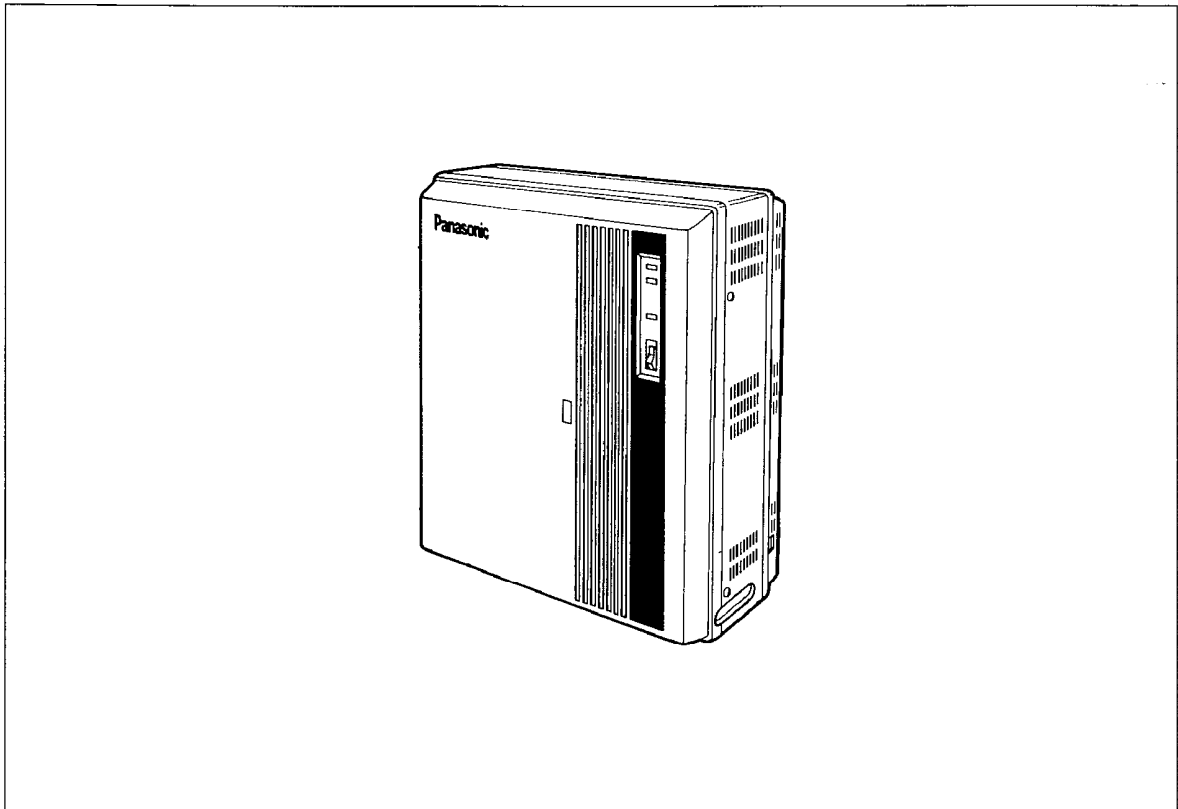# Panasonic

Detailed Edition for Managers

Guide to the
Voice Processing System

Model No.   KX-TVP150

EASA-PHONE

KX-A240

Please read this manual before any operation.

Manager's Guide

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Chapter 5 Message Manager's Guide

Chapter 6 Bulletin Manager's Guide

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Chapter 1
Introduction

This chapter describes the features of the Voice Processing System (VPS) and the construction of this manual.

Contents

1.1 Features of the Voice Processing System

Voice Mail can revolutionize your life, both business and personal, by letting you take the fullest possible advantage of time spent on the telephone and by ensuring reliable, effective communication.

Voice Mail is inexpensive, convenient, and easy to use. Using touch-tone telephones, recorded messages can be sent, received, and retrieved at any time and from anywhere in the world. The system employs step-by-step voice prompts to assist first-time users, who in no time at all will be zipping through messages without a second thought.

Voice Mail has the following benefits:
— replaces tedious, unclear, or otherwise inadequate memos which have the possibility of being misunderstood with messages recorded in your own voice;
— can be delivered 24 hours a day, 7 days a week, and to anywhere in the world;
— does not require that both parties be on the line simultaneously in order for them to communicate.

Improved Communications

In business circles, improved communication means reduced operating costs and increased productivity. The VPS (Voice Processing System) has the following features for this purpose:

Better Communications

The editing feature of the Voice Mail Service allows you to correct or change your messages before you send them. For example the system allows you to restress certain information.

Better Understanding

The VPS allows you to review received messages as many times as you want, and even keep them as stock answers or for future reference. In this way, you do not need to take notes during a call.

Shorter Messages

As a business application, the VPS can be used to encourage short, concise messages devoid of excessive small talk, thus becoming an efficient time-management tool.

1.1 Features of the Voice Processing System

Fewer Interruptions, Peak Concentration

Concentration is often hampered by the sound of a ringing telephone. With the VPS, however, this is not a problem: you simply choose the most convenient times at which you wish to send or receive messages, and proceed undisturbed with the work at hand.

Constant Availability

You can always be reached through the VPS, even if several people happen to call at the same time. As an option, you can also choose to be informed immediately, wherever you may be, of any messages sent to your mailbox.

Instant Delivery

A message can be sent the moment it is ready, the only faster way to send a message being a direct call. This makes Voice Mail the most practical and efficient way of sending messages in the business world, permitting the quick completion of business projects, deals, etc.

Action Oriented

Upon the receipt of a message, several courses of action (indicated by voice prompts) are available; by selecting a corresponding number your command is immediately carried out. No lengthy calls need be returned, and no memos need be sent — just the touch of a button.

Low Cost of Preparation

The VPS is probably the most economical message delivery service available. While written messages always require several drafts, typing, approval, mailing, transportation, sorting and delivery — the VPS renders all of these costly services obsolete.

Confidential

Unlike hand-written messages or those left with answering services (both of which can be read by others), your VPS messages are safely locked in a mailbox guarded by a password known only to you, making Voice Mail one of the most confidential forms of communication available.

Why Voice Mail?

The fact that the telephone cannot establish person-to-person communication when one party is absent necessitates a complementary system which does not require the simultaneous presence of both parties for the verbal exchange. This system is the VPS.

1.1 Features of the Voice Processing System

The VPS allows you to leave a message without having to speak directly to the recipient. Similarly, the system will handle all your calls and notify you when messages arrive in your mailbox. The freedom gained through the use of Voice Mail will permit you to increase productivity in both the business and personal fields.

Voice Mail also allows you to make full use of your voice as an information tool. Urgency, surprise, and anger are far more convincing vocally than on paper, and of course do not require any preparatory paperwork — just spontaneous, natural speech.

Voice Mail Operation

There are three basic operations involved in the VPS: receiving messages, mailbox management, and sending messages.

Receiving messages

Whether you are in, out, or just do not want to answer the phone, the VPS can take messages. The caller will be met with a pre-recorded 'greeting' asking for certain information, and perhaps at the same time will be told why you are unavailable and when you shall return. The caller will then be given simple instructions on how to start, end, review and in some cases edit or revise a message (after recording). Messages can be of any length you wish, depending on what parameters you have set for your mailbox.

Mailbox Management

You can receive messages at any time of the day or night. One of the many options available is whether to be informed at certain, specified hours of the arrival of a message, or whenever a new message arrives. A personal password (using the touch-tone keys of your telephone) gives you access to your mailbox. You can then review your messages and decide which to answer, keep for future reference, throw away, and so on. In addition, the contents of the mailbox can be scanned until a certain message is found. All these commands are executed simply by pressing the touch-tone keys on your telephone. Should you forget a function, voice prompts will remind you.

1.1 Features of the Voice Processing System

Sending messages

Sending a message is similar to receiving one; you can review, edit or revise a message before sending it.

If you are sending a message to someone within the Voice Mail Service , it's not necessary to dial the entire telephone number — the person's mailbox extension number, or the first four letters of his/her last name will suffice. Additionally, you can simultaneously send the same message to several people (useful for informing staff or clients of important news). You can also request a 'receipt' from the VPS to be certain that your message has been received.

1.2   How To Use This Manual

This manual consists of nine chapters as follows:

— **Chapter 1   Introduction** — explains the features of the Voice Processing System (VPS) and construction of this manual.

— **Chapter 2   System Configuration and Installation** — explains the configuration in hardware/software of the VPS and how to install (locate and correct) the VPS.

— **Chapter 3   System Administrator's Guide** — explains the initial settings of the VPS system as the job of the System Administrator.

— **Chapter 4   System Manager's Guide** — explains the supplemental initial settings of the VPS system and maintenance of the system, especially of the mailboxes, as the job of the System Manager.

— **Chapter 5   Message Manager's Guide** — explains message transfer in the general mailbox and modification of some of the voice prompts of the VPS as the job of the Message Manager.

— **Chapter 6   Bulletin Manager's Guide** — explains the recording and maintenance of the bulletin board messages as the job of the Bulletin Manager.

— **Chapter 7   Troubleshooting Guide** — explains what to do when the VPS malfunctions.

— **Chapter 8   Specifications** — explains the specifications of the VPS.

— **Chapter 9   Glossary** — explains terms used in the VPS manuals.

If you bear in mind the basic key operation (from the data terminal keyboard and/or from the touch-tone telephone) of the VPS, it will help you to operate the VPS quickly.

1.2 How To Use This Manual

Telephone Key Operation

Telephone key	Functions
✱	Exit the current menu in the voice prompt (back up)
OPER 0	Call the operator for Non-Subscriber Help guidance for Subscriber
TUV 8	Change the voice level when listening to a message
WXY 9	Control playback speed when listening to a message
1 — PRS 7	Various functions assigned depending on the program
# 1	Dial by name
# ABC 2	Bulletin Board Service
# DEF 3	Department Dialing
# JKL 5	Login
# MNO 6	Voice Mail Service
# PRS 7	Restart (Subscriber's main command)
# TUV 8	Call transfer
# WXY 9	Exit the menu

Note: Keys listed above cannot be used when functions have been assigned to each number, or when entering the number as some value (such as mailbox numbers) which represents the original meaning (e.g. key 1 means the figure 1).

1.2   How To Use This Manual

Data Terminal Keyboard Operation

● VT220 Compatible Terminal

Key	Functions
↑	Move reversed line up
↓	Move reversed line down
→	Move reversed item to the right
←	Move reversed item to the left
[1] — [9]	Directly move reversed line or item to the specified number
[RETURN]	Select reversed item
[\]	Exit and return to the previous step in the menu

● Other RS-232C Terminal (ASCII Terminal)

Key	Functions
[1] — [9], then [RETURN]	Select item from the menu on the screen
[\]	Exit and return to the previous step in the menu

Chapter 2
System Configuration and Installation

This chapter tells you about the configuration of the VPS system, expansion of the system, and how to install the VPS.

Contents

2.1 What is a System Configuration?

The Voice Processing System (VPS) comprises a CO card, a DSP card, the CPU card, a hard disk drive and proprietary system software. The VPS can be expanded to be able to handle up to eight simultaneous calls and store up to 10.5 hours of voice data by installing expansion units such as additional CO cards, DSP cards, and a hard disk drive.

Overview of the Voice Processing System Unit

Panasonic

Alarm Indicator
Running Indicator
Power Indicator

Power Switch

Reset Button →

To EIA
(RS-232C
Interface) →

← To AC Outlet

To Telephone →
Line

← To Battery Adaptor
(Option)
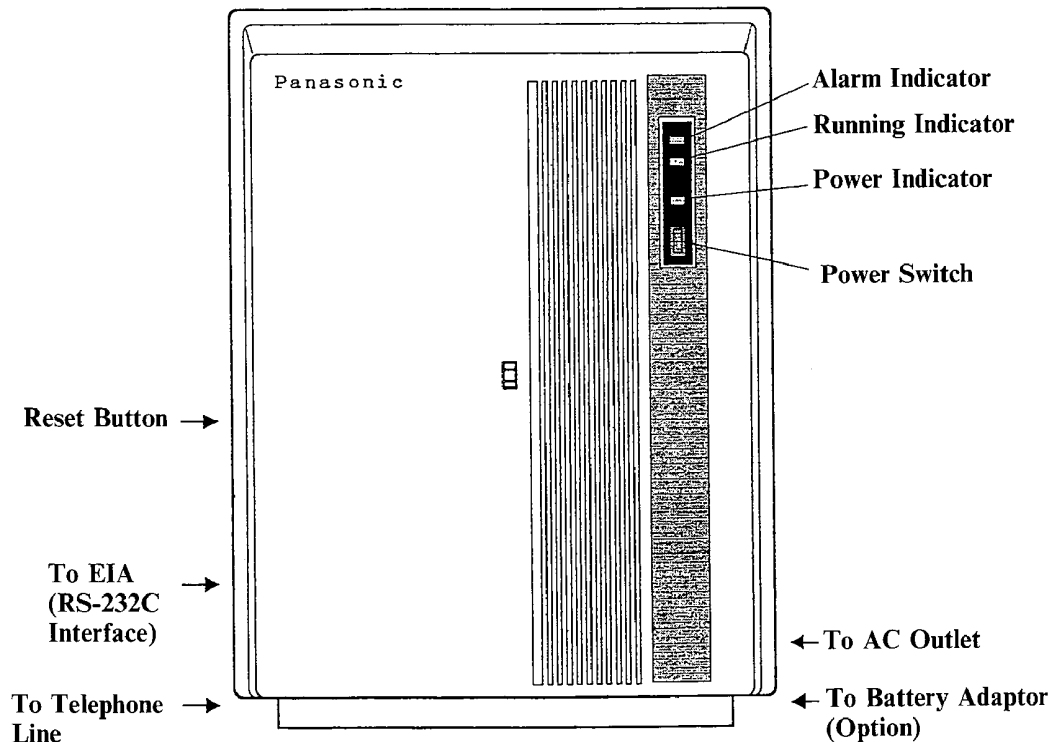
2.1 What is a System Configuration?

