enter zero for the extension.

After you enter the extension, CINDI presents the new notification number then returns you to the Mailbox Directory Menu (not the mailbox modification menu).

You may want to note that message waiting numbers can also be changed off-line, through the SETUP Command Menu. Refer to the *Technical Initialization* chapter in the *Installation Guide* of the *Technical Reference Manual* for more information.

# 6.3 Resetting a Password

As System Manager, you are able to reset the password for any mailbox on the system. This is helpful when Boxholders forget the password they had selected for their mailboxes.

Because the System Manager's mailbox has the capability to reset the password for any mailbox, you should be extremely cautious with the System Manager's password. If you suspect that security has been breached, change the System Manager's password immediately.

To reset the password for a mailbox:

- Open the System Manager's mailbox.
- Press [4] to use the Mailbox Directory menu.
- 3. Press [3] to reset a mailbox's password.

CINDI responds with:

Enter the mailbox number.

If you do not enter a valid mailbox number after this prompt, CINDI returns you to the Mailbox Directory menu.

When a valid mailbox number is entered, CINDI presents the name of the Boxholder and asks you to verify that this is the correct mailbox:

```
This mailbox is for: (Boxholder's name).
To continue, press [1].
To cancel your request, press [8].
```

If you press [8], the password is not reset and CINDI returns you to the Mailbox Directory menu.

If you press [1], CINDI resets the mailbox's password to [0]:

The password is: [0].

CINDI then returns you to the Mailbox Directory menu.

## 6.4 Listing the Mailboxes

On occasion, you might need CINDI to list every mailbox and the name of the Boxholder assigned to each one. This listing is presented in the order the information appears in the Mailbox Directory (see Report 3), beginning with the System Operator and System Manager. For systems with a large number of mailboxes, this listing can take a great deal of time (approximately 5-7 seconds per mailbox).

To listen to a verbal listing of the Mailbox Directory:

- 1. Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- 3. Press [4] to list the mailboxes.

CINDI immediately begins to list the number and Boxholder's name for all mailboxes on the system.

After all mailboxes are listed, CINDI returns you to the Mailbox Directory menu.

If you want to cancel the listing, press any key on the telephone keypad. The key you press is interpreted by CINDI as a command to the Mailbox Directory menu. To avoid confusion, press [9] to terminate the listing; this will return you to the System Manager's main menu.

## 6.5 Deleting a Mailbox

As System Manager, you occasionally need to delete a mailbox from the system.

Caution should be exercised when deleting a mailbox. Once a mailbox is deleted, all information regarding the mailbox is removed from the system. Messages which were in only the deleted mailbox are also removed.

To delete a mailbox:

- Open the System Manager's mailbox.
- 2. Press [4] to use the Mailbox Directory menu.
- Press [8] to delete a mailbox.

CINDI responds with:

Enser the mallbox number to be deleted.

If you do not enter a mailbox number after this prompt, CINDI returns you to the Mailbox Directory menu.

When a valid mailbox number is entered, CINDI presents the name of the Boxholder and asks you to verify that this is the correct mailbox:

```
I'm deleting the mailbox for: (Boxholder's name).
To continue, press [1].
To cancel your request, press [8].
```

If you press [8], the mailbox is left on the system, and CINDI returns you to the Mailbox Directory menu.

If you press [1], CINDI acknowledges the deletion:

Mailbox (mailbox number) deleted.

CINDI then returns you to the Mailbox Directory menu.

# Time and Date: Key [5]

CINDI has a battery-backed clock that maintains the current time and date for voice mail operations. You can, however, reset CINDI's time and date if the need arises. For example, you will want to change the time and date due to the transition between Standard Time and Daylight Savings Time.

To change the time and date,

» Press [5] when presented the System Manager's main menu.

CINDI then presents the current setting to you and asks you for the correct time:

The time is: (current time). Enter the time.

Enter the correct time, using four digits. For example, 3:45 would be entered as [0345]. After you have entered the time, CINDI asks whether it is AM or PM:

If this time is in the AM, press [1]. For PM, press [8]. CINDI acknowledges the time you just entered, presents the current setting for the date, and asks you to provide the correct month:

The time is: (current time), (current date). Enter the month, [1] through [12].

Use two digits to enter the month. For example, January would be [01]. CINDI then asks for the correct date:

Enter the date.

Enter the day of the month, again using two digits. CINDI then acknowledges the month and day you just entered and returns you to the System Manager's main menu.

# System Bulletin: Key [6]

CINDI allows you to create a System Bulletin to be presented to all Boxholders. When recorded, Boxholders hear the System Bulletin when they enter the Message Receiving feature.

To record or change the System Bulletin:

» Press [6] when presented the System Manager's main menu.

If one is not currently recorded, CINDI responds by asking you to record the System Bulletin.

## 8.1 Deleting the Current Bulletin

If there already is a System Bulletin, CINDI responds by asking if the current bulletin should be cancled:

Press [1] to save the current bulletin. Press [8] to delete it.

If you press [1], CINDI returns you to the System Manager's main menu.

If you press [8], CINDI acknowledges the deletion of the current bulletin and gives you the choice of recording a new bulletin or returning to the main menu:

Current bulletin deleted.

To record a new bulletin, press [1].

To exit, press [9].

If you press [9], CINDI returns you to the System Manager's main menu.

## 8.2 Recording a New Bulletin

When you request to record a System Bulletin, CINDI enters the Message Recording feature with the prompt:

At the tone, please read me the bulletin. (Beep)

After you have accepted the recorded bulletin, CINDI asks how long you want it to remain on the system:

Enter the number of days to keep this bulletin.

You can have the bulletin retained for a maximum of 14 days. If you do not specify the number of days, CINDI assigns a one-day retention time.

When the number of days is determined, CINDI returns you to the System Manager's main menu.

## Recording a new Bulletin

When you have the impanies System in the Character to be element. Recording teachers to be one not

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# Generating Reports: Key [7]

You can request printed statistical reports either by telephone or by keyboard input through Port 2. CINDI directs the statistical report output to the RS-232C Port 2.

Pressing the [7] key allows you to generate the following reports:

Report Number	Report Name					
onfigun <b>t</b> tion	General System Configuration					
2 0000	Telephone Line Interface Configuration					
3 3	Mailbox Listing					
4	Subscriber Mailbox Configuration					
5	Subscriber Mailbox Activity					
6	System Activity Summary					
Y sexed 7 am to wi	Hourly Activity					
on the Samston or	Port Activity by Category					

An example of each report and detailed descriptions of the information on each report can be found in the chapter, System Manager Terminal Functions.

## 9.1 Requesting Printed Reports via Telephone

To request the statistical reports by telephone command:

» Press [7] when presented the System Manager's main menu.

CINDI responds by asking you for the report number you want:

To print a statistical report, enter the report number, one through eight. Press [9] to exit.

Before some reports are printed, CINDI requests additional information from you after you request a specific report number. These requests are discussed in the following sections.

The port that you use to call into the system to run the reports will be unable to service further calls or commands until all reports are printed. Becaue of this we recommend that you use the last port in the voice mail hunt group to run these reports to minimize the possiblity of having an unserviced all.

## 9.1.1 Report 1 - General System Configuration Report

This report lists the system configuration settings for your CINDI system. You can request this report by telephone by pressing [1] from the Statistics Menu.

CINDI requires no additional information from you when the printing of this report is initiated through the telephone.

## 9.1.2 Report 2 - Telephone Line Interface Configuration

This report provides information on the call transfer sequences CINDI uses in performing call processing operations. You can request this report by telephone by pressing [2] from the Statistics Menu.

CINDI requires no additional information from you when the printing of this report is initiated through the telephone.

## 9.1.3 Report 3 - Mailbox Listing

This report displays a current list of mailboxes. You can request this report by telephone by pressing [3] from the Statistics menu.

CINDI requires no additional information from you when the printing of this report is initiated through the telephone.

## 9.1.4 Report 4 - Subscriber Mailbox Configuration Report

This report provides information on a mailbox's configuration, including call handling setting and authorizations. You can request this report by telephone by pressing [4] from the Statistics menu, CINDI continues:

To print this report for a specific mailbox, press [1]. To print it for a range of mailboxes, press [2]. To exit, press [9].

If you press [1] to request the report for a specific mailbox, CINDI asks for the mailbox number:

Enter the mailbox number.

If you press [2] to request the report over a range of mailboxes, CINDI asks you to define that range:

Enter the lowest mailbox number to be reported.

If you want to generate a report for all mailboxes, it is often easiest to enter [0] here. The number entered does not have to be the number of an existing mailbox; you are only defining the lower limit of the range.

Enter the greatest mailbox number.

If you want to generate a report for all mailboxes, it is often easiest to enter [99], [999], or [9999] here. The number entered does not have to be the number of an existing mailbox; you are only defining the upper limit of the range.

CINDI then begins the output of the report. If you requested the report over a range of mailboxes, the mailboxes are reported in the order they appear in the Mailbox Directory.

## 9.1.5 Report 5 - Subscriber Mailbox Activity Report

This report provides information regarding the usage of a mailbox by the Boxholder.

If you initiate printing of this report through the telephone by pressing [5] from the Statistics menu, CINDI continues:

To print this report for a specific mailbox, press [1]. To print it for a range of mailboxes, press [2]. To exit, press [9]. If you press [1] to request the report for a specific mailbox, CINDI asks for the mailbox number:

Enter the mailbox number.

If you press [2] to request the report over a range of mailboxes, CINDI asks you to define that range:

Enter the lowest mailbox number to be reported.

If you want to generate a report for all mailboxes, it is often easiest to enter [0] here. The number entered does not have to be the number of an existing mailbox; you are only defining the lower limit of the range.

Enter the greatest mailbox number.

If you want to generate a report for all mailboxes, it is often easiest to enter [99], [999], or [9999] here. The number entered does not have to be the number of an existing mailbox; you are only defining the upper limit of the range.

#### CINDI continues:

To continue accumulating the counts, press [1]. To clear the counts, press [8].

All of the information in the report following the "Cleared" date can be reset to zero at your request. This is useful if you generate reports at regular intervals -- weekly, monthly, etc. -- and need to compare usage information. If you are generating an interim report, you probably want to continue the accumulation of the counts.

Press [1] and the system activity statistics will continue to accumulate. Press [8] and the system activity statistics will be reset to zero. If you do not respond to the prompt, CINDI assumes you want to continue accumulating the counts.

CINDI then begins the output of the report. If you requested the report over a range of mailboxes, the mailboxes are reported in the order they appear in the Mailbox Directory (see Report 3).

# 9.1.6 Report 6 - System Activity Summary Report

This report provides a summary of system activity, including system disk usage, incoming call count, connect time, attendant information, and call management functions.

If you initiate printing of this report through the telephone by pressing [6] from the Statistics menu, CINDI continues:

To continue accumulating the counts, press [1]. To clear the counts, press [8].

All of the information in the report following the "Cleared" date can be reset to zero at your request. This is useful if you generate reports at regular intervals -- weekly, monthly, etc. -- and need to compare usage information. If you are generating an interim report, you probably want to continue the accumulation of the counts.

Press [1] and the system activity statistics will continue to accumulate. Press [8] and the system activity statistics will be reset to zero. If you do not respond to the prompt, CINDI assumes you want to continue accumulating the counts.

## 9.1.7 Report 7 - Hourly Activity Report

This report provides information on incoming calls, call transfers, and Phonebook access for each hour the system is in use.

If you initiate printing of this report through the telephone by pressing [7] from the Statistics menu, CINDI continues:

To continue accumulating the counts, press [1]. To clear the counts, press [8].

All of the information in the report following the "Cleared" date can be reset to zero at your request. This is useful if you generate reports at regular intervals — weekly, monthly, etc. — and need to compare usage information. If you are generating an interim report, you probably want to continue the accumulation of the counts.

Press [1] and the parity count will continue to accumulate. Press [8] and the parity count will be reset to zero. If you do not respond to the prompt, CINDI assumes you want to continue accumulating the counts.

## 9.1.8 Report 8 - Port Activity by Category Report

This report provides information on incoming calls, call transfers, Phonebook access, and connect time for each port in the system.

If you initiate printing of this report through the telephone by pressing [8] from the Statistics menu, CINDI continues:

To continue accumulating the counts, press [1]. To clear the counts, press [8].

All of the information in the report following the "Cleared" date can be reset to zero at your request. This is useful if you generate reports at regular intervals -- weekly, monthly, etc. -- and need to compare usage information. If you are generating an interim report, you probably want to continue the accumulation of the counts.

Press [1] and the port activity statistics will continue to accumulate. Press [8] and the port activity statistics will be reset to zero. If you do not respond to the prompt, CINDI assumes you want to continue accumulating the counts.

## 9.2 Requesting Printed Reports via the Keyboard

To request statistical reports using keyboard input, refer to the chapter, System Manager Terminal Functions, for report descriptions and procedures.

# 9.2 Requesting Printed Reports via the Roybinard

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# Personalizing the Manager's Mailbox: Key [8]

The System Manager's mailbox, because of its specialized purpose, does not require the same customization capabilities as does a standard mailbox. However, one capability -- changing the mailbox's password -- is extremely important to keep your organization's CINDI secure.

To personalize the System Manager's mailbox:

» Press [8] when presented the System Manager's main menu.

CINDI then presents the Personalize Mailbox menu:

To change your password, press [2].
To record your name, press [3].
To recover the current system bulletin, press [4].
To select the order of message retrieval, press [7].
To exit, press [9].

## 10.1 Changing the Password

CINDI is programmed at the factory with the System Manager's password set to [0]. If it is currently at [0], you should enter the password that you will use in managing CINDI.

A password can be any combination of numbers or letters on the telephone keypad, up to four characters long (the [\*] and [\_#] keys cannot be used). Some examples of passwords are:

85, 2789, WL, USAF, 2BIT

If the System Manager's password is ever lost, the System Manager's mailbox cannot be opened. You will have to contact the people servicing your CINDI system and have them call the Genesis Service Center so that Genesis engineers can retrieve the authorization. To avoid this, be sure to record the password you select and store the information in a safe place.

Because you control many of the Boxholder privileges and can reset the password of any other mailbox, it is important that access to the System Manager's password be well controlled. If you have reason to believe that there is unauthorized use of the System Manager mailbox, you should change the password immediately.

To change the System Manager's password:

- Open the System Manager's mailbox.
- 2. Press [8] to use the Personalize Mailbox menu.
- Press [2] to change the password.

CINDI asks you for the new password:

Enter your new password.

After you enter the password, CINDI repeats your entry and asks you to confirm it:

The password is: (password). To keep this password, press [1]. To change the password, press [8].

If the password is incorrect, press [8] to change it. CINDI again asks you to enter the new password.

If the password is acceptable, press [1]. CINDI confirms the password one more time:

The password is: (password).

CINDI then returns you to the Personalize Mailbox menu.

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## 10.2 Re-recording the Name

When you first install CINDI, or when you are a new person performing System Manager duties, you should record the name for the System Manager's mailbox.

To record the System Manager's name:

- Open the System Manager's mailbox.
- Press [8] to use the Personalize Mailbox menu.
- Press [3] to record the name.

CINDI responds by stating the name as it is currently recorded and asking you if you want to change it:

This mailbox is for: (System Manager's name).
or: No name is recorded.
To re-record, press [1].
To review the current recording, press [2].
To delete the recording, press [8].
To exit with the current recording, press [9].

If you press [1] to record a new name, CINDI asks you to read it aloud:

Who is this mailbox for? (Beep)

Say your name (you have approximately four seconds of recording time available). When you finish, terminate recording by pressing any key. CINDI acknowledges the new System Manager's name:

This-mailbox is for: (System Manager's name).

CINDI then returns you to the Personalize Mailbox menu.

If you press [8], CINDI informs you that there no longer is a name recorded for the System Manager's mailbox:

No name is recorded.

CINDI then returns you to the Personalize Mailbox menu.

# 10.3 Recovering the System Bulletin

The System Bulletin is presented to you in Message Receiving immediately prior to presentation of any messages. After the bulletin, you are given the option of saving it (meaning it is played each time you enter Message Receiving) or deleting it.

You can recover access to a System Bulletin you have deleted as long as the bulletin remains on the system.

To recover the System Bulletin:

- Open the System Manager's mailbox.
- Press [8] to use the Personalize Mailbox menu.
- Press [4] to recover the System Bulletin.

If the bulletin has already been deleted from the system, CINDI informs you:

There is no current system bulletin. Your last request was not performed.

If the bulletin still remains on the system, CINDI notifies you that you have access to it again through the Message Receiving feature.

Recovering message.

In both cases, CINDI returns you to the Personalize Mailbox menu.

## 10.4 Message Retrieval Order

You may choose to receive the messages deposited and stored in your mailbox in either first in, first out (FIFO) or last in, first out (LIFO) order. In both cases, CINDI presents new messages first followed by saved messages.

To select the order of message retrieval:

- Open your mailbox.
- Press [8] to use the Personalize Mailbox menu.
- 3. Press [7] to select the order for message retrieval.

CINDI presents the current retrieval order for your messages, then prompts for a new selection:

Messages are currently presented: first in, first out or: Last In, First Out To change this information, press [1]. To exit, press [9].

Press [1] to change your retrieval order. When you do this CINDI confirms your request. Press [9] to return to the Personalize Mailbox menu.

# System Manager Terminal Functions

This chapter discusses the System Manager Terminal functions which are used to access on-line utilities and reports.

The terminal functions described in this chapter can be accessed while CINDI is on-line and do not interfere with operations.

## 11.1 Accessing the On-Line Utilities

To access the on-line utilities.

» Type an 'L' on the terminal keyboard.

When you type an 'L' to request to logon, CINDI provides a one-minute window for you to enter your password. If no password is entered during this window, CINDI cancels the request. The system will prompt you to enter your password as follows:

id:

Respond by entering the same password you use to access the System Manager's mailbox. To ensure privacy, the system overwrites the characters you enter. Please note that when you enter your password to access the on-line utilities, you cannot access the System Manager's mailbox at the same time.

After you enter your password, the system presents the Main Menu. Note that item 4, VoicePath Mailbox Menu and item 5, Voice Advisor Mailbox Menu will only be displayed if you have the optional software for each installed. In standard voice mail, these items will not appear in the display.

# MAIN MENU 0 - Display this menu 1 - Configuration Reports Menu 2 - Activity Reports Menu 3 - Phonebook Menu 4 - VoicePath Malibox Menu 5 - Advisory Maiibox Menu 6 - System Manager's Maiibox Lock Access 7 - Diagnostic Reports Menu 9 - Log out Command:

At the "Command" prompt, you can enter one of the options presented in the Main Menu. Enter the number corresponding to your choice. Note that you

do not have to enter a return, <CR>, after entering the number. The system will process your selection when you press the key.

If you request a mailbox report, CINDI continues by asking for the mailbox number:

#### Mailbox number?

In some reports, CINDI displays a query at the end of the report:

#### Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating from their current values. Again, a one-minute window is provided for you to respond to this query. If you do not respond during this time, CINDI assumes an 'N' input.

Pressing [0] simply redisplays the Main Menu. Pressing [9] exits from the menu.

If you do not make a selection, CINDI automatically times-out from the menu and logs you off after approximately one minute. This ensures the security of your CINDI system in the event you leave the terminal unattended. No one can access the Main Menu without knowing your password once CINDI times out.

Menu options 1-5 are presented in the following sections. Note that in the menus in the following sections, keys [9] and [0] have the same definitions. Pressing key [9] in any of the following menus will return you to the Online Utilities Main Menu. Pressing key [0] displays the menu you are in again.

## 11.1.1 Report Illustrations and Descriptions

The use of the letter "n" in the report illustrations represents a space where a numerical value might be displayed in the corresponding report category. Therefore, category values represented by "nn" cannot exceed 99, values represented by "nn" cannot exceed 99, and so on. However, not all category values accrue to these limits, because these limits exceed the valid range for some of the category values.

Likewise, the letter "L" represents a space where a letter of the alphabet is displayed. The number of "Ls" represents the number of letters that should be displayed.

Other words and terms that are displayed on the terminal and on the report are shown in parentheses. For example, if the report item is either yes or no,

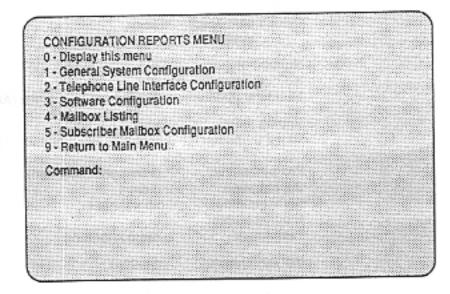
"(yes/no)" is shown in the illustration. Other terms include: (AM/PM), (immediate/screened), and (voice/tone). When the report is run, the actual setting will be shown.

Dates and times generally are illustrated as mm-dd-yy and hh:mm:ss, respectively.

The report examples presented in this chapter reflect a CINDI system with Voice Mail, VoicePath and Voice Advisor installed. The reports you generate on your system may not contain all the items listed here, depending upon what, if any, optional software is installed on your system.

## 11.2 Configuration Reports

Selection 1 allows you to access the configuration reports. When you press the [1] key the following menu is displayed:



#### 11.2.1 General System Configuration Report

Press the [1] key to generate the General System Configuration Report. The following is displayed on the terminal screen:

#### General System Configuration mm-dd-yy hh:mm AM/PM

Drive 1 blks used:

nnnn

available:

nnnn

Number of ports:

Number of boxes: nnn

Last MFD update:

mm-dd

hh:mm (AM/PM)

Entries in PB:

nnn

Last PB Update:

mm-dd

hh:mm (AM/PM)

Store capacity:

(minimum/maximum)

Std retention: Prsnl greeting: n davs nn seconds

Mailbox length:

Telephone:

(nnn) nnn-nnnn

IMP suppression: Box # override:

(yes/no) (yes/no)

Retrieval order:

(lifo/fifo)

Max ext length: Min ext length:

Valid 1st digits: Bad key response:

n,n,n,... (voice/tone)

Standard xfer mode: Non-box xfer mode:

(Immediate/screened) (immediate/screened)

Current line mode:

(dayline/nightline)

Day attendant ext:

nnnn

xter sequence:

LLLLLLLLLLLL

xfer mode:

(immediate/screened)

Night attendant ext:

nnnn

xfer sequence:

LLLLLLLLLLL

xfer mode:

(immediate/screened)

Auto nightline hour:

hh

minute:

mm

Extension xfer seq:

LLLLLLLLLLLL

Hunt group xfer seg: LLLL

Dayline hunt groups: nnnn,nnnn,nnnn,nnnn,nnnn,nnnn,nnnn Nightline hunt groups: nnnn,nnnn,nnnn,nnnn,nnnn,nnnn,nnnn

Default boxes:

Port Dayline 1 nnnn

Nightline nnnn

2

3

(Ports 5 through 8 left off in this example)

### Report item definitions

Drive 1 blks used: Number of drive 1's blocks in use at the time the

report is generated. The count includes blocks allo-

cated for software requirements.

available: Number of drive 1's blocks available for use at the

time the report is generated.

Number of ports: The number of ports in the system.

Number of boxes: The total number of mailboxes created on the sys-

tem. This includes subscriber, system manager,

system operator, and VoicePath mailboxes.

Last MFD update: The date and time the Mailbox File Directory was

last updated.

Entries in PB: Number of entries in the Phonebook

Last PB update: Date and time the Phonebook was last updated.

Store capacity: The setting for the storage capacity of the disk.

Std retention: The standard retention time of the system.

Prsnl greeting: Maximum length (in seconds) of a personal greet-

ing allowed by the system. It can be between 10 and 180 seconds. A typical greeting is between 10 and

15-seconds.

Mailbox length: The number of digits required in a mailbox. CINDI

allows mailbox lengths from 2 to 4 digits.

Telephone: The telephone number CINDI uses to ask for a

return call if a call placement was not successful. CINDI will tell the called party to call this number

in returning the call.

IMP suppression: Indicates whether or not the Initial Mailbox Prompt

has been suppressed.

Box # override: Indicates whether or not the Boxholder's name will

be presented instead of the mailbox number.

Retrieval order: Sets the default message retrieval order. Either

FIFO, first in first out, or LIFO last in, first out.

Max ext length: The maximum number of digits allowed for an

extension number.

Min ext length: The minimum number of digits allowed for an

extension number.

Valid 1st digits: The valid digits the system will accept as the first

digit of an entry.

Bad key response: The system response when an invalid key is pressed

in response to a VoicePath mailbox menu. The response is either a tone or a voice prompt that says,

"Invalid entry."

Standard xfer mode: The setting of the standard transfer mode for the

system. The system can either be set for immediate

transfer, or can be set for call screening.

Non-box xfer mode: The setting of the non-boxholder transfer mode for

the system. The system can either be set for immediate transfer, or can be set for call screening.

Current line mode:

Indicates whether the system is in dayline or

nightline mode.

Day attendant ext: The extension number of the attendant for dayline

operations.

xfer sequence: The call transfer sequence which allows calls

to be transferred to the dayline attendant. The default setting is HWXR: perform a hookflash, wait for one second, dial the

attendant's extension, and detect a ring.

xfer mode: The transfer mode for the dayline attendant.

Calls transferred to the attendant will either be

transferred immediately, or screened.

Night attendant ext: The extension number for the attendant for

nightline operations.

xfer sequence:

The call transfer sequence which transfers

calls to the nightline attendant.

xfer mode:

The transfer mode for the nightline attendant.

Calls will either be transferred immediately or

screened.

Auto nightline hour:

The hour that the automatic nightline engagement

is activated.

minute:

The minute(s) that the automatic nightline

engagemen t is activated.

Extension xfer seq:

Transfer sequence for extensions.

Hunt group xfer seq:

Transfer sequence for extensions in hunt

group lists for dayline and nightline opera-

tions.

Dayline hunt groups:

Extensions that will use hunt group transfer

sequence during dayline operations

Nightline hunt groups:

Extensions that will use hunt group transfer

sequence during nightline operations.

Default boxes:

The default mailbox assignments for each port.

Port

The number of the port.

Dayline

The mailbox assigned as the default dayline

mailbox.

Nightline

The default nightline mailbox.

#### 11.2.2 Telephone Line Interface Configuration Report

Press key [2] to generate the Telephone Line Interface Configuration Report. The following is displayed on the terminal screen:

Telephone Line Interface Configuration mm-dd-yy h:mm AM/PM

Extension xfer seq: LLLLLLLLL
Busy reconnect seq: LLLLLLL
Reorder reconnect: LLLLLLL
RNA reconnect seq: LLLLLLL

Consultation seq: LLLLLLLLL
Busy reconnect seq: LLLLLLL
Reorder reconnect: LLLLLLL
RNA reconnect seq: LLLLLLL
Connect sequence: (none)
Refused call recon: (none)

Voice mail xfer seq: LLLLLLLLLL General delivery: nnnn

Hard Hold Sequences

Hold sequence: LLLLLLL
Busy recovery: LLLLLLL
Ext xfer seq: LLLLLLL
Screened xfer seq: LLLLLLL
Day att xfer seq: LLLLLLL
Nite att xfer seq: LLLLLLL
Refused reconnect: LLLLLLL

LLLLLLL

Hold repeat count: nn Holding retry count: nn Holding retry delay: nn

Accept connect:

Internal RNA duration: nn
External RNA duration: nn
Int answer detect delay: nnnn
Ext answer detect delay: nnnn
H hookflash duration: n
L hookflash duration: n

DTMF detection threshold: nnn
Silence detect threshold: nnnn
CINDI disconnect duration: nnnn
Voice detect threshold: n

Group 1 2	X	Ln2 X	Ln3 X	Ln4 X	Ln5 X	Ln6 X	Ln7 X	Ln8
3 4								
8								

Line 1 2 3 4 5	Line Equ 100 100 100 100 100	Wink 000 000 000 000 000 000	Def Vol 2 2 2 2 2 2 2	Loop Disc 350 350 350 350 350 350	Speak Delay 0 0 0 0 0	Call Xfer Y Y Y Y Y	Out Dial Y Y Y Y Y	Cont After Messg Y Y Y Y Y	N N N N	MWI Opt N N N N
2	100	000	2	350	0	Υ	Υ	Υ	N	N
8	100	000	2	350	0	Υ	Υ	Υ	N	N

## Report Item Definitions

Extension xfer sequence:

The call transfer sequence which transfers calls to extensions other than the attendant's. It can be the same as the attendant transfer sequence. However, since CINDI allows for different codes, this sequence must also be defined. The default is HWXR: perform a hookflash, wait for one second, dial the extension, detect a ring.

Busy reconnect seq:

The call transfer sequence that returns CINDI to a caller if a busy signal is encountered. It can contain up to eight operations. The default is H: reconnect by hookflash.

