

**Flash
Programming
Record**

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Customer information

Customer/Company:	Sales representative:
Address:	Telephone:
	Issue date:
	Installer:
	Installation date:
Telephone:	Notes:
Billing number:	
System Coordinator:	

Before you begin

- Make copies of these pages to be used as a working copy and save the original.
- If a telephone is used for programming, an M7310 or M7324 telephone must be used.

Note: For more information, refer to the **Flash Set Up and Operation Guide** and **Flash Installation Guide**.

Programming overview

The following table provides an approach to Flash programming. To use this overview:

- determine which options apply to your system.
- refer to the page number shown.
- determine if the defaults apply. Defaults are shown in **bold**.
- if the default doesn't apply, write information or circle an option as required.

Note: Instructions for accessing programmable options are provided in brackets (). F = Feature.

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* For each Greeting Table: <ul style="list-style-type: none"> • record custom Automated Attendant (AA) Menu Prompt or use default • assign Greetings • assign Greeting Table Features • assign hours for each day of the week 	Greeting Tables	4
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* These options are not available on the Flash Voice Mail Light system.

Administration password

A password is required for accessing F983 System Administration. This password consists of two parts, the two- to seven-digit System Coordinator Mailbox number and the four- to-eight digit personal password. Use the following table to determine your default Administration password and record the new password. The new personal password is assigned when accessing the System Coordinator Mailbox for the first time.

Directory Number/mailbox length	Default password	New password
2	120000	
3	1020000	
4	10020000	
5	100020000	
6	1000020000	
7	10000020000	

Pre-installation checklist

Key Service Unit (KSU)

Software version compatibility - See Flash Installation Guide

Flash

Model/number of voice channels	2 4
Port DNs	_____
Optional equipment	Printer RS-232 Terminal
Number of external lines to be answered	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Software version	_____

Flash initialization


Initialization

Installer password	CONFIG (266344)
Bilingual	Y N
Primary Language	ENG. FRE SPA
Group Lists enabled	Y N
Group List leading digit	0 1 2 3 4 5 6 7 8 9 (digit cannot match first digit of any mailboxes)

Feature Code checklist

Feature name	Feature Code	Feature name	Feature Code
Leave Message	980 or 9__ __	Flash DNs	985 or 9__ __
Open Mailbox	981 or 9__ __	Transfer	986 or 9__ __
Operator Status	982 or 9__ __	Interrupt	987 or 9__ __
System Administration	983 or 9__ __		

Greeting Tables

 Complete one page for each Greeting Table.
Copy page before using if more sheets required.

Greeting Table				
Greeting Table number	1 2			
AA Menu Prompt	Y N			
<p>If Yes is selected, the default AA Menu Prompt plays: Using the dialpad, please enter the extension you wish to call. To use the directory, press #. To leave a message, press *. To reach an operator, press 0. The underlined prompt is not played when Voice Mail is disabled. If No is selected, you must record a customized AA Menu Prompt.</p>				
Customized AA Menu Prompts				
Primary Language Prompt				
Alternate Language Prompt				
Primary Language Prompt				
Alternate Language Prompt				
Assigning greetings				
Morning	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20			
Afternoon	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20			
Evening	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20			
Non-business	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20			
Table Features				
Language preference	PRI ALT			
Attendant DN	<input type="text"/>			
CCR Tree	1 2 none			
<p>Note: For more information about CCR programming, refer to Custom Call Routing Points later in this guide.</p>				
Business Hours Table				
Day	Morning 12:00 a.m. (midnight)	Afternoon 12:00 p.m. (noon)	Evening 06:00 p.m.	Non-business 06:00 p.m.
Mon	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Tue	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Wed	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Thu	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Fri	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Sat	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
Sun	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.	__ : __ a.m. or p.m.
<p>Note: Times shown are defaults. Time must be entered in hh:mm format. Circle a.m. or p.m. if 12-hr clock is used. When programming using F983, CCR appears after Business Hours Table.</p>				

Mailboxes

Mailbox number	Extension	Class of Service* (1 to 8)	Name (1 to 16 letters)	Type (check ✓ one)			Included in Company Directory	Message Waiting Notification	Outdial Route		
				Personal	Guest	Information			L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None
							Y N	Y N	L	P	None

* For more information see page 7. **Note:** Personal and Subscriber Mailboxes are the same.

Class of Service defaults



Copy page before using if more sheets required.

Class of Service	Prompt language	Maximum mailbox message Time (1-20 min)	Maximum message length (1-15 min)	Message retention period (0-30 days)	Personal Greeting	Greeting length (1-10 min)	Group Lists allowed	Off-premise Message Notification	Retry intervals (1-30 min)	Number of attempts (1-9)
1	P	15	3	30	Y	1	Y	Y	5	3
2	A	15	3	30	Y	1	Y	Y	5	3
3	P	15	7	0	Y	1	Y	Y	10	5
4	A	15	7	0	Y	1	Y	Y	10	5
5	P	5	3	7	Y	1	Y	N	n/a	n/a
6	A	5	3	7	Y	1	Y	N	n/a	n/a
7	P	20	2	15	Y	10	Y	Y	30	9
8	A	20	2	15	Y	10	Y	Y	30	9

Group Lists

Group Lists			
Group List number* (901 or 902)			
List Name (max. 16 letters)			
Member's name	Mailbox	Member's name	Mailbox

* The Group List leading digit may be changed from the default of 9. This may be done by the Installer during initialization or by the System Coordinator in System Administration. This digit applies to the first digit of all Group Lists.