Inside View of the Voice Processing System
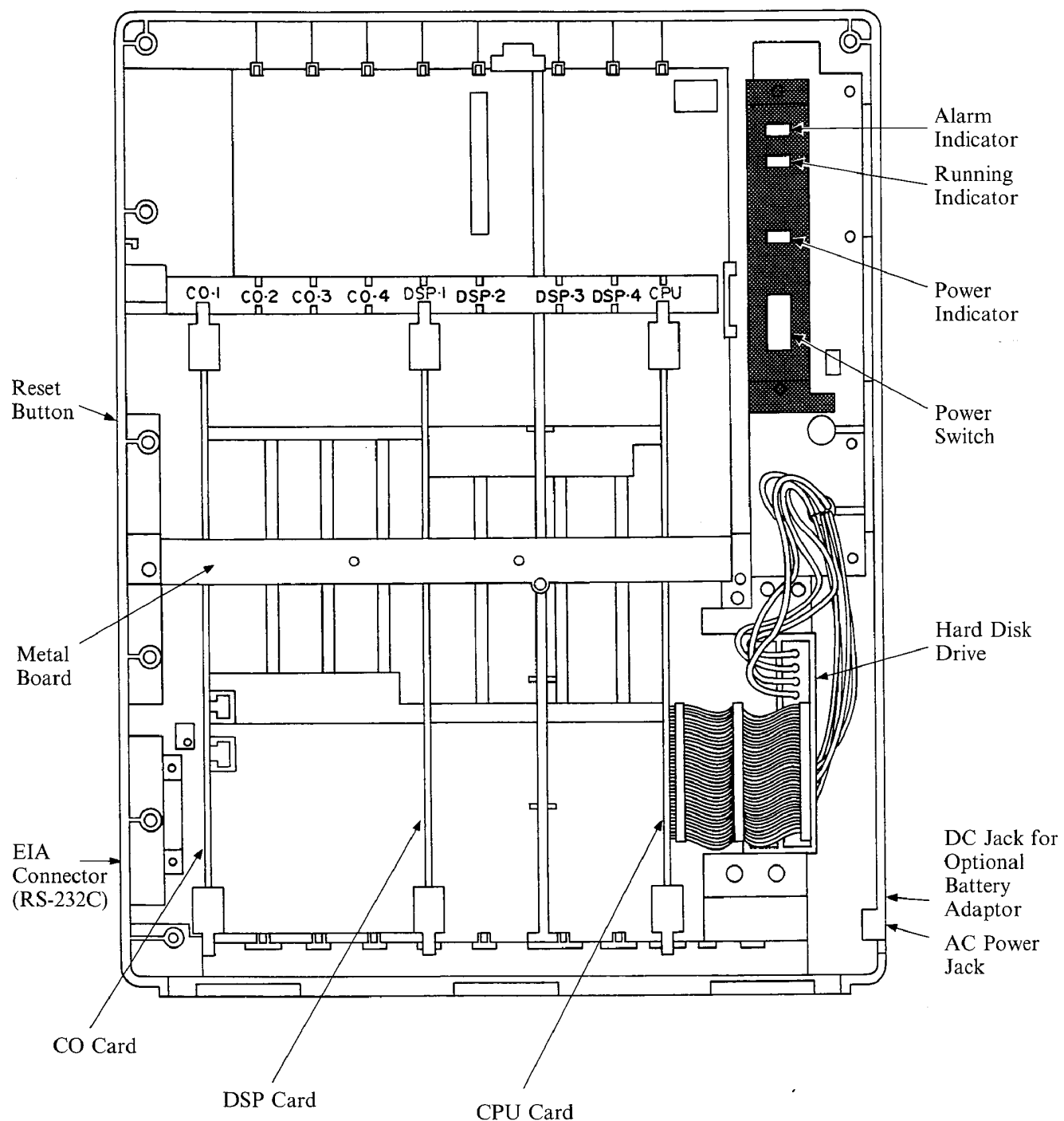
2.1 What is a System Configuration?

The Name of Parts

Back-up Battery

During power failure, clock and parameter setting memory is protected from loss by the back-up batteries included.

Reset Button

Pressing the Reset Button reboots the system beginning with the self test. However, set patameters and data are not deleted.

Metal Board Note:

To protect the printed circuit board from static electricity, first discharge any body static by touching the metal board.

**EIA Connector
(RS-232C)**

Connecting a data terminal to the VPS unit via EIA connector allows the System Administrater to set the system parameters of the VPS system. A serial printer can be connected to this port to print the reports.

AC Power Jack

Connect the Power Cable to an AC outlet dedicated to the VPS unit.

**DC Jack for Optional
Battery Adaptor**

Connect the optional Battery Adapter to this jack.

Power Switch

Pressing the Power Switch starts the system beginning with the self test. When making any connections or removing the cover, be sure the Power Switch is turned off.

Power Indictor

When the Power Switch is turned on, this indicator lights.

Running Indicator

When the Running Indicator lights green, the VPS performs the services.

Alarm Indicator

The Alarm Indicator indicates errors of the system or when errors occurred during the VPS services.

2.1 What is a System Configuration?

2.1.1 CO Card

The telephone line interface (CO card) transmits and receives analogue signals to and from the telephone line. The analog input signal is digitized at a sampling rate of 8 kHz to create an 8-bit digital signal.

2.1.2 DSP Card

The CODEC facility is on the DSP card and consists of two digital signal processors (DSP) and voice buffer. When a user calls the VPS, one of the DSPs compresses the digital signal sent from the CO card. The compressed signal is stored in a voice buffer, then written to the hard disk. When a message stored on the hard disk is played back, the DSP first decompresses the stored data and the resulting signal is then sent to the CO card.

2.1.3 Hard Disk Drive

The hard disk drive is connected to the central microprocessor via a SCSI interface. The hard disk stores the proprietary system program, the system administration table and the voice prompts (about 40 minutes' worth). In addition, it has the capacity to record approximately 4.6 hours of recorded messages from callers.

2.1.4 CPU Card

The CPU Card comprises the central microprocessor, ROM, dynamic RAM, the clock generator for the time-sharing switch, a Rotary switch, an RS-232C interface and a SCSI host adaptor.

The central microprocessor communicates with and controls the sub-microprocessors on the CO card and DSP cards via FIFO memory.

The system ROM stores ROM-based system programs, self-diagnostic software, test programs and backup programs.

Application programs and the system administration table from the hard disk are read into dynamic RAMs for use by the system.

The rotary switch on the CPU card is used, for example, when performing initial parameter settings. There are 10

2.1 What is a System Configuration?

switch positions, and it is normally left in the 0 setting. When set to position 1, the RS-232C parameters are initialized when the system is booted up (see Note 1). This setting should be used if there is some uncertainty about the parameters to be used when making connections. When the switch is set to position 5, the system parameters are initialized and set automatically to the factory default values (see 3.4.8) when the system is booted up. When position 9 is selected, the watchdog timer is disabled. This is a special mode which is used, for example, to conserve system resources. The other positions (2, 3, 4, 6, 7 and 8) are not defined.

Note 1: The RS-232C parameters (default values) are as follows: Speed: 9,600 bps, Number of data bits: 8, Number of stop bits: 1, Parity: None.

Note 2: If you need to set the switch to a position other than 0, reboot the computer after changing the switch position for the new setting to take effect. Then, after the task for which the special rotary switch setting was required has been accomplished, reset the switch to 0 and again reboot the system.

The RS-232C interface can be used to connect a terminal or printer to the system. It can then be used to establish system settings, administer the system and check usage status.

The clock generator supplies the clock signal to the time-sharing switch, which connects the CO card with DSP cards. The time-sharing circuit performs parallel-serial data conversion.

2.1.5 System Expansion

The basic VPS configuration utilizes two phone lines and is capable of handling two calls at a time. It can store up to 4.6 hours of voice data. This basic configuration can be expanded to handle up to a maximum of eight simultaneous calls with 10.5 hours of voice data storage. In order to add more telephone lines, additional CO cards can be installed. This will make it possible to provide more incoming call services, such as the Voice Mail service, Automated Attendant service and the Bulletin Board service. To enable the system to handle more calls simultaneously, more DSP cards should be added.

2.1 What is a System Configuration?

Increasing the Number of CO Cards (Phone Lines)

By installing up to four CO cards in free slots, the number of lines the VPS can handle may be increased to eight. One of the four incoming call services (Voice Mail, Automated Attendant, Bulletin Board or Interview Service) can be assigned to each line. In addition, each line can be assigned three outgoing call services, such as Message Waiting Notification, Urgent Message Notification and External Delivery.

Increasing the Number of DSP Cards

With four additional DSP cards installed, the VPS is able to handle eight calls simultaneously. Each DSP card houses two DSPs, each of which is connected to a separate telephone line. Each DSP encodes and decodes incoming and outgoing voice signals, respectively, and can handle a single incoming call service or a single outgoing call service at a time.

Increasing the Number of Hard Disk Drives

By installing an optional hard disk drive (Panasonic, KX-TVP151) in addition to the system drive, the system's capacity for recording voice messages from callers can be increased up to a maximum of 10.5 hours. The second optional hard disk drive is used exclusively for storing recorded messages from callers. For the installation procedure of the hard disk drive expansion, please refer to the installation manual of KX-TVP151.

Other Options:

Modem Card

After installing an optional modem card to the VPS the diagnostic and remote programming services can be performed.

Battery Adaptor

By connecting the VPS to an optional Battery Adaptor , which can be connected to two automobil type batteries (12 VDC x 2), the VPS cannot be interrupted by an AC power failure.

Hard Disk Drive	KX-TVP151
CO Card	KX-TVP152
DSP Card	KX-TVP153
Modem Card	KX-T123296
Battery Adaptor	KX-A26

2.1   What is a System Configuration?

Installing options for expansion:

The optional cards for system expansion should be inserted into each ones proper slot.

Note: To protect the printed circuit board from static electricity, first discharge any body static by touching the metal board.
Refer to the manual accompanying the optional card about precautions and the installation procedure.

Slot for Modem Card

Slot for 2nd DSP Card

Slot for 3rd DSP Card

Slot for 4th DSP Card

CO-1 CO-2 CO-3 CO-4 DSP-1 DSP-2 DSP-3 DSP-4 CPU

Metal Board

Slot for 2nd Hard Disk Drive

Slot for 2nd CO Card

Slot for 3rd CO Card

Slot for 4th CO Card

EIA Port (RS-232C)

DC jack for optional Battery Adaptor
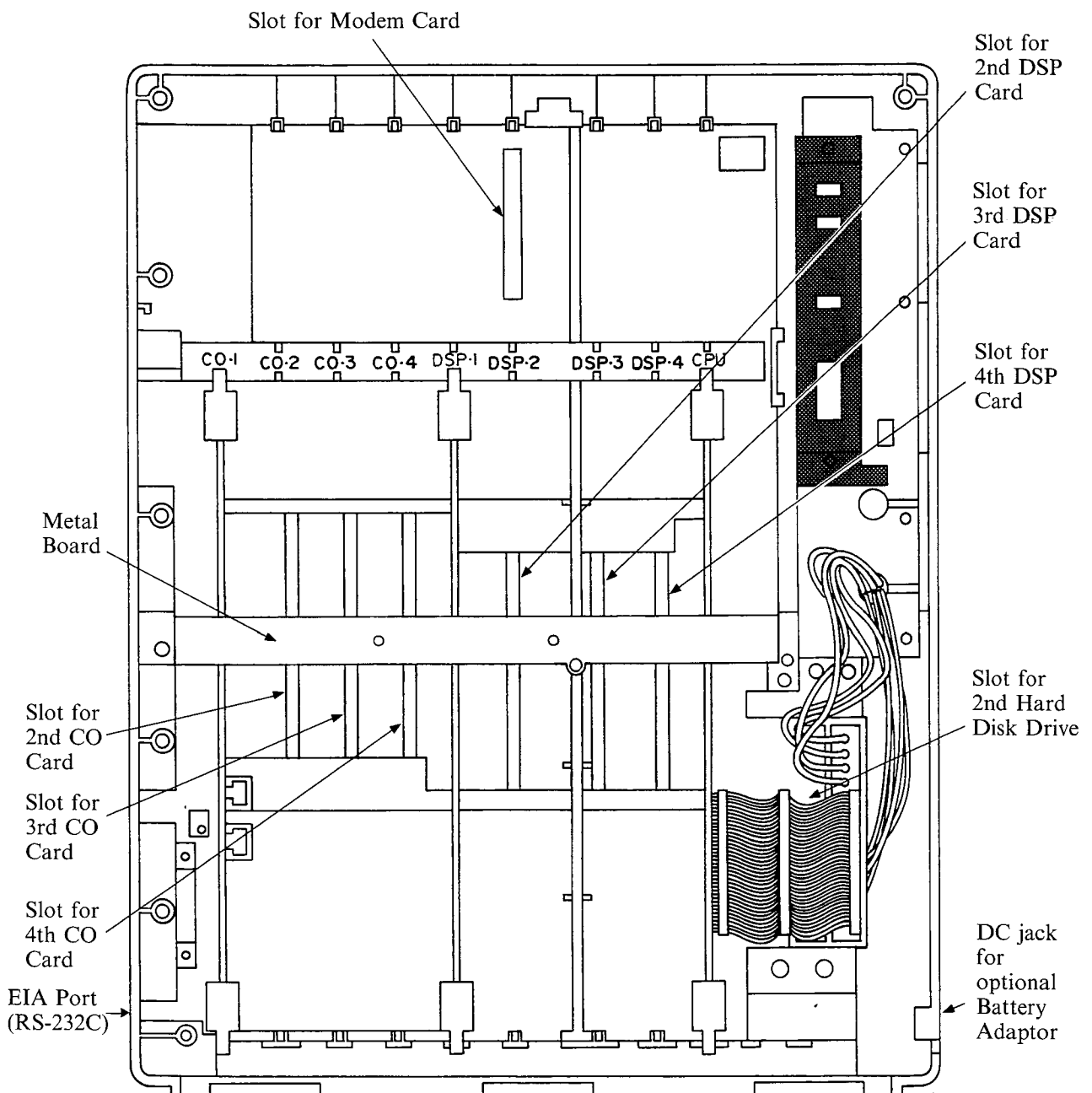
2.2   How to Install the VPS

Before using the VPS system, the system Administrator should perform the following settings:

(Hardware)

— **Install the VPS on the floor or on the wall (See 2.2.1)**

— **Connect telephone lines between the VPS and PBX (See 2.2.2)**

— **Connect a data terminal to the VPS (See 2.2.3)**

— **Connect the power cable to the VPS (See 2.2.4)**

(Software)

— **Start the system (See 2.2.5)**

— **Initialize the system (See 3.2)**

— **Set the RS-232C parameters (See 3.3.1.1)**

— **Generate the clock (See 3.2)**

— **Set the PBX parameter to connect the VPS (See 3.3.1.4)**

2.2.1 Where can the VPS be installed?

The VPS can be installed on the floor or on the wall. Please read the following notes concerning installations and connections before installing the VPS system.