Reorder reconnect:

The call transfer sequence that returns CINDI to a caller if a reorder signal is encountered. It can contain up to eight operations. The default is H: reconnect by hookflash.

RNA reconnect seq: The call transfer sequence that returns CINDI

to a caller if CINDI was requested to check for an answer detection (A) which was not received -Ring, No Answer. It can contain up to eight operations. The default is H: recon-

nect by hookflash,

Consultation seq: The call transfer sequence that CINDI uses to

initiate a consultation call. This sequence places the caller on hold and calls the re-

quested station,

Busy reconnect seq: See "Busy reconnect seq" above.

Reorder reconnect: See "Reorder reconnect" above.

RNA reconnect seq: See "RNA reconnect seq" above.

Connect sequence: The call transfer sequence that CINDI uses to

connect a caller to the called party after the called party has accepted the call. The default

is 'none'.

Refused call recon: The call transfer sequence that reconnects

CINDI with the caller after the called party has refused the call and then disconnected. The

factory setting is "none".

Voice mail xfer seq: The call transfer sequence that transfers the

caller into an external voice mail system.

General delivery: The mailbox or extension number for the

general delivery voice mail mailbox.

Hard hold sequence: The sequence that places the caller on hard

hold (caller elected to hold for a busy ext) and is required for the Call Manager prioritized holding feature. The default setting is 'none.' If this setting is 'none,' then the remainder of the hard hold sequences will NOT be dis-

played.

Hard hold recovery:

The sequence that reconnects CINDI to the caller after the caller has been placed on hard hold and CINDI encountered a busy, RNA or reorder tone.

Hard hold non-screened extension transfer: The sequence that initiates a non-screened call transfer to another extension while the caller is on hard hold. The default setting is 'none.'

Hard hold screened extension transfer: The sequence that initiates a screened call transfer to another extension while the caller is on hard hold. It is used instead of the sequence to initiate a conference call defined above. The default is 'none.'

Hard hold day attendant transfer: The sequence that initiates a call transfer to the day attendant while the caller is on hard hold waiting for the day attendant. The default is 'none.'

Hard hold night attendant transfer:

The sequence that initiates a call transfer to the night attendant while the caller is on hard hold waiting for the night attendant. The default is 'none.'

Hard hold refused call reconnect: The sequence that reconnects a caller who is on hard hold with CINDI when the called party has screening enabled and has refused the call and disconnected. The default is 'none.'

Hard hold accepted call conenct: The sequence that connects a caller who is on hard hold to the called party when this party has screening enabled and has accepted the call. The default is 'none.'

Hard hold connect:

The sequence that connects the caller who is on hard hold to the called party. The default is 'none.'

Hold repeat count:

The number of times that a caller can ask to be placed on hold. Holding retry count: The number of times that CINDI will attempt

to call a requested extension while the caller

is on hold.

Holding retry delay: The duration, in seconds, between the at-

tempts CINDI makes to a requested extension

while a caller is on hold.

Internal RNA duration: The duration that CINDI waits for an answer

before assuming a no-answer condition.

External RNA duration: The duration that CINDI waits before assum-

ing a no answer condition.

Int answer detect delay: The duration that CINDI waits before

monitoring the line for call progress.

Ext answer.detect delay: The duration that CINDI waits before

monitoring the line for call progress.

H hookflash duration: The duration, in 1/10-second increments, of

the hookflash CINDI makes when transferring callers to the attendant or other extensions.

L hookflash duration: The duration, in 1/10-second increments, of

the second hookflash, if required by the telephone system, CINDI makes to transfer callers to the attendant or other extensions.

DTMF detection threshold:

The duration of a sustained tone re-

quired for its recognition as a valid

DTMF input.

Silence detect threshold:

The duration of sustained silence required

before silence detect is assumed.

CINDI disconnect duration:

The duration of the signal the telephone

system needs to receive in order to

recognize a disconnect.

Voice detect threshold:

The duration of voice input required for its

recognition.

Group

The group specifications

Line:

The line specifications as defined through the

SETUP utility.

Line Equ

The line equivalent programmed for each port. Line equivalents, three digits long, are described in the Technical Reference Manual.

Wink

The duration of the wink start, in milliseconds (ms), used for this line. With wink-start signalling formats, this duration is between 140 and 290 ms. For delay-dial signalling formats, CINDI automatically uses 150 ms. Loop-start, ground-start, and immediate-start signalling

formats all appear as 000 ms.

Def Vol

The default volume level.

Loop Disc

The length, in milliseconds, of the loop dis-

connect signal. The default is 350 ms.

Speak Delay

The duration of the delay before speech.

Call Xfer

Indicates whether the line has call transfer

capability.

Out Dial

Indicates whether the line has outdial

capability.

Cont After Messg

Indicates whether the line will allow the caller

to continue after

Call Proc

Indicates whether the line has call processing

authorization.

MWI Opt

Indicates whether the line is authorizes for

MWI.

# 11.2.3 Software Configuration Report

Press key [3] to generate the Software Configuration Report. The following is displayed on the terminal screen:

Software Configuration

mm-dd-yy hh:mm AM/PM

CPU serial number:

C-II v6 Office Communications System Part number nnnnnnn Rev X

C-II v6 VoicePath Software Part number nnnnnn Rev X

C-II v6 Voice Advisor Software Part number nnnnnn Rev X

Phrases: Standard Set

Part number nnnnnn Rev X

Copyright (C) 1986-1990 Genesis Electronics Corporation

# Report Item Definitons

CPU serial number:

The CPU number for the CINDI.

C-II v6 Office

Communication System:

Informs you that the CINDI communications software resides on your system. Presents the software part number and revision level.

All systems will present this line.

C-II v6 VoicePath

Software:

Informs you that the VoicePath optional software resides on the system. Presents the software part number and revision level.

C-II v6 Voice Advisor

Software:

Informs you that the Voice Advisor optional software resides on the system. Presents the software part number and revision level.

Phrases:

Indicates the phrase set residing on the system and the phrase set part number and revision

level.

Copyright:

Genesis copyright notification.

## 11.2.4 Mailbox Listing Report

Press key [4] to generate the Mailbox Listing Report. The following is displayed on the terminal screen:

Mailbo	x Listi	ing	n	nm-d	d-yy	hi	n:mm AM/PM								
Mibx nnn nnn nnn nnn	CM (y/n) (y/n) (y/n) (y/n)	MF (y/n)	CP (y/n) (y/n) (y/n) (y/n)	GA (y/n) (y/n) (y/n) (y/n)	PG (y/n) (y/n) (y/n) (y/n)	GM (y/n) (y/n) (y/n) (y/n)	PM (y/n) (y/n) (y/n) (y/n)	Mlbx nnn nnn nnn nnn	(y/n) (y/n) (y/n)	(y/n) (y/n) (y/n)	(y/n) (y/n) (y/n)	(y/n) (y/n) (y/n)	(y/n) (y/n) (y/n)	GM (y/n) (y/n) (y/n) (y/n) (y/n)	(y/n) (y/n) (y/n)
nnn		ePath					.,,		(Voice				,,,,,	(3711)	(3/11)

## Report Item Descripitons

Mlbx	The mailbox number
СМ	Indicates if the call management features (screening, blocking, etc.) are enabled for the mailbox.
MF	Indicates if the mailbox is enabled for message forwarding.
CP	Indicates if the mailbox is enabled for call place- ments.
GA	Indicates if the mailbox is enabled for guest ac- counts.
PG	Indicates if the mailbox is enabled for personal greetings.
GM	Indicates if the mailbox is enabled for group messages.
РМ	Indicates if the mailbox is enabled for a personal user menu.
M. I	

Voice Advisor/VoicePath Also lists if the mailbox is a VoicePath or a Voice Advisor mailbox.

# 11.2.5 Subscriber Mailbox Configuration Report

Press key [5] to generate the Subscriber Mailbox Configuration Report. The following is displayed on the terminal screen:

Subscriber Mailbox Configuration

mm-dd-yy

hh:mm AM/PM

MAILBOX NUMBER:

Creation time:

mm-dd hh:mm (AM/PM)

Name recorded:

(Y/N) nn days

nnn

Retention time: Max message:

nn minutes

New messages:

Saved messages:

Line group: Authority:

ME

(Y/N)

PG (Y/N)

(Y/N)

GM

PM (Y/N) (Y/N) (Y/N)

Guest accounts: Groups defined:

(Y/N)

n

## Report Item Definitions

MAILBOX NUMBER The number of the mailbox the report covers.

Creation time:

The date (month and day) and the time (hour and

minutes and AM/PM indication) that the mailbox

was created on the system.

Name recorded:

Indicates whether or not a name has been recorded

by the boxholder.

Retention time:

The standard retention time of the messages in the

mailbox.

Max message:

The boxholder's allowed maximum message

length.

New messages:

The number of messages currently in the mailbox

which have not been received by the boxholder.

Saved messages:

The number of messages heard by the boxholder

and currently saved for future review.

Line group:

The line group assigned to the boxholder.

Call management:

For a VoicePath or Voice Advisor mailbox, a

description of the call handling feature in use, such

as, "forwarded to 710".

Authority:

A list of the features which the Boxholder is

authorized to use. The value is "Y" if the feature is

authorized; "N" if not .:

MF - Message Forwarding

CP - Call Placement

GA - Guest Accounts

PG - Personal Greeting

GM - Group Messages

CM - Call Management

PM - Personal User Menu

Guest accounts:

The number of guest accounts created by the box-

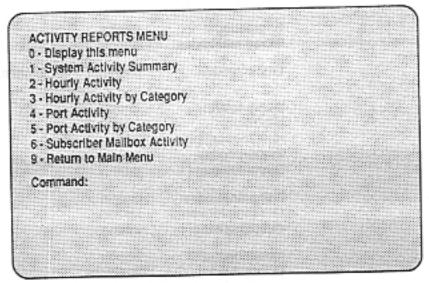
holder.

Groups defined:

The number of groups defined by the boxholder.

# 11.3 Activity Reports

Secection 2 allows you to access the Activity Reports. When you press key [2], the following menu is displayed:



Press the key to make your selection.

## 11.3.1 System Activity Summary Report

Press key [1] to generate the System Activity Summary Report, the following is displayed on the terminal screen:

System Activity Summary mm-dd-yy hh:mm (AM/PM) Pr greetings: nnnnn Saved messages: nnnnn Last cleared: mm-dd hh:mm (AM/PM) Parity count: nnnnn High disk: nnnnn New messages: nnnnn Expired msgs: nnnnn Duplicate msgs: nnnnn Call placements: nnnnn Message forwards: nnnnn Outgoing calls: nnnnn Incoming calls: nnnnn Connect time: h:mm:ss All ports busy: h:mm:ss Hold time: h:mm:ss Phonebook access: nnnnn Att default: nnnnn Att requests: nnnnn Attendant RNA: nnnnn Attendant busy: nnnnn Nonbox ext attempts: nnnnn Imm ext attempts: nnnnn Refused screens: nnnnn Accepted screens: nnnnn Blocked attempts: nnnnn Forwarded attempts: nnnnn Extension RNA: nnnnn Extension busy: nnnnn Hold requests: nnnnn Hold repeats: nnnnn Invalid extensions: Reorder: nnnnn Bad 1st digit: nnnnn Hunt group xfers Dayline nnnnn

Clear?

Nightline

nnnnn

# Report Item Descriptions

Pr greetings: Count of personal greetings stored on the system.

The maximum length of a personal greeting is defined during system initialization. It can be between 10 and 180 seconds. In most applications, a typical greeting is between 10 and 15 seconds in

length.

When this report is generated, CINDI pauses at this item to count the personal greetings. After a FEW SECONDS of what appears to be no activity,

CINDI resumes report output.

Saved messages: The number of messages heard by the boxholder

and currently saved for future review.

Last cleared: Date on which the totals were last cleared. The data

in this report are accumulations from this date.

Parity count: The number of memory failures since the last report

was generated.

High disk: The maximum number of disk blocks which were

in use at any one time on Drive 1.

New messages: The number of messages currently in the mailbox

which have not been received by the boxholder.

Expired msgs: The number of messages automatically deleted by

CINDI because they remained on the system beyond the defined retention time for the mailbox.

Duplicate msgs: The number of new messages which were dupli-

cates resulting from the use of the group message feature. If a message were sent to a group containing eight Boxholders, the New Message Count would reflect all eight of these messages, and the Duplicate Message Count would show that seven

duplicates were made of the message.

Call placements: The number of call placements initiated by CINDI

for this boxholder. The count is accrued at the time

the call is made, and includes retries resulting from

busy signals and no-answer conditions.

Message forwards: The number of calls placed by CINDI to forward

the boxholder's messages. This total includes retries scheduled because of busy signals and no-

answer conditions.

Outgoing calls: The number of calls made by the system.

Incoming calls: The number of calls received by the system.

Connect time: Total connect time, in minutes, from the time

CINDI picks up a line until the time CINDI hangs up. If four ports were in constant use for one hour, the connect time would reflect four hours of use.

the connect time would reflect four hours of use.

All ports busy: The actual elapsed time all ports on the system

were busy.

Hold time: The total time calls were on hold.

Phonebook access: The number of times the Phonebook was accessed.

Att default: The number of times the attendant was requested

by default.

Att requests: The number of requests to transfer to the attendant.

Attendant RNA: The number of times the attendant did not answer

when a transfer was attempted.

Attendant busy: The number of times the attendant was busy when

a transfer was attempted.

Nonbox ext attempts: The number of requests to transfer to a non-mailbox

extension.

Imm ext attempts: The number of immediate transfer attempts.

Refused screens: The number of refused screens.

Accepted screens: The number of screens accepted.

Blocked attempts:

The number of blocked attempts.

Forwarded attempts:

The number of forwarded attempts.

Extension RNA:

Number of times the extension called rang but had

no answer.

Extension busy:

Number of time the extension called was busy.

Hold requests:

Number of initial requests to hold.

Hold repeats:

Number of requests to hold after initial requests.

Invalid extensions

Reorder:

Number of times the extension entered resulted in

a fast busy/reorder condition.

Bad 1st digit:

Number of times the first digit was bad.

Hunt group xfers

Dayline:

Number of transfers made using the hunt group

transfer sequence during dayline operations.

Nightline:

Number of transfers made using the hunt group

transfer sequence during nightline operations.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating from their current

values.

# 11.3.2 Hourly Activity Report

Press key [2] to generate the Hourly Activity Report. The following is displayed on the terminal screen:

## Hourly Activity Report

Last cleared: mm	ı-dd	hh:mm (AM/PM)	
For 12:00 AM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn	For 12:00PM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn
Failed xfers: Phonebook access	nnnnn nnnnn	Failed xfers: Phonebook access:	nnnnn
For 1:00 AM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline: Failed xfers: Phonebook access:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn nnnn	For 1:00PM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline: Failed xfers: Phonebook access:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn
For 2:00 AM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline: Failed xfers: Phonebook access:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn nnnn	For 2:00PM Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers: Nonbox xfers: Hunt group xfers Dayline: Nightline: Failed xfers: Phonebook access:	nnnnn nnnnn nnnnn nnnnn nnnnn nnnnn nnnn
Incoming calls: Attendant xfers: Immediate xfers: Screened xfers: Blocked xfers:	nnnnn nnnnn nnnnn nnnnn	Screened xfers:	nnnnn nnnnn nnnnn nnnnn nnnnn

Nonbox xfers:

nnnnn

Nonbox xfers: Hunt group xfers nnnnn

Hunt group xfers

Dayline:

nnnnn Dayline: nnnnn Nightline: nnnnn

Nightline: Failed xfers:

nnnnn

Failed xfers:

nnnnn nnnnn

Phonebook access:

nnnnn

Phonebook access:

nnnnn

(The report continues as above for the entire day - until 11:00 AM/PM)

Clear?

# Report Item Definitions

Last cleared:

Date on which the totals were last cleared. The data

in this report are accumulations from this date.

For hh:mm (AM/PM)

The hour that the activity report covers.

Incoming dalls:

Number of incoming calls for that hour.

Attendant xfers:

Number of call transfers to the attendant for the

hour.

Immediate xfers:

Number of calls transferred immediately during the

hour.

Screened xfers:

Number of calls screened during the hour.

Blocked xfers:

Number of calls blocked during the hour.

Nonbox xfers:

Number of calls transferrd to non-mailbox exten-

sions during the hour.

Hunt group xfers

Dayline:

Number of transfers made using the hunt group

transfer sequence during dayline operations.

Nightline:

Number of transfers made using the hunt group

transfer sequence during nightline operations.

Failed xfers:

Number of transfers that were not completed during

the hour.

Phonebook access:

Number of times the Phonebook was accessed

during the hour.

. southing at

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating from their current values.

# 11.3.3 Hourly Activity by Category Report

Press key [3] to generate the Hourly Activity by Category Report. The following is displayed on the terminal screen:

Hourly Activity by Category				mm-dd-yy hh:mm AM/PM			
Last cle	ared:	mm-dd		hh:mr	n AM/P	M	
Incomir	ng calls	:					
	2	nnnnn		PM	12	nnnnn	
	1	nnnnn			1	nnnnn	
	2	nnnnn			2	nnnnn	
	3	nnnnn			3	nnnnn	
	4	nnnnn			4	nnnnn	
	5	nnnnn			5	nnnnn	
	6	nnnnn			6	nnnnn	
	7	nnnnn			7	nnnnn	
	8	nnnnn			8	nnnnn	
	9	nnnnn			9	nnnnn	
	10	nnnnn			10	nnnnn	
	11	nnnnn			11	nnnnn	

(All report categories will list the hours from 12 through 11 AM and PM. They are left off in the remainder of this example.)

Atten	dant tran	sfers:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn		C	nnnnn
	11	nnnnn		11	nnnnn
Imme	diate tra	nsfers:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Scree	ened tran	sfers:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
	P. 410	nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Block	ked trans	sfers:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn		- 010	nnnnn
		nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Nont	oox trans	sters:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn			nnnnn

	11	nnnnn		11	nnnnn
	group	xfers			
Dayl					
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Hunt	group	xfers '			
	tline:				
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Faile	d trans	fers:			
AM	12	nnnnn	PM	12	nnnnn
		nnnnn			nnnnn
		nnnnn			nnnnn
	11	nnnnn		11	nnnnn
Phon	ebook :	access:			
AM	12	nnnnn	PM	10	
	-	nnnnn	FW	12	nnnnn
		nnnnn			nnnnn
	11	nnnnn			nnnnn
				11	nnnnn
Clear	?				

# Report Item Definitons

Last	cleared:	
-40	organeu.	

Date on which the totals were last cleared. The data

in this report are accumulations from this date.

Incoming calls:

Number of incoming calls.

Attendant xfers:

Number of call transfers to the attendant.

Immediate xfers:

Number of calls transferred immediately.

Screened xfers:

Number of calls screened.

Blocked xfers:

Number of calls blocked.

Nonbox xfers:

Number of calls transferrd to non-mailbox extensions.

Hunt group xfers

Dayline:

Number of transfers made using the hunt group

transfer sequence during dayline operations.

Nightline:

Number of transfers made using the hunt group

transfer sequence during nightline operations.

Failed xfers:

Number of transfers that were not completed.

Phonebook access:

Number of times the Phonebook was accessed.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating from their current

values.

#### 11.3.4 Port Activity Report

Press key [4] to generate the Port Activity Report. The following is displayed on the terminal screen:

#### Port Activity Report

#### PORT 1

Last cleared: dd-mm hh:mm AM/PM

Incoming calls:

nnnnn

Connect time:

h:mm:ss

Holding time: Attendant xfers: h:mm:ss

Boxholder xfers:

nnnnn

Nonbox transfers:

nnnnn

Hunt group xfers:

Dayline:

nnnnn

Nighltine:

nnnnn

Failed transfers:

nnnnn

Phonebook access:

nnnnn

#### Clear?

#### PORT 2

Last cleared: dd-mm hh:mm AM/PM

Incoming calls:

nnnnn

Connect time:

h:mm:ss

Holding time:

h:mm:ss

Attendant xfers:

nnnnn

Boxholder xfers:

nnnnn

Nonbox transfers:

nnnnn

Hunt group xfers:

Dayline: Nighitine:

nnnnn

- West town of the

nnnnn

Failed transfers:

nnnnn

Phonebook access:

nnnnn

#### Clear?

#### PORT 3

Last cleared: dd-mm

hh:mm AM/PM

Incoming calls:

nnnnn

Connect time:

h:mm:ss

Holding time:

h:mm:ss

Attendant xfers:

nnnnn

Boxholder xfers:

nnnnn

Nonbox transfers:

nnnnn

Hunt group xfers:

Dayline:

nnnnn

Nighltine:

nnnnn

Failed transfers:

nnnnn

Phonebook access:

nnnnn

Clear?

PORT 4

Last cleared: dd-mm

hh:mm AM/PM

Incoming calls:

nnnnn

Connect time: Holding time:

h:mm:ss h:mm:ss

Attendant xfers: Boxholder xfers:

nnnnn nnnnn

Nonbox transfers:

nnnnn

Hunt group xfers:

Dayline:

nnnnn

Nighltine: Falled transfers:

nnnnn nnnnn

Phonebook access:

nnnnn

(The report will continue if you have more than 4 ports. It will contain the number of ports you have on your system.)

Clear?

## Report Item Definitons

Incoming calls:

Number of incoming calls.

Connect time:

Total connect time from the time CINDI picks up a line until the time CINDI hangs up. If four ports

were in constant use for one hour, the connect time

would reflect four hours of use.

Attendant xfers:

Number of call transfers to the attendant.

Holding time:

The total time calls were on hold.

Boxholder xfers:

Number of call transfers to boxholders.

Nonbox xfers:

Number of calls transferrd to non-mailbox exten-

sions.

Hunt group xfers

Dayline:

Number of transfers made using the hunt group

transfer sequence during dayline operations.

Nightline:

Number of transfers made using the hunt group

transfer sequence during nightline operations.

Phonebook access:

Number of times the Phonebook was accessed.

Failed xfers:

Number of transfers that were not completed.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating from their current values.

# 11.3.5 Port Activity by Category Report

Press key [5] to generate the Port Activity by Category Report. The following is displayed on the terminal screen:

Port Activity by Category mm-dd-yy hh:mm AM/PM

		lle.	Conne	ct time	
Incomi			Port	1	h:mm:ss
Port	1	nnnnn	POIL	2	h:mm:ss
	2	nnnnn		3	h:mm:ss
	3	nnnnn		4	h:mm:ss
	4	nnnnn			h:mm:ss
	5	nnnnn		5	
	6	nnnnn		6	h:mm:ss
	7	nnnnn		7	h:mm:ss
	8	nnnnn		8	h:mm:ss
Attend	lant tr	ansfers	Hold t	ime	
Port	1	nnnnn	Port	1	h:mm:ss
	2	nnnnn		2	h:mm:ss
	3	nnnnn		3	h:mm:ss
	4	nnnnn		4	h:mm:ss
	5	nnnnn		5	h:mm:ss
	6	nnnnn		6	h:mm:ss
	7	nnnnn		7	h:mm:ss
	8	nnnnn		8	h:mm:ss
Davida	aldor t	ranctore	Nonh	ox trans	fers
		ransfers nnnnn	Port	1	nnnnn
Port	1	nnnnn	1 011	2	nnnnn
	2			3	nnnnn
	3	nnnnn		4	nnnnn
	4	nnnnn		5	nnnnn
	5	nnnnn		6	nnnn
	6	nnnnn		7	nnnnn
	7	nnnnn		8	nnnnn
	8	nnnn		۰	1111111111
Hunt	aroup	xfers			
Dayli			Night	line	
Port	1	nnnnn	Port	1	nnnnn
	2	nnnnn		2	nnnnn '
	3	nnnnn		3	nnnnn
	4	nnnnn		4	nnnnn
	- 5	nnnnn		5	nnnnn
	6	nnnnn		6	nnnnn
	7	nnnnn		7	nnnnn
	8	nnnnn		8	nnnnn
	ebool	k access		d trans	
Port	1	nnnnn	Port	1	nnnnn
	2	nnnnn		2	nnnnn
		nnnnn		3	nnnnn
	4	nnnnn		4	nnnnn
	5	nnnn		5	nnnnn

6 nnnnn 6 nnnnn 7 nnnnn 7 nnnnn nnnnn

Clear?

# Report Item Definitions

Last cleared: Date on which the totals were last cleared. The data

in this report are accumulations from this date.

Incoming calls: Number of incoming calls.

Connect time: Total connect time, in hours, minutes, and seconds

from the time CINDI picks up a line until the time

CINDI hangs up.

Holding time: The total time calls were on hold.

Attendant xfers: Number of call transfers to the attendant.

Boxholder xfers: Number of call transfers to boxholders.

Nonbox xfers: Number of calls transferrd to non-mailbox exten-

sions.

Hunt group xfers

Dayline: Number of transfers made using the hunt group

transfer sequence during dayline operations.

Nightline: Number of transfers made using the hunt group

transfer sequence during nightline operations.

Failed xfers: Number of transfers that were not completed.

Phonebook access: Number of times the Phonebook was accessed.

Clear? Responding with a 'Y' clears the accumulated to-

tals in the report just generated. An 'N' allows the counts to continue accumulating from their current

values.

# 11.3.6 Subscriber Mailbox Activity Report

Press key [6] to generate the Subscriber Mailbox Activity Report. The following is displayed on the terminal screen:

Subscriber Mailbox Activity mm-dd-yy hh:mm AM/PM

MAILBOX NUMBER: Last cleared:	nnn mm-dd		hh:mm AM/PM
Transfer requests:		nnnnn	
Busy attempts:		nnnnn	
RNA attempts:		nnnnn	
Blocked attempts:		nnnnn	
Forwarded attempts:		nnnnn	
Screen calls refused:		nnnnn	
Screen calls accepted	:	nnnnn	
Hold requests:		nnnnn	
Hold time:		h:mm:	ss
Owner accesses:		nnnnn	
Guest accesses:		nnnnn	
Caller accesses:		nnnnn	
Owner connect time:		h:mm:	SS
Guest connect time:		h:mm:	SS
Caller connect time:		h:mm:	SS

Cal	10.0	4 04	la ei	deare.
C-ai	пег	Act	IVI	LV:

		Calls	Time		Calls	ııme
AM	12	nnnnn	h:mm:ss	AM 12	nnnnn	h:mm:ss
	1	nnnnn	h:mm:ss	1	nnnnn	h:mm:ss
	2	nnnnn	h:mm:ss	. 2	nnnnn	h:mm:ss
	3	nnnnn	h:mm:ss	3	nnnnn	h:mm:ss
	4	nnnnn	h:mm:ss	4	nnnnn	h:mm:ss
	5		h:mm:ss	5	nnnnn	h:mm:ss
	6		h:mm:ss	6	nnnnn	h:mm:ss
	7		h:mm:ss	7	nnnnn	h:mm:ss
	8		h:mm:ss	8	nnnnn	h:mm:ss
	9		h:mm:ss	9	nnnnn	h:mm:ss
	10		h:mm:ss	10	nnnnn	h:mm:ss
	11		h:mm:ss	11	nnnnn	h:mm:ss

incoming msgs revu:	
Expired messages: nnnn	n
Group messages sent: nnnn	n
Certified msgs sent: nnnn	n
Long distance Calls	Time
Message forward: nnnn	n h:mm:ss
Call placements: nnnn	n h:mm:ss
Total: nnnn	n h:mm:ss

Local

Message forward: Call placements:

Total:

nnnnn nnnnn nnnnn

h:mm:ss h:mm:ss h:mm:ss

Clear?

Report Item Definitions

MAILBOX NUMBER:

Number of the mailbox covered by the report.

Last cleared:

Date on which the totals were last cleared. The data in this report are accumulations from this

date.

Transfer requests:

Number of transfer requests.

Busy attempts:

Number of busy attempts.

RNA attempts:

Number of ring, no answer attempts.

Blocked attempts:

Number of attempts blocked.

Forwarded attempts:

Number of attempts forwarded.

Screen calls refused:

Number of screened calls refused by the box-

holder.

Screen calls accepted:

Number of screened calls accepted by the

boxholder.

Hold requests:

Number of calls placed on hold.

Hold time:

Total time calls were on hold.

Owner accesses:

Number of times the mailbox owner accessed

the mailbox.

Guest accesses:

The number of calls made by guests of the

boxholder to access their accounts hosted by

this mailbox.

Caller accesses:

The number of calls made to the mailbox.

Owner connect time:

Total time the mailbox was in use by the

owner.

Guest connect time:

The total time the mailbox was used by guest

accounts.

Caller connect time:

The total time the mailbox was in use by

callers depositing messages.