Call Identification Dialing Tables



Copy page before using if more sheets required.

Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	<input type="text"/>
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	<input type="text"/>
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	<input type="text"/>
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	<input type="text"/>
Telephone number		<input type="text"/>	
Destination Type (choose one)	Greeting Table	<input type="text"/>	
	Extension	<input type="text"/>	
	Mailbox	<input type="text"/>	
	CCR	CCR Tree	<input type="text"/>
		CCR Point	<input type="text"/>

Custom Call Routing (CCR) programming template



Copy page before using if more sheets required.

Tree number 1 2

This template helps you design a Custom Call Routing Tree. Each box represents a Point on the Tree. To use this template:

- use the space provided in each box to record the Path number, Point Type and Greeting. Point Types include Menu, Information, Leave Message and Transfer.
- for Menu and Information Points, record a description in the box.
- draw lines between the boxes to form the Paths.
- using the form on the next page, record in detail your programming for each Point.

Home Menu

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type


Path
Point Type

Path
Point Type

Path
Point Type

Path
Point Type

Custom Call Routing (CCR) Points

 This page allows you to record two Points.
Copy page before using if more sheets required.

Point location		
Tree	1 2	
Path	_: _: _: _: _: _: _: _: _: _: _	
Point Type Choose one.		
Menu or Info	Primary message:	
	Alternate message:	
Leave Message mailbox number		
Transfer	Internal	Extension number
	External	Line or Pool number
		Telephone number
Destination Choose one. This applies to the Leave Message Point Type.		
PREV (go to Previous Point)	HOME (go to Top-level Point)	DISC (exit from Flash)

Point location		
Tree	1 2	
Path	_: _: _: _: _: _: _: _: _: _: _	
Point Type Choose one.		
Menu or Info	Primary message:	
	Alternate message:	
Leave Message mailbox number		
Transfer	Internal	Extension number
	External	Line or Pool number
		Telephone number
Destination Choose one. This applies to the Leave Message Point Type.		
PREV (go to Previous Point)	HOME (go to Top-level Point)	DISC (exit from Flash)

Automated Attendant

Return to Automated Attendant (AA)	Y	N
------------------------------------	---	---

Miscellaneous programming

Access to Company Directory			
Enable	Y	N	
System languages			
Bilingual	Y	N	
Primary Language	ENG	FRE	SPA
*Voice Mail			
Enable	Y	N	
*General Delivery Mailbox			
Enable	Y	N	
Off-premise Message Notification channels			
Number of channels (1-4)*	<input type="text"/>		

* Dependent on hardware installed

* Voice Mail and the General Delivery Mailbox cannot be disabled on the Flash Voice Mail Light system.

Operator/Business Status

Password OPERATOR (67372867)	<input type="text"/>
Receptionist or Operator available**	Y N
Business open** (See Note below.)	Y N
Answer lines (See Note below.)	Y N
Receptionist or Operator extension	<input type="text"/>

** These settings are usually changed by the receptionist or Operator on a daily basis.

Note: The default for Business Open and Answer Lines is N and this cannot be changed on the Flash Voice Mail Light system.

Programming defaults

Initialization (F983)	
Installer password	CONFIG (266344)
Bilingual	No default
Primary Language	No default
Group List enabled	Y
Group List leading digit	9
Feature Codes (F*3)	
Leave Message	980
Open Mailbox	981
Operator Status	982
System Administration	983
Flash DN	985
Transfer	986
Interrupt	987
* Greeting Tables (F983)	
System Coordinator password	See table on page 1
Return to AA	N
AA Menu Prompt	Y
Morning Greeting	1
Afternoon Greeting	2
Evening Greeting	3
Non-business Greeting	4
Language Preference	PRI
Attendant DN	No default
CCR Tree	No default
Business Hour Table	Morning 12:00 a.m., Afternoon 12:00 noon, Evening 6:00 p.m. Non-business 6:00 p.m.
* Line answering (F983)	
Answered by Flash	N
Greeting Table number	1
Number of rings	0
Mailboxes (F983)	
Class of Service	1
Type	No default
Company Directory	Y
Message Waiting Notification	Y
* Automated Attendant	
Return to Automated Attendant (AA)	Y
Miscellaneous programming (F983 + option code)	
System language (2)	Bilingual: Y, Primary Language: no default
*Voice Mail enable (4)	Y
Transfer to General Delivery Mailbox (6)	Y
Off-premise Message Notification channels (5)	1
Company Directory enable (4)	Y
* Dialing Tables (F983 + option code 11)	
Dialing Tables	Long distance dial 1: N, no defaults for remaining settings
Operator and Business Status (F982)	
Attendant available	N
** Business open	Y
* CCR OFF	N
** Answer lines	Y
Attendant extension	No default

* These options are not available on the Flash Voice Mail Light system.

** The default for these options is N on the Flash Voice Mail Light system.