Installation Precautions

Avoid installing the VPS system in the following places: (Doing so may result in malfunction, noise or discoloration.)

1. In direct sunlight and hot, cold, or humid places.

2. New areas where there are thermal springs, etc. where sulfuric gases may damage the equipment or contacts.

3. Places in which shocks or vibrations are frequent or strong.

4. Dusty places, or places where water or oil may come into contact with the unit.

5. Near high-frequency generating devices such as sewing machines or electric welders.

6. On or near computers, telexes, or other office equipment, as well as microwave ovens or air conditioners.
   (It is preferable not to be installed in the same room with the above equipment.)

7. Install at least 6 feet from televisions.

8. Do not obstruct the area around the PBX and the VPS system. (Be especially careful to allow space for cooling above and at the sides of both systems for maintenance and inspection.)

Wiring Precautions

Make sure to observe the following instructions when wiring:

1. Do not wire the telephone cable parallel to an AC power source, computer, telex, etc. If the cables are run near those wires, shield the cables with metal tubing or use shielded cables and ground the shields.

2. If cables are run on the floor, use protectors or the like to protect the wires from being stepped on. Avoid wiring under carpets.

3. Avoid sharing the same 120 V AC power supply for computers, telexes, and other office equipment. Otherwise, the VPS system operation may be interrupted by the induction noise from such equipment.

2.2.1 Where can the VPS be installed?

Mounting the VPS on the Wall

The wall where the VPS is to be mounted must be able to support the weight of the VPS. If screws other than the ones supplied are used, use the same-sized diameter screws as the enclosed ones.

To Mount on a Wooden Wall:

1 Place the templet (included) on the wall to mark the 3 screw positions.

Templet

2 Install the 3 screws into the wall.

Wooden Wall
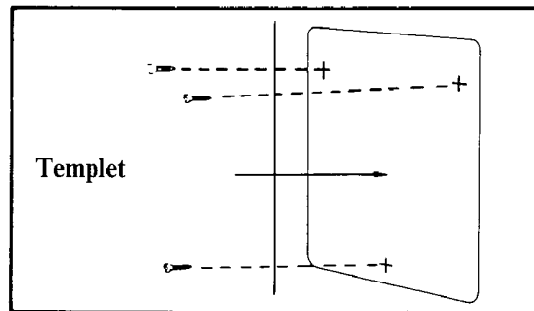
Drive the screw to this position.
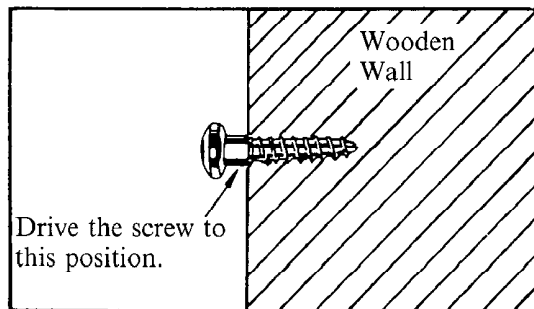
3 Hook the unit on the screw heads.
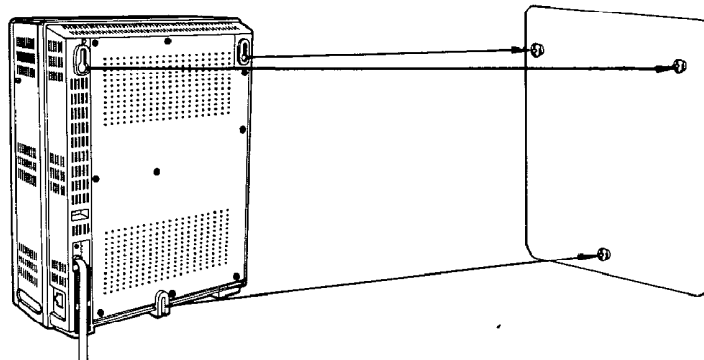
2.2.1   Where can the VPS be installed?

**To Mount on Concrete or
Mortar Walls:**

1   Place the templet (included) on the wall to mark the 3 screw positions.

2   Drill 3 holes and drive the anchor plugs (included) with a hammer, flush to to the wall.
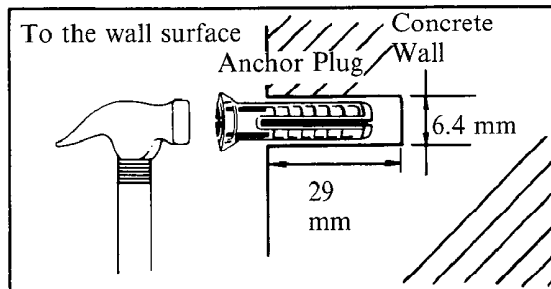
3   Install the 3 screws into the anchor plugs.
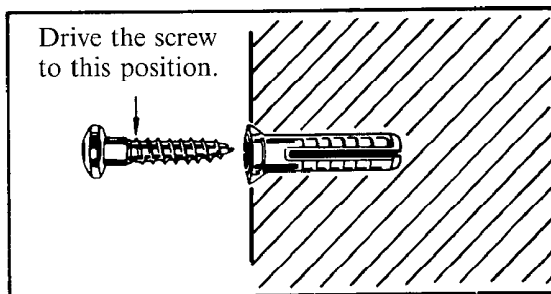
4   Hook the unit on the screw heads.
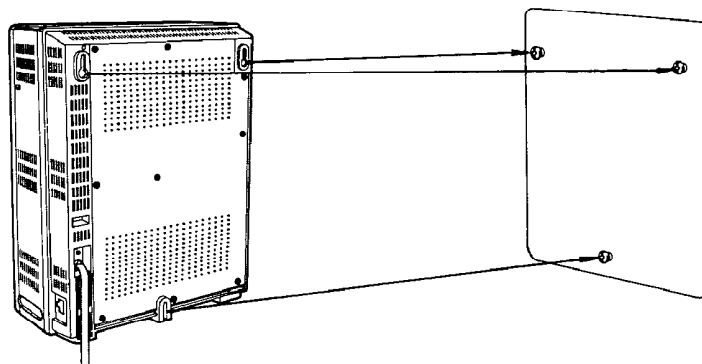
2.2.2 Connecting Telephone Lines to the VPS

The VPS system must be connected to the telephone line before starting the system. Up to eight telephone lines can be connected to the VPS. Each telephone line is inserted into the modular jack on the CO card assigned to one of the following incoming call services: Voice Mail Service, Automated Attendant Service, and Bulletin Board Service.

To connect telephone lines:

1   Unscrew four screws on both the right and left sides of the VPS unit, then remove the front cover in the direction of arrow "A".
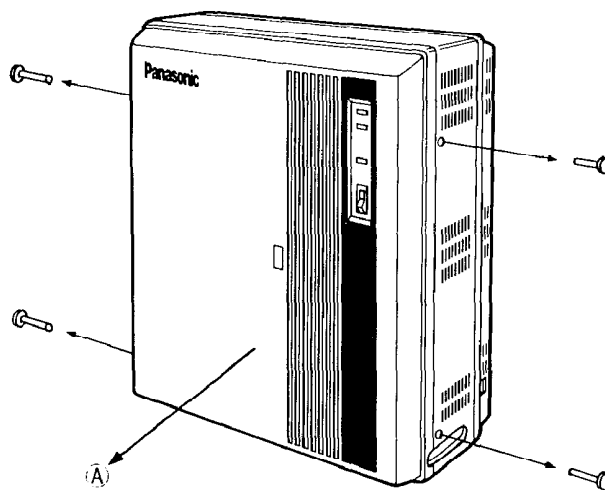
2.2.2 Connecting Telephone Lines to the VPS

2 Insert the modular plug of the telephone line into the modular jack on the CO card.

Slot for
CO Card 2

CO Card 1

Telephone Line   Slot for   Slot for
Modular Jacks   CO Card 3   CO Card 4
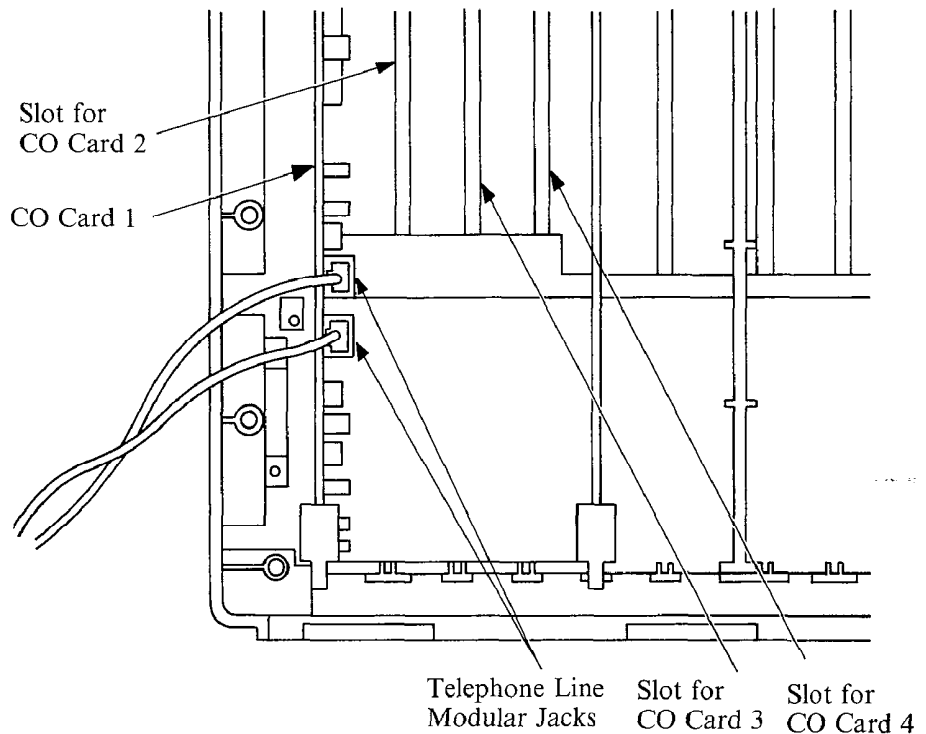
Note: Make sure the telephone line is connected to the proper modular jack. Modular jacks on the CO card correspond to the port numbers as follows:

CO Card	Modular Jack	Port Number
1	A (Upper)	1
1	B (Lower)	2
2	A (Upper)	3
2	B (Lower)	4
3	A (Upper)	5
3	B (Lower)	6
4	A (Upper)	7
4	B (Lower)	8

You can assign one of the incoming call services according to the port number.

2.2.2 Connecting Telephone Lines to the VPS

3   Connect the telephone line to the extension port of the PBX.

Your PBX   KX-TVP150
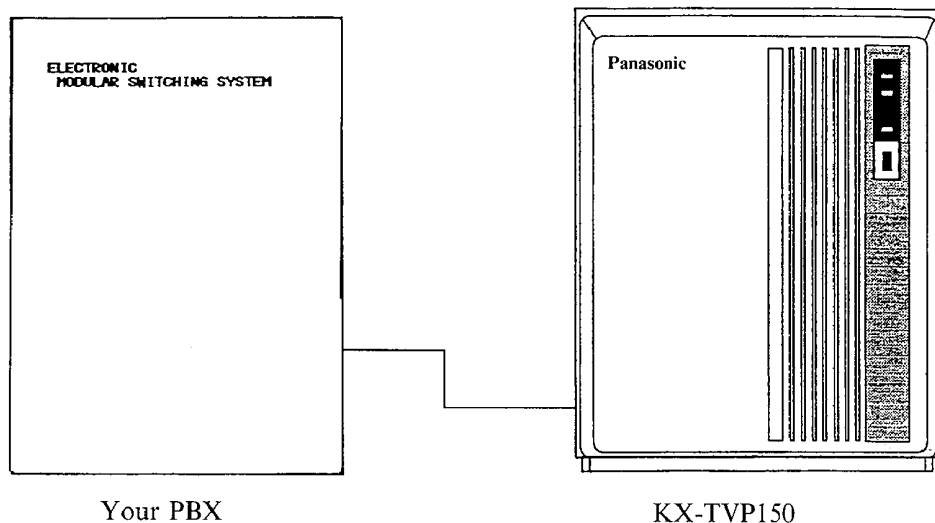
Note: Follow the instructions on the PBX to connect the telephone line to the extension port.