Caller activity:

The number of calls and time the mailbox was

in use by callers.

Incoming msgs rcvd:

The number of messages sent to the box-

holder.

Expired messages:

The number of messages automatically

deleted by CINDI because they remained on the system beyond the defined retention time

for the mailbox.

Group messages sent:

The number of group messages sent by this

mailbox. This count is accrued on a pre-

recording basis.

Certified msgs sent:

The number of certified messages sent by this

boxholder to another boxholder.

Long distance

Message forward:

The number of long-distance calls and amount

of time CINDI used to forward the boxholder's messages. This total includes all retries scheduled because of busy signals and

no-answer conditions.

Call placements:

The number of long-distance calls and the

amount of time CINDI used to make call placements for this boxholder. This count is accrued at the time the call is made and includes retries resulting from busy signals and

no-answer conditions.

Total:

The total number of long-distance calls placed

by CINDI and the total time used to place the

calls.

Local

Message forward: The number of calls and amount of time

CINDI used to forward the boxholder's messages. This total includes all retries scheduled because of busy signals and no-answer condi-

tions.

Call placements:

The number of calls and the amount of time CINDI used to make call placements for this boxholder. This count is accrued at the time the call is made and includes retries resulting from busy signals and no-answer conditions.

Total:

The total number of local calls placed by CINDI and the total time used to place the

calls.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating

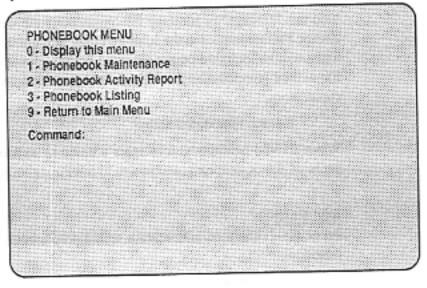
from their current values.

Has warn or bear topy

baoulg chus sonutzib, gnof to eth sou e au baw succe des de age des

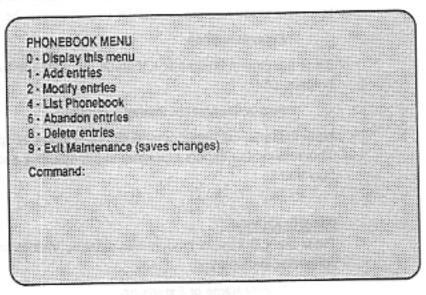
# 11.4 Phonebook

Phonebook is a directory feature that allows callers to use the telephone keypad to enter a person's name instead of their extension number. Selection 3 allows you to create and modify the entries to the Phonebook, generate the Phonebook Activity Report, and list the contents of the Phonebook. When you make the selection, the Phonebook Information Menu is displayed:



## 11.4.1 Phonebook Maintenance

When you press [1], CINDI displays the Phonebook Maintenance Menu:



When CINDI prompts you to enter a name or an extension number when you are modifying, listing or deleting an entry, you can enter a single name or number or specify a range of names or extension numbers. You can also specify all entries by entering '\*' as the name. You can even enter a partial name, in which case all entries that match the characters entered will be displayed. You must, however, enter a complete extension number; no partial numbers will be accepted.

You can "abridge" or limit the list by pressing the <escape> key during the listing. Further entries in the selected range will not be listed on the terminal. They will be included on the reported record count, however. An abridged list will be identified by the following in the name column before the range record count:

# Escape terminated listing

When CINDI prompts you to enter a name or extension number, you can press <CR> or <escape> and return to the Phonebook Maintenance Menu.

### Add Entries

Press the [1] key to add entries to the Phonebook. CINDI displays the following:

#### Enter name:

Enter the person's name (last name first, then first name). Leave a space between the last and first names. CINDI will ignore any punctuation, so you do not need to separate the names with a comma. You may enter up to 16 characters for the name. However, the first character of the name must be a letter. Press the return key. CINDI then displays the following:

#### Enter extension:

Enter the person's extension. CINDI displays the following when an entry is successful:

# Non-boxholder (or Boxholder) added

Note that you can enter several different ways of spelling the same name. This means that callers can enter either spelling and still reach the person they want.

## Modify Entries

Press the [2] key to modify the existing entries in the Phonebook. The following is displayed:

# Modify Name or Extension:

Enter the name or the extension that you want to modify, or a range of names and extensions, a partial name or "\*" for all entries. CINDI will display the current entry and ask:

### Modify?

Enter "Y" and the following is displayed:

NNNN Last name First name

New name:

New extension:

Enter the new name and extension. You can pass over entries or extensions by entering a return, <CR>. CINDI displays the modify prompt again. Youcan return to the Phonebook Maintenance menu by pressing <CR> or

### List Phonebook

Press the [4] key to list the contents of the Phonebook. The following is displayed:

#### List Name or Extension:

Enter the name (last, first) or the extension number, or a range of names or extension numbers, a partial name or "\*" to list all entries. CINDI displays the list and the number of records listed:

NNNN Last name First name NNNN Last name First name

--- 02 Record(s)

### Abandon Changes

Press the [6] key to abandon all the changes you just made to the Phonebook. The following is displayed:

#### Abandon changes?

If you enter a "Y". CINDI responds with the following and discards your changes, retaining the previous version of the Phonebook:

#### Discarding all changes

If you enter a "N" or a <CR>, CINDI responds with the following:

#### All changes remain

You can then exit and save the changes.

#### Delete Entries

Press the [8] key to delete entries from the Phonebook. The following is displayed:

### Delete Name or Extension:

Enter the name or extension, or range of names or extensions, partial name or "\*" for all entries that you want to delete. CINDI displays the name and mailbox number and displays the following:

#### Delete?

Enter "Y" to delete the entry.

### Exit Maintenance

Press the [9] key to exit the Phonebook Maintenance Menu and save the changes you have made. When you press the key, CINDI sorts the entries in the Phonebook to reflect the additions, deletions and modifications you made. The following is displayed:

Sorting.....

Sort complete

Phonebook updated

You are returned to the Phonebook Information Menu.

### 11.4.2 Phonebook Activity Report

Press the [2] key to generate the Phonebook Activity Report. The following is displayed:

Phonebook Activity Report mm-dd-yy hh:mm (AM/PM)

Last cleared: mm-dd

hh:mm AM/PM

Connect time:

h:mm:ss nnnnn

Access count: No matches:

nnnnn nnnnn

Retry count: Attendant xfers:

nnnnn

Clear?

### Report Item Descriptions

Last cleared:

Date on which the totals were last cleared. The data

in this report are accumulations from this date.

Connect time:

Total time the Phonebook was used by callers.

Access count:

Number of times the Phonebook was used.

No matches:

Number of times the name entered did not match

any entry in the Phonebook.

Retry count:

Number of times

Attendant xfers:

Number of times a caller transferred to the attendant

from the Phonebook.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the

counts to continue accumulating from their current

values.

# 11.4.3 Phonebook Listing

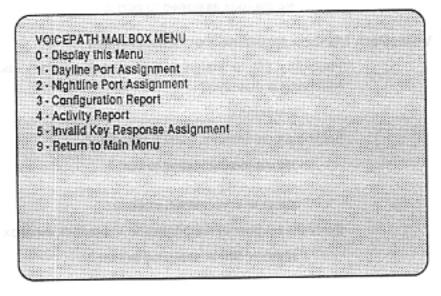
Press the [3] key to list the contents of the Phonebook. The names are listed alphabetically.

# Phonebook Listing mm-dd-yy hh:mm AM/PM

Ext# 0716 0310 0711 0722 0722 0713 0675 0715	Name BAGGINS BILBO BAGGINS FRODO CASE CAREYON MACGREGOR BILL MCGREGOR BILL MILL KAFY MILLS HAYLEY PFEIFFER PFRED WINTER OLDMAN
0719 0456	WINTER OLDMAN YOUNG STEVE

# 11.5 VoicePath Mailboxes (VoicePath Feature Only)

If you have VoicePath optional software installed on your system, selection 4 allows you to assign the Dayline and Nightline mailboxes to ports and to generate VoicePath mailbox configuration and activity reports. When you make the selection, the following menu is displayed:



Note that you can also use VoicePath mailboxes to present greetings on CO trunks. See the Technical Reference Manual chapter titled, *Integrations* for more information.

# 11.5.1 VoicePath Mailbox Dayline Port Assignment

Press key [1] to assign a Dayline VoicePath mailbox to a port. The following is displayed:

#### Enter port:

Enter the port number. CINDI responds:

No mallbox assigned to port 2

### Enter new VoicePath mailbox:

Enter the number of the Dayline VoicePath mailbox. CINDI responds:

Mailbox NNNN assigned to port 2.

To cancel the assignment, press [1]. The following is displayed:

Enter port:

Enter the port number. CINDI responds:

Mailbox NNNN assigned to port 2.

### Enter new VoicePath mailbox:

Enter a dash, "-", instead of a mailbox number. CINDI responds:

No mailbox assigned to port 2.

# 11.5.2 VoicePath Mailbox Nightline Port Assignment

Press key [2] to assign a Nightline VoicePath mailbox to a port. The following is displayed:

### Enter port:

Enter the port number. CINDI responds:

No mailbox assigned to port 2

## Enter new VoicePath mailbox:

Enter the number of the Nightline VoicePath mailbox. CINDI responds: Mailbox NNNN assigned to port 2.

To cancel the assignment, press [1]. The following is displayed:

### Enter port:

Enter the port number. CINDI responds:

Mailbox NNNN assigned to port 2.

## Enter new VoicePath mailbox:

Enter a dash, "-", instead of a mailbox number. CINDI responds:

No mailbox assigned to port 2.

### 11.5.3 VoicePath Mailbox Configuration

Press key [3] to generate the Mailbox Configuration Report. The following is displayed:

VoicePath Mailbox Configuration mm-dd-yy hh:mm AM/PM

VOICEPATH MAILBOX:

nnn

Creation time:

mm-dd

hh:mm (AM/PM)

Password:

(none/password) nn secs

Max recording: Greeting recorded:

(yes/no)

Name recorded: Menu recorded: (yes/no) (yes/no)

Menu rep count:

n

Multi key status:

(enabled/disabled)

Key definitions:

Key Function 0 undefined key

1 undefined key

2 transfer to mailbox 711 3 transfer to extension 711

4 transfer to attendant

5 terminate call

6 move to any mallbox 7 move to any extension

8 undefined key

9 access phonebook

AE terminate call

# Report Item Definitons

VOICEPATH MAILBOX:

Number of the VoicePath mailbox covered by

the report.

Creation time:

Date and time that the mailbox was originally

created on the system.

Max recording:

The maximum recording length allowed on

the mailbox.

Greeting recorded:

Indicates whether or not a greeting has been

recorded for the mailbox.

Name recorded:

Indicates whether or not a name has been

recorded for the mailbox.

Menu recorded:

Indicates whether or not a menu has been

recorded in the mailbox.

Menu rep count:

Indicates the number of times the menu will

be presented to a caller.

Multi key status:

Indicates whether or not multiple key inputs

are enabled or disabled for the mailbox.

Key definitions:

Lists the key assignments and automatic exit

assignments for the mailbox.

#### 11.5.4 VoicePath Mailbox Activity

Press key [4] to generate the Mailbox Activity Report. The following is displayed on the terminal screen:

VoicePath Mailbox Activity mm-dd-yy hh:mm AM/PM

VOICEPATH	nnn			hh-mm	(AM/PM)		
Last cleared			mm-			1111.1111111	(Anticion)
Owner acces			nnnr				
Owner conn			h:mr				
Caller acces			nnnr				
Caller conne			h:mr	11.55			
Hangups du							
	eting:		nnnr				
Men			nnnı				
No input act			nnnı	ın			
Key selects				. Luma a			
,	lume	Key	V	olume			
0	n	5		n			
1	n	6		n			
2	n	7		n			
3	n	8		n			
4	n	9		n			
Caller activi						Calle	Time
	Calls	Time				Calls	h:mm:ss
AM 12	nnnnn	h:mm		PM	12		h:mm:ss
1	nnnnn	h:mm			1	nnnnn	
2	nnnnn	h:mm			2	nnnnn	h:mm:ss h:mm:ss
3	nnnnn	h:mm			3	nnnnn	
4	nnnnn	h:mm			4	nnnnn	h:mm:ss
5	nnnnn	h:mm			5	nnnnn	h:mm:ss
6	nnnnn	h:mm			6	nnnnn	h:mm:ss
. 7	nnnnn	h:mm			7	nnnnn	h:mm:ss
8	nnnnn	h:mm			8	nnnnn	h:mm:ss
9	nnnnn	h:mm			9	nnnnn	h:mm:ss
10	nnnnn	h:mm			10	nnnnn	
11	nnnnn	h:mm	1:SS		11	nnnnn	h:mm:ss

Clear?

#### Report Item Definitions:

VOICEPATH MAILBOX: Number of the VoicePath mailbox covered by

the report.

Last cleared: Date on which the totals were last cleared. The

data in this report are accumulations from this

date.

Owner access:

Number of times the mailbox was opened.

Owner connect:

Time the owner accessed the mailbox.

Caller access:

Number of times the mailbox was used by

callers.

Caller connect:

Time the callers used the mailbox.

Hangups during

Greeting:

Number of times callers hung up during the

greeting presented by the mailbox.

Menu:

Number of times callers hung up during the

menu presented by the mailbox.

No input action:

Number of times no entry was made in

response to the mailbox.

Key selects:

Lists the keys and the number of entries for

each key.

Caller activity:

Lists, by each hour in the day, the number of calls received during the hour, and the total duration of the calls in hours, minutes and

seconds.

Clear?

Responding with a 'Y' clears the accumulated totals in the report just generated. An 'N' allows the counts to continue accumulating

from their current values.

#### 11.5.5 VoicePath Invalid Key Response Assignment

Press key [5] to define the response to an invalid key input while using a VoicePath mailbox. The following is dispalyed on the terminal screen:

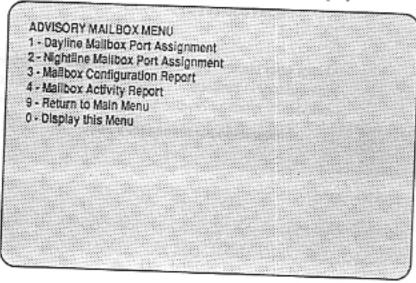
VolcePath Invalid Key Response Assignment Response set to volce(or tone). Enter choice (T/V):

Enter your choice: "T" means that CINDI will respond with a beep when an invalid key is pressed; "V" means the CINDI will say the prompt "Invalid response" when an invalid key is pressed. CINDI then displays:

Response set to tone (or voice).

### 11.6 Advisory Mailboxes (Voice Advisor Feature Only)

If you have Voice Advisor optional software installed on your system, selection 5 allows you to assign Dayline and Nightline mailboxes to ports and to generate Advisory Mailbox configuration and activity reports. When you make the selection, the following menu is displayed:



Note that you can also use Voice Advisor mailboxes to present greetings on CO trunks. See the Technical Reference Manual chapter titled, *Integrations* for more information.

#### 11.6.1 Advisory Mailbox Dayline Port Assignment

Press key [1] to assign a Dayline Advisory mailbox to a port. The following is displayed:

#### Enter port:

Enter the port number. CINDI responds:

No malibox assigned to port 2

#### Enter new Advisory mailbox:

Enter the number of the Dayline Advisory mailbox, CINDI responds:

Mailbox NNNN assigned to port 2.

To cancel the assignment, press [1]. The following is displayed:

Enter port:

Enter the port number, CINDI responds:

Mailbox NNNN assigned to port 2.

Enter new Advisory mailbox:

Enter a dash, "-", instead of a mailbox number. CINDI responds:

No mailbox assigned to port 2.

#### 11.6.2 Advisory Mailbox Nightline Port Assignment

Press key [2] to assign a Nightline Advisory mailbox to a port. The following is displayed:

Enter port:

Enter the port number. CINDI responds:

No mailbox assigned to port 2

Enter new Advisory mailbox:

Enter the number of the Nightline Advisory mailbox. CINDI responds:

Mailbox NNNN assigned to port 2.

To cancel the assignment, press [1]. The following is displayed:

Enter port:

Enter the port number. CINDI responds:

Mailbox NNNN assigned to port 2.

Enter new Advisory mailbox:

Enter a dash, "-", instead of a mailbox number. CINDI responds:

No mailbox assigned to port 2.

#### 11.6.3 Advisory Mailbox Configuration Report

Select option [3] from the Advisory Mailbox Menu in order to access the Advisory Mailbox Configuration Report. This report presents the current design structure of an advisory mailbox.

As soon as you press [3], the system will prompt you to enter a mailbox number. When you enter a valid advisory mailbox, the system presents the configuration status.

#### Voice Advisor Mailbox Configuration mm-dd-yy hh:mm AM/PM

VOICE ADVISOR MAILBOX: nnn Creation time: mm-dd hh:mm (AM/PM) Password: (none/password) Max recording: nn secs Greeting recorded: (yes/no) With ann greeting: (Y/N) No ann's greeting: (Y/N) Announcement count: n Responses: (Y/N) Retention current: (permanent) Retention maximum: (permanent) Blocking status: (disabled/enabled) Protection status: (disabled/enabled) Name recorded: (yes/no) Menu recorded: (yes/no) Menu rep count: Multi key status: (enabled/disabled) Bad key response: (error/tone) Key definitions: Key Function

0 undefined key 1 undefined key 2 transfer to mallbox 711 3 transfer to extension 711 4 transfer to attendant 5 terminate call 6 move to any mailbox 7 move to any extension 8 undefined key 9 access phonebook ΑE terminate call

#### Report Item Definitons

VOICE ADVISOR MAILBOX:

Number of the Voice Advisor mailbox covered by the report.

Creation time:

Date and time that the mailbox was originally

created on the system.

Password:

If the caller is required to enter a password, that password is displayed here. If no password is required, this item is defined as

NONE.

Max recording:

The maximum announcement length defined for the advisory mailbox. The length is displayed in seconds (SEC).

Greeting recorded:

Indicates whether or not a greeting has been recorded for the mailbox.

With ann greeting:

Indicates whether or not the "announcements present" greeting has been recorded.

No ann's greeting:

Indicates whether or not the "no-announcement present" greeting has been

recorded.

Announcement count:

Indicates the total number of anouncements recorded for the advisory mailbox.

Responses:

Indicates if the advisory mailbox is response preferred (i.e. callers can record a response after hearing each announcement).

Retention current:

Current retention time is mailbox owner defined and indicates the number of days the system will actually retain the announcements recorded for the mailbox.

Retention maximum:

Maximum retention time is defined by the System Manager. Current retention time cannot exceed this maximum

Blocking status:

Indicates whether or not the advisory mailbox is blocked.

Protection status:

Indicates whether or not the mailbox is protected.

Name recorded:

Indicates whether or not a name has been recorded

for the mailbox.

Menu recorded:

Indicates if the owner has recorded a menu for the

advisory mailbox

Menu rep count:

The number of times the owner defined menu will

be repeated (i.e. menu repetition count).

Multi key status:

Indicates whether or not the mailbox menu will

accept multiple key inputs.

Bad key response:

Indicates the system response to an invalid key

entry.

Key definitions:

Lists the telephone keys and their corresponding

functions which are used in the owner defined

menu. Also shows the automatic exit action.

#### 11.6.4 Advisory Mailbox Activity Report

Select option [4] from the Advisory Mailbox Menu in order to access the Advisory Mailbox Activity Report. This report presents phone line activity, hourly caller activity and caller response activity for an advisory mailbox.

As soon as you press [4], the system will prompt you to enter a mailbox number. When you enter a valid advisory mailbox, the system presents the report.

Voice Advisor Mailbox Activity mm-dd-yy hh:mm AM/PM

VOICE	ADVI	SOR MAI	LBOX:	nnn				
	leared	mm-dd	1		hh:mm	(AM/PM)		
Owne	nnnnn							
Owne		h:mm:	SS					
Caller		nnnnn						
	conne			h:mm:	SS			
	ups du							
		eting:		nnnnn				
		ounceme	nts:	nnnnn				
	Men	u:		nnnnn				
No in	No input action:			nnnnn				
	elects							
Key	-		Key	Volu	ıme			
0		n	5		n			
1		n	6		п			
2		n	7		n			
3		n	8		n			
4		n	9		n			
Calle	ractivi	ity:						
		Calls	Time				Calls	Time
AM	12	nnnnn	h:mm:	:SS	PΜ	12	nnnnn	h:mm:ss
	1	nnnnn	h:mm	:SS		1	nnnnn	h:mm:ss
	2	nnnnn	h:mm	:SS		2	nnnnn	h;mm:ss
	3	nnnnn	h:mm	:ss		3	nnnnn	h:mm:ss
	4	nnnnn	h:mm	:SS		4	nnnnn	h:mm:ss
	5	nnnnn	h:mm	:SS		5	nnnnn	h:mm:ss
	6	nnnnn	h:mm	:88		6	nnnnn	h:mm:ss
	7	nnnnn	h:mm			7	nnnnn	h:mm:ss
	8	nnnnn	h:mm	:ss		8	nnnnn	
	9	nnnnn	h:mm	:55		9	nnnnn	h:mm:ss
	10	nnnnn	h:mm	:33		10	nnnnn	
	11	nnnnn	h:mm	:88		11	nnnnn	h:mm:ss

Clear?

I in the day, the number of

#### Report item definitions:

Last cleared:

Date on which the totals for this advisory mailbox were last cleared. All the following data in this

report is accumulated from this date.

Owner access:

Number of times the owner used the mailbox.

Owner connect:

Time the owner accessed the mailbox.

Caller access:

Number of times the mailbox was used by

callers.

Caller connect:

Time the callers used the mailbox.

Hangups during

Greeting:

Number of times callers hung up during the

greeting presented by the mailbox.

Announcements:

Number of times callers hung up during the

announcements presented by the mailbox,

Menu:

Number of times callers hung up during the

menu presented by the mailbox.

No input action:

Number of times no entry was made in

response to the mailbox.

Key selects:

Lists the keys and the number of entries for

each key.

Caller activity:

Lists, by each hour in the day, the number of

calls received during the hour, and the total duration of the calls in hours, minutes and

seconds.

Clear?

Responding with a 'Y' clears the accumulated

totals in the report just generated. An 'N' allows the counts to continue accumulating

from their current values.

#### 11.7 System Manager's Mailbox Lock

You can lock the System Manager's mailbox using this terminal function. This lock prevents anyone, including the System Manager, from accessing the mailbox and using the System Manager's mailbox functions. You must unlock the mailbox in order to use it. Callers requesting to sign onto the mailbox will be presented with the following prompt:

Mailbox is currently locked.

The caller returns to the Initial Mailbox prompt.

If you activate the lock while the System Manager is using the mailbox, the lock will take effect as soon as the mailbox is closed.

To activate the lock, select option [6] from the Main Menu.

# MAIN MENU 0 - Display this menu 1 - Configuration Reports Menu 2 - Activity Reports Menu 3 - Phonebook Menu 4 - VoicePath Mailbox Menu 5 - Advisory Mailbox Menu 6 - System Manager's Mailbox Lock Access 7 - Diagnostic Reports Menu 9 - Log out Command:

The following prompt is displayed:

System Manager's Mailbox Lock Access MM-DD HH:MM x.m.

The System Manager's mailbox is currently (LOCKED/UNLOCKED)

Do you wish to change the lock status? [N]

Type 'N' to leave the lock status unchanged. Type 'Y' to change the status. You do not have to enter a return to initiate the command. All other entries result in the following error message and redisplay of the prompt shown above.

Invalld entry. Please input a Y or an N.

After you enter your choice the new status of the mailbox is displayed:

The System Manager's mailbox is currently (LOCKED/UNLOCKED).

If you do not make an entry within one minute after the initial prompt is displayed, a return is assumed by the system and you are returned to the Main Menu.

#### 11.8 Diagnostic Reports Menu

Use selection [7] from the Main Menu to access the Mailbox Message Delivery Tracking Report. This report contains the time and date messages were delivered to a particular mailbox.

When you press [7], the following prompt is displayed:

#### Mbx?

Type in the number of the mailbox you want the report to cover. The report is then presented. If you enter an invalid mailbox number, the prompt is displayed again.

Deliver	Msg nnn-x nnn-x	Stat S S	Current Ddate mm-dd mm-dd	Users: LLI Dtime hh:mm : hh:mm :	x.m.	Typ t t	.L) Rdate mm-dd mm-dd	Rtime hh:mm x.m. hh:mm x.m.	Sender mmmm mmmm
	101.000	100	1000	a tripinoù,					
	Maryre	100	101,742	All All Sections					
	a voda	500 5 00	orner- an	10011-1-1					
		s	mm-dd	hh:mm	x.m.	ť	mm-dd	hh:mm x.m.	mmmm

#### Report Item Definitions

Delivery	Order
----------	-------

Message retrieval order at the time of the report -

either LIFO or FIFO.

Current Users

List of the types of users currently using the mailbox

IDLE - Mailbox is not currently opened for update

OWNER - The boxholder is currently signed onto the mailbox.

GUEST - A guest is currently signed onto the mailbox.

CALLER - A message is being recorded for the mailbox either by an outside caller or another boxholder using the Main Menu 'Send a Message' feature - key 1.

CALLER, OWNER - The boxholder is signed on and a message is being left at the same time.

CALLER, GUEST - A guest is signed on and a message is being left at the same time.

OWNER, GUEST - The boxholder is signed on and a guest is signed on at the same time.

For the purpose of monitoring delayed message delivery reports, the key element is whether the boxholder is signed on during the report. If the boxholder is signed on, the T value may be valid. If the boxholder is not signed on when the report is generated, the T value for the Status is invalid and should be reported to Genesis Electronics.

Providing the other information for current mailbox activity allows the System Manager to determine whether and by whom a mailbox is being accessed at the time of the report. This is helpful in detecting password security breaches.

The index number of the message. The first three digits indicate the first message to be played, second message to be played, etc. The digit after the hyphen is the message segment level indicator and indicates the first message heard, second message heard, etc.

Current receipt status of the message:

S - message in saved queue

N - message in new queue

T - message is marked for transition between queues. A temporary condition that should not appear unless the boxholder is currently in the mailbox.

blank - appended message segment

#### Stat

Ddate Month and date the message was delivered - arrived

in the mailbox. If the message was a canned integration message, the software will print "Stock Message" in place of Ddate and Dtime. No other

information will be printed after this.

Dtime Hour, minute and AM or PM indicator of the time

the message was delivered to the mailbox.

Typ Method of delivery for the message to the mailbox.

1 - directly deposited in mailbox

2 - delivered by General Delivery

3 - transferred with comments

4 - transferred without comments

5 - delivered through integration feature

Rdate Month and date the message was recorded.

Hour, minute and AM or PM indicator of the time

the message was recorded.

Sender The message sender's mailbox number or other

indicator:

CALR - message was left from outside of

mailbox

GST = message was a response to a guest

message

CPLC - message was a response to a call

placement

Rtime

Are unusual of services.		
1		
•		

### General Information

This chapter reviews some important general information regarding CINDI to help you understand how CINDI operates.

#### 12.1 Housekeeping

Each night, around 2:00 AM, CINDI performs housekeeping operations. Several functions occur during these operations, including:

MESSAGE DELETION: Messages are allowed to be on the system only temporarily — for the Boxholder's assigned message retention time. Similarly, when you record the System Bulletin, you specify the number of days it is to remain on the system. During housekeeping, CINDI checks each these recordings and, if appropriate, deletes them from the system.

MESSAGE RETENTION TIME UPDATING: You can set a standard message retention period between one and seven days for your system (see the chapter, Company Information: Key [3]). When this setting is changed, any Boxholder assigned the previous value is reassigned the new value. This reassignment occurs during housekeeping. Any messages received by the affected Boxholders after housekeeping reflect the new standard message retention time.

GENERAL CLEANUP: During the day, some disk blocks might be removed from service for a number of reasons. During housekeeping, CINDI determines exactly which blocks are available for use and which are not. This guarantees that callers have access to all of the available storage capacity.

If you have a printer or terminal connected to CINDI's Port 2, CINDI displays a message when housekeeping operations are complete:

Housekeeping completed mm-dd-yy hh:mm xM

If any other message appears, you should contact the people servicing your CINDI system.

If the year displayed is incorrect, you can reset it via the SETUP command. Refer to the *Technical Reference Manual*, System Utilities chapter for instructions.

#### 12.1.1 Usage During Housekeeping

Although CINDI first tries to begin housekeeping at 2:00 AM, it cannot be started while a caller is using the system's voice mail features. If 2:00 AM arrives and callers are already on the system, CINDI allows them to continue uninterrupted.