Use a 2 conductor wiring cord. The maximum length of the wire varies according to your PBX type. Please refer to your PBX Installation Manual. Remember the connected extension port number on the PBX. You will call it when accessing one of the assigned incoming call services.

The following models are recommended to be connected to the VPS system:
- Panasonic KX-T30810
- Panasonic KX-T61610
- Panasonic KX-T123211D
- Panasonic KX-T336100

2.2.2 Connecting Telephone Lines to the VPS

4 Place the front cover to the VPS system (and PBX if the cover is removed).
Reverse the procedure of step 1.

5 Tighten the four screws firmly.
Reverse the procedure of step 1.

2.2.3 Connecting a Data Terminal or a Printer to the VPS

For the system administration (system set-up, mailbox set-up, and system diagnosis), the RS-232C terminal must be connected to a serial interface (EIA port) of the unit. If the DEC VT220 (100) or VT220 (100) compatible terminal is used, the System Administrator can set up system parameters and diagnose the system with the conversational menu-driven program. Other RS-232C terminals can be also used.

If you wish to output reports and the like to a printer, it must first be connected to the system using an RS-232C cable. The wiring and parameters are the same as those for a terminal. If you set print time by using the PSET Utility Command, various system usage reports can be printed via a printer connected to the EIA port (Refer to 3.3.5 Utility Command). The communication parameters of the unit have been set to the following values at the factory.

RS-232C parameters

— **Baud Rate: 9600 bps**

— **Word Bit Length: 8 bits**

— **Parity: None**

— **Stop Bit Length: 1 bit**

Connecting RS-232C cable

Note: Before connecting the cable, make sure the power switch on both data terminals and the VPS system is OFF.
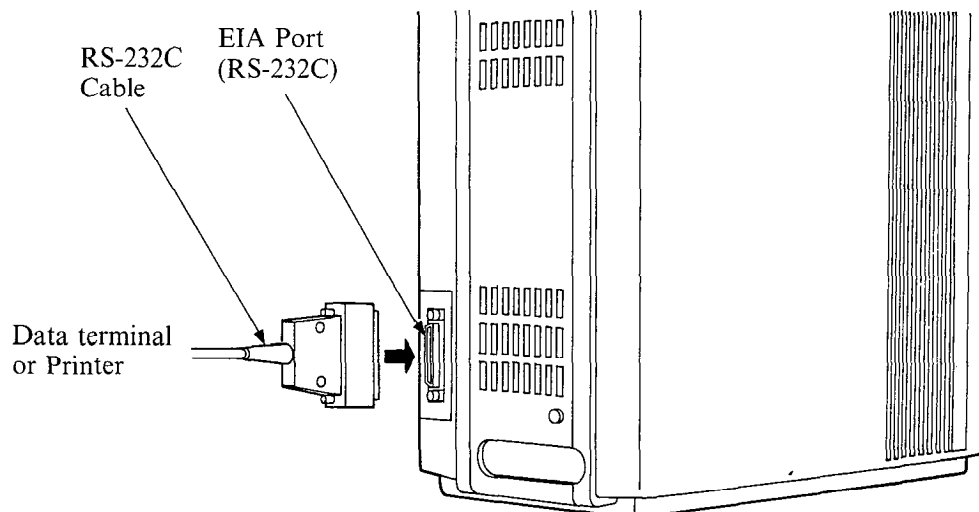
1 Insert the RS-232C cable into the VPS with the connector indicating the same direction.

2.2.3 Connecting a Data Terminal or a Printer to the VPS

Printer Connection

1   Make cables so that the printer may be connected to the KX-TVP150 as shown in the chart. Cables must be shielded and the maximum length is 6.5 feet.

Connection Chart:

KX-TVP150 RS-232C   **Printer RS-232C**

Circuit Type (EIA)	Signal Name	Pin No.		Pin No.	Signal Name	Circuit Type (EIA)
AA	FG	1		1	FG	AA
BA	TXD	2		3	RXD	BB
BB	RXD	3		2	TXD	BA
CB	CTS	5				
CC	DSR	6		20	DTR	CD
AB	SG	7		7	SG	AB
CD	DTR	20		5	CTS	CB
				6	DSR	CC
				8	DCD	CF
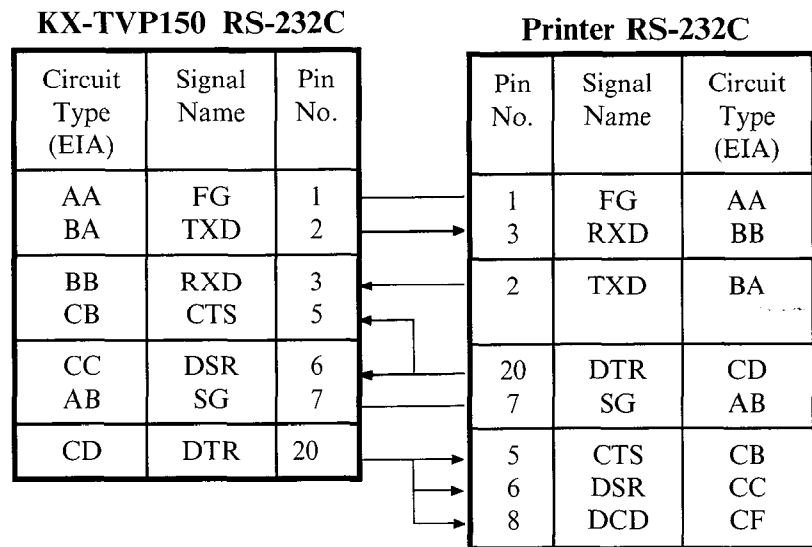
● **Panasonic data terminal:**

KX-D4910D, KX-D4911, KX-D4920, KX-D4985, etc.

If you connect this unit to a Panasonic Data Terminal, the Communication Parameter Transmit XON/XOFF on the Data Terminal must be set to the "YES" position.

For further details, see the Operating Instructions for the Data Terminal.

> When using special accessories such as a cable, the user should use those specified in this installation manual to comply with the limits for a Class A computing device pursuant to Sub-part J of Part 15 of FCC Rules.

2.2.3 Connecting a Data Terminal or a Printer to the VPS

The pin configuration of the EIA (RS-232C) connector is as follows.

Pin Number	Signal Name		Circuit Type	
			EIA	CCITT
1	FG	Frame Ground Transmit-	AA	101
2	TXD	ted Data	BA	103
3	RXD	Received Data Request To	BB	104
4	RTS	Send	CA	105
5	CTS	Clear To Send Data Set	CB	106
6	DSR	Ready	CC	107
7	SG	Signal Ground Data Car-	AB	102
8	DCD	rier Detect	CF	109
20	DTR	Data Terminal Ready	CD	108.2

EIA (RS-232C) SIGNALS:

Frame Ground (FG)
Connects to the unit frame and the earth ground conductor of the AC power cord.

Transmitted Data (TXD) .... (output)
Conveys signals from the unit to the printer. A "Mark" condition is held unless data or BREAK signals are being transmitted.

Received Data (RXD) .... (input)
Conveys signals from the printer.

Request To Send (RTS) .... (output)
This lead is held ON whenever DSR is ON.

Clear To Send (CTS) .... (input)
An ON condition of circuit CTS indicates that the printer is ready to receive data from the unit. The unit does not attempt to transfer data or receive data when circuit CTS is OFF.

Data Set Ready (DSR) .... (input)
An ON condition of circuit DSR indicates the printer is ready. Circuit DSR ON does not indicate that communication has been established with the printer.

Signal Ground (SG)
Connects to the DC ground of the unit for all interface signals.

2.2.3 Connecting a Data Terminal or a Printer to the VPS

Data Termial Ready (DTR) .... (output)
This signal line is turned ON by the unit to indicate that it is ON LINE. Circuit DTR ON does not indicate that communication has been established with the printer. It is switched OFF when the unit is OFF LINE.

Data Carrier Detect (DCD) .... (input)
The ON condition is an indication to data terminate (DTE) that the carrier signal is being received.

Communication parameter

1 If the Panasonic printer which is used has a (KX-P11D or KX-P17) board and is connected to the KX-TVP150, set the communication parameters below.

	KX-TVP150	KX-P11D		KX-P17	
		DIP switch	Setting	DIP switch	Setting
Word length	8 bit (default)	SW1-1	OFF	SW1-4	OFF
Parity	Program to "NONE"	SW1-2	OFF	SW1-5	ON
Baud Rate	9600B (default)	SW1-5 SW1-6 SW1-7 SW1-8	OFF ON OFF OFF	SW1-1 SW1-2 SW1-3	ON OFF OFF
Protocol	XON/XOFF mode only	SW2-8	OFF	SW1-8	ON

2 If the Panasonic data terminal is a KX-D4985 or KX-D4920 and is connected to the KX-TVP150, the default value of the communication parameter is the same as that of the KX-TVP150.
If the KX-D4910D is connected to the KX-TVP150, set the baud rate of the KX-D4910D to 9600 Baud, the other default value is the same as that of the KX-TVP150.

2.2.4 Connecting the Power Cable to the VPS

Before connecting the power cable to an AC outlet, make sure all other connections (RS-232C data terminal with VPS, PBX with VPS, PBX with telephone lines) are secure. Use the AC outlet dedicated to the VPS unit.

Panasonic

Data Terminal

RS-232C Interface

→ **To AC Outlet**

Port 1
Automated
Attendant
Service

Port 2
Bulletin
Board
Service

EXT. 21

ELECTRONIC
MODULAR SWITCHING SYSTEM

EXT. 22

Operator
(Message
Manager)

EXT. 23

EXT. 24

EXT. 25

CO 1

PBX
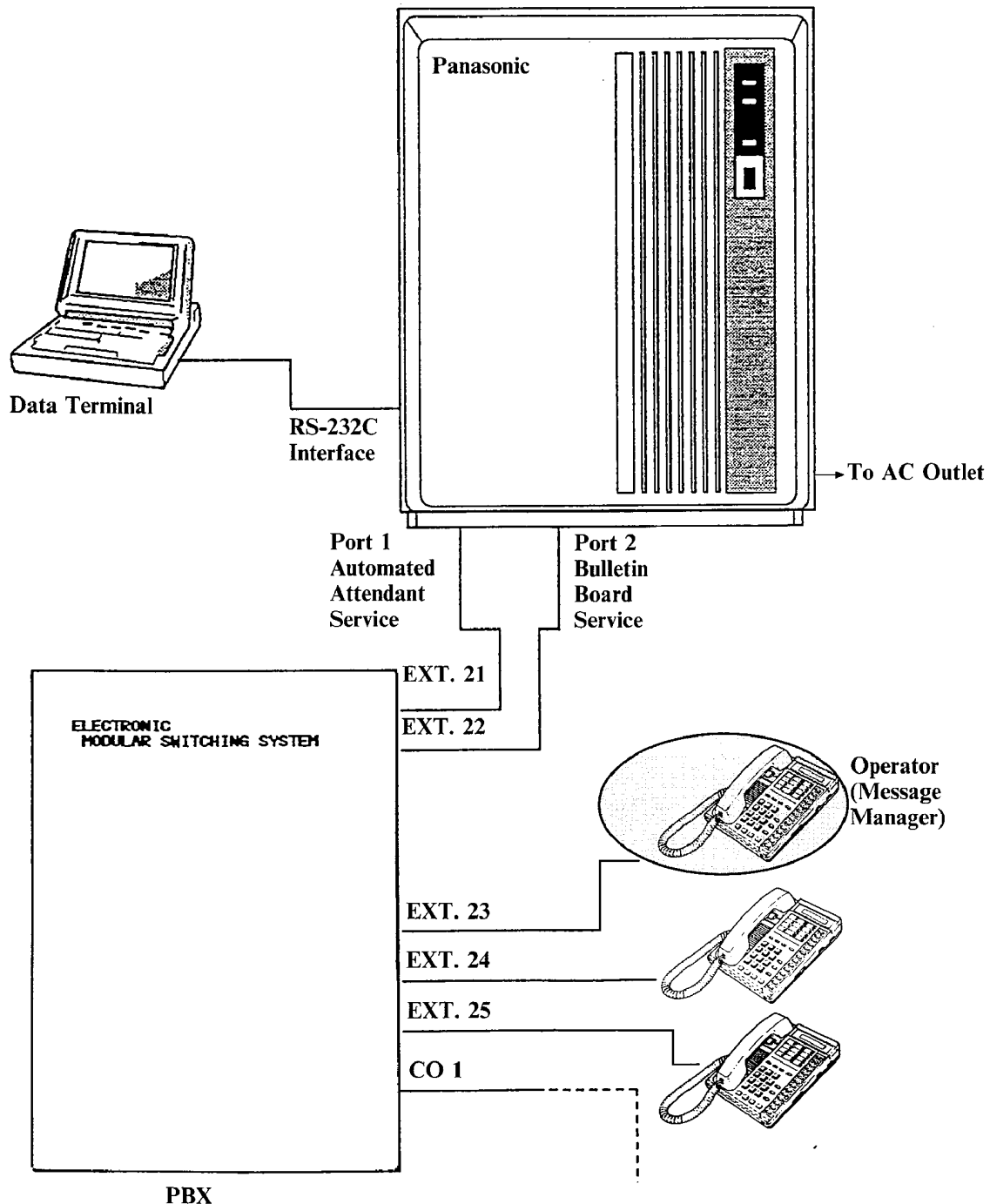
2.2.5 Starting the System

Once all the connections are firmly connected, the System Administrator may start the VPS system. Before starting, turn the power switch to ON, the system will start up in the following sequence.

Note: The calls to the VPS can be processed after the Running Indicator (LED) lights.

1 Turn the power switch of the VPS to ON.
The Power Indicator will go on. The green running indicator will light once, then turn off.

2 "SYSTEM TEST" will be displayed on the screen of the terminal.

```
CO1 — DSP1 : No error
CO2 — DSP2 : No error
```

3 The VPS will test the CPU card, the hard disk drive, the CO and the DSP cards. "SYSTEM SETUP..." will be displayed.

4 Active ports and DSPs will be displayed on the screen.

```
1 .. 2 ..
Active DISKs: 1
Active COs : 1  2
Active DSPs : 1  2
```

(This will be changed according to the System's condition.)

5 If the system has completed the start up sequence successfully, the running indicator lights. (The delay time will be changed according to the System's condition.)

6 "✷✷ ON LINE MODE ✷✷" will be displayed.

7 System prompt [>] will be displayed on the screen.

2.2.5 Starting the System

Note: If there is any hardware failure on the CO card or the DSP card, the system will identify the defective boards. If there is no normal pair of ports and DSP, the system cannot provide any service to the caller. Refer to chapter 7 which is the Troubleshooting Guide in this manual.

To enter system administration, the System Administrator must press the [RETURN] key and enter his password.

```
ENTER THE ADMINISTRATOR
PASSWORD := _____
```

Note: There is no factory setting for the password of the System Administrator. For further details, see "3.3.5 Utility Command-Set Password" and "3.4 Keyboard Operations 3.4.6.3 PASS"

When the System Administrator starts operations, the system asks him or her for the terminal type. By pressing [1], he or she can set up system parameters through the conversational menu driven program.

```
Please Select Your Terminal Type.
1. ASCII TERMINAL
2. VT220 COMPATIBLE TERMINAL
ENTER THE NUMBER := _____
```

The system set up method is provided in Chapter 3 System Administrator's Guide in this Manager's Guide.

Chapter 3
System Administrator's Guide

This chapter explains what a System Administrator is and provides step-by-step instructions for such system setup tasks as setting up mailboxes, setting system parameters and checking system status.

Contents

3.1 What is a System Administrator?

The System Administrator of the VPS initially takes care of the operational characteristics of the entire system. You can set up system parameters, administrate the parameters, or diagnose the system using the interactive screen-based program.

What you will do:

— **Initialize the System (See 3.2)**

— **Set the System Parameters (See 3.3)**

3.2   Initializing the System

Before actually using the VPS, the System Administrator must initialize the system to clear it of all messages, clear all mailboxes, and initialize the system tables on the hard disk drive.

Before starting the system initialization:

Use the work sheets provided to record the information you will need to initialize the system. Just fill in the blanks with the information requested. Once you have finished filling out the work sheets, you can use them as quick reference cards to aid you in system initialization.

To initialize the system:

1   Turn on the power switch.

2   The system will perform a disk test and system table set up. When the system has completed this start up sequence, the running LED indicator lights.

3   Press return and enter the System Administrator's password, to access the System Administration menu.

4   Specify the RS-232C terminal type:

```
Please Select Your Terminal Type.
1. ASCII TERMINAL
2. VT220 COMPATIBLE TERMINAL
ENTER THE NUMBER := _____
```

5   Press [2] to select VT220 Compatible Terminal.

Note: Should the System Administrator decide to use the 'ASCII terminal,' he can select the option he wants by entering the option number followed by the return key. Otherwise, he can select the item by moving the 'up/down' cursor key followed by return.

3.2   Initializing the System

A menu will appear:

```
1 : Program
2 : System Reports
3 : Utility Command
4 : System Reset/ Clear
```

```
ENTER THE NUMBER:=  _____
```

6   Press [4] for System Initialization.

A prompt will appear:

```
May I delete all messages and mailboxes? ( Y/ N)
```

7   Press [Y] (this moves you to the off-line mode).

A prompt will appear:

```
System Reset/ Clear Menu
1. Mailbox No. Length [3]
2. First Digit of Extension [1,2,3,4,5,6,7,8]
3. System Manager's Mailbox No. [999]
4. Message Manager's Mailbox No. [998]
5. Bulletin Manager's Mailbox No. [997]
Will you change the settings ? ( Y/ N)
( Enter The Password :=)
```

3.2   Initializing the System

8   Enter the password. Then you can change parameters.

A prompt will appear:

> *System Reset/Clear Menu*
> *1. Mailbox No. Length [4]*
> *2. First Digit of Extension [1,2,3,4,5,6,7,8]*
> *3. System Manager's Mailbox No. [559]*
> *4. Message Manager's Mailbox No. [558]*
> *5. Bulletin Manager's Mailbox No. [557]*
> *Reset System Parameters : press '\\'*

9   Press [\] to start the system resetting.

Note: To set the system clock (date & time), use the Utility Command TIME from the menu in step 5.
Refer to 3.3.5 Utility Command Set Time (TIME) and 3.4 Keyboard Operations for more information.

3.3   Setting the System Parameters

For the most effective utilization of the storage capacity and ports of the system, the System Administrator can set up system parameters via the RS-232C port.

What you will do:

— **Hardware Settings (See 3.3.1)**

— **Call Service (See 3.3.2)**

— **Setting Voice Mail Parameters (See 3.3.3)**

— **System Usage Reports (See 3.3.4)**

— **Utility Command (See 3.3.5)**

— **Custom Service Setting (See 3.3.7)**

Before starting the system parameters setup

Use the work sheets provided to record the information you will need to set up system parameters. Just fill in the blanks with the information requested. Once you have finished filling out the work sheets, you can use them as quick reference cards to aid you in setting parameters while programming.

Note: See "3.4 Keyboard Operations" for procedures to set the system parameters and lists of the default setting.

3.3.1 Hardware Settings

For system administration (system set up, mailbox set up, and system diagnosis), the RS-232C terminal must be connected to a serial interface of the VPS unit. The communication parameters of the unit are set at the factory to these values.

The hardware settings:

— **RS-232C (See 3.3.1.1)**

— **Telephone Line Port (See 3.3.1.2)**

— **Silence Reduction (See 3.3.1.3)**

— **PBX (See 3.3.1.4)**

3.3.1.1 RS-232C

Baud Rate

The baud rate is set to 9600 bits per second at the factory, but can also be set to 150, 300, 600, 1200, 2400, 4800, 9600 and 19200.

Word Bit Length

The word bit length is set to 8 bits at the factory but can also be set to 7 bits.

Parity

The parity is set to 'NONE' at the factory, but can be set to 'EVEN' and 'ODD'.

Stop Bit Length

The stop bit length is set to 1 at the factory but can be set to 2.

3.3.1.2 PBX Telephone Line Port

The VPS must be connected to a PBX telephone line port before system start up of which there can be a maximum of eight connections.

Hook switch Flash Timing

The hook switch can be used to transfer callers to an attendant or other extensions. The hook switch flash timing is the duration of the hook flash for call transfer. It is set to 600 msec at the factory but can be set to 300 and 900 according to the type of PBX parameter setting.

3.3.1 Hardware Settings

Calling Party Control (CPC) Signal
The calling party control signal is the minimum time necessary to detect the break of the CPC signal from PBX. The VPS detects that the line is disconnected when there is a break of CPC signal. The CPC signal is set to NONE at the factory, but can be set to 6.5, 150, 300, 450, 600 msec and not to direct.

Disconnect Time
This is the amount of time that the line is temporarily unavailable after a call has ended. The disconnect time is set to 2 seconds at the factory, but can be set from 1 to 8 seconds.

Dial Mode
The System Administrator can choose either DTMF or pulse dialing modes. DTMF is automatically set at the factory. Should the System Administrator decide to set the dial mode to pulse dialing, he must specify the pulse speed, (10 pulses per second or 20 pulses per second).

3.3.1.3 Silence Reduction

For most effective use of the hard drive, the silent segments or sections on a recording where there is no speaking, are automatically erased by the VPS. The System Administrator specifies the level limitation for silent segment erasure and maximum silent segment recording time.

Silence Reduction Level
This is the level limitation for detection of silent segments. If one such frame is below the limitation, it is regarded as a silent frame.
In order to reduce the data size, a sequence of the number of silent frames will be recorded in the silent segment in place of voice data.

Silence Recording Time
One of the parameters to be set is the maximum recording time of a message. Should a caller leave a message that is longer than the maximum recording time, he will be cut off. Often this is due to the fact that the silent segments take up recording time, and so, with the Silence Recording Time function, these are erased, thus allowing the entire message to be included within the recording time.

3.3.1 Hardware Settings

3.3.1.4 PBX Interface Parameters

Two types of parameters are used to program the VPS for optimal signaling and performance with the PBX: Dialing Parameters and Inband Signaling Parameters.

3.3.1.4.1 Dialing Parameters

These parameters tell the VPS how to initiate and control call transfers, setup outgoing calls and control message waiting lamps on the PBX. The easiest way to verify the correct code sequences for non-Panasonic KX-T Series systems is to manually execute the sequence from a single line telephone (SLT) on the PBX.

PBX Type

This parameter specifies whether the PBX is a non-Panasonic system or a Panasonic KX-T Series system. If the PBX is a KX-T Series system, this parameter is also used to specify the model (T308, T616, T1232, etc.). The factory setting is "T1232."

Inband Integration

This parameter should be enabled if the PBX sends DTMF tone codes to the voice processing system to indicate the state of the call (busy, answered, disconnect, etc.). The VPS performance is improved with Inband Integration since call state recognition is faster than with standard call progress tone detection. The factory setting is "Enable." The PBX code for each call state must be set in the Inband Signaling Parameters (described in section 3.3.1.4.2). If PBX Type is set to a KX-T series system, the Inband Signaling Parameters will automatically default to the proper codes.

Extension Length

The number of digits in the extension number of the PBX to be used. The default value is 3, and the range of allowable values is 2 – 5.

Number of Digits to Access Outside Line

This parameter specifies the number of digits necessary for connecting to an outside line. For example, if the PBX requires callers to dial 9 in order to connect to an outside line, this parameter would be set to 1 (= 1 digit). This causes the system to be aware that, when dialing the number 9-123-4567 for example, the Outdial Line Sequence (see below) is issued after the initial 9 is dialed. The full sequence is therefore: 9-[Outdial Line Sequence]-123-4567.

3.3.1 Hardware Settings

This is for the periodic port usage reports. The VPS can discriminate between a local and long distance call and reports the outgoing call and the calling time for billing. It is set to 1 at the factory but can be set from 0 to 8.

Period of Time Before No-Answer

This is the amount of time that the VPS will wait before concluding that there will be no answer to the call. The factory setting is 30 seconds but it can be set from 10 to 60 seconds in 10 second increments.

Pause Time

The pause duration. The default value is 2 seconds, and the range of allowable values is 1 – 9 seconds.

Outgoing Call Setup Sequence

This is the sequence of codes used by the VPS to make a call to an outside line. The default value is "WW," which means that the system waits 2 seconds and then dials the outside phone number.

Example:
   9W = [9] → 1-second wait → dial outside phone number

Operator Transfer Sequence

The process of ending a transaction and transferring the caller to the operator, attendant, or other PBX extension is programmed by using several of the eight letters and twelve dial codes.

> *D : Disconnecting*
> *F : Hook Flash*
> *R : Ring Back Tone Detection*
> *S : Silence Detection*
> *T : Dial Tone Detection*
> *W : Wait for 1 second*
> *X : Extension dialing*
> *A : Answer*
> *1,2,3, ... ,9,0,*,# : Dial Codes*

The sequence is carried out by the VPS before dialing the operator's extension. You can set up to 12 digits. The factory setting is FWWX (Flash - Wait for 2 seconds - Dial - Extension).

3.3.1 Hardware Settings

A value "A" is used to disconnect a line connected to the VPS automatically after transferring a call to an extension. When using a value "A", set it after X as follows: FWWXA.
When the Inband Integration is utilized, set this sequence to "FTX."

Extension Transfer Sequence

The extension transfer sequence is similar to the operator transfer sequence. It is executed by the VPS before dialing any extension other than the operator's, and has the same letters, dial codes and factory settings as the operator transfer sequence.
When the Inband Integration is utilized, set this sequence to "FTX."

Reconnect Sequence from Busy

If the extension that a caller wants is busy, this function allows the VPS to reconnect with the caller. It is programmed by the System Administrator using the same letters and dial codes as the transfer sequence. It is set to 'FWW' (Flash, Wait for 2 seconds) at the factory.

Reconnect Sequence After a No-Answer Call

If the extension that a caller wants does not answer, the Reconnect Sequence allows the VPS to reconnect with the caller. It has the same letters, dial codes, and factory setting as the Reconnect Sequence from Busy.

Reconnect Sequence on Refuse Call

This Reconnect Sequence is used if the extension the caller wants is off the hook and neither the [1] (answer the call) nor the [2] (otherwise) key has been pressed. It has the same letters, dial codes, and factory setting as the Reconnect sequence from Busy.