However, any callers reaching the system after 2:00 AM are prevented from using CINDI's voice mail features until housekeeping is completed. Callers reaching the system during this time are presented this message:

Please press the [6] key on your telephone keypad if you would like to hold. I will be with you in a few minutes.

When the caller enters a [6], CINDI tells them to wait until housekeeping operations are completed:

Please hold the line. I will be with you shortly.

Once housekeeping is completed (it might be several minutes, depending on the usage of your system), CINDI checks to see if the caller is still waiting:

Please press the [6] key to continue.

After the caller presses [6], CINDI greets the caller as if CINDI had just received the call.

#### 12.2 System Storage Capacity Limits

To help you manage the use of your system's storage capacity, CINDI tracks the amount of disk space in use at all times (disk usage is displayed in statistic Report 1). This tracking helps alert you when your organization's growth requires an expansion of CINDI's memory.

In addition, when 80% or more of the system's capacity is used, CINDI notifies all Boxholders when they open their mailbox:

I'm reaching the limits of my storage capacity. Please delete any unnecessary messages immediately.

Because this notification is provided at the 80% level, there is usually more than enough capacity remaining on the system to accommodate any messages that are recorded while space is being freed.

It is helpful to monitor how often the 80% notification occurs. A single instance might not require any modifications to your system. However, if you begin hearing the warning frequently, you should consider either expanding the storage capacity of your CINDI or modifying Boxholders' parameters (message retention time, maximum message length, personal greeting authorizations, etc.).

You can also reduce the amount of storage new messages require by changing the voice quality setting on CINDI. You should remember, though, that this does not make space available immediately -- messages already recorded are unaffected.



## Telephone Menus and Menu Maps

#### SYSTEM MANAGER: MAIN MENU

- [1] Record a message
- [2] Receive messages
- [3] Change company information
- [4] Access the Mailbox Directory
- [5] Set the time and date
- [6] Change the System Bulletin
- [7] Generate statistics
- [8] Personalize the System Manager mailbox
- [9] End the call

#### MESSAGE RECORDING MENU

- [1] Accept the message (send)
- [2] Review the message
- [3] Continue recording the message
- [4] Re-record the message
- [8] Cancel the message

# A

#### [2] MESSAGE RECEIVING SECONDARY MENU (abbreviated)

(presented after each message played)

- [1] Keep the message
- [7] Take action on the message
- [8] Delete the message
- [9] Exit message receiving
- [0] Other options

#### [2] MESSAGE RECEIVING SECONDARY MENU (complete)

(presented after [0] pressed)

- [1] Keep the message
- [2] Repeat the message
- [3] Replay previous ten seconds
- [4] Move ahead ten seconds
- [5] Skip ahead through the message
- [6] Stop playback for 30 seconds
- [7] Take action on the message
  - [1] Copy the message with comments
  - [2] Copy without comments
  - [6] Relay information to a mailbox
  - [7] Leave a response for the sender
  - [9] Exit without taking action
- [8] Delete the message
- [9] Exit message receiving

#### [3] COMPANY INFORMATION SECONDARY MENU

- [1] Change Dayline Greeting
- [2] Change Nightline Greeting
- [3] Record company name
- [4] Set the system storage capacity
- [5] Set the standard message retention time
- [6] Define how the attendant is reached
- [7] Define VoicePath parameters (only if VoicePath is installed)
- [9] Exit Company Information menu

#### [4] MAILBOX DIRECTORY SECONDARY MENU

- Add a mailbox
- [2] Modify an existing mailbox
  - [1] Record the name
  - [2] Review authorizations
  - [3] Change message retention time
  - [4] Change maximum message length
  - [5] Change line group
  - [6] Change message waiting notification
  - [9] Exit mailbox modification
- [3] Reset a password
- [4] List the mailboxes
- [8] Delete a mailbox
- [9] Exit Mailbox Directory menu

#### [7] STATISTICS SECONDARY MENU

- (General System Configuration) Print Report 1 [2] Print Report 2 (Telephone Line Interface Configuration) (Mailbox Listing) [3] Print Report 3 [4] Print Report 4 (Subscriber Mailbox Configuration) [5] Print Report 5 (Subscriber Mailbox Activity) [6] Print Report 6 (System Activity Summary) (Hourly Activity) [7] Print Report 7 (Port Activity by Category) [8] Print Report 8
- [9] Exit Statistics menu

#### [8] PERSONALIZE MAILBOX SECONDARY MENU

- [2] Change the System Manager password
- [3] Record the name
- [4] Recover the System Bulletin
- [7] Select message retrieval order
- [9] Exit Personalize Mailbox menu

#### MINISTER OF SECURITY SECOND ... THE WALL OF SECOND ...

#### TARBETT SECONDAR SEL

[2] Free Report Configuration)

[3] Free Report Configuration)

[4] Free Report Configuration

[5] Free Report Configuration

[6] Free Report Configuration

[6] Free Report Configuration

[7] Free Report Configuration

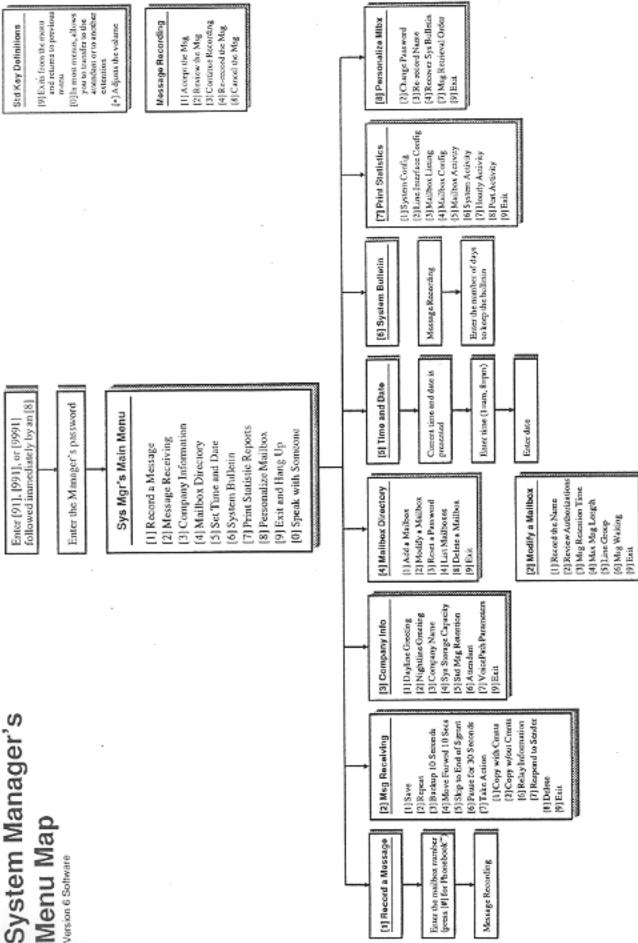
[8] Free Report Configuration

[9] Free Report Configuration

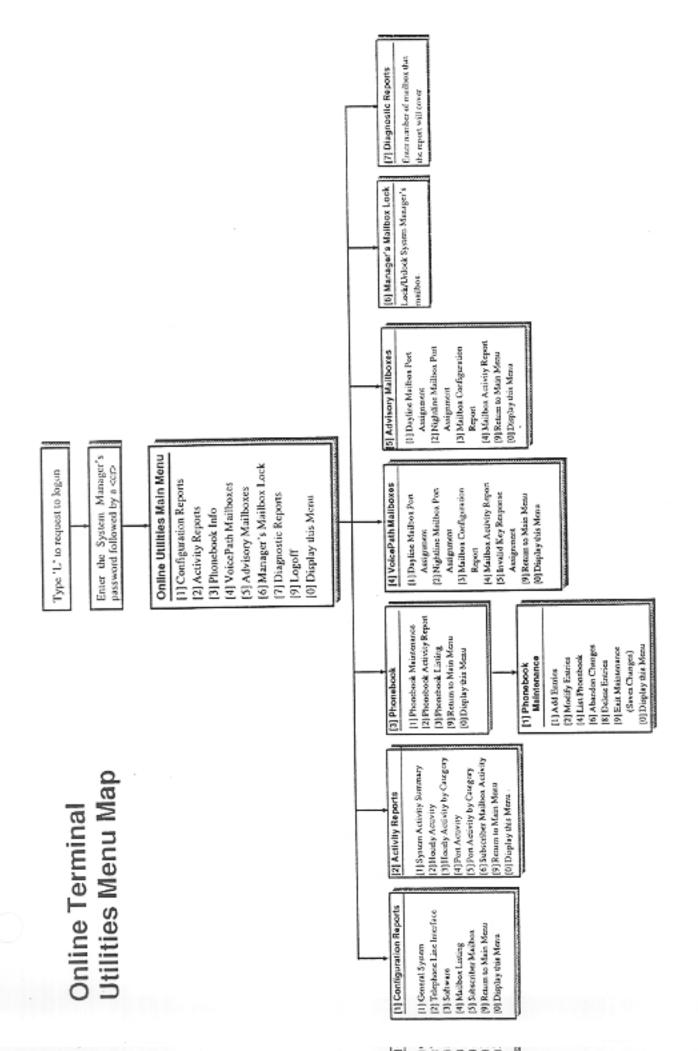
#### PERCENALL HAR BOX SECON ALY MERU

The AAC CORPORED COME TO COME TO SERVICE TO COME TO CO

# System Manager's Menu Map



System Manager's



Online Termost

# Owner's Menu Map VoicePath Mailbox

Version 6 Software

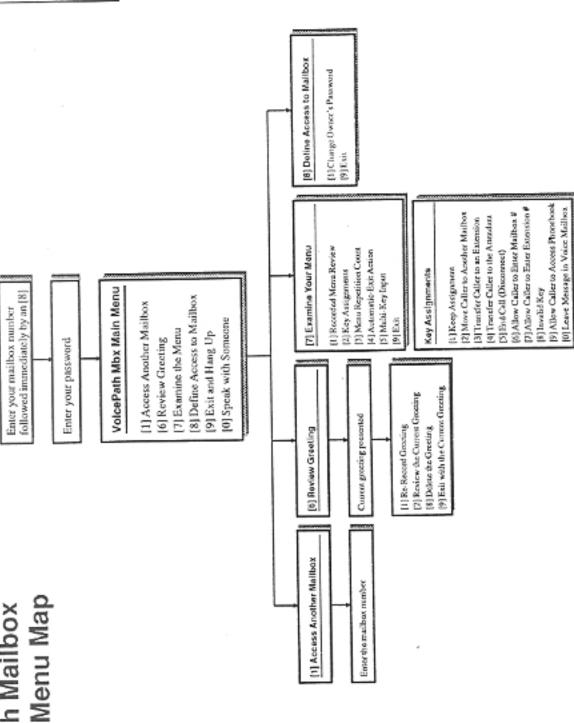
[0] In most menus, allows you to transfer to the attendant or to another

(\*) Adjusts the volume

[9] Exits from the mens and returns to provious

PL ST

Std Key Definitions



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# **CINDI Worksheets**

This appendix contains copies of the Management Initialization Worksheet, VoicePath Mailbox Definition Worksheets, and the Mailbox Directory Worksheet.

Additional copies can be created by copying blank worksheets.

#### MANAGEMENT INITIALIZATION WORKSHEET

ompany or organization name:	
INDI's standard greetings:	
ayline Greeting When CINDI an	nswers your company's calls during business hours.
Morksheet	HOW -
ghtline Greeting When CINDI ar	2011040
, and the control at	nswers your company's calls after hours in Nightline
'	

#### Mailbox Directory Worksheet

Mailbox Number	Ext Number	Boxholder's Name	MML	мнт	LG	MF	СР	GA	PG	GIM	00	MWI	PUN
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MML - Maximum Message Length PG - Personal Greeting

MRT - Message Retention Time GM - Group Messaging

LG - Line Group CS - Call Screening

MF Message Forwarding MWI - Message Waiting Indication PUM - Personal User Menu

CP - Call Placement PUM - Personal User Meni GA - Guest Accounts a sign and the

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No. of the Company of

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131 91 93

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# CINDI® I+ CINDI°II+

Operations Manual

System User's Reference Guide



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# Appendix A: System User Telephone Menus and Menu Map

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# Introduction

This User's Guide tells you how CINDI can increase your telephone communication power.

CINDI is an acronym for Central INformation DIspatch. Because you are a CINDI Boxholder,

- CINDI will answer your telephone and take messages
- CINDI will call you at another number and deliver your messages
- CINDI will call other people and deliver messages from you
- CINDI will deliver "certified" messages from you to other Boxholders
- CINDI will deliver a group message from you to as many as 247 other Boxholders
- CINDI will take messages from you for your guests

In fact, CINDI can provide all of your telephone messaging needs...and using CINDI is as simple as pressing the keys on your telephone.

But before you can begin, you must have two pieces of information. First, you need to have the telephone number or main extension assigned to CINDI:

## 1.1 Calling CINDI

You can reach CINDI by calling the telephone number or main extension assigned to CINDI, just like you would call any other number. CINDI's telephone number should be listed on the first page of this chapter.

When CINDI answers, simply follow the instructions provided by pressing the appropriate keys on your telephone keypad.

The phrases that you hear when you call CINDI depend on 1) the greetings recorded for your organization; and 2) the feature options included on your system.

For example, when you first call CINDI, you might hear a greeting recorded specifically for your organization. Or, you might hear a standard greeting. For simplicity's sake, the examples in this chapter use the standard CINDI greeting.

If your CINDI is set up to forward calls to voice mail or direct to a mailbox, you might hear a brief tone just before the system greeting or personal greeting is played. This tone is a signal to CINDI which ensures that you hear the entire greeting.

Next, what you hear depends upon whether or not your system includes one of the optional feature packages. If one or more of these options is installed on your system, not all telephone lines used with your CINDI system may have identical capabilities.

As an example, if your organization is using the VoicePath feature, some of the system's telephone lines may be allocated for the VoicePath functions. The remaining lines may be allocated for standard voice mail functions exclusively.

On a system like this, there may be two telephone numbers available to call CINDI: one for VoicePath and one for standard CINDI. As a user, you need to know which capabilities each number has. Contact your System Manager for this information.

### 1.1.1 Leaving a Message

This section describes how callers leave messages for you in your mailbox. For practice, you will leave a message in your own mailbox.

Thank you. Your message has been delivered to: (your name).

Depending on how your System Manager has configured your system, CINDI might conclude the call or give you the option to continue:

Thank you. Good day/evening. or To continue, press [1]. To end this call, press [9].

» For now, if you are given the option, press [9] to conclude the call. In the future, you should always remember to press [9] so CINDI hangs up when you do.

### 1.1.2 Using the Phonebook

If the caller presses [#] in order to access Phonebook, CINDI prompts:

Please enter the person's name, using the keys on the telephone keypad, last name followed by first.

Press the [1] key to enter a "Q" or a "Z".

To leave the Phonebook, press [0].

To end this call, press the [#] key.

The caller should enter the last name followed by the first name using the telephone keypad. The caller needs to enter enough characters for CINDI to uniquely recognize the person's name. In some cases the caller will only enter a few characters; in other cases, the caller will need to enter the full last name as well as part or all of the first name. After the caller enters a name that CINDI recognizes, the caller hears:

You have selected: (boxholder's name), mailbox (mailbox number).
To accept your selection, press [1].
To enter a new name, press [9].
To leave the phonebook, press [0].
To end this call, press the [#] key.

If the caller presses [1], CINDI calls the requested party's extension.

If CINDI is unable to identify the name, the caller is presented with a selection of names. For example, if the caller enters the last name and more than one boxholder has the same last name, CINDI says:

Press [1] for (boxholder's name).
Press [2] for (next boxholder's name).
To enter a new name, press [9].
To leave the Phonebook, press [0].

#### 1.2 Opening Your Mailbox

The previous sections showed you how you can reach CINDI and how callers leave messages for you in your mailbox. This section explains how to open your mailbox so that you can receive your messages and gain access to other important features.

To open your mailbox, you need a "key." This key is a password that you can enter with your telephone keypad. You are the only person who can open your mailbox, since no one else knows the password you choose.

When the System Manager first creates your mailbox, the system automatically assigns password [0] to the mailbox. This is the default password you will enter the very first time you open your mailbox.

Once you log onto your mailbox and enter the default password, CINDI will prompt you to enter your own unique password. Before you open your mailbox for the first time, you should decide what this password will be.

A password can be any combination of numbers or letters on the telephone keypad, up to four characters long (the [\*] and [#] keys cannot be used).

Some examples of passwords are: 85, 2789, VW, USAF, 2BIT

Make sure you record your password where you can find it, should you forget You can always change it later if you don't like it.

#### Opening Your Mailbox for the First Time 1.2.1

To open your mailbox for the first time, follow the steps presented below. Please note that these steps apply to standard CINDI lines. If you are opening your mailbox from an VoicePath line or from an integrated line, please refer to the end of this chapter for the steps you should follow.

- Call CINDI by dialing an extension or the company telephone num-
- When CINDI answers, enter your mailbox number. You can enter the number as soon as you hear CINDI. You don't need to wait for CINDI's request.
- Enter an [8] immediately after your mailbox number. This tells CINDI that you want to open your mailbox and use the Boxholder features rather than simply depositing a message in the mailbox.
- Enter the default password [0] when CINDI asks for it.

### With VoicePath and Using a Personal User Menu

If your system is equipped with VoicePath and you are authorized to use a Personal User Menu and you have the menu enabled, open your voice mailbox as follows:

- Call CINDI.
- 2. Enter your mailbox number.
- Enter the key you defined in your Personal User Menu as "To leave a message in a voice mailbox..."
- Enter an [8], followed by your password.

If your Personal User Menu is disabled, skip step 3 above when opening your mailbox.

### With an Integration

If your CINDI is equipped with one of the integrations, you can open your mailbox from your own telephone station as follows:

- Call CINDI.
- 2. Enter your password when CINDI asks for it.

You can gain access to your mailbox in this manner only when calling one of CINDI's integrated lines from your own telephone station. When you call CINDI from your station, the system automatically receives your mailbox number and [8]. As a result, the system only requires your password.

Remember, if you call CINDI from another telephone station, the system will automatically receive the mailbox number (and [8]) associated with that station. CINDI will accept only the password for that mailbox. To sign onto your own mailbox when calling from another station, press [#] first. Then enter your mailbox number, [8], and your password.

### 1.2.3 The Importance of Opening Your Mailbox

In order to have full access to CINDI's features, it is important that you open your mailbox each time you call CINDI, even if you do not intend to use any of the Boxholder features available inside your mailbox. By opening your mailbox, you tell CINDI that you are a Boxholder, and so are allowed other privileges during your call.

For example, the System Manager can prevent CINDI from presenting the following prompt to non-Boxholders:

To continue, press [1]. To end this call, press [9].

## 1.3 The System User's Main Menu

When you open your mailbox, CINDI tells you the number of new messages in your mailbox and presents the System User's main menu to you. This menu tells you all of the features available to a CINDI Boxholder:

To receive your messages, press [2].
For message forwarding, press [3].
For call placements, press [4].
For group messages, press [5].
For certified messages, press [6].
For guest accounts, press [7].
To personalize your mailbox, press [8].
To record a message, press [1].
To end this call, press [9].
If you'd like to speak with someone, press [0].

You select a feature by pressing the appropriate key. Remember, you can make your selection even while CINDI is speaking.

Each of the features is discussed briefly below. Those marked with an asterisk are special features authorized by your System Manager and might not be assigned to your mailbox. Check with your System Manager to verify which have been authorized for you.

### [1] RECORD A MESSAGE

With this feature, you can "close" your mailbox and record a standard message for any Boxholder. If you want to use other Boxholder features after you record the message, you must re-open your mailbox.

### [2] RECEIVE YOUR MESSAGES

All new and saved messages left in your mailbox can be reviewed with this feature.

### [3] MESSAGE FORWARDING \*

Use this feature to have CINDI forward your messages to any telephone number you specify, including long distance.

#### [4] CALL PLACEMENTS \*

This feature allows you to have CINDI make an outgoing call and deliver a message from you.

#### [5] GROUP MESSAGES \*

Using this feature, you can send a message to as many as 247 people at one time.

# Message Recording

One of the primary features with which every CINDI user needs to become familiar is Message Recording. Familiarity with this feature is important because Message Recording is used in many other CINDI features, including: message transfers with preceding comments, call placements, group messages, certified messages, and guest messages. These are in addition to the message recording key [1] in the main menu.

When you press [1] from the main menu to record a message, you should remember that this "closes" your mailbox. If, after you finish recording the message, you want to access your mailbox's features again, you should open your mailbox by re-entering your mailbox number and password.

When you send messages to other Boxholders in the system, CINDI will only be able to identify you as the sender of the message if you opened your mailbox prior to sending the message. By opening your mailbox first, the message recipient can respond easily to your message without having to look up and enter your mailbox number. CINDI will automatically send the response to you. If you do not open your mailbox prior to sending a message, CINDI will not know who you are and the recipient will need to specify your mailbox if he or she wants to respond to your message.

When you access the Message Recording feature, CINDI will prompt you with the phrase:

# 2.1 Message Recording Menu

When you have finished recording, CINDI presents the Message Recording menu to you:

```
If this message is acceptable, press [1].
To review the message, press [2].
To continue this message, press [3].
To re-record the message, press [4].
To cancel the message, press [8].
```

This menu gives you complete control over the content and presentation of your message.

# 2.1.1 Accept the Message (Send)

Until the message you record is acceptable to you, CINDI does not deliver it to the specified receiver(s).

To tell CINDI that the message is acceptable:

» Press [1] when presented the Message Recording menu.

Depending on how you accessed the Message Recording feature, CINDI acknowledges your input with a brief delivery confirmation or by continuing with the feature you used to access Message Recording.

## 2.1.2 Review the Message

To review the message as it is currently recorded:

» Press [2] when presented the Message Recording menu.

CINDI plays back the entire message for you and then presents the Message Recording menu to you again.

If you enter a key while the message is being played back, CINDI treats the key as another response to the Message Recording menu. This means that you can press:

- Another [2] to restart the review process.
- A [3] to continue recording from the end of the current message (not from the point in the message where you press [3]).
- Any other key in the Message Recording menu.

This treatment is especially important for callers with rotary phones. These callers can record messages and know they will be delivered, even though they cannot provide CINDI with any tone input.

# 2.3 Telset Messages (IVMS Integration Only)

If your system is equipped with the IVMS integration for the Northern Telecom SL-1, you have the opportunity of leaving a Telset Message rather than recording a voice message. Telset Messages are short messages pre-recorded on the CINDI system that Boxholders can deposit into any mailbox. Callers can leave a Telset Message by pressing a telephone keypad code that corresponds with the desired message.

For more information on Telset Messages, refer to the IVMS Chapter in this guide. For detailed instructions on how to leave Telset Messages from your telephone set, please refer to the SL-1 documentation.

# Message Receiving: Key [2]



In order to receive your messages,

» Press [2] when presented the System User's main menu.

If there is a System Bulletin, CINDI presents it to you each time you enter Message Receiving. After it's presented, CINDI asks whether you want to continue to have it presented in the future:

System bulletin: (bulletin)
Press [1] to save the current bulletin.
Press [8] to delete it.

» If you want the Bulletin presented each time you enter Message Receiving, press [1]. Press [8] if you do not need to hear it each time. (You can recover access to the Bulletin if you delete it -refer to the chapter, Personalizing Your Mailbox: Key [8].)

When the System Bulletin presentation is complete, CINDI presents your new messages followed by your saved messages. CINDI presents your messages in either LIFO (last in, first out) or FIFO (first in, last out) order, depending upon the message retrieval order set for your mailbox. Refer to the chapter, Personalizing Your Mailbox: Key [8], for information about how to set your message retrieval order.

# 3.1 Message Receiving Menu

After each message, CINDI tells you the date and time the message was deposited in your mailbox. For General Delivery messages and messages copied without comments, your System Manager can set CINDI to tell you the date and time these messages were delivered to your mailbox and the date and time they were recorded.

CINDI then presents an abbreviated menu of the available Message Receiving commands:

To keep this message, press [1].
To take action on it, press [7].
To delete the message, press [8].
For other options, press [0].

If you want to hear the complete menu, press [0], and CINDI plays it for you:

To keep the message, press [1].
To repeat the message, press [2].
To replay the previous ten seconds, press [3].
To move ahead ten seconds, press [4].
To skip ahead through the message, press [5].
To stop playback for 30 seconds, press [6].
To take action on this message, press [7].
To delete the message, press [8].
To exit message receiving, press [9].

Every Message Receiving command can be entered while the message is being played -- you do not need to listen to the entire message before pressing a key. The function associated with that key is executed immediately.

Descriptions of the commands available during message receiving are found below.

## 3.1.1 Keep the Message

To keep the message and move on to the next one,

» Press [1] during or immediately after the message.

If you keep the message, CINDI continues to remember it for the message retention period assigned to the mailbox. The message is removed from the assigned time period.

The message is removed from the assigned time period.

When you press [7], CINDI gives you some additional options:

To copy the message with comments, press [1].
To copy without comments, press [2].
To relay information to another mailbox, press [6].
To respond to the sender, press [7].
To exit without taking any action, press [9].

Each of these is discussed below. In all cases, you return to the Message Receiving menu with the message still in your mailbox. If you are finished with the message, you should delete it from your mailbox.

Copy With Comments

If you press [1], CINDI asks you for the mailbox number to receive the message. CINDI prompts you as follows:

Enter the mailbox number to receive this message.

» Enter the mailbox number to which you want the message copied.

CINDI then asks you to confirm the receiver:

This mailbox is for: (Boxholder's name). To continue, press [1]. To cancel your request, press [8].

» If the Boxholder named is the intended recipient, press [1].

After you verify the recipient, CINDI asks you to record your comments:

Please give me your prefacing comments.

When you have finished recording your comments, CINDI presents the Message Recording Menu. (For information about this menu, refer to the chapter, Message Recording.) When you have accepted the recorded comments, CINDI executes and confirms the delivery of the copy and your comments:

Message delivered.

### Copy Without Comments

As with sending a copy with comments, if you press [2] to send a copy without comments, CINDI asks you for the mailbox number to receive the message. After you verify the recipient, CINDI confirms the delivery of the copy:

## 3.1.9 Exit Message Receiving

Press [9] to return to the System User's Main Menu.

### 3.1.10 Other Options

As mentioned above, CINDI presents only an abbreviated menu of available commands after each message. Every command is operational -- CINDI just doesn't prompt for all of them unless you request the entire menu.

Press [0] if you want to hear the complete Message Receiving menu. CINDI then lists all available commands.

# Message Forwarding: Key [3]

must be authorized by your System Manager. Check with your System
Manager to determine whether you are authorized to use it. Please note that
IVMS integrated lines do not support this function.

To use the Message Forwarding feature:

Press [3] when presented the System User's Main Menu.

If you have not been authorized to use the Message Forwarding feature,

CINDI informs you:

This mailbox is not authorized for this function. Please check with the System Manager.

Message Forwarding allows you to have CINDI deliver your messages to you at whatever time and location you choose. It is a special feature and

CINDI then returns you to the System User's main menu.

If you are authorized to use the feature, CINDI presents the Message Forwarding secondary menu to you:

To enable Message Forwarding, press [1].

# 4.1 Enabling Message Forwarding

To enable Message Forwarding:

- Open your mailbox.
- Press [3] to use the Message Forwarding menu.
- Press [1] to enable Message Forwarding.

CINDI responds to your request to enable Message Forwarding by asking for all of the information necessary to deliver your messages to you properly.

#### 4.1.1 Time

The first information CINDI must be given is when to make the call:

The time is: (current time).

Enter the time to call. For immediate forwarding when messages arrive, enter [9999].

If you want your messages forwarded to you immediately when they are left in your mailbox, enter [9999]. CINDI then asks for the date you want the call to be made. This arrangement is especially useful when you have CINDI activate a pager.

If you want your messages forwarded to you at a specific time, enter that time using the telephone keypad. If you are in a different time zone, remember to enter the time from CINDI's perspective, not your own. For example, if CINDI is in California, and you want messages forwarded to you in New York at 9:00, enter [0600] for the time. If you want to receive your messages at 2:30 in New York, enter [1130] for the time.

When you enter a specific time, CINDI asks if the time is AM or PM (again, from CINDI's perspective):

If this time is in the AM, press [1], For PM, press [8].

» Enter [1] or [8].

When requesting forwarding at a specific time, it is important for you to know that CINDI forwards messages to the designated number only if there is at least one new message in your mailbox at the scheduled time for the call. If not, and if daily forwarding is scheduled, CINDI checks again at the requested time the next day to see if there are new messages to be forwarded.

To insert a four-second delay, press [5].