Light-On Sequence for Message Waiting Lamp

This is the dialing sequence that the VPS must perform to cause the PBX to turn on the waiting lamp on an extension.
The light-on sequence for the message waiting lamp has the same letters and dial codes as the transfer sequence. It is set to 'W701X#' (Wait for 1 second- Dial 701, Extension and #).

3.3.1 Hardware Settings

Light-Off Sequence for Message Waiting Lamp

This is the dialing sequence that the VPS must perform to cause the PBX to turn off the waiting lamp on an extension.

The light-off Sequence for the message waiting lamp has the same letters and dial codes as the transfer sequence. It is set to 'W702X#' (Wait for 1 second- Dial 702, Extension and #).

Call Waiting Sequence

This sequence is used by the VPS to perform call waiting when the extension being called is busy. The default value is "1."

Release Sequence for Call Waiting

This sequence is used by the VPS to release call waiting. The default value is "F" (Flash).

3.3.1.4.2 Inband Signaling Parameters

These parameters are used if the PBX sends DTMF tones to the voice processing system to indicate the state of the call (busy, answered, disconnect, etc.). The Inband Integration Parameter (described in section 3.3.1.4.1) must be enabled for the VPS to use these codes. If PBX Type is set to a KX-T series system, the Inband Signaling Parameters will automatically default to the proper codes.

The table in the following page describes the DTMF codes, call state and typical conditions where a PBX would send the code.

3.3.1 Hardware Settings

Default Code	Call State	Typical Conditions
1	Ringback Tone	Sent to the VPS when the extension it dialed is ringing.
2	Busy Tone	Sent to the VPS when the extension it dialed is busy.
3	Reorder Tone	Sent to the VPS if it dials an invalid extension number or if it is inadvertently connected to another VPS.
4	DND	Sent to the VPS if the dialed extension has set DND feature (Do Not Disturb).
5	Answer	Sent to the VPS when the called extension answers the call.
6	Forwarded to Voice Mail (Ringing)	Sent to the VPS if the called extension is forwarded to a voice mail port and that voice mail port is available to accept the call.
7	Forwarded to Voice Mail (Busy)	Sent to the VPS if the called extension is forwarded to a voice mail port and that voice mail port is not available to accept the call.
8	Forwarded to Extension	Sent to the VPS if the called extension is forwarded to another, non-voice mail, extension.
9	Confirmation Tone	Sent to the VPS when it successfully dials a message lamp on or message waiting lamp off code.
#9	Disconnect	Sent to the Voice Mail Port when the calling party disconnects.

3.3.2 Call Service

What the Call Service does:

- — Day Service (See 3.3.2.1)
- — Class of Service (See 3.3.2.2)
- — Port Assignment (See 3.3.2.3)
- — Automated Attendant Parameters (See 3.3.2.4)

3.3.2.1 Day Service

The Day Service is a timer function that plays the appropriate greetings at the correct time of day. If the company greeting mode is set to the automatic mode, the timer can be set to play a certain greeting from a certain time to another. For example, 'Hello, Panasonic Voice Processing System' might be played from 6:00AM in the morning to 5:00PM, and 'Good Evening, this is ...' from 5:00PM to 6:00AM.

3.3.2.2 Class of Service

All subscriber's are classified into eight groups, each known as a Class of Service. The call service authorization is the assignment call service (Incoming/Outgoing calling) to each class of service and port. All members in a class of service are allowed to use the same call service of a particular port. For example, if the first class of service is authorized to use only the incoming call service of the second port, the mailbox belonging to the subscriber who is assigned to the class of service can be accessed by the caller through the port. He cannot, however, make any outgoing calls through the same port.

Once this authorization is established, each port can be used exclusively for a single class of service. When a Voice Processing System is shared by more than one division of a company, each line connected to the VPS can be assigned to each division.

Incoming Call Authorization

The decision is made by the System Administrator as to whether to allow each class of service to use the incoming call service at each port.

3.3.2 Call Service

**Outgoing calling
Authorization**

The System Administrator decides whether or not to allow each class or service to use the outgoing calling service at each port. A port which has not been assigned the outgoing calling service for all classes of service can always be used for the incoming call service without blocking the outgoing calling sequence.

3.3.2.3 Port Assignment

One of five incoming call services can be assigned to each VPS port: Voice Mail, Automated Attendant, Bulletin Board, Interview Service and Custom Service. The Port Assignment menu also lets you specify the outgoing call authorization, company greeting mode and company greeting assignment for each port.

Incoming Call Service

One of the following services can be assigned to the port. This only assigns which service will be used when answering incoming calls. Incoming callers can still access other services using the commands described in section 1.2 under "Telephone Key Operation".

(1) Voice Mail Service
Incoming callers will be provided with standard voice mail features — recording messages in subscriber mailboxes, general delivery mailbox, receiving messages from guest account mailboxes or Operator Service (dial "0").

Subscribers can access mailboxes to receive messages, deliver messages to other subscribers, external message delivery, setting automated attendant parameters, confirming message receipt, mailbox management, setting message waiting notification and guest mailbox management.

(2) Automated Attendant Service
Incoming callers can be transferred to internal extensions by entering the extension number or by selecting the Dial by Name option and entering the first three letters of the person's last name. If the called extension is busy or there is no answer, the caller can leave a message in the called extension's mailbox, try another extension or call the operator depending on the programming of the Dialing Parameters, Automated Attendant Parameters and Subscriber Automated Attendant Parameters.

3.3.2   Call Service

(3) Interview Service
Incoming caller will be automatically transferred to an Interview Mailbox. Interview mailboxes can be programmed to play prerecorded questions and record the callers answers. A typical application is to record the callers name, address, telephone number and request/problem for sales or service department follow up.

(4) Bulletin Board Service
Often referred to as audiotext, the Bulletin Board lets callers make choices from menus to hear prerecorded messages, transfer to an extension or transfer to a mailbox (including subscriber and interview type). The Bulletin Board Manager (see Chapter 6 Bulletin Manager's Guide) creates and maintains the bulletin board structure and messages.

(5) Custom Service
You can create a customized, one-touch interface for incoming callers. One of the following VPS services or functions can be assigned to each digit of the telephone keypad (except 0 and #):

- Transfer to a specific mailbox
- Transfer to a specific extension
- Transfer to the Operator
- End the call; a special prompt can be assigned with this option
- Go to a previous menu (if caller is in a sub-menu)
- Go to another Custom Service (i.e. sub-menu)
- Go to Voice Mail Service
- Go to Call Transfer Service
- Go to Bulletin Board Service
- Go to Department Dialing
- Dial Extension by Name (for Call Transfer)
- Repeat Menu

In addition, callers can transfer directly to their party or mailbox by dialing the extension or mailbox number while the custom service top menu is playing and you can customize the handling of rotary callers.

3.3.2 Call Service

Prohibition of Call Transfer

This serves to prevent the VPS from transferring callers to other extensions and to the Automated Attendant Service from the Voice Mail Service. Unless the Voice Mail Service has been assigned to the port, the VPS does not require to specify this parameter.

Prohibition of Successive Recording

This prevents the caller from recording a message in more than one mailbox. When the user has called a port which does not allow him to access more than one mailbox, the VPS will present a prompt once the user has recorded and acknowledged the message he wishes to leave.

> *Your message has been accepted. Thank you for calling.*

The caller will then be disconnected. Unless the Voice Mail Service has been assigned to this particular port, the VPS does not require to specify this parameter.

Prohibition of Outgoing Call Service

This parameter serves to prevent a certain port from providing outgoing call service. With this setting, the port which is assigned will be used only for incoming call service.

Company Greeting Mode

The company greeting can be changed automatically or manually. When the company greeting mode is set to the automatic mode, the company greeting which is announced at each port will be changed automatically at the time starting/ending business. It can be also specified as the day service or the night service. This company greeting mode can be set from the telephone by the Message Manager. In this case, all ports will be set to the same mode. The factory setting is "Manual".

Company Greeting Messages Assignment

Each port can be assigned to one company with two company greeting messages for the business hours and the night hours. The fully expanded VPS can have up to 16 company greetings.

3.3.2 Call Service

Incoming and Outgoing Call Service Prompt

Sets whether the system should use its original (default) prompts for incoming and outgoing call service or custom "user prompts" which have been recorded by the user. The default setting is "USER PROMPT."

Delayed Answer Time

Assigns whether the VPS answers the incoming call immediately or in delayed timing. The factory setting is "0", that is, the VPS answers the incoming calls immediately.
The delayed timing can be ranged from 1 to 60 second(s).

Rotary Telephone Service

Assigns the treatment of the caller when he or she does not specify a destination mailbox number, or the caller uses a rotary telephone. The factory setting is "G.D.M.", that is, the caller can leave a message in the General Delivery Mailbox. This can be changed to "Calling the Operator."

3.3.2.4 Automated Attendant Parameters

The Automated Attendant in the Call Service has three main functions: Department or Speed Dialing; Call Queuing Announcement Mode; Operator's Parameters.

Department Dialing Number

By pressing [*] after the initial prompt, you will be presented with the Department Dialing menu. Proceed to enter whichever number between one and nine that the Message Manager has assigned to the extension. There is a limit of nine numbers (and consequently, nine extensions) that can be assigned, and this must be done prior to an actual Department Dial call. The Department Dialing menu is recorded by the Message Manager. There is no factory setting for this parameter.

Call Queuing Announcement

When a number of people call the same extension, they will be given the choice to go on hold, leave a message, or call back later. Should several callers decide to wait on hold, they will be connected to the extension in the order in which they called. If the call queuing announcement is authorized by the System Administrator, the VPS will announce the number of people who are waiting to call the extension. (For example, "Sorry, 3 other people are waiting to connect. If you would like to hold this call, press 2.") The factory setting is "Enable".

3.3.2 Call Service

Operator calling Parameters

Up to three operators (Operator 1, Operator 2 and Operator 3) can be specified for the VPS. Should a caller wish to speak to an operator, the call is transferred first to Operator 1 on the basis of the following seven parameters.

1) Operator Service— This parameter specifies whether or not to activate operator service (operators 1 through 3) . The factory setting is "Enable."

2) Operator's Extension— The call is transferred to the extension assigned as the Operator 1's extension. The factory setting is 0.

3) Operator's Mailbox— The call is transferred to the mailbox assigned as the operator 1's mailbox and the caller can record a message in it. The factory setting is 998.

4) Operator No-answer Time— If a call transferred from the VPS to the operator is not answered in the time specified by this parameter, it is handled using the no-answer coverage mode specified by the setting of 6) below. The default value is 30 seconds, and the allowable range is 10 to 60 seconds.

5) Busy Coverage Mode— Specifies the treatment of calls transferred from the VPS to the operator when it is busy. The default setting is "Hold."

6) No-answer Coverage Mode— Specifies the treatment of calls transferred from the VPS to the operator is not answered in the specified time. To have the call transferred to the next operator (to Operator 2 if Operator 1 does not answer), set this parameter to "Next Operator." The factory setting is "Caller Select."

7) Message Repeat Cycle— This is the number of times the initial prompt for the Automated Attendant service will be played. The factory setting is 3 times.

Settings 2), 3), 5) and 6) above are required for operators 2 and 3.

Note:

Interaction of Extension Call Forwarding with Operator Call Coverage Settings

Extension Call Forwarding to voice mail may override

3.3.2   Call Service

Operator Call Coverage settings depending on the timing parameters of the PBX and VPS. Even if the Operator Call Coverage parameters are set to forward to the next operator on busy/no answer, the call may go to voice mail if the Operator has set Call Forwarding to voice mail on their extension.

Call Hold Retrieval Settings Menu

This function is part of the Automated Attendant Service. It is the menu used for setting the parameters used when call holding is active.

1) Call Retrieval Announcement Timing— Sets the duration of the intervals between the voice guidance messages which ask whether or not calls are to be retrieved during call holding. The default value is 2 seconds, and the range of allowable values is 1 – 30 seconds.

2) Redialing Cancel Timing— Sets the duration of the intervals between the voice guidance messages which ask whether or not continuous redials are to be attempted during call holding. The default value is 30 seconds, and the range of allowable values is 15 – 60 seconds, in 15 second increments.

Alternate Transfer Sequence

Used when transferring a call to an extension number registered in the Extension Group.
The factory setting is "FWWX."

3.3.3 Setting Voice Mail Parameters

3.3.3.1 Mailbox Parameters

Number of Mailboxes

The Number of Mailboxes defines the maximum total number of mailboxes maintained by the VPS, including the general delivery mailbox, the system manager's mailbox, the message manager's mailbox and the bulletin board manager's mailbox. The initial setting of 64 can be set from 64 to 512 in 64 increments.

Personal Greeting Message Length

The personal greeting message length can be set from 8 to 60 seconds in 4 second increments. The initial setting is 16 seconds.

System Mailbox Parameters

The system mailbox parameters are specified by the System Administrator. When a new mailbox is created, these parameters are used as initial values for the mailbox parameters. The mailbox parameters for each individual mailbox can be specified according to the needs of the subscriber and the storage capacity of the system.

System Message Retention Time

The system message retention time is the amount of time which a subscriber may wish to keep a message prior to automatic erasure for the most effective utilization of storage capacity. It can be set to between 1 and 7 days. It is set for 5 days at the factory.

System Maximum Message Length

The maximum recorded length of a message can be set between 1 and 12 minutes. It is set for 3 minutes at the factory.

System Mailbox Capacity

This is the maximum number of messages which can stay in one mailbox at one time. It is set from 5 to 50 depending upon the needs of the subscriber and the storage capacity of the system. When the number of messages in the mailbox has reached the limit specified by the parameters, a caller can no longer leave any messages. It is set to 10 at the factory.

Standard Mailbox Parameters can be set up by the System Administrator, usually in response to a request from a subscriber. If you set a Mailbox Parameter to S (System), then

3.3.3 Setting Voice Mail Parameters

you can make changes to the parameters for all mailboxes just by changing the appropriate system parameters. If a Mailbox Parameter is set to anything other than S, it is necessary to update the parameters for each individual mailbox when you wish to make changes.

3.3.3.2 External Message Delivery Parameters

The external message delivery feature allows subscribers to deliver the recorded messages automatically at a later time to any telephone number they choose. In order to use this feature, however, they have to be authorized. To prepare a message for external delivery, the subscriber records the recipient's name, specifies the date and time and telephone number for delivery, establishes a password and then records the message. The system administrator can tailor the external delivery service to match the telephone system by setting any or all of the following parameters.

Note: The External Message Delivery function assumes that messages will be delivered to an external destination. It is therefore not possible to listen to messages using a pager.

System External Message Delivery Duration Time

The system external message delivery duration time sets the maximum telephone connect time allowable when the VPS calls the specified recipient to deliver a message. It is intended to prevent excessive telephone charges caused by the increasing telephone connect time of the outgoing calling service. Each subscriber who is authorized to use the external message delivery can change the setting of this parameter independently. In the external message delivery, the call duration is measured by the VPS starting from the point at which the specified telephone number called is answered. (See U-3-21 ~25 for how to program the number). The VPS terminates the call after playing the prompts if the specified length of time is exceeded. It can be set to from 1 to 9 minutes. It is set to 3 minutes at the factory.

System External Message Delivery Redialing Mode

If the system external message delivery redialing mode is set to YES (ENABLE), the VPS will retry the call at 5-minutes or 1-hour intervals up to a maximum of 15 times if it is unable to deliver the message, either because the line was busy, or there was no answer. If it is set to NO (DISABLE), only an initial three retries at 5 minute intervals

3.3.3 Setting Voice Mail Parameters

will be attempted if the line is busy. The factory setting is "Enable".

A Telephone Number

This telephone number is announced in the call-back message to the recipient as the company telephone number he or she should call to retrieve the sender's message. The VPS delivers such a call-back message to the recipient if it was unable to deliver the message because the person answering the phone was unable to supply the correct password.

3.3.3.3 System Group Assignment

A subscriber may sometimes want to simultaneously send a message to several mailboxes. These mailboxes may be put together into a list, known as a group distribution list. The VPS can have up to 100 system group distribution lists. Each group distribution list can have up to 40 destination mailbox numbers.

The System Administrator and the System Manager can add, delete and review members in the specified list.

Subscribers can also have up to eight personal group distribution lists, to which a number between one and eight is assigned as a group number. Each list can have up to 40 members although the total number of entries for the eight lists must not exceed 100. These lists can be used together with the system group distribution list.

3.3.3.4 Mailbox Setting

The System Administrator coordinates the operation of the mailbox. He or she can create/delete mailboxes, reset the password of the subscribers mailbox, install extension numbers, subscribers name and the class of service ports. Usually, the System Manager carries out these operations with his telephone at the request of subscribers.

Mailbox Creation

The creation of a new mailbox is carried out by either the System Administrator or the System Manager.
When a new mailbox is created by the System Administrator, an individual mailbox address and standard parameters must be assigned to it.

3.3.3 Setting Voice Mail Parameters

When a new mailbox is established, the system manager has the option of setting or changing the following parameters:

(1) Extension of the Owner — The extension number is used to reach a mailbox. Once this parameter is specified, callers who are unable to get through to the subscriber's extension by using the Automated Attendant are automatically given access to the associated mailbox, with the option of leaving a message if they wish to leave one. Usually, the extension number is the same as that of the mailbox.

(2) Mailbox parameters — The mailbox parameters can be changed individually according to the needs of the subscriber, and the storage capacity of the system. Usually, these parameters can be changed by the System Administrator or the System Manager.

(2-1) Message Retention time — The amount of time that a subscriber may wish to keep a message prior to automatic erasure for the most effective utilization of storage capacity. It can be set to between 1 and 30 days, or to S (system) which means the System Parameter.

(2-2) Maximum Message Length — The maximum recorded length of a message can be set between 1 and 12 minutes, depending on the systems capacity. Also, it can be set to S (system) which means the System Parameter. When the length of the message reaches the maximum message recording length, the VPS will present the caller with a voice prompt and terminate the recording.

(2-3) Mailbox Capacity — The mailbox capacity is set from 5 to 99 depending upon the needs of the subscriber and the storage capacity of the system. Also, it can be set to S (system) which means the System Parameter. When the number of messages in the mailbox has reached the mailbox capacity, callers cannot leave messages anymore. For how to reset the mailbox capacity, see 4.2.4 Editing a Mailbox (M-4-28 ~ M-4-35). For how to erase a message, see Subscriber's guide.

(3) Class of Service Number — All subscribers are classified into eight groups, each group known as a Class of Service. The Incoming/Outgoing call service authorization

3.3.3 Setting Voice Mail Parameters

is the assignment to each class of service of a particular port. All members in a class of service are allowed to use the same call service of a particular port. Usually, ports are allocated for the exclusive use of an individual class of service.

(4) Special Feature Authorization — The special feature authorization can be given to specific subscribers, allowing them to use special services such as the ability to make Message Notification calls, External Message Delivery, interview mailboxes, guest mailboxes, etc. Because all these features are prohibited when a new mailbox is created, the System Administrator must authorize the necessary features.

(4-1) Message Notification Feature Authorization — allows subscribers to receive notification from the system when new messages are placed in their mailboxes. Three types of message notification are available, message waiting notification at a prespecified time (or times) each day, urgent message waiting notification (in which notification is immediate) and message waiting lamp.

(4-2) External Message Delivery Authorization — allows subscribers to have messages delivered at specified times and to specified telephone numbers by the VPS.

(4-3) Guest account Authorization — allows subscribers to maintain up to four guest mailboxes for non-subscribers. Subscribers can then leave messages in their guest mailboxes.

(4-4) Interview Mailbox Authorization — allows subscribers to maintain a secondary mailbox which, when accessed, provides callers with a series of questions and records their answers. The VPS can have up to 16 interview mailboxes and 16 subscribers can record the interview questions. Because these mailboxes have different numbers (not as the Subscribers mailbox), the caller can access the interview mailbox and leave answers to the subscribers individual questions.

(4-5) Personal Bulletin Board Authorization — allows the subscriber to use one of the 16 personal bulletin boards that the system is capable of accommodating. A personal bulletin board is a group of messages arranged into a menu

3.3.3   Setting Voice Mail Parameters

structure and which can be accessed by callers via the Automated Attendant. Callers unable to connect to the extension of their choice are instead offered a choice of listening of up to 9 recorded messages.

(5) The Spelling of the Owner — The subscriber's last name is recorded by the VPS. Rather than use the extension number or the mail box number to contact a mailbox, a caller can use the first four (or less) letters of the subscriber's last name to make the contact. The VPS will then announce the number and the name of all persons with the same first four (or less) letters and ask if it is correct.

Mailbox Deletion

When a subscriber no longer requires a mailbox, he or she will ask the System Administrator or the System Manager to delete it.
When a mailbox is deleted, the VPS will erase all messages in the box, remove the mailbox from all group distribution lists, delete personal group distribution lists assigned to the mailbox, erase the subscribers name, delete guest messages, erase personal greetings, cancel external delivery messages and erase personal bulletin messages used only by the subscribers assigned to the Bulletin Board Service. While deleting a mailbox, the on-line service of the system must be stopped.

Password Reset

If a subscriber has forgotten his or her mailbox password, he or her can ask either the System Administrator or the System Manager to delete his or her mailbox password and replace it with a new one.

Mailbox Listing

The System Administrator can display a list of all the mailbox numbers registered in the system. If a subscriber requires a mailbox and there is no room left for a new mailbox according to the list, the System Administrator may have to increase the total number of mailboxes in the system.

3.3.4   System Usage Reports

The System Administrator can output six types of system usage reports to help monitor the VPS operating status. The reports can be output via the RS-232C port either to a printer or a terminal. The following six report options are available.

1:   Mailbox Assignments

2:   System Service Report

3:   Call Account Report

4:   Port Usage Report

5:   Disk Usage Report

6:   Mailbox Usage Report

3.3.4.1   Mailbox Assignments

The Mailbox List-Up command provides information about authorized features for each mailbox, and current settings for mailbox parameters and system mailbox parameters. The features listed in this command are interview mailbox, external message delivery, message waiting notification, guest accounts and personal bulletin board.

3.3.4.2   System Service Report

The System Service Report command provides information about the usable resources of the VPS: two hard-drives and eight ports. It also indicates the services assigned to each VPS port: the incoming and outgoing calling service.

3.3.4.3   Call Account Report

The VPS can maintain information on up to eighty outgoing calling sequences for the Call Account. The outgoing calling information includes the mailbox number which has executed outgoing calls, the telephone number, call date and duration time. This information can be displayed on the terminal connected to the RS-232C port at any time by the Call Account display command according to the System Administrator's request. Note that when the number of outgoing calling sequences approaches 80 this information is automatically output to the terminal.

3.3.4 System Usage Reports

3.3.4.4 Port Usage Report

The Port Usage Report command provides information about port usage and allows the System Administrator to measure traffic on the system and ports. It includes the accumulated duration times of incoming and outgoing calling services and the total connect time for each port.

3.3.4.5 Port Usage Statistics Clear

The Port Usage Report can erase all values and be prepared for use again.

3.3.4.6 Disk Usage Report

The Disk Usage Report command indicates the amount of disk storage in use and available in minutes. It also provides the following three statistics:
1. Accumulated number of messages which were recorded by the caller after last clearing the Disk Usage.
2. Accumulated number of messages transfered by the subscriber.
3. Accumulated number of messages deleted by the subscriber.
4. Accumulated number of messages expired and removed by the system.

All four can be reset to zero with the Disk Usage Clear command.

3.3.4.7 Disk Usage Statistics Clear

The Disk Usage Report can erase all values and be prepared for use again.
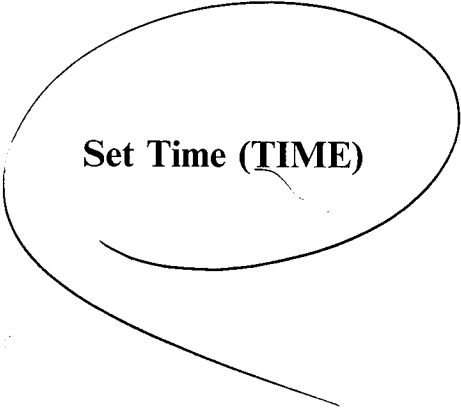
3.3.4.8 Mailbox Usage Report

The Mailbox Usage Report command provides the information about the usage of a specific mailbox. It includes the number of recorded messages, the total amount of outgoing calling time and external message delivery, message notification, guest account, interview mailbox and group message delivery.

3.3.4.9 Mailbox Usage Statistics Clear

The Mailbox Usage Report can be cleared of all values and be prepared for use again.

3.3.5 Utility Command

In the utility command mode, the System Administrator can access the functions described below by entering the appropriate command (TIME, PASS, ONLN, OFLN, BREP, PSET, ELOG, SAVE, LOAD or GPRN) at the $ prompt.

Set Time (TIME)

This command should be used to set the correct system date and time to ensure accurate scheduling. A number of functions require that the system time and date be set correctly in order to operate properly. These include message waiting notification, external message delivery, call retries after initial failure to connect and automatic deletion of messages.

Note: The system automatically adjusts the time as appropriate when daylight savings time begins and when it ends.

System Backup (SAVE, LOAD)

All system parameters, program, bulletin board messages and voice prompts can be backed up in separate data files on a data terminal connected to the RS-232C port of the VPS. You cannot back up all of them at a time.

Once the data has been backed up, it can be restored to the system's hard disk in case of a disk crash or inadvertent erasure by reversing the above process. The SAVE and LOAD commands can be executed for each data file. It may take much time to complete SAVE or LOAD for all the data. When performing this operation please wait until the end process indication appears.

The memory which is required for the data terminal to be used for this feature:

1. Program — 400 kByte

2. Parameters — 0.5 kByte

3. System Prompts — approximately 5 MByte

4. User Prompts — depending upon the length of the recorded messages.

5. Bulletin Messages — depending upon the length of the recorded messages.

3.3.5   Utility Command

Note:	The data terminal used must be equipped with communications software that supports the Xmodem file transfer protocol.
Set Password (PASS)	The System Administrator can use this command to change the system password in order to ensure system security. Valid passwords can be up to eight alphanumeric characters long. There are two passwords : 1 — Administrator 　　　　　　　　　　　　2 — System Reset/Clear
On line Service Control (ONLN, OFLN)	These commands can be used to turn all on line services on and off. For example, it is necessary to disable on line services while deleting a mailbox, because this operation involves the updating of a large number of system tables.
Bulletin Board Message List (BREP)	The recording status of the tree-structured bulletin board messages is displayed along with the number of any extensions to which calls are transferred when particular messages are selected.
Print Reports At Specified Time (PSET)	If a printer or a data terminal is connected to the VPS via the RS-232C port, the System Administrator can output the following system usage reports: Disk Usage Report, Port Usage Report and Call Account Data Report. Once the time is specified by using PSET utility command, the reports will be output at the specified time every day.
Device Error Display (ELOG)	The system administrator can diagnose the VPS by getting the error log of devices such as CO card, DSP card, CPU card, and Hard disk.
Print All of the VPS Parameters (GPRN)	Prints out all of the VPS parameter settings (output to screen).
Note:	This command is only valid in the "ASCII terminal" mode.
Utility Command List (HELP)	The HELP command displays the list of available utility commands.