For message forwarding to a pager, press [6].

To insert a star key, press [7].

To cancel the entry and try again, press [8].

Dial [9] to cancel the call.

You want to tell CINDI to wait for a dial tone, so you press [4] when presented the menu. After you hear CINDI's response, press [3] to continue entering the rest of the number, and then enter [19169854050].

As you can see, CINDI makes it very easy to enter numbers. Any time you stop dialing, CINDI asks you what you want to do next. If you are just thinking, you can press [3] and continue entering digits. If you want to check the number you've entered so far, press [2]. It is advisable to check the number prior to pressing [1].

When programming the telephone number, there are some special considerations which you should note:

If you are going to use a long-distance service, you might have to insert a second dialing delay to wait for the service dial tone. Some long-distance services do not provide a dial tone between the access code and the destination telephone number, yet they require a small delay between these segments for accurate dialing. If your service is like this, request CINDI to pause between these numbers by pressing [5] to insert a four-second pause.

If you are using the speed dial feature on your telephone system, be sure to insert enough pauses in the number you give CINDI to allow the telephone system to dial the expanded number before any other digits are to be dialed.

#### 4.1.4 Time Window

If you requested forwarding to occur as soon as messages arrive (immediate forwarding), CINDI allows you to establish a time-window during which messages will be forwarded:

Please enter the earliest time you will accept calls at this number.

» Enter the beginning of the time-window. Remember to enter the time from CINDI's perspective if you're in a different time zone.

If this time is in the AM, press [1]. For PM, press [8].

» Enter [1] or [8].

# 4.2 Message Forwarding to a Pager

Instead of having CINDI call you to deliver messages left in your mailbox, you can elect to have CINDI activate your pager simply to notify you that you have received new messages.

To do this, you follow the same steps listed above for enabling Message Forwarding. However, when you are programming the telephone number, one additional step is required.

After you have completed entering the digits for the telephone number, listen for the telephone number menu.

Before you press [1] to accept the telephone number, press [6] to inform CINDI that the number is used to activate a pager.

Once you have pressed [6], CINDI does not allow you to add any more digits to the number. Therefore, if you plan to include digits in the telephone number to be displayed on your pager's LCD readout, be sure to add them before pressing [6] from the menu.

Because you have told CINDI that forwarding is going to a pager, CINDI knows to handle the call a little differently. First, CINDI does not speak anytime during the call; CINDI dials the number as programmed, waits approximately 30 seconds, and then hangs up.

Also, there is no way to verify whether a pager has been activated by the call

-- the pager may be turned off, the signal could be prevented from reaching
the pager, etc. Consequently, in order to improve the chances of informing
you that you have new messages, CINDI calls the programmed number four
times at 15-minute intervals (unless you call CINDI and receive your
messages within that time).

# 4.4 How CINDI Reschedules Message Forwarding

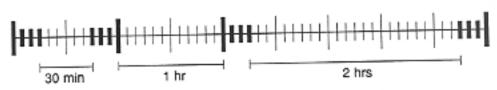
If CINDI encounters a busy signal or if there is no answer at the specified number, CINDI will continue to call the number in an attempt to forward your messages.

### 4.4.1 Busy Signals

If a busy tone is received after dialing the number, CINDI hangs up and schedules the first call retry for five minutes later. The second and third retries, with a continued busy condition, are also scheduled at five-minute intervals.

Assuming the line remains busy and does not become available, CINDI schedules the next group of call retries for 1/2 hour later. (A group of call retries consists of a scheduled call retry followed by three calls at five-minute intervals).

CINDI schedules two additional call retries for one hour and two hours, respectively, after the last busy tone of the preceding group is encountered. Thus, when continually receiving a busy tone, CINDI could dial a number as many as 16 times before no longer attempting to forward messages. This means that CINDI could make a call originally scheduled for 1:30 PM at 6:00 PM. For a summary of this "worst-case" condition, review the following illustration:



Five minutes per line. Bolded lines indicate possible calls.

#### 4.4.2 No Answer

When CINDI receives a no-answer condition, the first, second, and third call retries are scheduled for 1/2 hour, one hour, and two hours, respectively. If there is still no answer by the third retry, CINDI no longer attempts to make the call. However, receipt of a new message resets the message forwarding feature.

## 4.6 Cancelling Message Forwarding

To cancel Message Forwarding:

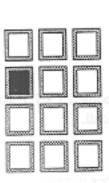
- Open your mailbox.
- 2. Press [3] to use the Message Forwarding menu.
- 3. Press [8] to disable Message Forwarding.

CINDI responds by acknowledging the cancellation of Message Forwarding:

Message Forwarding cancelled.

CINDI then returns you to the Message Forwarding menu.

# Call Placements: Key [4]



The Call Placement feature allows you to have CINDI deliver a message from you to another person at whatever time and location you choose. It is a special feature and must be authorized by your System Manager. Check with your System Manager to determine whether you are authorized to use it. Please note that IVMS integrated lines do not support this function.

To use the Call Placement feature:

» Press [4] when presented the System User's Main Menu.

If you have not been authorized to use the Call Placement feature, CINDI informs you:

This mailbox is not authorized for this function. Please check with the System Manager.

CINDI then returns you to the System User's main menu.

If you are authorized to use the feature, CINDI presents the Call Placement secondary menu to you:

### 5.1 Scheduling a Call Placement

Call Placements can be scheduled up to 14 days in advance, and you can have up to eight Call Placements scheduled at any one time.

CINDI makes your call at the time you request. If you schedule two call placements for the same time, CINDI makes the calls in the order in which they were scheduled.

If two or more Boxholders have scheduled calls for the same time, CINDI will make the calls simultaneously, providing there are enough lines available to make the calls. Otherwise, if fewer lines are available, CINDI selects calls for handling and processes the remaining calls as soon as lines become available.

To schedule a Call Placement:

- Open your mailbox.
- Press [4] to use the Call Placement menu.
- Press [1] to schedule a Call Placement.

If you already have eight Call Placements scheduled, CINDI informs you:

I'm sorry. I've run out of space.

CINDI then returns you to the Call Placement menu.

If fewer than eight Call Placements have already been scheduled, CINDI asks for all of the information necessary in order to make the call.

### 5.1.1 Telephone Number

The first information CINDI must be given is what number to call:

Please enter the telephone number where I can reach your party.

When you are entering a telephone number for a Call Placement, you must consider exactly how you would dial the number from CINDI's location. CINDI allows you to enter up to 29 digits (including any inserted pauses and/or delays) for the telephone number to be dialed.

For example, suppose you want to instruct CINDI to forward your calls to a number that you dial as:

#### 5.1.2 Time

CINDI continues by asking for the time you want the call to be made:

The time is: (current time). Please enter the time to call.

As you enter the time, remember to enter it from CINDI's perspective, not the receiver's. This is important if the receiver is in a different time zone than CINDI. For example, if CINDI is in California, and the receiver in New York is expecting the call at 9:00, enter [0600] for the time. If the receiver is expecting the call at 2:30 in New York, enter [1130] for the time.

CINDI then asks if the time is AM or PM (again, from CINDI's perspective):

If this time is in the AM, press [1]. For PM, press [8].

Enter [1] or [8].

#### 5.1.3 Date

CINDI then asks for the date you want the call to be made:

Enter the date on which I should call. Today's date is: (current date). Enter the month, one through twelve.

» Enter the month, using two digits. For example, January is [01], and December is [12].

After you enter the month, CINDI then asks for the date:

Enter the date.

» Enter the day of the month, again using two digits.

### 5.1.4 Retry on No Answer

CINDI then asks if you want the call retried if it is not completed on the first attempt:

To cancel the call if no one answers, press [1]. To have me keep trying, press [8].

If, by pressing [8], you tell CINDI to keep trying, several attempts are made to complete the call. The method CINDI uses to reschedule calls is detailed in a following section.

### 5.1.9 Acknowledgement

After you enter the necessary information, CINDI acknowledges that the Call Placement has been scheduled:

I'm delivering a message to: (receiver's name).

CINDI then returns you to the Call Placement menu.

At any time -- while listening to the message or to the options presented above, the recipient can press [0] for help. When the recipient presses [0], CINDI presents the full menu of message receiving options:

To respond to the message, press [1].

To repeat the message, press [2].

To replay the previous ten seconds, press [3].

To move forward ten seconds in the message, press [4].

To skip to the end of the message, press [5].

To stop playback for 30 seconds, press [6].

To conclude this call, press [9].

If the recipient presses [1] to respond to the message, CINDI enters the Message Recording feature. The response is recorded the same way any other message is recorded. CINDI concludes the call after the recipient has finished recording the response.

Keys [2] through [6] have the same function here as they do in Message Receiving. Please refer to the chapter, Message Receiving: Key [2], for more information.

If the recipient presses [9], CINDI concludes the call.

### 5.2.1 Call-Back Message

If the recipient does not provide the correct password, CINDI leaves a call-back message telling the recipient how the message can be received:

(your name)

From: (your company's name)

Called for: (recipient's name).

The telephone number is: area code
(your company's telephone number).

The message can be found in voice mailbox: (your mailbox number)

Zero.

Following this information, CINDI asks if the recipient wants the call-back message repeated:

Press [1] to repeat the message.

Press [9] if the message has been received.

When the recipient indicates that the call-back information has been received, CINDI concludes the call.

The message you recorded then can be received in the same manner that a guest receives messages. In fact, if the password assigned to the Call

# 5.3 How CINDI Reschedules Call Placements

If CINDI encounters a busy signal or if there is no answer at the specified number, CINDI can continue to call the number in order to deliver your message to the intended recipient.

### 5.3.1 Busy Signals

If a busy tone is received after dialing the number, CINDI hangs up and schedules the first call retry for five minutes later. The second and third retries, with a continued busy condition, also are scheduled at five-minute intervals. If, after the third call retry, the line remains busy, CINDI reschedules the call ONLY if you requested CINDI to keep trying when a no-answer condition is detected.

If you instructed CINDI to cancel the call if no one answers, there is no attempt to place the call again. CINDI informs you of this condition when you check the status of your call placements, at which point you can ask CINDI to reschedule the call.

If you instructed CINDI to keep trying the call, CINDI schedules the next group of call retries for 1/2 hour later. (A group of call retries consists of a scheduled call retry followed by three calls at five-minute intervals).

CINDI schedules two additional call retries for one hour and two hours, respectively, after the last busy tone of the preceding group is encountered. Thus, when continually receiving a busy tone, CINDI could dial a number as many as 16 times before no longer attempting to make the call placement. This means that CINDI could make a call originally scheduled for 1:30 PM at 6:00 PM. For a summary of this "worst-case" condition, review the following illustration:



Five minutes per line. Bolded lines indicate possible calls,

#### 5.3.2 No Answer

If CINDI detects a no-answer condition while placing a call, and if you told CINDI to keep on trying if there was no answer at the destination telephone number, three additional attempts to complete the call are made. The first

# 5.4 Checking the Status of a Call

You are able to check on the status of Call Placements that are scheduled to be made or that have been cancelled by CINDI. Once CINDI completes a call, all information concerning the call is removed from the system.

To check the status of a Call Placement:

- Open your mailbox.
- Press [4] to use the Call Placement menu.
- 3. Press [2] to check the status of your calls.

If there are no pending or cancelled Call Placements in your mailbox, CINDI notifies you:

You have no call placements pending.

The notification provides two pieces of information:

- Scheduled Call Placements have been completed.
- Call Placements cancelled because of no answer conditions have been deleted because they were on the system longer than your allowed message retention time.

CINDI then returns you to the Call Placement menu.

If there are pending or cancelled Call Placements in your mailbox, CINDI lists the status of the call and the name of the receiver:

```
A call is scheduled to: (receiver's name).
or
I was unable to reach: (receiver's name).
```

The following sections detail the options you have concerning each of these two types of calls.

### 5.4.1 Pending Call Placements

When the Call Placement is currently scheduled to be made, CINDI presents a menu of options concerning the call:

To keep this call, press [1].
For more information, press [3].
To cancel the call, press [8].
To exit this menu, press [9].

Keys [3], [8], and [9] all function in the same manner as described above for pending Call Placements.

Key [1] allows you to reschedule the cancelled call, without having to re-record the receiver's name and the message. When you press [1], CINDI responds with:

Recovering message.

CINDI then guides you through the same steps you used to originally schedule the call:

- Telephone number
- Time
- Date
- Retry on No Answer
- Confirmation

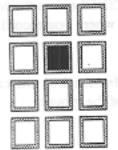
After you have provided this new information, CINDI acknowledges that the call is rescheduled and moves on to review the status of the next call. If there are no other scheduled calls, CINDI notifies you:

End of call placements.

CINDI then returns you to the Call Placement menu.

# Group Messages: Key [5]

Most CINDI features are designed to allow you to send a message to one person. The Group Messages feature, however, allows you to send a single message to as many as 247 people at one time. This feature enables you to communicate rapidly with all the members of a department or sales force. Group Messages is authorized by your System Manager. Check with the System Manager to determine whether you are authorized to use this feature.



If you are authorized for Group Messages, CINDI lets you define up to eight groups and lets you decide the number of members for each group. You are allowed a maximum of 247 members that may be allocated any way you want among the eight groups.

To use the Group Messages feature:

» Press [5] when presented the System User's Main Menu.

If you have not been authorized to use Group Messages, CINDI informs you,

This mailbox is not authorized for this function. Please check with the System Manager.

CINDI then returns you to the System User's Main Menu.

## 6.1 Sending a Group Message

Before you can send a group message, you must define the group by specifying the Boxholders that are members. (Adding members to a group is detailed in a later section in this chapter.) If you attempt to send a message to an undefined group, CINDI guides you through the process of adding members to that group.

To send a group message:

- 1. Open your mailbox.
- 2. Press [5] to use the Group Messages menu.
- Press [1] to send a group message.

### 6.1.1 When the Group is Defined

If you have at least one group defined, CINDI responds to your request to send a message by asking for the group to receive the message:

Please enter the group number.

If the group you select does not have any members, CINDI informs you:

There are no members in that group.

CINDI then guides you through the process of adding members to the group (please see the following section).

When the group number you specify has members, CINDI enters the Message Recording feature (detailed in another chapter) where you record the message to be delivered.

When CINDI returns from the Message Recording feature with the completed message, CINDI distributes it to all members of the group:

Please wait while I deliver your message.

There is a brief pause while CINDI delivers your message to each member. When complete, CINDI acknowledges delivery:

Thank you for waiting. Your message has been delivered to group: (group number).

CINDI then returns you to the Group Messages menu.

# 6.2 Adding Members to a Group

You can define a maximum of eight groups and can allocate a total of 247 group members any way you want among the eight groups.

To add a new group or to add members to an existing group:

- Open your mailbox.
- 2. Press [5] to use the Group Messages menu.
- Press [3] to add members to a group.

CINDI responds by asking you for the group number:

Please enter the group number.

If you have already assigned a total of 247 users to your groups, CINDI notifies you that no space is left for additional group members:

I'm sorry. I've run out of space.

CINDI then returns you to the Group Messages menu.

If there is room for additional members, CINDI asks for the Boxholder to be added to the group:

Enter the mailbox number. Press [0] to exit.

As you enter mailbox numbers, CINDI states the Boxholder's name to acknowledge each addition. You cannot include the System Operator or yourself as a member of the group.

If the length of the mailbox number is less than the defined mailbox length, for example entering three digits when the length is four, CINDI will respond with:

Invalid entry.

After you have added all of the members, press [0] to exit the addition process. CINDI then returns you to the Group Messages menu.

# 6.4 Deleting Group Members

To delete one or more members from a group:

- Open your mailbox.
- 2. Press [5] to use the Group Messages menu.
- 3. Press [8] to delete group members.

CINDI responds by asking you for the group number:

Please enter the group number.

If the group you select is not defined, CINDI notifies you:

There are no members in that group.

conditions of CINDI then returns you to the Group Messages menu.

If the group you select has members, CINDI lists each one. After the member's name or mailbox number, CINDI asks if you want to retain the member in the group:

To keep the mailbox, press [1]. To delete the mailbox, press [8].

If you elect to keep the member in the group, CINDI moves on to the next member. If you delete the member, CINDI acknowledges the change:

Deleted.

CINDI then moves on to the next member.

After all of the group's members are confirmed or deleted in this manner, CINDI notifies you:

End of group.

CINDI then returns you to the Group Messages menu.

# Certified Messages: Key [6]

The Certified Messages feature allows you to send another Boxholder a message and determine if and when that message was received. You can have up to eight certified messages outstanding at one time.

To use the Certified Messages feature:

» Press [6] when presented the System User's Main Menu.

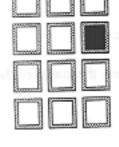
CINDI then presents the Certified Messages secondary menu to you:

To send a certified message, press [1].

To check delivery status, press [2].

To cancel notification for a message, press [8].

To exit this menu, press [9].



# 7.2 Checking Delivery Status

You are able to check the status of each Certified Message you have sent to determine if and when the message was received. One of three different conditions exists for each message:

- Received: CINDI presents the date and time the Boxholder received the message.
- Not yet received: CINDI presents the date and time you sent the message.
- Expired: CINDI presents the date and time the message was deleted from the system because the Boxholder did not receive it within the allotted message retention time.

After CINDI presents the status of a received or expired message, CINDI removes information concerning the message from your mailbox. This releases space for you to send another certified message.

To check the status of a certified message:

- Open your mailbox.
- 2. Press [6] to use the Certified Messages menu.
- Press [2] to check delivery status.

If you do not have any outstanding certified messages, CINDI informs you:

You have no certified messages.

CINDI then returns you to the Certified Messages menu.

If you have certified messages to review, CINDI presents the status of the first message:

```
(Recipient's name)...
...received your message on: (date)
at: (time),
or
...has not received the message sent on: (date)
at: (time),
or
...never received the message cancelled on: (date)
at: (time).
```

CINDI then asks if you would like to review the next message or exit status checking:

# 7.3 Cancelling Notification

CINDI allows you to cancel notification of receipt for a certified message. This is important when you have eight certified messages outstanding and you need to send another, more important, message.

When you cancel notification, the message is still delivered to the recipient as a certified message. Only the notification back to you is cancelled.

To cancel notification for a certified message:

- 1. Open your mailbox.
- Press [6] to use the Certified Messages menu.
- Press [8] to cancel notification.

CINDI then reviews those messages that have not yet been received and gives you the option of cancelling notification:

(Recipient's name)

has not received the message sent on: (date)

at: (time).

To keep notification, press [1].

To cancel it, press [8].

If you elect to cancel notification, CINDI confirms your selection:

Notification cancelled.

CINDI then moves on to the next certified message that has not been received. If no other ones exist, CINDI informs you:

End of messages.

CINDI then returns you to the Certified Messages menu.

# Guest Accounts: Key [7]

The Guest Accounts feature allows you to leave messages for people with whom you communicate frequently but who are not Boxholders on a CINDI system. It is a special feature and must be authorized by your System Manager. Please check with your System Manager to determine whether you are authorized to use it.

Each guest is identified by a unique password that you assign when you open the guest account. Only you and your guest, by entering the password, have access to the guest's mailbox.

To use the Guest Accounts feature:

» Press [7] when presented the System User's main menu.

If you have not been authorized to use the Guest Accounts feature, CINDI informs you:

This mailbox is not authorized for this function. Please check with the System Manager,

CINDI then returns you to the System User's main menu.

# 8.1 Recording a Guest Message

Each guest can have up to five messages in their mailbox at any one time. Once a guest receives a message, the message is automatically deleted from the system; guests cannot save messages.

To record a guest message:

- Open your mailbox.
- Press [7] to use the Guest Accounts menu.
- Press [1] to record a guest message.

If you do not have any open guest accounts, CINDI informs you:

You have no assigned guest accounts.

CINDI then returns you to the Guest Accounts menu.

If you have at least one open guest account, CINDI responds by asking for the password of the guest to receive the message:

Please enter your guest's password.

If the password you enter does not match any guest's password, CINDI notifies you:

No guest is assigned to that password.

CINDI then returns you to the Guest Accounts menu.

If the specified guest already has five messages, CINDI notifies you:

I'm sorry. I've run out of space. Your last request was not performed.

CINDI then returns you to the Guest Accounts menu.

If the guest can receive a message, CINDI reviews the name of the guest:

This guest account is for: (guest's name).

CINDI then enters the Message Recording feature (described in another chapter), where you record the message to be delivered to the guest.

When you have accepted the message, CINDI delivers the message to the guest's mailbox, and returns you to the Guest Accounts menu.

#### Keep the Guest Message

If you press [1] to keep the message, CINDI moves on to the next message in the guest account. If no other messages remain, CINDI notifies you:

End of messages.

CINDI then returns you to the Guest Accounts menu.

#### More Information

If you press [3] to receive more information, CINDI presents the message to you, followed by the date and time it was recorded. CINDI then lists the menu of options available to you.

### Delete a Guest Message

The guest's messages are presented in a first-in, first-out (FIFO) order. Because of this, if you press [8] to delete the current message, the next message in the account is assigned the position of the message just deleted. For example, if a guest has three messages and you are reviewing Message 1, when you elect to delete it, Message 2 becomes Message 1. Similarly, Message 3 becomes Message 2.

This reassignment of position is important to recognize. After you press [8] to delete a message, CINDI moves on to the next message, announcing its position. The position will be the same as the message you just deleted. Be sure to listen carefully when reviewing this next message.

When you elect to delete a message and no other messages remain, CINDI notifies you:

End of messages.

CINDI then returns you to the Guest Accounts menu.

#### Exit Guest Message Status

If you press [9] when checking the status of a guest's messages, CINDI returns you to the Guest Accounts menu. The message being reviewed is retained in the guest's account.

# 8.4 Listing Your Guest Accounts

By listing your guest accounts, you are able to review both the name and the password of each of your guests. This is helpful if you need to send a guest message and can't remember the password.

To list your guests:

- Open your mailbox.
- Press [7] to use the Guest Accounts menu.
- Press [4] to list your guests.

If you do not have any open guest accounts, CINDI informs you:

You have no assigned guest accounts.

CINDI then returns you to the Guest Accounts menu.

If you have at least one open guest account, CINDI lists each guest's password and name. When all guests have been listed, CINDI notifies you:

End of guest accounts.

CINDI then returns you to the Guest Accounts menu.

# 8.6 How a Guest Receives Messages

Guests open their mailboxes in the same manner that you open yours:

- 1. Call CINDI.
- 2. When asked, enter your mailbox number.
- 3. Follow the mailbox number immediately with [8].
- Enter the password.

If you have a Personal User Menu, your guest will have to open their mailbox in the same way you open yours:

- Call CINDI
- Enter your mailbox number.
- Enter the key you defined in your Personal User Menu as, "To leave a message in a voice mailbox..."
- Enter an [8], followed by the password.

Only the last step is different for your guests, because each guest has a unique password. Once the guest opens the mailbox, CINDI announces the number of messages:

You have \_\_\_ message(s).

CINDI then presents the first message in the mailbox. After each message, CINDI tells the guest the date and time the message was recorded, followed by a menu of options available to the guest:

To respond to this message, press [1].

To have the message repeated, press [2].

To move to the next message, press [3].

To conclude the call, press [9].

#### Respond to the Message

The guest is able to respond to each message you record, without having to re-enter your mailbox number. When the guest presses [1] to respond, CINDI enters the Message Recording feature. The response is recorded the same way any other message is recorded.

When the guest returns from the Message Recording feature, CINDI begins presentation of the next message. If no more messages remain, CINDI informs the guest:

End of messages.

# Personalizing Your Mailbox: Key [8]

The Personalize Mailbox feature is used to record a Personal Greeting, change the password for your mailbox, record your name, and perform other important functions.

To personalize your mailbox:

» Press [8] when presented the System User's Main Menu.

CINDI then presents the Personalize Mailbox menu:

To change your personal greeting, press [1].

To change your password, press [2].

To recover the current system bulletin, press [4].

\*To change your message waiting notification status, press [5].

\*To select the order of message retrieval, press [6].

To select the order of message retrieval, press [7].

\*To change your personal user menu status, press [8].

To exit, press [9].

# 9.1 Changing Your Personal Greeting

A Personal Greeting is a special feature that must be authorized for you by the System Manager. Please contact the System Manager to determine whether you are authorized to have a Personal Greeting.

If you are authorized, you can record a Personal Greeting up to the maximum length programmed for CINDI by the System Manager. The maximum length can be as short as ten seconds or as long as three minutes. Again, contact the System Manager for the length of time possible.

Your Personal Greeting is played every time a caller enters your mailbox number. CINDI plays a standard greeting if no personal greeting is recorded.

To change your Personal Greeting:

- 1. Open your mailbox.
- 2. Press [8] to use the Personalize Mailbox menu.
- 3. Press [1] to change your Personal Greeting.

If you have not been authorized to use the Personal Greeting feature, CINDI informs you:

This mailbox is not authorized for this function. Please check with the System Manager.

CINDI then returns you to the Personalize Mailbox menu.

If you have been authorized to use the feature, CINDI presents the current greeting (if any) and asks if you want to change it:

Your callers will be greeted with: (personal greeting).

or

No greeting is recorded.

To re-record, press [1].

To review the current recording, press [2].

To delete the recording, press [8].

To exit with the current recording, press [9].

If you press [1] to record a new greeting, CINDI asks you to read it aloud:

How should I greet your callers? (Beep)

When you finish, you can terminate recording by pressing any key or remaining silent. CINDI confirms the new Personal Greeting:

# 9.2 Changing Your Password @ metay@ and policycool

When your mailbox is created by the System Manager, the password is set to [0]. You can change this password at any time. If you have reason to believe that there is unauthorized use of your mailbox, you should change your password immediately.

A password can be any combination of numbers or letters on the telephone keypad, up to four characters long (the [\*] and [#] keys cannot be used). Some examples of passwords are:

85, 2789, WL, USAF, 2BIT

To change your password:

- Open your mailbox.
- 2. Press [8] to use the Personalize Mailbox menu.
  - Press [2] to change your password.

CINDI asks you for your new password:

Enter your new password.

After you enter the password, CINDI repeats your entry and asks you to confirm it:

The password is: (password).
To keep this password, press [1].
To change the password, press [8].

If the password is incorrect, press [8] to change it. CINDI again asks you to enter the new password.

If the password is acceptable, press [1]. CINDI confirms the password one more time:

The password is: (password).

CINDI then returns you to the Personalize Mailbox menu.

# 9.4 Recovering the System Bulletin

The System Bulletin is presented to you in Message Receiving immediately prior to presentation of any messages. After the bulletin, you are given the option of saving it (meaning it is played each time you enter Message Receiving) or deleting it.

You can recover access to a System Bulletin you have deleted as long as the bulletin remains on the system.

To recover the System Bulletin:

- 1. Open your mailbox.
- Press [8] to use the Personalize Mailbox menu.
- 3. Press [4] to recover the System Bulletin.

If the bulletin has already been deleted from the system, CINDI informs you:

There is no current system bulletin. Your last request was not performed.

If the bulletin still remains on the system, CINDI notifies you that you have access to it again through the Message Receiving feature.

Recovering message.

In both cases, CINDI returns you to the Personalize Mailbox menu.

3. Press [5] to change your message waiting notification status.

CINDI presents your current message notification status:

Message notification is...
...enabled.
or
...disabled.
To change this information, press [1].

To exit, press [9].

If you press [9] to exit, the current notification status is retained and CINDI returns to the Personalize Mailbox menu.

If you press [1], the notification status switches to the other setting. CINDI then confirms the change:

Message notification is... ...disabled. or ...enabled.

CINDI then returns you to the Personalize Mailbox menu.

For Fujitsu Focus 960 integration users, automatic callback to CINDI is available from digital display telephones with this message waiting feature. When your indicator signals a new message, you can press the message waiting key on your phone to automatically call CINDI. You are routed directly to your mailbox without having to first dial CINDI's extension.

The sections below discusses how to use this menu in order to set your call management selection. After you select a management feature for your mailbox, CINDI confirms your decision by presenting the new selection and giving you the option to change or retain it.

For information about receiving a screened call from VoicePath and for additional information about call screening, blocking, and transferring, please refer to the chapter, VoicePath.

### 9.6.1 Transfer Without Screening

If you press [1] from the Call Management Menu, CINDI will transfer all incoming calls directly to your extension without first screening the calls.

You receive calls in the standard fashion.

#### 9.6.2 Screen Calls

If you press [2], CINDI will screen each call directed to you. Before you speak with the calling party, CINDI will present the party's identity and give you the opportunity to accept or refuse the call.

### 9.6.3 Block Incoming Calls

If you press key [3] to block all incoming calls, you must provide a reason. The system has 8 pre-set reasons from which you can choose. Each of the reasons has an associated reason code. When you press key [3], CINDI requests:

Enter the code.

Choose a reason code from the following list. Press the appropriate key on your telephone keypad to enter the code.

- [1] is not available
- [2] has left for lunch
- [3] is ill today
- [4] is out of the office
- [5] is out of town
- [6] is in a meeting
- [7] is out, but expects to return today
- [8] is on vacation

# 9.7 Message Retrieval Order

You may choose to receive the messages deposited and stored in your mailbox in either first in, first out (FIFO) or last in, first out (LIFO) order. In both cases, CINDI presents new messages first followed by saved messages.

To select the order of message retrieval:

- 1. Open your mailbox.
- 2. Press [8] to use the Personalize Mailbox menu.
- 3. Press [7] to select the order for message retrieval.

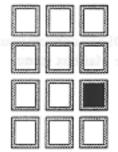
CINDI presents the current retrieval order for your messages, then prompts for a new selection:

Messages are currently presented...
...first in, first out
ot
...last in, first out.

To change this information, press [1]. To exit, press [9].

» Press [1] to change your retrieval order; CINDI will confirm your request. Press [9] to return to the Personalize Mailbox menu.

# Key [9]



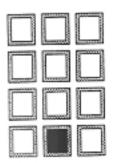
[9] is used throughout CINDI to allow you to exit a function and return to the previous menu.

### From Secondary Menus

When in one of the secondary menus, pressing [9] returns you to the System User's Main Menu. The secondary menus, listed below, are discussed in detail in other chapters.

- Message Receiving Menu
- Message Forwarding Menu
- Call Placement Menu
- Group Messages Menu
- Certified Messages Menu
- Guest Accounts Menu
- Personalize Mailbox Menu.

# Call Transfers: Key [0]



When you reach CINDI on a line that is programmed to support call transfers, you can press [0] to transfer to the attendant or another extension.

Generally, when you press [0], CINDI asks you for the extension you desire:

To what extension should I transfer your call? Press [0] to reach the attendant.

» Enter the extension of the person with whom you want to speak. Press [0] again if you want to reach the attendant.

After you enter the extension, CINDI attempts the transfer, prompting:

Please wait while I transfer your call.

Depending on how CINDI is configured, CINDI may connect you with the extension as soon as it rings, or CINDI may wait until the phone is answered. If the requested line is busy, or if CINDI waited for an answer and there was none, CINDI tells you:

This extension is unavailable.

You can then continue your session with CINDI.

## 11.1 From CINDI Menus

You can press [0] from most CINDI menus, including:

- System User's Main Menu
- Message Forwarding Menu
- Call Placement Menu
- Group Message Menu
- Certified Messages Menu
- Guest Account Menu
- Personalize Mailbox Menu

Within each of these menus, CINDI presents the following option:

If you'd like to speak with someone, press [0].

This option is not presented if the line you are using is not programmed to allow call transfers.

If you request to transfer from any of these menus and the transfer is not completed, CINDI returns you to the System User's Main Menu.

# 11.3 Systems with VoicePath

If you request to transfer on a line providing VoicePath support, you hear the following Initial Extension Prompt:

Please enter the extension of the person you'd like to reach.

Press [9] to leave a message if you do not need to interrupt this person.

Press [0] to have an attendant assist you.

» Enter the extension to which you want to be transferred.

If you requested the transfer from within you mailbox, CINDI automatically closes your mailbox.

If your transfer is unsuccessful, you can either be placed on hold for the extension, leave a message in the called party's mailbox, attempt to transfer to another extension, or speak with the attendant.

If you press [9] in response to the initial extension prompt presented above, CINDI prompts:

Please enter the mailbox number.

If you do not know the number, press [0] to leave a message in the general delivery mailbox.

To return to your own mailbox, open your mailbox as you normally would.

# Helpful Hints

Once you become familiar with CINDI's features, you will discover short cuts in using them. This chapter reviews some of these short cuts, and it lists some other pieces of information that help you use CINDI more effectively.

## 12.0.1 Command Inputs

CINDI is not offended if you interrupt a prompt to enter a command or mailbox number. When you know what you need to enter, press the proper key(s). CINDI immediately stops talking and responds to your request.

When you are more familiar with the various menus, you can press the key you want before CINDI says anything. For example, if you are leaving a message for someone, you can skip over the personal greeting. Simply press [1] immediately after you enter the mailbox number. CINDI responds with:

Recording. (Beep)

You then can leave your message.

## 12.0.2 Quick Entry of Dates and Time

When CINDI requests the month, enter both the month and day together as four digits. For example, January 4th is entered [0104]. CINDI then skips ahead quickly without prompting you for the day.

This feature also helps keep a traveling sales force in touch with the home office.

Remember, if you use the SL-1 IVMS integration, IVMS lines do not support message forwarding. Contact your System Manager if you are not sure which lines are standard CINDI lines and which lines are IVMS integrated.

### 12.0.7 Other Tips

If you need to exit CINDI while you are listening to new messages, press [9]. Every message you did not listen to remains on the system. You can listen to those messages the next time you enter Message Receiving (unless they have exceeded the message retention time set by your System Manager).

You can use your telephone system's speed dial features when using the Message Forwarding or Call Placement features.

If you call CINDI and decide not to leave a message, press [###] when CINDI requests the mailbox number, and hang up.

# VoicePath

This chapter applies only to CINDI systems equipped with the VoicePath feature option. If you do not know whether your system has VoicePath, check with your System Manager.

VoicePath is a feature option on the CINDI system that allows callers to dial directly into specific extensions. VoicePath is most useful when used to handle telephone traffic to phones that are frequently called by the same outside parties.

This feature is convenient for both callers and Boxholders. It gives callers speedy and direct access into such departments as customer service or order administration. It helps Boxholders organize their telephone communication and control their time more efficiently.

The following sections describe VoicePath in more detail.

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Minimum software level reflected in this guide: Version 6, Rev. A

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and the second	the mailboom
CINDI's Telephone Number:	

Second, you need to know the number of the mailbox that has been created for you:

Your Mailbox Number: \_\_\_\_\_

You should obtain both of these pieces of information from your System Manager.

When you call CINDI's extension, CINDI greets you and asks you to enter the mailbox number you want. CINDI might present a standard greeting as follows:

Please enter the mailbox number you wish. If you are using a rotary telephone, please wait for the tone and leave your message for later delivery. To look up a name in the phonebook, press the [#] key.

You can enter commands at any time, even if CINDI is talking. When CINDI asks for the mailbox number, simply enter the number of the mailbox to receive the message. If you do not enter a mailbox number, CINDI waits a moment, then begins taking a voice message that will be deposited in the general delivery mailbox.

You can select any mailbox simply by entering its number. To reach your own mailbox, enter the number assigned to you by your System Manager. Usually, your mailbox number is the same as your telephone extension number. This number should be listed on the first page of this chapter.

As soon as you enter your mailbox number, CINDI begins to take a message that will be deposited in your mailbox:

```
I'm taking a message for: (your name or mailbox).

Please leave your name and message at the tone. When you are finished, press any key.
```

Go ahead and leave yourself a message. If you suddenly find yourself tongue-tied, simply say: "Hello, this is (your name), and I am testing my CINDI mailbox." Press any key when you have finished your message. CINDI also automatically stops recording after several seconds of silence.

When you have stopped recording the message, CINDI presents the Message Recording menu:

```
If this message is acceptable, press [1]. To review the message, press [2]. To continue this message, press [3]. To re-record the message, press [4]. To cancel the message, press [8].
```

» Press [1] to accept the message and have CINDI put it in your mailbox. When you open your mailbox and receive your messages for the first time, it will be there for you to hear.

When you accept the message, CINDI confirms that it has been delivered to your mailbox:

To end this call, press the [#] key.

If the caller presses [1] or [2], CINDI will call the selected person's extension.

The caller can leave the Phonebook by pressing [0]. He can end the call by pressing [#], in which case CINDI hangs up.

After you enter the default password, CINDI welcomes you and asks you to enter the password to be used in the future. You hear:

Welcome to your new mailbox, (your name).

In order to ensure the privacy of your messages, you should select a new password for your box. I will use this password to verify your identity on future calls.

Enter your new password.

» Enter the new password you have chosen. If you do not specify a password at this time, CINDI will retain [0] as your password.

After you enter a new password, CINDI plays it back to you and asks for your confirmation:

To keep this password, press [1]. To change the password, press [8].

» Press [1] when you are satisfied with the password you have entered.

In the future, when you enter your mailbox to access Boxholder functions, CINDI asks you to enter your password before allowing you to open your mailbox.

If you want to change your password, refer to the Personalizing the System User's Mailbox chapter in this manual.

## 1.2.2 Opening Your Mailbox with Optional Feature Packages

If your system includes VoicePath or an integration, the way in which you open your mailbox differs slightly from the manner described above.

#### With VoicePath

To open your mailbox by calling into an VoicePath line:

- Call CINDI.
- Press [9] when CINDI asks for the extension number.
- Enter your mailbox number.
- Enter an [8] immediately after your mailbox number.
- Enter your password.

This prompt normally is presented after a caller has finished leaving a message for a Boxholder. When the prompt is not presented, CINDI automatically concludes the call -- as if the caller had pressed [9] in response to the prompt. Consequently, a caller wanting to leave two messages would need to make two calls.

However, if CINDI knows you are a Boxholder -- because you have opened your mailbox sometime during the call -- the prompt is always presented to you. Therefore, if you intend to leave two separate messages for Boxholders, you should open your mailbox, close it by pressing [1], and then proceed to leave the two messages.

Opening your mailbox each time you call CINDI has the added advantage of keeping you up to date on the number of new messages in your mailbox. CINDI tells you how many new messages you have each time you open your mailbox.

#### [6] CERTIFIED MESSAGES

This feature allows you to send a message to another Boxholder and have CINDI record the date and time the message was received.

#### [7] GUEST ACCOUNTS \*

Use this feature when you have business associates or family members who are not Boxholders for whom you need to leave messages. Using a password you assign specifically for them, your guests can receive messages from you in their own guest mailbox.

#### [8] PERSONALIZE YOUR MAILBOX

This feature allows you to record a personal greeting (\*) for your callers, change your password, change the name recorded for your mailbox, and use other important features.

#### [9] END THIS CALL

This command tells CINDI you are finished using your mailbox and intend to hang up.

#### (0) SPEAK WITH SOMEONE ELSE

This feature allows you to transfer from CINDI to an extension or to the attendant, and it is available from many of CINDI's menus. If the System Manager has prevented CINDI from transferring calls on the line you are using, CINDI does not present this option to you.

Each of these Boxholder features is explained in detail in the following chapters.

#### Standard Phrase:

Please leave your name and message at the tone. When you are finished, press any key. (Beep)

If you are using the feature while transferring a message to another Boxholder, CINDI will present a different prompt:

#### Message Transfer Phrase:

Please give me your prefacing comments. (Beep)

You can press [1] to skip through the prompt to speed up the recording process. If you choose to do this, CINDI presents an abbreviated prompt:

Recording. (Beep)

Press any key to stop recording. Recording also stops if:

- CINDI receives four seconds of continuous silence.
- The entire maximum message length is used.
- You hang up.

In addition, when the maximum message length is longer than 30 seconds, CINDI interrupts you with a reminder when only 30 seconds remain, after which CINDI stops recording automatically. This allows you to conclude your message in an orderly fashion.

## 2.1.3 Continue the Message

To continue recording from the current end of the message:

» Press [3] when presented the Message Recording menu.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

If the entire maximum message length has already been used, CINDI does not allow you to continue recording the message. If a request to continue recording is received in this circumstance, CINDI responds by saying "Invalid entry" and presents the Message Recording menu again.

### 2.1.4 Re-record the Message

To discard the current recording and start the message over:

» Press [4] when presented the Message Recording menu to re-record the message.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

When you press [4] to re-record, you have the entire maximum message length available to you again. The length of the discarded message is not considered.

## 2.1.5 Cancel the Message

To cancel the recording session:

» Press [8] when presented the Message Recording menu.

CINDI will return you to the feature you were using when you entered Message Recording.

## 2.1.6 Hangup, No Input

CINDI is designed to be as easy to use as possible, particularly for callers unfamiliar with CINDI. If a hangup or no input is received after presentation of the Message Recording menu, messages are delivered to the specified recipient. In other words, a hangup or no input is treated the same as if the message had been accepted with a [1].

## 2.2 Maximum Message Length

It is helpful for you to understand how CINDI uses a mailbox's maximum message length when recording messages.

### 2.2.1 In an Open Mailbox

The maximum message length controlling a recording is determined by where the recording is being done. If you entered a password and are in an open mailbox, that mailbox's maximum message length is in effect. This is the case for

- Prefacing comments
- Call placements
- Group messages
- Certified messages
- Guest messages

For example, if the mailbox's maximum message length is two minutes, no message recorded through these features can exceed two minutes in length.

### 2.2.2 Not in an Open Mailbox

If you are not in an open mailbox, the maximum message length of the receiving mailbox is in effect. This is the case if

- You have not opened your mailbox with your password
- You have closed your mailbox by pressing [1] from the main menu.

If the receiving mailbox's maximum message length is only 30 seconds, the message you record cannot exceed 30 seconds in length, even though your mailbox might have a longer maximum.

# 2.2 Maximum Message Length

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### 2.0.1 In an Open Macro

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If you have no messages, CINDI will inform you and automatically return you to the System User's Main Menu.

[3] set ment brown to back up further in the security of the write down as address

Because you advance to the next message each time you press [1], you can quickly scan through your phone messages as you would if you were going through a stack of paper messages. This promotes effective communication by enabling you to respond more quickly to higher priority messages, while saving other messages for attention in the future.

#### 3.1.2 Repeat the Message

Press [2] any time during or immediately after the message, to have the message repeated in its entirety.

#### 3.1.3 Replay Previous Ten Seconds

Press [3] to replay the previous ten seconds of the message. You can press [3] several times to back up further. This allows you to write down an address or hear a telephone number for a second time.

If the message is transferred one or more times with appended comments, you can only back up to the beginning of the message section to which you are currently listening. (A "section" is a prefacing comment or the original message.) To return to a prior section, press [2] to repeat the entire message.

#### 3.1.4 Move Ahead Ten Seconds

Press [4] to move forward through a message quickly. Each time you press [4], you skip ahead ten seconds.

## 3.1.5 Skip Ahead Through the Message

Press [5] to jump to the end of the section of the message to which you are currently listening.

Usually, this causes CINDI to present the date and time the message was recorded, which is presented automatically after the message. However, if you press [5] while listening to prefacing comments recorded when the message was transferred, CINDI skips to the beginning of the next section of the message.

## 3.1.6 Stop Playback for 30 Seconds

Press [6] to stop the playback of the message for 30 seconds. The message automatically starts playing again after 30 seconds, or you can start the message playing again by pressing any key.

## 3.1.7 Take Action on the Message

Press [7] to copy a message with or without comments, relay information to a mailbox, or leave a response for the sender of the message.

Message Receiving Menu

Message Receiving Menu

Message Receiving: Key [2]

Because you advance to the next message each time you press [1], you can quickly scan through your phone messages as you would if you were going by enabling you to respond more quickly to higher priority messages, while saying other messages for attention in the future.

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If you have no messages, CIVDI will inform you and automatically return you to the System User's Main Menu.

Message delivered.

### Relay Information to Another Mailbox

If you press [6], you can send a new message to another mailbox without having to exit Message Receiving. This is similar to sending comments without attaching a copy of the original message. CINDI asks you for the mailbox to receive the message, and when you have verified the recipient, CINDI prompts you to leave your message:

Please leave your name and message at the tone. When you are finished, press any key.

When you have finished recording your message, CINDI presents the Message Recording Menu. When you have accepted the recorded message, CINDI delivers it with the confirmation

Message delivered.

#### Respond to the Sender

If you press [7], you can record a new message to be automatically sent to the person who sent you this message (if the sender of the message did not open his or her mailbox prior to sending the message to you, CINDI will ask you to enter the mailbox number). CINDI prompts you to leave your message:

Please leave your name and message at the tone. When you are finished, press any key.

When you have finished recording your message CINDI presents the Message Recording Menu. (For information about this menu, refer to the chapter, Message Recording.) When you have accepted the recorded message, CINDI delivers it with the confirmation:

Message delivered.

## Exit Without Taking Any Action

If you press [9], CINDI returns you to the Message Receiving menu.

## 3.1.8 Delete the Message

Press [8] during or immediately after the message to delete it from your mailbox.

You should always delete any messages you do not need to keep. This keeps CINDI's memory from being wasted with unnecessary messages.

# 3.2 Certified Messages

If someone has sent a certified message to you, CINDI announces it:

The following message was sent via certified mail. Press [0] to receive this message.

» Press [0] to listen to the certified message. The message's sender is notified of the date and time on which you accept delivery.

If you press any key other than [0] or [9], CINDI moves on to present the next message without delivering the certified message. If you press [9], the certified message remains undelivered and CINDI returns you to the main menu. CINDI does not consider the certified message delivered until you accept it by pressing [0] after the announcement.

Notice that, when you have a certified message, pressing [0] allows you to listen to the message. However, if CINDI is not presenting the certified message announcement, pressing [0] lists the complete message receiving menu.

To review forwarding status, press [2]. To cancel forwarding, press [8]. To exit this menu, press [9].

CINDI provides you the flexibility of choosing how often your messages are delivered to you. You can choose from:

- Forwarding at a specified time and date
- Daily forwarding at a specific time
- Immediate forwarding on a specific date
- Immediate forwarding on a daily basis

Message Forwarding can be scheduled for a specific date up to 30 days in advance.

#### 4.1.2 Date

CINDI continues by asking for the date you want the call to be made:

Enter the date on which I should call. For daily forwarding, enter [99] when the month is requested.

Today's date is: (current date).

Enter the month, one through twelve.

If you want messages forwarded to you every day, enter [99]. CINDI then asks for the telephone number.

If you want messages forwarded to you on a specific date, enter the month, using two digits. For example, January is [01], and December is [12].

After you enter the month, CINDI asks for the date:

Enter the date.

» Enter the day of the month, again using two digits.

#### 4.1.3 Telephone Number

CINDI continues by asking for the telephone number to be called:

Enter the telephone number to which your messages will be forwarded.

When you are entering a telephone number for Message Forwarding, you must consider exactly how you would dial the number from CINDI's location. CINDI allows you to enter up to 29 digits (including any inserted pauses and/or delays) for the telephone number to be dialed.

For example, suppose you want to instruct CINDI to forward your calls to a number that you dial as:

9

(to access an outside line)

(wait for dial tone)

1-916-985-4050

(the telephone number)

To supply the number to CINDI, you begin by pressing [9]. Then, wait for CINDI to ask you what you want to enter next. CINDI gives you these command choices:

If the entire telephone number is entered correctly, press [1]. To review the number you have entered, press [2]. To add more digits to the number, press [3]. To insert a wait for dial tone, press [4].

Enter the latest time you will accept calls.

» Enter the end of the window. If you want calls forwarded to you 24 hours/day, enter the same time as you did for the earliest time.

If this time is in the AM, press [1]. For PM, press [8].

» Enter [1] or [8].

### 4.1.5 Acknowledgement

After you enter the necessary information, CINDI reviews how Message Forwarding is scheduled.

If you requested forwarding for a specific date and time, CINDI presents the following review:

Message Forwarding enabled to: (telephone number)
on: (scheduled date)
at: (scheduled time)

If you requested immediate forwarding on a daily basis, CINDI presents this review:

Message Forwarding enabled to: (telephone number)
on: a daily basis
as messages arrive
from: (earliest time)
to: (latest time)

The reviews for other types of forwarding are presented in a similar manner.

After CINDI reviews the Message Forwarding schedule, CINDI returns you to the Message Forwarding menu.

## 4.3 What You Hear When CINDI Calls

When CINDI calls you to forward your messages, the first person CINDI encounters might be a company operator or attendant. For this reason, CINDI presents the following message first:

This is a recording. I have a message for: (your name).

Please transfer me. If you are not on a switchboard, please press the [1] key on your telephone keypad to receive this message.

CINDI presents this recording five times, stopping only if a tone is entered (unless you have a portable tone dialer, you <u>cannot</u> receive your messages while using a rotary telephone). If no tone is supplied, CINDI will reschedule the call as if no one answered (as discussed below).

When a key is pressed, CINDI continues Message Forwarding by stating the mailbox number for which messages are being forwarded:

Message Forwarding for mailbox: (mailbox number).

Next, CINDI prompts you to enter your password. You are allowed three attempts to enter a valid password. If you fail to provide the correct password, CINDI hangs up and reschedules the call for 30 minutes later. If the correct password is not entered in this rescheduled call, CINDI does not attempt to forward messages again until you call in and re-enable the Message Forwarding option.

After you enter your password, CINDI presents your messages. All messages in your mailbox are available for review. In fact, when CINDI calls you through Message Forwarding, you have the same Boxholder features available to use as if you had called CINDI yourself.

## 4.5 Reviewing Message Forwarding

To review how your Message Forwarding is scheduled:

- Open your mailbox.
- Press [3] to use the Message Forwarding feature.
- Press [2] to review Message Forwarding.

If you have not scheduled message forwarding from your mailbox, CINDI informs you:

Message Forwarding: disabled.

If you scheduled forwarding for a specific date and time, CINDI presents the following review:

```
Message Forwarding enabled to: (telephone number)
on: (scheduled date)
at: (scheduled time)
```

If you requested immediate forwarding on a daily basis, CINDI presents this review:

```
Message Forwarding enabled to: (telephone number)
on: a daily basis
as messages arrive
from: (earliest time)
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```

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To have me place a call, press [1]. To check the status of your calls, press [2]. To exit this menu, press [9]. 9

(to access an outside line)

(wait for dial tone)

1-916-985-4050

(the telephone number)

To supply the number to CINDI, you begin by pressing [9]. Then, wait for CINDI to ask you what you want to enter next. CINDI gives you these command choices:

If the entire telephone number is entered correctly, press [1]. To review the number you have entered, press [2]. To add more digits to the number, press [3]. To insert a wait for dial tone, press [4]. To insert a four-second delay, press [5]. To insert a star key, press [7]. To cancel the entry and try again, press [8]. Dial [9] to cancel this function.

You want to tell CINDI to wait for a dial tone, so you press [4] when presented the menu. After you hear CINDI's response, press [3] to continue entering the rest of the number, and then enter [19169854050].

As you can see, CINDI makes it very easy to enter numbers. Any time you stop dialing, CINDI asks you what you want to do next. If you are just thinking, you can press [3] and continue entering digits. If you want to check the number you've entered so far, press [2]. It is advisable to check the number prior to pressing [1].

When programming the telephone number, there are some special considerations which you should note:

If you are going to use a long-distance service, you might have to insert a second dialing delay to wait for the service dial tone. Some long-distance services do not provide a dial tone between the access code and the destination telephone number, yet they require a small delay between these segments for accurate dialing. If your service is like this, request CINDI to pause between these numbers by pressing [5] to insert a four-second pause.

If you are using the speed dial feature on your telephone system, be sure to insert enough pauses in the number you give CINDI to allow the telephone system to dial the expanded number before any other digits are to be dialed.

#### 5.1.5 Confirmation

Once you supply CINDI this information, CINDI reviews it and asks you to confirm it:

I'm calling: (telephone number)
on: (scheduled date)
at: (scheduled time)
If this information is correct, press [1].
To change the information, press [8].
To cancel the call, press [9].

If you press [8], CINDI asks you to supply all of the information again. If you press [9], CINDI returns you to the Call Placement menu, and all information concerning the call is deleted.

#### 5.1.6 Receiver's Name

Once you have verified the information necessary to make the call, CINDI asks you for the receiver's name:

Please tell me the name of the person to receive this message.

» Say the name. You have approximately five seconds of recording time available. To terminate the recording, press any key.

## 5.1.7 Message

After you record the receiver's name, CINDI enters the Message Recording feature (detailed in the chapter, Message Recording) where you record the message to be delivered.

#### 5.1.8 Password

The last step in scheduling a Call Placement is the assignment of a password to the message:

Please enter the message's password. Press [0] if no password is required.

If you enter anything other than [0], you should be sure that the intended recipient is aware of the required password. Passwords are recommended for messages that contain sensitive or confidential information. The password should be different than the one you use to open your mailbox, and it should be different from those assigned to your guests -- unless the intended recipient is a guest, also.

## 5.2 What a Call Placement Receiver Hears

When CINDI makes a Call Placement, the first person CINDI encounters might be a company operator or attendant. For this reason, CINDI presents the following greeting:

This is a recording. I have a message for: (receiver's name).

Please transfer me. If you are not on a switchboard, please press the [1] key on your telephone keypad to receive this message. If you need to put me on hold, press [6]. Pressing [6] again will take me off hold. If this person is not available, and you're ready to take a message, press [9].

CINDI presents this greeting five times. If the recipient enters [6] to put CINDI on hold, CINDI periodically presents a reminder to the caller:

Press (6) to take me off hold.

When the recipient enters [6] to take CINDI off hold, or when 30 seconds have elapsed, CINDI returns to presenting the Call Placement greeting.

The recipient must enter a [1] to receive the message. Therefore, unless a portable tone dialer is used, a recipient with a rotary telephone is <u>not</u> able to receive the Call Placement's message. If a [1] is not entered, CINDI hangs up. The call is rescheduled only if you requested CINDI to keep on trying when a no-answer condition is detected.

With password protected messages, after the recipient enters [1], CINDI continues by asking for the required password:

This message has been password protected. Please enter your password.

CINDI allows the receiver three attempts to enter the correct password. As soon as the recipient provides the correct password (or when no password is required), CINDI responds with the statement:

Press [0] for help.

CINDI then presents the message you recorded. After the message, CINDI presents an abbreviated menu of options to the recipient:

Press the [1] key to respond to the message. Press [2] to have me repeat the message. Press [9] if you are finished. Placement matches one assigned to one of your guests, the Call Placement message is presented along with any messages in the guest's mailbox when the recipient/guest calls CINDI. Because of this, it is important for you to use the same password for a guest account and a Call Placement only when both are intended for use by the same person. For more information on guest accounts, please refer to the chapter, Guest Accounts: Key [7].

call retry is made 30 minutes after the first no-answer condition is encountered.

If there continues to be no answer, a second call retry is scheduled for one hour later and the third call retry, pending the no-answer condition, is scheduled for two hours thereafter. If, after the third call retry -- 3 1/2 hours after the time you originally requested -- there is still no answer, CINDI no longer attempts to place the call. CINDI informs you of this condition when you check the status of your call placements, at which point you can ask CINDI to reschedule the call.

Keep the Call

If you want to keep a pending Call Placement, press [1]. CINDI moves on and lists the next scheduled call. If there are no other calls, CINDI notifies you:

End of call placements.

CINDI then returns you to the Call Placement menu.

#### More Information

If you require more information concerning the call, press [3]. CINDI reviews the telephone number and the scheduled date and time for the call:

```
I'm delivering a message to: (recipient's name)
at: (phone number)
on: (date)
at: (time).
```

CINDI then presents the menu of options concerning the call to you again.

#### Cancel the Call

If you no longer want the call to be made, press [8]. CINDI then acknowledges the cancellation:

Call cancelled.

CINDI then moves on and lists the next scheduled call. If there are no other calls, CINDI notifies you:

End of call placements.

CINDI then returns you to the Call Placement menu.

#### Exit

If you press [9], CINDI leaves the status of the call unchanged and returns you to the Call Placement menu.

#### 5.4.2 Cancelled Call Placements

When the Call Placement has been cancelled because there was no answer, CINDI presents a different menu of options concerning the call:

To send this message again, press [1]. For more information, press [3]. To delete the call, press [8]. To exit, press [9].

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If you are authorized to use this feature, CINDI presents the Group Messages secondary menu to you:

To send a group message, press [1].
To add members to a group, press [3].
To list a group, press [4].
To delete group members, press [8].
To exit this menu, press [9].

Each of these functions is described in the following sections.

## 6.1.2 When the Group is Undefined

If you have no groups defined, or if the group number you selected has no members, CINDI guides you through the process of adding members to the group:

You are allowed eight message groups, numbered one to eight. At my prompt, please enter the mailbox numbers for the people to receive this message. After you exit, I will be happy to take your message and deliver it to these people in group; (group number).

Enter the mailbox number. Press [0] to exit.

If you press [0] prior to adding any mailboxes to the group, CINDI cancels your request to send the message, stating:

Your last request was not performed.

CINDI then returns you to the Group Messages menu.

If you enter mailbox numbers, CINDI states the Boxholder's name to acknowledge each addition. After you have added all of the members, press [0] to exit the addition process. CINDI then enters the Message Recording feature (detailed in another chapter) where you record the message to be delivered.

When CINDI returns from the Message Recording feature with the completed message, CINDI distributes it to all members of the group:

Please wait while I deliver your message.

There is a brief pause while CINDI delivers your message to each member. When complete, CINDI confirms delivery:

Thank you for waiting. Your message has been delivered to group: (group number).

CINDI then returns you to the Group Messages menu.

## 6.3 Listing the Members of a Group

To list all of the members of a group:

- Open your mailbox.
- Press [5] to use the Group Messages menu.
- Press [4] to list the members of a group.

CINDI responds by asking you for the group number:

Please enter the group number.

If the group you select is not defined, CINDI notifies you:

There are no members in that group.

CINDI then returns you to the Group Messages menu.

If the group you select has members, CINDI lists each Boxholder's name. When all of the members have been listed, CINDI informs you:

End of group.

CINDI then returns you to the Group Messages menu.

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## 7.1 Sending a Certified Message

To send a certified message:

- Open your mailbox.
- Press [6] to use the Certified Messages menu.
- Press [1] to send a certified message.

If you already have eight outstanding Certified Messages, CINDI informs you:

All available certified messages are in use. Please check their status.

Otherwise, CINDI responds by asking for the mailbox to receive the message:

Enter the mailbox number to receive this message.

When you enter the mailbox number, CINDI states the Boxholder's name and asks you to verify that this is the correct recipient:

I'm delivering a message to: (recipient's name). To continue, press [1]. To cancel your request, press [8].

If the Boxholder is not the correct recipient, press [8], and CINDI asks you to re-enter the mailbox number.

When you have verified the recipient, CINDI enters the Message Recording feature (described in another chapter) where you record the message to be delivered.

When you have accepted the message, CINDI delivers it and returns you to the Certified Messages menu.

To continue, press [1]
To exit this menu, press [9].

When the status of each certified message has been reviewed, CINDI informs you:

End of messages.

CINDI then returns you to the Certified Messages menu.

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CINDI also prevents you from using the Guest Accounts feature if one of your guests is using their account. In this instance, CINDI informs you:

I'm sorry. You currently have a guest in your mailbox. Please try again in a few minutes.

CINDI then returns you to the System User's main menu.

If none of your guests is in your mailbox, CINDI then presents the Guest Accounts secondary menu to you:

To record a guest message, press [1].
To check the status of a message, press [2].
To open a new guest account, press [3].
To list your guests, press [4].
To delete a guest account, press [8].
To exit, press [9].

Each of these commands is discussed below.

## 8.2 Checking the Status of a Guest Message

By checking the status of a guest message, you are able to review and, if necessary, cancel messages you have sent to your guests.

To check on the status of a guest message:

- Open your mailbox.
- Press [7] to use the Guest Accounts menu.
- Press [2] to check the status of a guest message.

If you do not have any open guest accounts, CINDI informs you:

You have no assigned guest accounts.

CINDI then returns you to the Guest Accounts menu.

If you have at least one open guest account, CINDI responds by asking for the password of the guest whose messages you want to review:

Please enter your guest's password.

If the password you enter does not match any guest's password, CINDI notifies you:

No guest is assigned to that password.

CINDI then returns you to the Guest Account menu.

When you have entered a matching password, CINDI presents the guest's name and the number of messages not yet received:

(Guest's name) has \_\_message(s).

If the guest has no messages, CINDI returns you to the Guest Accounts menu.

If the guest has one or more messages, CINDI presents the number of the message and the date and time you recorded it, followed by a menu of options available to you:

Message \_\_: (date and time).
To keep this message, press [1].
For more information, press [3].
To delete the message, press [8].
To exit, press [9].

## 8.3 Opening a Guest Account

You are allowed to open up to eight guest accounts. Each guest is identified by a unique password that you assign when you open the guest account. Before you open an account, you and your guest should agree on the password to be used. To avoid confusion, be sure to select a password that is not similar to either your password or those of other guests.

To open a guest account:

- Open your mailbox.
- 2. Press [7] to use the Guest Accounts menu.
- 3. Press [3] to open a guest account.

If you already have eight guest accounts open, CINDI informs you:

All of your guest accounts are assigned.

CINDI then returns you to the Guest Accounts menu.

If you are able to open another guest account, CINDI responds by asking for the name of the new guest:

Please tell me the name of your guest. (Beep)

After you have recorded the name of the guest, CINDI asks you for the password to be used to identify the guest:

Please enter your guest's password.

The password may be one to four digits in length. If you attempt to assign a password that is already assigned to another guest, CINDI informs you:

This guest password is already assigned.

CINDI then asks you to assign this guest a different password.

After you have provided the password to CINDI, CINDI acknowledges the opening of the guest account:

> Guest account added for: (guest's name) with password: (guest's password).

CINDI then returns you to the Guest Accounts menu.

## 8.5 Deleting a Guest Account

To delete a guest account:

- Open your mailbox.
- Press [7] to use the Guest Accounts menu.
- 3. Press [8] to delete a guest account.

If you do not have any open guest accounts, CINDI informs you:

You have no assigned guest accounts.

CINDI then returns you to the Guest Accounts menu.

If you have at least one open guest account, CINDI responds by asking for the password of the guest to be deleted:

Please enter your guest's password.

If the password you enter does not match any guest's password, CINDI notifies you:

No guest is assigned to that password.

CINDI then returns you to the Guest Accounts menu.

If the password you enter matches one assigned to a guest, CINDI presents the guest's name and asks if you want to keep or delete the account:

```
This guest account is for: (guest's name).
To keep this guest, press [1].
To delete the guest, press [8].
```

If you press [1] to keep the guest, CINDI returns you to the Guest Accounts menu.

If you press [8] to delete the guest, CINDI acknowledges the deletion:

Guest account deleted.

CINDI then returns you to the Guest Accounts menu.

## Repeat the Message

The guest is allowed to repeat the message just presented. You should be sure that your guest knows that, once any of the other options are selected, the message is removed from the system and cannot be heard again.

## Move to Next Message

When the guest elects to move to the next message, the previous message is deleted from the system. If no other messages remain, CINDI notifies the guest:

End of messages.

## Conclude the Call

The guest can conclude the call without listening to all messages in the mailbox. When the guest presses [9], the current message is deleted, but any remaining messages are retained for review at a later time.

\* CINDI presents the message waiting prompt only if your system includes message waiting. CINDI presents the call management prompt and the personal user menu prompt only if your system includes the VoicePath feature.

Each of the Personalize Mailbox menu functions is described in the following sections.

Your callers will be greeted with: (personal greeting).

CINDI then returns you to the Personalize Mailbox menu.

If you press [8], CINDI informs you that there no longer is a Personal Greeting recorded for your mailbox:

No greeting is recorded.

CINDI then returns you to the Personalize Mailbox menu.

# 9.3 Recording Your Name 1 patties 10 and 10 patterns 10 patterns

The name associated with your mailbox is recorded by the System Manager when the mailbox is created. You might want to re-record this name in your own voice.

To record your name:

- Open your mailbox.
- 2. Press [8] to use the Personalize Mailbox menu.
- Press [3] to record your name.

CINDI responds by stating the name as it is currently recorded and asking you if you want to change it:

This mailbox is for: (your name).
or
No name is recorded.

To re-record, press [1].
To review the current recording, press [2].
To delete the recording, press [8].
To exit with the current recording, press [9].

If you press [1] to record a new name, CINDI asks you to read it aloud:

Who is this mailbox for? (Becp)

Say your name (you have approximately five seconds of recording time available). When you finish, terminate recording by pressing any key. CINDI confirms the new recording of your name:

This mailbox is for: (your name).

CINDI then returns you to the Personalize Mailbox menu.

If you press [8], CINDI informs you that there no longer is a name recorded for your mailbox:

No name is recorded.

CINDI then returns you to the Personalize Mailbox menu.

# 9.5 Changing Message Waiting Notification Status

Message waiting notification is a special feature available only on systems that have one of the following integration packages:

- Message Waiting Indication (MWI)
- Fujitsu Focus 960 integration
- NEC Neax 2400 integration
- Northern Telecom SL-1 integration (IVMS)

You have the ability to change message waiting notification status if your CINDI system includes the feature and if your System Manager has given you the appropriate authorization. If you are authorized, you may enable and disable message waiting notification in order to suit your own needs.

When you enable message waiting, CINDI will activate your message waiting indicator when a new message is added to your mailbox. The indicator will be activated, however, only when your mailbox new message count goes from zero new messages to one new message. It will not be activated for additional new messages.

Remember: A message is considered new until you either save or delete it by pressing [1] or [8] during message receiving. If you exit message receiving while you were listening to a particular message (by pressing [9]), the status for the message will become saved (as if you pressed [1]).

With the SL-1, Neax 2400, and Focus 960 integrations, CINDI deactivates the indicator automatically once you receive all of your new messages. That is, the indicator is deactivated when your new message count goes from one or more new messages to zero new messages.

With the MWI package, CINDI automatically turns off the indicator once you receive your new message(s) if the system has been programmed to do so. If CINDI does not turn off the indicator, refer to your telephone system manual for instructions on how to do so.

When you choose to disable notification, CINDI does not activate your message waiting indicator when a new message is added to your mailbox.

To change your message waiting notification status:

- Open your mailbox.
- Press [8] to use the Personalize Mailbox menu.

# 9.6 Changing Call Management

Call Management is a part of the VoicePath feature option. It gives Boxholders greater control over their incoming telephone traffic. Using Call Management, Boxholders can choose to block all calls, screen calls for the calling party's identity, transfer calls to an alternate extension, as well as receive calls in the standard fashion.

You have the ability to change your call management selections if your organization's CINDI system includes the VoicePath feature and if your System Manager has given you the appropriate authorization.

To review and change your call management selections:

- Open your mailbox.
- Press [8] to use the Personalize Mailbox menu.
- 3. Press [6] to change Call Management selections.

If you have not been authorized to use the call managment features, CINDI informs you:

This mailbox is not authorized for this function. Please check with the System Manager.

If you are an authorized Boxholder, CINDI reports your current selection:

```
Your calls are currently being...
...transferred immediately.
or
...screened.
or
...blocked for reason code: (code number).
or
...sent to extension: (extension).

To change this information, press [1].
To exit, press [9].
```

If you press key [1] to change your call management selection, CINDI presents the Call Management Menu:

```
To have your calls transferred without screening, press [1]. To have your calls screened, press [2]. To block all incoming calls, press [3]. To have your calls sent to another extension, press [4]. To exit, press [9].
```

CINDI does not list these reasons to you on-line. Make sure you have this listing with you when you want to use call blocking.

After you enter your selection, CINDI tells you:

Your calls are now being blocked for reason code (number and reason code text).

CINDI then returns you to the Call Management Menu

## 9.6.4 Send to Another Extension

If you press key [4] to send your calls to another extension, CINDI will ask you to:

Enter the extension.

» Enter the extension that will receive your calls.

# 9.6.5 Exit the Call Management Menu

To leave your call management unchanged, press [9]. You are returned to the Personalize Mailbox menu.

## 9.8 Personal User Menu Status

Personal user menus are available only on VoicePath-equipped systems. This feature allows you to use a VoicePath mailbox to present a greeting and a menu to callers. You must be authorized by the System Manager to use this feature. Refer to the section titled Personal User Menus in theVoicePath chapter of this manual for information on a personal user menu.

To check the status of your personal user menu:

- Open your mailbox.
- Press [8] to use the Personalize Mailbox menu.
- 3. Press [8] to check the status of your personal user menu.

If your personal user menu is enabled, CINDI presents the following:

```
Callers to this mailbox will be handled by VoicePath box (nnnn). 
To change this information, press [1]. 
To exit, press [9].
```

If your personal user menu is disabled, CINDI presents the following:

```
Personalized user menus are currently disabled.
To change this information, press [1].
To exit, press [9].
```

Pressing the [1] key acts as a toggle between enabling and disabling your personal user menu. CINDI presents the new status after the key is pressed and the change made.

Pressing the [9] key retains the current setting and returns you to the Personalize Mailbox menu.

If you are not authorized for personal user menus, CINDI presents the following:

This mailbox is not authorized for this function. Please check with the System Manger.

#### From the Main Menu

Pressing [9] from the System User's Main menu tells CINDI you are finished using your mailbox and intend to hang up. You will hear:

Thank you. Good daylevening.

If you simply hang up without pressing [9], CINDI may not know that you have completed your call, causing CINDI to not release the line for a short period of time.

The sections below provide more specific information on transfers under various conditions.

# 11.2 During Nightline

The System Operator is able to change CINDI's operation from Dayline mode to Nightline. Nightline is designed for use after you company's normal business hours.

When operating in Nightline mode, CINDI will not prompt for the attendant, nor will CINDI attempt a transfer to the attendant (CINDI assumes there is no attendant on duty).

If you request to transfer to the attendant during Nightline, CINDI will respond:

I'm sorry. There is no attendant at this time.

You can then continue your session with CINDI.

# 11.4 Systems with the SL-1 Integration (IVMS)

If your CINDI includes the SL-1 integration, please note that IVMS lines do not support direct call transfers to other extensions. When you press [0] from any CINDI system menu, you are always transferred to the SL-1's night call forwarding directory number (NCFDN). The NCFDN is an extension to which the SL-1 is programmed to transfer calls.

During the day, this number is probably the attendant (who can transfer you to other extensions within your company). During the night, this number may be the attendant (if your company has a 24-hour attendant) or it may be another extension.

Enter the time as four digits also, followed by the AM or PM indicator, [1] or [8] respectively. For example, 1:06 PM is entered [01068]. CINDI then skips ahead quickly without prompting you for morning or evening hours.

#### 12.0.3 CINDI's Memory

CINDI uses a large capacity disk drive to store your messages. This memory, although quite large, can become full. For this reason, CINDI keeps messages for the limited period of time set by your System Manager. Remember to check your messages frequently and delete those you do not need to keep.

#### 12.0.4 Housekeeping

Each night, CINDI performs housekeeping operations. Messages that exceed the message retention time set by the System Manager are deleted during housekeeping.

Once housekeeping begins, CINDI is unable to perform voice-mail functions. If you try to contact CINDI during this time, CINDI tells you:

Please press the [6] key on your telephone keypad if you'd like to hold. I'll be with you in a few moments.

You can hang up or wait. If you press [6] to wait, CINDI says:

Please hold the line. I'll be with you shortly.

Once housekeeping is completed, CINDI checks to see if you are still waiting:

Thank you for waiting. Press the [6] key to continue.

After pressing [6], you are greeted as if you just called the system.

#### 12.0.5 Passwords

Only you know your password. It helps to record it in a safe place. If, however, you forget your password, ask your System Manager to reset it to [0] for you.

# 12.0.6 Message Forwarding

This is a great way to accommodate the time differences on the West and East Coasts. If you live on the East Coast, set CINDI to forward messages to your home immediately between the hours of 8 PM and 9 PM. Thus, you can receive messages left after your business hours from associates on the West Coast.

# 13.1 Call Management

VoicePair gives suthorned Boxholders the appointmity to set their own call management functions. As as authorized her you can choose to screen, block in the sterile to an alternate extension all occurring calls.

Your System Manager authorizes you to manage your call management, selections with your System Manager; you have any questions about this authorization.

If you are ruthorized in use this function, you can set your own call management selections through the Personalize Mailbox Menu. For complete interesting a now to change your call management selections, please refer to the charge of Personalizing Four Mailbox: Key [8].

# 13.1.1 Call Screening

When you careen your calls, each cut the comes to you is announced by CINDL CONDL gives you the calling parry's came and asks you if you want to accept or order or the call. If you refuse the call, the caller can leave a voice massage in wour nucleor, by a creach another extension, or speak with the strendant.

# 13.1.2 Call Blocking

# 13.1.3 Routing Calls to an Alternate Extension

When on asis CINDs to insight a year alls away from your regular extension. CINDI automate alls code them to an alternate extension specified by ex-

Please note were no sitemate extension you select may also be authorized for call management. If this is the case, your incoming calls are handled according to the atternate extension scurrent management selection except when my calls are size owing round to an alternate extension. Under this condition, CE's Il occupant you from alternate extension.

# 13 1.4 No Screening

When you are all the screening function, your calls are treasferred immediately to your contraveness, you receive your calls in the standard fushion.

# 13.1 Call Management

VoicePath gives authorized Boxholders the opportunity to set their own call management functions. As an authorized user you can choose to screen, block, or transfer to an alternate extension all incoming calls.

Your System Manager authorizes you to change your call management selections. Contact your System Manager if you have any questions about this authorization.

If you are authorized to use this function, you can set your own call management selections through the Personalize Mailbox Menu. For complete information on how to change your call management selections, please refer to the chapter, Personalizing Your Mailbox: Key [8].

#### 13.1.1 Call Screening

When you screen your calls, each call that comes to you is announced by CINDI. CINDI gives you the calling party's name and asks you if you want to accept or refuse the call. If you refuse the call, the caller can leave a voice message in your mailbox, try to reach another extension, or speak with the attendant.

#### 13.1.2 Call Blocking

When you block calls, CINDI prevents all incoming calls from reaching you. CINDI will tell your callers that your are unavailable for a specific reason that you select. Again, callers can leave a voice message in your mailbox, try another extension, or speak with the attendant.

# 13.1.3 Routing Calls to an Alternate Extension

When you ask CINDI to transfer all your calls away from your regular extension, CINDI automatically sends them to an alternate extension specified by you.

Please note that the alternate extension you select may also be authorized for call management. If this is the case, your incoming calls are handled according to the alternate extension's current management selection except when its calls are also being routed to an alternate extension. Under this condition, CINDI prevents you from selecting the extension.

# 13.1.4 No Screening

When you turn off the screening function, your calls are transferred immediately to you. In other words, you receive your calls in the standard fashion.

If you do not answer your phone on an unscreened call, CINDI may or may not offer to take a message, depending upon how your system is programmed by the System Manager.

# 13.2 Receiving a Screened Call from VoicePath

When you receive a screened call from VoicePath, make sure you follow CINDI's instructions carefully. When you answer your phone, you will hear:

(Caller's name)
is on the line.
Press [1] to accept this call.
Press [9] to refuse it.

When you press [1], you will hear:

I'll connect the caller.

CINDI connects the calling party and drops out of the call.

If you refuse to speak with the caller by pressing [9], CINDI will instruct you to hang up:

Please hang up.

You have five seconds in which to hang up your phone. Make sure you hang up within this five second window. CINDI needs this time to revert the call back to the calling party and to tell the party that you are unavailable. If you do not hang up within the five second window, you may be connected with the calling party.

# 13.3 Personal User Menu

VoicePath gives you the capability to use a Personal User Menu. With this feature, you can use a VoicePath mailbox to present a greeting and a menu to callers.

Your System Manager must authorize you to use a Personal User Menu. Contact your System Manager if you have questions about this authorization.

If you are authorized to use this function, you can enable or disable your Personal User Menu through the Personalize Mailbox Menu. For complete information on how to check or change the status of your Personal User Menu, please refer to the chapter, Personalizing Your Mailbox: Key [8].

# 13.3 Personal User Michael

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# Integrations

This chapter discusses features available only on CINDI systems equipped with one of the integrations listed below:

- Northern Telecom SL-1 integration (IVMS)
- Fujitsu Focus 960 integration
- NEC Neax 2400 integration
- GTE OMNI SIII integration
- TIE DCX integration
- SMDI integration
- Fujitsu Focus 196 integration
- Mitel integration

Check with your System Manager to see if your system includes one of these integrations.

# 14.1 Functions From Your Own Telephone Station

On integrated lines, you can gain access into CINDI from more than one level. As a Boxholder, you can save several keystrokes and avoid a number of CINDI prompts when you open your mailbox, leave a message in another mailbox, or call another extension.

#### 14.1.1 Accessing Your Mailbox

From your own telephone station, you can dial into CINDI and be immediately prompted for your password as follows:

Please enter your password. If you wish to leave a message for another mailbox, press the pound key on your telephone keypad.

When you dial CINDI from your station, the system automatically enters your mailbox number and [0]. Accordingly, CINDI will only accept your password. If you call CINDI from another telephone station, the system automatically enters the mailbox number (and [0]) associated with that station.

# 14.1.2 Leaving A Message

If you reach CINDI and want to leave a message for another Boxholder, do not enter your password when CINDI asks for it. Instead, press [#] to access the following mailbox prompt:

Please enter the mailbox number you wish.

If you enter a mailbox number that does not exist, or make some other kind of invalid entry, CINDI tells you:

Mailbox nnnn does not exit.

You are returned to the mailbox prompt for re-entry.

A better way to leave a message for another Boxholder is to open your mailbox by entering your password when CINDI asks for it. Then, you can press [1] from the System User's Main Menu in order to access message recording.

# 14.1.3 Dialing Another Extension

To call another extension from your own telephone station, simply dial the desired extension directly. If the desired extension is busy, rings without answer, or has been forwarded to CINDI, you are automatically routed to the

extension's mailbox. You hear the Boxholder's greeting (if recorded) and have the opportunity to leave a message.

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# 14.2 Mailbox Greetings

Before you record a message in a mailbox, CINDI greets you with a mailbox greeting. What you hear depends upon which of the following conditions exist:

- a personal greeting is recorded.
- a Telset Status greeting is present (IVMS only).
- the Boxholder name is recorded.
- the Boxholder name playback is allowed.
- the call is "call forwarded busy" into CINDI.

Regardless of which conditions exist, you are always given the opportunity to leave a message. The ways in which the greetings work together are discussed in more detail below.

#### 14.2.1 Call Forwarded Busy Greeting

On integrated lines, anytime an extension is busy, the caller is automatically routed directly into that extension's mailbox. The caller hears the following:

(Boxholder's name)
is on the telephone at the moment,
or
The person you have called is on the telephone at the moment.

No matter what other greetings may be recorded for the mailbox, you will always hear the "call forwarded - busy" phrase first if the condition exists.

# 14.2.2 Telset Status Greetings (IVMS only)

Northern Telecom SL-1 IVMS integrated systems offer nine Telset Status greetings, pre-recorded in CINDI's voice, that you can select for incoming callers to hear. These greetings provide brief, up to the minute reasons why you are not at your telephone. Each is associated with a telephone keypad access code. From your own telephone, tyou press one of these code keys in order to activate a desired Telset Status greeting for your mailbox. You do not need to call CINDI to perform this function.

The phrasing for each Telset greeting begins with either your name, if a name has been recorded and playback is allowed, or with "The person that you have called." Each Telset Status greeting and its associated telephone keypad access code is listed below:

- 1 has left for lunch
- 2 is ill today

- 3 is out of the office
- 4 is out of town
- 5 expects to return today
- 6 is in a meeting
- 7 is unavailable at the moment
- 8 is unavailable this morning
- 9 is unavailable this afternoon

Pressing [0] cancels the Telset Status greeting currently selected for your mailbox.

When you have an active Telset Status greeting and are on the phone, incoming calls still are automatically routed to your mailbox. However, callers hear the "call forwarded - busy" greeting rather than the Telset greeting.

For detailed instructions on how to leave Telset Status greetings on your telephone set (TELSET Status), refer to the SL-1 documentation.

# 14.2.3 Personal Greetings

Recording a Personal Greeting is discussed in the chapter, Personalizing Your Mailbox: Key [8].

The "call forward - busy" phrase works in conjunction with your personal greeting. When your telephone is busy and callers are automatically routed to your mailbox, they first hear the "call forward - busy" phrase followed by your personal greeting.

For SL-1 IVMS integrated systems, the Telset Status greeting feature can work in conjunction with your personal greeting. If you record a personal greeting and select a Telset Status greeting for your mailbox, callers hear the Telset Status greeting followed by your personal greeting when they are routed to your mailbox.

# 14.3 Telset Messages (IVMS only)

Telset Messages are short messages, pre-recorded on the CINDI systems, that internal callers can deposit into any mailbox. Telset Messages are available only on SL-1 IVMS integrated systems.

Callers can leave a Telset Message rather than recording a voice message by pressing telephone keypad codes that correspond with the desired message. The pre-recorded Telset Messages and associated telephone keypad access codes are listed below:

- 1 The person at extension nnnn wishes you to call regarding an important matter.
- 2 The person at extension nnnn telephoned.
- 3 The person at extension nnnn wishes to see you regarding an important matter.
- 4 The person at extension nnnn returned your call.
- 5 The person at extension nnnn wishes you to call.
- 6 The person at extension nnnn will call again.
- 7 The person at extension nnnn telephoned again.
- 8 The person at extension nnnn wishes you to contact their secretary.
- 9 The person at extension nnnn will keep the arranged appointment.

If you leave a Telset Message, your extension number is reflected by the nnnn number listed above. Your Telset Message is deposited in the mailbox associated with the extension that you dialed.

If you plan to use this feature, it will be useful to keep this listing of messages and corresponding codes close to your phone.

## 14.3.1 Leaving a Telset Message

When you call an extension and are automatically routed to the mailbox due to a ring-no-answer or busy condition, you hear a unique tone. After hearing this tone, you have three seconds in which to press the appropriate telephone key codes associated with the desired Telset Message. Your successful input is then confirmed by another tone.

Please be aware that you must press the appropriate telephone key codes within the three second window. If you take too long, CINDI assumes that your key entry is a command to the system instead of a Telset Message code. The first input received after the three second window terminates message

recording. The second input received either causes CINDI to end the call (for all keys pressed except [1]) or causes CINDI to prompt for the mailbox number (if [1] pressed).

Also, if you leave a Telset Message, you should use your own telephone. The SL-1 knows from which extension a Telset Message originates and CINDI includes this information in the message.

If you do not want to leave a Telset Message, do not enter a telephone access code. After the three second delay, you hear the mailbox greeting and have the opportunity to leave a voice message.

For detailed instructions about how to leave Telset Messages on your telephone set, refer to the SL-1 documentation.

# 14.4 Using the Mitel Integration

This section contains information regarding the Mitel integration and its operation with CINDI. All system users should be aware of the information in this chapter.

Check with your System Manager to see if your system has enhanced Mitel software installed on the PBX. If it does, your system will work slightly differently than the system described below. Refer to the section titled, Using the Mitel Integration with Enhanced Software at the end of this section.

# 14.4.1 Message Waiting Information

When new messages are present in a mailbox, CINDI will activate the message waiting indicator for the corresponding extension.

CINDI will activate (or refresh activation) message waiting indicators in the following situations:

- When the new message count for a mailbox goes from zero to one.
- When the mailbox holder enters his mailbox and leaves the mailbox with the new message count greater than zero.

CINDI will deactivate the message waiting indicators when a mailbox holder enters his mailbox and leaves the mailbox with the new message count at zero.

The SX-200 does not allow message waiting indicators to be activated while a phone is call forwarded. This is the case for a phone which is call forwarded and the condition for forwarding is true. For example, if an extension is "Call Forwarded - Busy," and that extension is busy, then the message waiting indicator cannot be activated. CINDI will retry to activate the message waiting indicator until the extension is not busy. Follow the recommendations in the following section titled, Call Forward Direct to Mailbox, Call Forwarding and Message Waiting Combined, for a more efficient message waiting operation.

# Superset 4 Message Waiting

CINDI will activate the "MSG" prompt in the upper right corner of the LCD display on the Superset 4 when new messages are present for that mailbox holder. To check the message prompt on the Superset 4,

- Press the "MSG" prompt soft key.
- Press the "READ MSG" prompt soft key.
- Read the message on the LCD display.

If the message is from CINDI, the LCD will display "CALL CINDI". In this case, the Superset 4 owner may pick up messages from CINDI using one of the following methods:

Press the "EXIT" prompt soft key on the SuperSet and call the CINDI hunt group number, OR

Press the "CALL" prompt soft key. The Superset will call the specific CINDI port which left the message waiting indicator. Since this is a specific port and not a hunt group, the port may be busy. If it is busy, hang up and repeat the sequence later. You may also call the CINDI hunt group now to pick up your messages. The "MSG" prompt will be removed once all the messages have been picked up, regardless of the method used to access CINDI.

Because of the operation of the Mitel SX-200 PBX, when a message waiting light is activated or deactivated, the Superset will ring once.

#### Single Line Set Message Waiting

CINDI will activate the message waiting light on the single line set when new messages are present. To pick up messages, call the CINDI hunt group number.

The message waiting prompt will be deactivated when all messages have been picked up regardless of which CINDI port is accessed.

Because of the operation of the Mitel SX-200 PBX, when a message waiting light is activated or deactivated, the single line phone set will ring once.

If your single-line set has no message waiting light, your phone will either ring once or present a stutter dial tone as a message waiting indicator.

The PBX attendant has the ability to activate message waiting indicators on single line sets. Since the single line set owner has no way in which to determine the origin of the message waiting indicator (from CINDI or the attendant), it is required that the attendant not activate the message waiting indicators for single line sets.

# 14.4.2 Call Forward Direct to Mailbox

Call Forwarding to CINDI from an extension which has a corresponding mailbox will allow the integrated feature Call Forward Direct to Mailbox. Anyone calling an extension that is forwarded to CINDI will reach CINDI and be greeted with the personal greeting of the mailbox holder. If no personal greeting is recorded, then the caller is greeted with "I am taking a

message for ..." In either case, the caller is not required to enter the mailbox number, and may leave a message.

# Call Forwarding and Message Waiting Combined

The Mitel SX-200 PBX does not allow message waiting indicators to be activated on a phone which is call forwarded. This is the case for an extension which is call forwarded and the condition for forwarding is true. For example, if a phone is "Call Forwarded - Busy" and that phone is busy, then the message waiting indicator cannot be activated. CINDI will retry at 5 minute intervals until the phone is not busy and its message waiting indicator can be activated. CINDI will also retry to activate the message waiting on that phone again when another mailbox requires message waiting activation or deactivation.

If a phone is "Call Forwarded - Follow Me (Always)" then message waiting indication cannot be activated since call forwarding will always occur. CINDI will retry until "Call Forward - Follow Me" is turned off. For this reason, it is recommended that those individuals desiring to use "Call Forward Direct to a Mailbox" and "Message Waiting Indication" features should not use "Call Forward - Follow Me." Each phone desiring these features should be programmed to call forward to the CINDI hunt group with one of the following methods:

- Call Forward Busy/ Don't Answer
- Call Forward Busy
- Call Forward Don't Answer

# 14.4.3 Call Direct to a Mailbox

If a call is made to the CINDI hunt group, and the call is made from an internal phone with an extension number that correponds to a mailbox number, the caller will be greeted with the "Please enter your password" prompt. CINDI knows the phone's mailbox number and the caller may enter the mailbox simply by entering the password.

To enter another mailbox or leave a message for another mailbox, simply press the "#" key. CINDI will then ask for the mailbox number. If you enter the password and want to access another mailbox, press the "1" key and CINDI will ask you for the mailbox number.

If a call is made from a phone which does not have a corresponding mailbox number, CINDI will greet the caller with the "Please enter the mailbox number you wish" prompt. The caller can then enter the mailbox number. This is also true for an external caller who was transferred directly to CINDI by the attendant, and was not call forwarded from an extension.

# 14.4.4 Other Tips for Users

Some additional tips that uses should be aware of are described below.

If you have a SuperSet, you must program your name to include the extension number, for example "219 Paul". Both the number and name will then be displayed for call forwards and direct calls: "From 219 Paul" on a forwarded call; "219 219 Paul Calling" on a direct call. This gives the called party both the name and extension of the caller.

Do not use the "Cancel message waiting" feature on the Superset for messages received from CINDI. This could result in turning off the message waiting light while unreviewed messages remain in the mailbox. Users should let CINDI turn the message waiting indicator on and off.

On the Mitel SX-200 PBX, call forwarding is limited to single-stage forwarding. What this means is that if your phone is forwarded to another phone, and that phone is forwarded to voice mail, and you want your callers to get to voice mail, only the first forward will be made. The call will go to the first phone you are forwarded to and it will ring. Your callers will not be able to access voice mail under this circumstance.

Do not use the "Auto-Answer" feature on the SuperSet. If Auto-Answer is enabled, and CINDI tries to activate or deactivate the Message Waiting Indicator, the phoneset will answer the call and Message Waiting activation or deactivatin will not take place.

# 14.4.5 Using the Mitel Integration With Enhanced Software

Your system may be equipped with enhanced software on the Mitel PBX. Check with your System Manager. If enhanced software is installed, your system will operate as described in the preceding sections with some differences noted below.

# Message Waiting Information

Message waiting indicators can be used with phones which are call forwarded under ALL call conditions.

You can receive your messages by pressing the MWI button on your Superset and then the CALL button. You do not have to dial the hunt group.

Your phone will not ring on message waiting activation and deactivation.

# Call Forwarding and Message Waiting Combined

Message waiting indicators can be activated on phones that are call forwarded under all forwarding conditions.

#### Other Tips

If you have a Superset, you no longer have to program your name to include your extension number.

Message waiting will now work with Superset features such as "Auto-Answer" and the message advisory feature, as well as on phones with special ringing enabled.



# System User Telephone Menus and Menu Map

# System User's Main Menu

- [1] Record a message
- [2] Receive messages
- [3] For Message Forwarding
- [4] For Call Placement
- [5] For Group Messages
- [6] For Certified Messages
- [7] For Guest Accounts
- [8] Personalize your mailbox
- [9] End the call

## Message Recording Menu

- [1] Accept the message (send)
- [2] Review the message
- [3] Continue recording the message
- [4] Re-record the message
- [8] Cancel the message

# [2] Message Receiving Secondary Menu (abbreviated) (presented after each message played)

- [1] Keep the message
- [7] Take action on the message
- [8] Delete the message
- [9] Exit message receiving
- [0] Other options

# [2] Message Receiving Secondary Menu (complete) (presented after [0] pressed)

- [1] Keep the message
- [2] Repeat the message
- [3] Replay previous ten seconds
- [4] Move ahead ten seconds
- [5] Skip ahead through the message
- [6] Stop playback for 30 seconds
- [7] Take action on the message
  - [1] Copy the message with comments
  - [2] Copy the message without comments
  - [6] Relay information to a mailbox
  - [7] Leave a response for the sender
  - [9] Exit without taking action
- [8] Delete the message
- [9] Exit message receiving

# [3] Message Forwarding Secondary Menu

- [1] Enable Message Forwarding
- [2] Review Message Forwarding
- [8] Cancel Message Forwarding
- [9] Exit Message Forwarding menu

# [4] Call Placements Secondary Menu

- [1] Have CINDI place a call
- [2] Check status of calls
- [9] Exit Call Placement menu

# [5] Group Messages Secondary Menu

- [1] Send a group message
- [3] Add members to a group
- [4] List group members
- [8] Delete group members
- [9] Exit Group Message menu

# [6] Certified Messages Secondary Menu

- Send a certified message
- [2] Check the delivery status of a message
- [8] Cancel notification for a message
- [9] Exit Certified Message menu

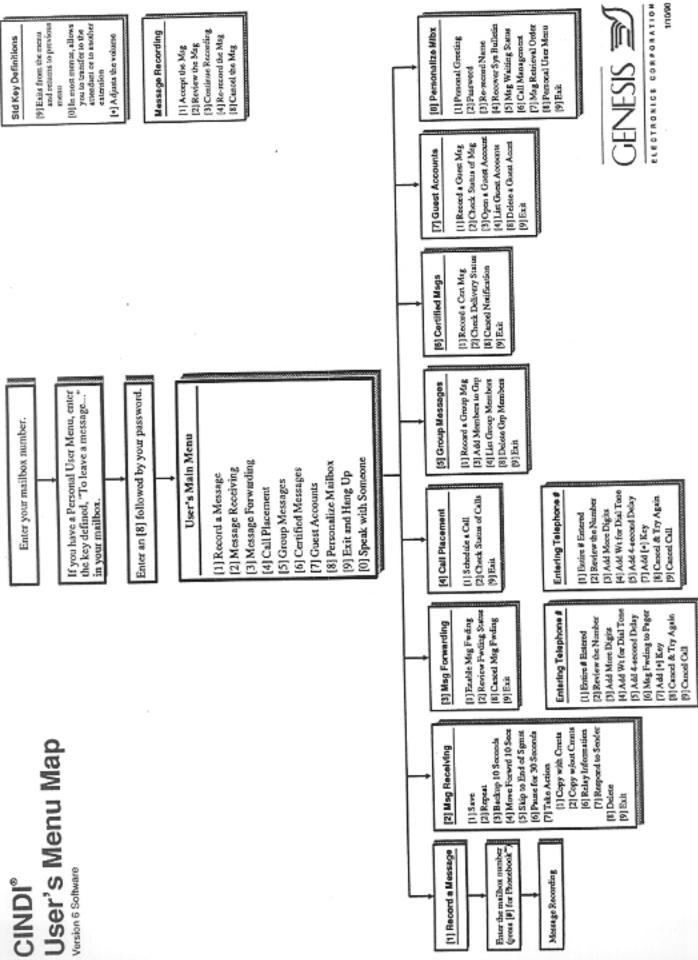
# [7] Guest Accounts Secondary Menu

- [1] Record a guest message
- [2] Check the status of a guest message
- [3] Open a new guest account
- [4] List guest accounts
- [8] Delete a guest account
- [9] Exit Guest Account menu

## [8] Personalize Mailbox Secondary Menu

- [1] Change the personal greeting
- [2] Change the password
- [3] Record the name
- [4] Recover the System Bulletin
- [5] Change the Message Waiting Notification status
- [6] Change Call Screening levels
- [7] Select message retrieval order
- [8] Change Personal User Menu
- [9] Exit Personalize Mailbox menu

# User's Menu Map



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# Operations Manual

System Operator's Guide

970-0131 Rev. A

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Operations Manual

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Minimum software level reflected in this guide: Version 6, Rev. A

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Appendix A: System Operator Telephone Menus

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### Introduction to CINDI

CINDI is an acronym for Central INformation DIspatch. The system provides users with full voice mail capabilities.

CINDI will answer the user's telephone and take messages CINDI will call users and deliver their messages to them CINDI will call other people and deliver messages from users CINDI will deliver "certified" messages from users to other users CINDI will deliver a group message from users to as many as 247 other users CINDI will take messages from users for their guests

In fact, CINDI can provide all of your telephone messaging needs... and using CINDI is as simple as pressing the keys on your telephone.

#### 1.1 CINDI Users

CINDI users generally are divided into two categories: Internal Users and External Users. Internal users are those who are assigned mailboxes on the system. They are referred to as "Boxholders," and there are three basic types:

- The System Manager, who is responsible for the initialization and management of the CINDI system
- The System Operator, to whom this guide is directed
- System Users, who comprise the majority of the mailboxes -up to 510.

Complete descriptions of the features available to the System Manager and System Users are provided in the CINDI System Manager's and User's Guides.

External users are those who do not have a mailbox on the system. Therefore, they are limited in the features available to them. However, external users have the same message editing capabilities available to them as do the Boxholders on the system. If an external user is given a Guest Account by a CINDI Boxholder, that user can RECEIVE messages on the system -- not just send them!

### 1.2 The System Operator

As System Operator, you are responsible for several functions which are important to the daily operation of CINDI. These include the distribution of messages deposited in the System Operator's mailbox and setting CINDI for Dayline and Nightline modes. These functions can be performed only through the System Operator's mailbox.

#### 1.2.1 Opening the System Operator's Mailbox

If your system includes the optional feature, VoicePath, please be sure to read the section immediately following this one for important information about opening the System Operator's mailbox on VoicePath attended lines.

To open the System Operator's mailbox on non-attended (i.e. standard) lines:

- Call CINDI by dialing an extension or the company telephone number directed into CINDI.
- When CINDI answers, enter your mailbox number ([90], [990], or [9990], depending on the mailbox length programmed for CINDI during technical initialization). You can enter the number as soon as CINDI answers. You don't need to wait for CINDI's request.
- Enter an [8] immediately after your mailbox number. This
  tells CINDI that you want to open Opening Your Mailbox the
  mailbox and use the System Operator functions rather than
  simply deposit a message in the mailbox.

After you enter your mailbox number, CINDI asks you for your password:

Please enter your password.

The Operator's password is set at the factory to [0]. However, because important messages are deposited in this mailbox, the password should be changed to provide greater security. For more information on how to do this, see the chapter in this guide entitled Changing The Password: Key [8]. If any of CINDI's ports are inoperative, CINDI tells you which ports are affected as soon as you gain access to your mailbox. You hear the following message:

The following ports are not working: (port numbers)

CINDI tells you the number of messages you have to distribute as follows:

You have nn message(s) to distribute.

CINDI then presents the System Operator's main menu:

To distribute messages, press [2].
To start nightline, press [3].
To turn off nightline, press [4].
To set the time and date, press [5].
To change your password, press [8].
To record a message, press [1].
To end this call, press [9].

The following chapters will discuss each of the System Operator's functions as listed in the menu above.

#### 1.2.2 Opening Your Mailbox From a VoicePath Line

If your organization's CINDI system is equipped with the VoicePath feature option, your system can be set so that some of the incoming telephone lines are answered by VoicePath while others are answered by standard voice mail. If this is the case, make sure you know which lines are VoicePath auto-attended and which lines are standard voice mail. The way in which you open your mailbox varies for standard voice mail and VoicePath lines.

To open the System Operator's mailbox from a VoicePath line:

- Call CINDI by dialing an extension or company telephone number directed into CINDI for VoicePath.
- Press [9] to bypass the auto-attendant in order to access standard voice mail.
- When CINDI prompts for it, enter your mailbox number as described above ([90], [990], or [9990]).
- Enter an [8] immediately after your mailbox number to tell CINDI that you want to open the mailbox in order to use System Operator functions.

As you can see, once you press [9] to bypass the auto-attendant, you follow the same steps to open your mailbox as you would on a standard CINDI line. You enter your password then access the System Operator's main menu which is displayed above.

# Distributing Messages: Key [2]

The System Operator's main function is to distribute messages left in the System Operator's mailbox (also referred to as the general delivery mailbox) to appropriate destination mailboxes.

CINDI deposits messages in the System Operator's mailbox for various reasons.

- Most commonly, CINDI puts messages intended for non-Boxholder's in this mailbox.
- CINDI also deposits messages here from callers using rotary phones or from callers unaware of a Boxholder's mailbox number.
- During Nightline mode, CINDI deposits messages into the general delivery mailbox for callers who do not request an extension number.
- And sometimes, a caller who is aware of the System Operator's function may choose to leave a message in the general delivery mailbox, confident that the message will be delivered to the appropriate destination.

Your job, as the System Operator, is to listen to the messages in this mailbox and determine for whom they are intended.

- If a message is meant for a specific Boxholder, you can send the message to the Boxholder's mailbox.
- If a message is intended for a non-Boxholder, you can send the message to the mailbox of a close associate or to a community mailbox. Community mailboxes are mailboxes used by numerous employees, generally for specific areas. For example, there may be a community mailbox for Research and Development or one for Accounting. Your System Manager should let you know which mailboxes are community mailboxes as well as which employees use these mailboxes.

Finally, in order to keep up with incoming messages, it is recommended that the System Operator distribute messages at least four times per day.

### 2.1 Distributing Messages

To distribute messages:

- Open the System Operator's mailbox.
  - Distribute any accumulated messages.

CINDI reports the number of messages to be distributed and automatically asks the Operator to distribute these messages:

You have (number of messages) message(s) to distribute.

If, for some reason, you do not want to distribute messages at the time the System Operator's mailbox is opened, press the [#] key to exit message distribution. CINDI will then return you to the System Operator's main menu.

If you have no messages to distribute, CINDI will inform you and return you to the System Operator's main menu.

When there are messages to be distributed, CINDI presents the first ten seconds of the first message to you, allowing you to identify the recipient. CINDI then asks you for the mailbox number to receive the message:

Enter the mailbox number to receive this message.

Enter the mailbox number to which you want to distribute the message. To leave the message in the System Operator's mailbox, press [0] or enter the System Operator's mailbox number (90, 990, 9990). CINDI tells you:

The message remains in your mailbox.

CINDI then presents the next message.

You can leave message distribution and return to the Main Menu from the "Enter the mailbox number" prompt by pressing the [#] key three times.

If you do not enter a mailbox number after the prompt is presented three times, CINDI assumes you have hung up and terminates the call. If you enter an invalid mailbox number three times, the message is left in the System Operator's mailbox and CINDI presents the next message. CINDI will also inform you if the mailbox number you enter does not exist.

When you have entered a mailbox number, CINDI tells you the Boxholder's name and asks you to confirm the destination:

I'm sending this message to: (Boxholder's name).

To continue, press [1].

To cancel your request, press [8].

If the Boxholder named is the intended recipient, press [1]. CINDI responds with:

Message delivered.

If it is the wrong recipient or if you want to cancel the message's distribution, press [8]. You are returned to the "Enter the mailbox number" prompt.

If you cannot determine the message's intended recipient from the first ten seconds, the message should be transferred to a designated employee for a more complete review. This person can listen to the entire message (if necessary) and transfer it to the appropriate person. When all accumulated messages in the System Operator's mailbox have been distributed, CINDI responds with:

End of messages.

CINDI then returns you to the System Operator's main menu.

### 2.2 Deleting Messages

To delete a message left in the System Operator's box:

"Transfer" the message to [99], [999], or [9999] (depending on the number of digits in a mailbox).

This message wastebasket is not an actual mailbox, and it can be referred to only by the System Operator. It is intended for the quick disposal of unidentified messages or messages made in error. Once you have entered this mailbox number, CINDI asks you to confirm your entry:

You've asked to delete this message. To continue, press [1]. To cancel your request, press [8].

If you press [1] to delete the message, CINDI responds with:

Deleted.

If you press [8] to cancel the deletion, CINDI will again ask you to enter the mailbox number to receive the message.

### 2.2 Deleting Messages

To delete a message left in the System Operator's boxt

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If you great (i) to delete the message INO responds with:

bara's

If you press [4] to cannot the deterion. [59] I will again ask you to enter the markyox number to receive the operators.

## Nightline: Keys [3] and [4]

As System Operator, it is your responsibility to turn Nightline mode on and off. Nightline is designed to be used after your normal business hours, and it changes how CINDI greets callers. It also changes how CINDI responds to some callers' requests.

In order to turn Nightline mode on or off, you must use the specified options in the System Operator's main menu. If voice mail operations are interrupted for any reason, CINDI continues in the Dayline/Nightline mode last set prior to the interruption.

### 3.1 Starting Nightline: Key [3]

To start Nightline:

» Press [3] when presented the System Operator's main menu.

CINDI acknowledges your entry by responding with:

Nightline enabled.

CINDI then returns you to the System Operator's main menu.

Now that Nightline is active, CINDI presents the Nightline Greeting to callers entering the system rather than the Dayline Greeting. If there is no Nightline Greeting recorded, CINDI presents the pre-recorded system greeting:

Good afternoon/evening

Nightline mode also affects call transfers. When Nightline is active, CINDI does not present the prompt, "Press [0] to reach the attendant," for transferring calls to the attendant.

If a caller attempts to reach the attendant anyway, CINDI informs them:

I'm sorry, there is no attendant at this time.

CINDI assumes that no attendant is available when the system is in Nightline mode. If your system is equipped with the VoicePath feature option, CINDI will take a message in the general delivery mailbox when a caller tries to reach the attendant on an VoicePath line or when a caller does not specify a particular extension.

### 3.2 Turning Off Nightline: Key [4]

To turn off Nightline:

» Press [4] when presented the System Operator's main menu.

CINDI acknowledges your entry by responding with:

Cancelling nightline.

CINDI then returns you to the System Operator's main menu.

### 3.2 Turning Off Rightline | Key [4]

To the off Ni arthret

Press [4] when present a labe System Operator's main menu.

CINE I actnowledges your entry by responding with:

Concelling electrisms

CIAL 6 then reports you to the System Operator's main means.

## Time And Date: Key [5]

CINDI has a battery-backed clock that maintains the current time and date for voice mail operations. You can, however, reset CINDI's time and date if the need arises. For example, you will want to change the time and date due to the transition between Standard Time and Daylight Savings Time.

To change the time and date,

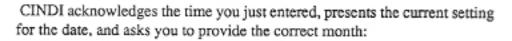
» Press [5] when presented the System Operator's main menu.

CINDI presents the current setting to you and asks you for the correct time:

The time is: (current time). Enter the time.

Enter the correct time, using four digits. For example, 3:45 would be entered as [0345]. After you have entered the time, CINDI asks whether it is AM or PM:

If this time is in the am, press [1]. For pm, press [8].



The time is: (current time). (current date). Enter the month, [1] through [12].

Use two digits to enter the month. For example, January would be [01].

CINDI then asks for the correct date:

Enter the date.

tor water and operations. You can however reset CINDI's time and date if

Enter the day of the month, again using two digits. CINDI then acknowledges the month and day you just entered and returns you to the System Operator's main menu.

## Changing The System Operator's Password: Key [8]

CINDI is programmed at the factory with the System Operator's password set to [0]. If it is currently at [0], you should enter the password that you will use while performing the System Operator function.

A password can be any combination of numbers or letters on the telephone keypad, up to four characters long (the [\*] and [\_#] keys cannot be used). Some examples of passwords are:

85, 2789, WL, USAF, 2BIT

Be sure to record the password you select and store the information in a safe place. However, if you forget the System Operator's password, the System Manager can reset it to [0] for you.

To change the System Operator's password:

- Open the System Operator's mailbox.
- Distribute any accumulated messages.
- 3. Press [8] to change your password.

CINDI asks you for the new password:

Enter your new password.

After you enter the password, CINDI repeats your entry and asks you to confirm it:

The password is: (password).
To keep this password, press [1].
To change the password, press [8].

If the password is incorrect, press [8] to change it. CINDI again asks you to enter the new password.

If the password is acceptable, press [1]. CINDI confirms the password one more time:

The password is: (password).

CINDI then returns you to the System Operator's main menu.

## Message Recording

One of the primary features with which every CINDI user needs to become familiar is Message Recording. Familiarity with this feature is important because Message Recording is used in many other CINDI features, including: message transfers with preceding comments, call placements, group messages, certified messages, and guest messages. These are in addition to the message recording key [1] in the main menu.

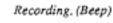
The System Operator's mailbox, because of its specialized purpose, only uses the Message Recording feature through key [1] in the main menu.

When you press [1] from the main menu to record a message, you should remember that this "closes" your mailbox. If, after you finish recording the message, you want to use your mailbox's features again, you should open your mailbox by re-entering your mailbox number and password.

When you use the Message Recording feature, CINDI will prompt you with the phrase:

Please leave your name and message at the tone. when you are finished, press any key. (Beep)

You can press [1] to skip through the prompt to speed up the recording process. If you choose to do this, CINDI presents an abbreviated prompt:



Press any key to stop recording. Recording also stops if:

- CINDI receives four seconds of continuous silence.
- The entire maximum message length is used.
- · You hang up.

In addition, when the maximum message length is longer than 30 seconds, CINDI interrupts you with a reminder when only 30 seconds remain, after which CINDI restarts recording automatically. This allows you to conclude your message in an orderly fashion.

### Message Recording

One of the primary features with a men every CINDI user needs to become function is Message Recording. Familiarity with this feature is important bett use Message Recording is accommons, other CINDI features, including message transfers with preceding congreens, call placements, group messages, a critical messages, and guest messages. These are in addition to the measure recording key (1) in the sam ment.

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When you use the Massage Recountry feature, CINDI will prompt you with

Please error year name and no rage at the tone when you are finished, per country. Here

You can press [1] to skip brough the prompt to speed up the recording process. If the choose is do this, CLND) presents an abbreviated prompt:

### 6.1 Message Recording Menu

When you have finished recording, CINDI presents the Message Recording menu to you:

If this message is acceptable, press [1].
To review the message, press [2].
To continue this message, press [3].
To re-record the message, press [4].
To cancel the message, press [8].

This menu gives you complete control over the content and presentation of your message.

### 6.1.1 Accept the Message (Send)

Until the message you record is acceptable to you, CINDI does not deliver it to the specified receiver(s).

To tell CINDI that the message is acceptable:

» Press [1] when presented the Message Recording menu.

CINDI then acknowledges the message's delivery:

Thank you. Your message has been delivered to: (Boxholder's name).

### 6.1.2 Review the Message

To review the message as it is currently recorded:

» Press [2] when presented the Message Recording menu.

CINDI plays back the entire message for you and then presents the Message Recording menu to you again.

If you enter a key while the message is being played back, CINDI treats the key as another response to the Message Recording menu. This means that you can press:

Another [2] to restart the review process.

- A [3] to continue recording from the END of the current message (not from the point in the message where you press [3]).
- Any other key in the Message Recording menu.

#### 6.1.3 Continue the Message

To continue recording from the current end of the message:

» Press [3] when presented the Message Recording menu.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

If the entire maximum message length has already been used, CINDI does not allow you to continue recording the message. If a request to continue recording is received in this circumstance, CINDI responds by saying "IN-VALID ENTRY" and presents the Message Recording menu again.

#### 6.1.4 Re-record the Message

To discard the current recording and start the message over:

» Press [4] when presented the Message Recording menu to re-record the message.

CINDI responds by presenting the abbreviated recording prompt:

Recording. (Beep)

When you press [4] to re-record, you have the entire maximum message length available to you again. The length of the discarded message is not considered.

#### 6.1.5 Cancel the Message

Press [8] to cancel the recording session. CINDI confirms your selection as follows:

Message cancelled.

#### 6.1.6 Hangup, No Input

CINDI is designed to be as easy to use as possible, particularly for callers unfamiliar with CINDI. If a hangup or no input is received after presentation of the Message Recording menu, messages are delivered to the specified recipient. In other words, a hangup or no input is treated the same as if the message had been accepted with a [1].

This treatment is especially important for callers with rotary phones. These callers can record messages and know they will be delivered, even though they cannot provide CINDI with any tone input.

### 6.2 Maximum Message Length

It is helpful for you to understand how CINDI uses a mailbox's maximum message length when recording messages.

The maximum message length controlling a recording is determined by where the recording is being done.

 If you entered a password and are in an open mailbox, that mailbox's maximum message length is in effect.

This is the case for preceding comments, call placements, group messages, certified messages, and guest messages. For example, if the mailbox's maximum message length is two minutes, no message recorded through these features can exceed two minutes in length.

 If you are not in an open mailbox, the maximum message length of the receiving mailbox is in effect.

This is the case if you have not opened your mailbox with your password or if you have closed your mailbox by pressing [1] from the main menu (the only methods by which the System Operator can leave a message for a Boxholder). For example, if the receiving mailbox's maximum message length is only 30 seconds, the message you record cannot exceed 30 seconds in length, even though your mailbox might have a longer maximum.



### System Operator Telephone Menus

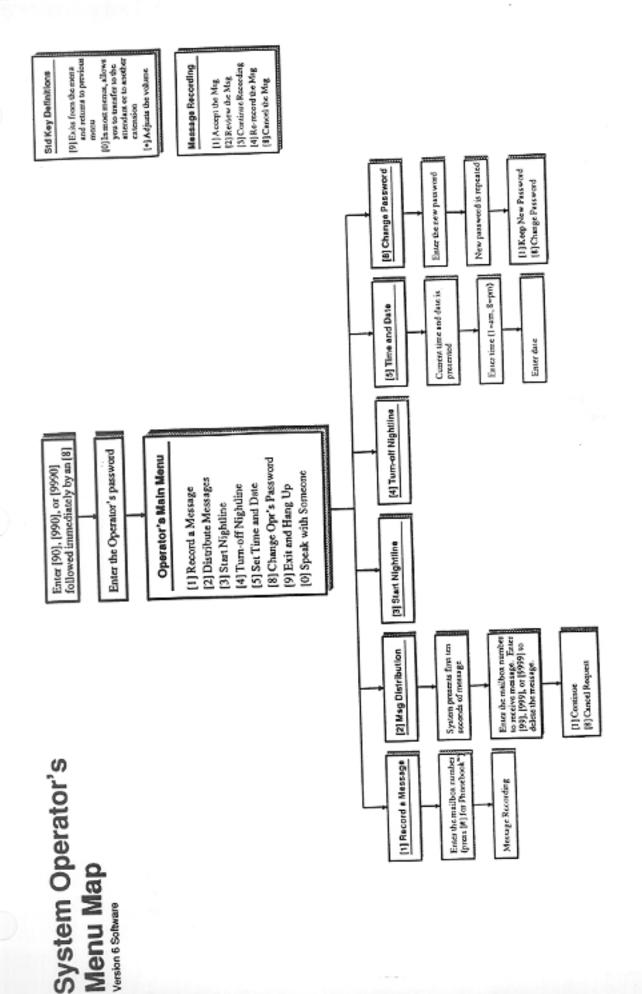
### SYSTEM OPERATOR: MAIN MENU

- [1] Record a message
- [2] Distribute messages
- [3] Start Nightline
- [4] Turn off Nightline
- [5] Set the time and date
- [8] Change the Operator's password
- [9] End the call

#### MESSAGE RECORDING MENU

- [1] Accept the message (send)
- [2] Review the message
- [3] Continue recording the message
- [4] Re-record the message
- [8] Cancel the message

# System Operator Telephone Menus





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