3.3.6 System Reset/Clear

When System Reset/Clear is executed, the values for the items shown on the menu screen are used to update the system and all messages are deleted from the hard disk. In addition, all mailboxes are deleted and the system is rebooted.

Note: The system parameters are not restored to the factory settings.

Note: The execution time for System Reset/Clear will differ each time because of the System's capacity and its program but it takes at least 3 minutes.

3.3.7   Custom Service Setting

To program a custom service, the System Administrator must select one of sixteen custom services and program the following six parameters:

Description

The information typed in this field will be displayed on the custom service selection screen. This field is for your reference only.

Menu Repeat Cycle

The Menu Repeat Cycle setting specifies the number of times custom service menu messages are repeated. Menu messages must be recorded by the system administrator. Menu Repeat Cycle can be set to play messages from 1 to 3 times. The factory setting is 3 times.

Call Transfer Anytime

This setting specifies the destination where the call is transferred during the custom service top menu.
The "Ext" setting enables caller to transfer directly to his party by dialing the extension number.
The "Mbx" setting enables caller to leave messages in the mailbox by entering the mailbox number of the person whom caller wish to leave messages.
The "No" setting disables call transfer.
The factory setting is "Ext".

Wait for Second Digit

This parameter is used to resolve the problem when the first digit of the extension number is the same as one of the Custom Service menu choices. The VPS will wait this amount of time for a second digit to be dialed. If this timer expires, the VPS assumes the caller wants the menu choice and not a call transfer. This parameter is used only if Call Transfer Anytime is set to "Ext" or "Mbx."
The factory setting is 1 second.

No DTMF Input Operation

This setting specifies to what service the caller should be transferred after the custom service menu message has been played the number of times specified by the Menu Repeat Cycle setting. There are six services that may be specified using this setting: Transfer to Mailbox, Transfer to Extension, Operator, Exit, Previous Menu and Custom Service. These six services are described in the Keypad Assignment section below. The factory setting is "(d) Exit."

3.3.7 Custom Service Setting

Keypad Assignment

The system administrator can assign any of the 12 services listed below to the 1 through 9 and * keys on the telephone keypad. Callers are then able to access these services by pressing the corresponding keys on their telephones.

(a) Transfer to Mailbox
Allows the caller to leave messages in a specific mailbox.

(b) Transfer to Extension
Transfers the caller to a specific extension.

(c) Operator
Connects the caller to the operator.

(d) Exit
Plays a final guidance message and disconnects.
The message must be recorded by the Message Manager.

(e) Previous Menu
Allows the caller access to the previous Custom Service menu, if programmed.

(f) Custom Service
Allows the caller access to the next Custom Service, if programmed.

(g) Voice Mail Service
Allows the caller access to the Voice Mail Service.

(h) Call Transfer Service
Allows the caller access to the Call Transfer Service.

(i) Bulletin Board Service
Allows the caller access to the Bulletin Board Service.

(j) Department Dialing
Transfers the caller to the Department Dialing menu.

(k) Dial by Name
Lets the caller transfer an extension by dialing the first three letters in the person's last name.

(l) Repeat Menu
Repeats the Custom Service menu message once.

3.3.7 Custom Service Setting

Note

This example shows how keypad assignment can be used to switch from one Custom Service menu to another. Assume that Custom Service 1 is assigned to Port 1 and Custom Service 2 to Port 2. If Custom Service 2 is assigned to the [1] key on the telephone keypad (see diagram below), the caller can access Custom Service 2 by pressing the [1] key while a Custom Service 1 menu message is being played.

```
+----------------------------------------------------------------------+
|                   Custom Service : Custom 1                          |
|                                                                      |
|  Keypad Assignment                                                   |
|                                                                      |
|     1: Custom 2 ---  2: Transfer to Mailbox  3: Voice Mail Service   |
|     4:               5:                      6:                       |
|     7:               8:                      9:                       |
|     *: Exit          0: Operator             #: (Reserved)           |
|                                                                      |
+----------------------------------------------------------------------+
                                    |
                                    v
+----------------------------------------------------------------------+
|                   Custom Service : Custom 2                          |
|                                                                      |
|  Keypad Assignment                                                   |
|                                                                      |
|     1: Bulletin Board   2: Call Transfer    3: Repeat Menu          |
|     4:                  5:                   6:                       |
|     7:                  8:                   9:                       |
|     *: Exit             0: Operator          #: (Reserved)           |
|                                                                      |
+----------------------------------------------------------------------+
```
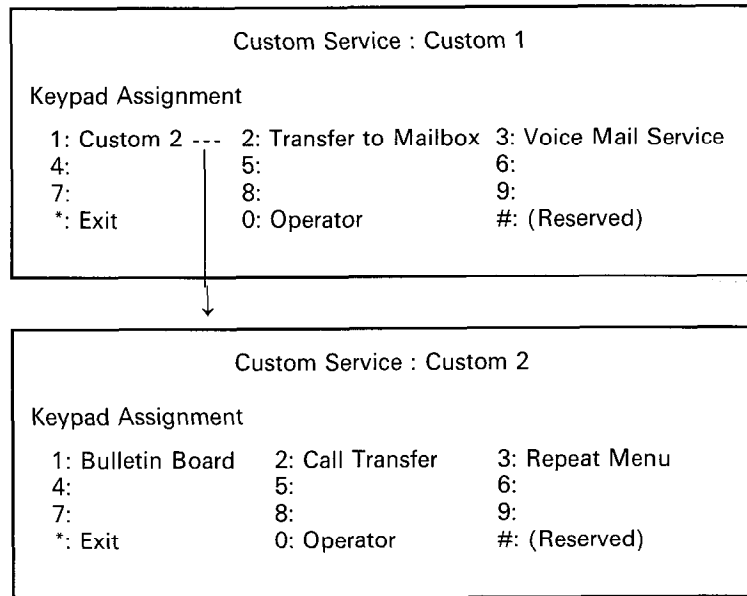
3.4   Keyboard Operations

You may complete the work sheets filling out the necessary data. Now you are ready to enter parameters. You may have the following System Administration Top Menu on the data terminal screen. Selecting an item from the Top Menu provides you with its sub-menu. As the menus have a tree-structure, you will get a menu at the next level if you select an item from this sub-menu. The menu title in the upper left corner indicates where you are in the Menu tree. For example, in the menu "Program – Voice Mail Parameter – System Group Assignment – Enter", you can enter the mailbox numbers to add in the System Group Assignment List as a parameter of the Voice Mail Service.

The structure of the menus is as follows:

System Administration Top Menu

```
1. Program ── 1. Voice Mail ── 1. Mailbox Parameter ────────── No. of mailboxes, Personal greeting length, Sys-
                  Parameter                                      tem message retention time, System message
                                                                 length, System mailbox capacity.

                            ── 2. External Message Delivery ──── System external message delivery duration time,
                                  Parameter                       Redialing mode, Company's telephone No.

                            ── 3. System Group Assignment ────── Enter & Delete mailbox No. in the list, Group
                                                                 listing.

                            ── 4. Mailbox Setting ───────────── Enter mailbox (Ext., Message retention time,
                                                                 Message length, Mailbox capacity, Class of ser-
                                                                 vice No., Authorization – message notification –
                                                                 external message delivery – guest account –
                                                                 interview mailbox – personal bulletin message,
                                                                 Owner's spelling), Delete mailbox, Password
                                                                 reset, Mailbox listing.

          ── 2. Call Services ── 1. Day Service ─────────────── Day service start & end time (Mon. – Sun.)

                             ── 2. Class of Service ──────────── COS 1 ~ COS 8 – Port No. / Outgoing call /
                                                                           Incoming call.

                             ── 3. Port Setting ──────────────── Port 1 ~ Port 8 – Outgoing call service,
                                                                           Daymode/Nightmode incom-
                                                                           ing call service, company
                                                                           greeting mode, Daymode/
                                                                           Nightmode greeting No.,
                                                                           Incoming call service prompt,
                                                                           Delayed Answer Time.

                             ── 4. Outgoing Call Service Prompt

                             ── 5. Rotary Telephone Service ──── Rotary Telephone Call Coverage Mode.
```

3.4 Keyboard Operations

—3. Auto. Attn.——1. Department Dialing ————— Department dialing No.
Setting

——2. Call Queuing Announcement
Mode

——3. Operator's Parameters ——— Operator 1 ~ — Operator Service, Operator's
Operator 3 Extension, Operator's Mail-
box No., Operator No-answer
Time, Busy Coverage Mode,
No-answer Coverage Mode,
Message Repeat Cycle

——4. Call Hold Retrieval Settings Call retrieval announcement timing, Redialing
cancel timing.

——5. Alternate Transfer Sequence Enter & Delete Extension No. in the list, set
Alternate Transfer Sequence, Extension Group
listing.

4. Hardware ——1. RS232C————————— Baud rate, Word bit length, Parity, Stop bit
Settings length.

——2. Port Setting ——————— Port 1 ~ Port 8 — Flash time, CPC signal, Dis-
connect time, Dialing mode.

——3. Silence Reduction ———————Silence reduction level, Silence recording time.

——4. PBX Interface Parameters ——1. Dialing — PBX Type, Inband Integration,
Parameters Ext. length, No. of digits to
access outside line, No-answer
time, Pause time, Outgoing call
setup sequence, Operator trans-
fer sequence, Ext. transfer
sequence, Reconnect sequence
on busy, Reconnect sequence on
no-answer, Reconnect Sequence
on Refuse Call, Light-on/off
Sequence for Message Waiting
Lamp, Call Waiting Sequence,
Release Sequence for Call Wait-
ing

——2. Inband — Ringback, Busy, Reorder, DND,
Signaling Answer, Forward to VM Ring-
ing, Forward to VM Busy, For-
ward to Other Extension
Confirmation, Disconnect

——5. Custom ——— Menu Repeat Cycle, Call Transfer Anytime, Wait for Second Digit, No DTMF
Service Input Operation, Keypad Assignment
Settings

3.4 Keyboard Operations

2. System Reports
- 1. Mailbox Assignments — Mailbox No., Ext., Owner's name, COS No., Message retention time, capacity, length, authorization status.
- 2. System Service Report — Hard disk drive No., Outcalling & Daymode/Nightmode services for each port.
- 3. Call Account Report — Mailbox No., Date & time, Call duration, Destination telephone No.
- 4. Port Usage Report — Port No., No. of external delivery, Message waiting notification, No. of incoming calls.
- 5. Port Usage Statistics Clear
- 6. Disk Usage Report — Capacity of hard disk drive, No. of messages.
- 7. Disk Usage Statistics Clear
- 8. Mailbox Usage Report — Mailbox No., New/Saved/External delivery/Guest messages, Usage of authorized features.
- 9. Mailbox Usage Statistics Clear

3. Utility Command — ONLN, OFLN, PASS, TIME, BREP, PSET, ELOG, SAVE, LOAD, GPRN, HELP.

4. System Reset/Clear — Mailbox No. length, First digit of ext., System Manager's mailbox No., Message Manager's mailbox No., Bulletin Manager's mailbox No.

3.4   Keyboard Operations

Screens may differ depending on the data terminal you use.

With VT220 or VT100 compatible terminals you can select options by moving the cursor line to the desired option. Then, press [Return].

Note: You may select the option directly by pressing the corresponding numeric key.

With other RS-232C terminals you can select the option by typing the corresponding number. Then press [Return].

Have the prepared work sheets by you, before programming on the data terminal.

Note: You may exit and return to the previous screen by pressing [\].

Note: In the screen menu, a parameter in ( ) shows the current setting and a parameter in [ ] shows the choices you can set.

3.4 Keyboard Operations

1 Select 1. Program from the System Administration Top Menu then press [Return].

VT220 compatible
terminal

```
System Administration Top Menu

    1. Program
    2. System Reports
    3. Utility Command
    4. System Reset/Clear


SELECT ITEM AND PRESS RETURN-KEY
```

```
Program Menu

    1. Voice Mail Parameter
    2. Call Services
    3. Auto. Attn. Setting
    4. Hardware Settings
    5. Custom Service Settings


SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Administration Top Menu

1. Program
2. System Reports
3. Utility Command
4. System Reset/Clear



Enter The Number :=
```

```
Program Menu

1. Voice Mail Parameter
2. Call Services
3. Auto. Attn. Setting
4. Hardware Settings
5. Custom Service Settings



Enter The Number :=
```

3.4   Keyboard Operations

3.4.1. Voice Mail Parameter

1   Select 1. Voice Mail Parameter then press [Return].

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter Menu


    1. Mailbox Parameter
    2. External Message Delivery Parameter
    3. System Group Assignment
    4. Mailbox Setting

    SELECT ITEM AND PRESS RETURN-KEY



    No. of MBX, Personal Greeting Length, Msg. Retention Time,
    Msg. Length, Capacity
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter Menu

    1. Mailbox Parameter
    2. External Message Delivery Parameters
    3. System Group Assignment
    4. Mailbox Setting


    Enter The Number : =
```

3.4 Keyboard Operations

2   Select 1. Mailbox Parameter, then press [Return].

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – Mailbox Parameter Menu

        Number of Mailboxes  ---------------------- : 64
        Personal Greeting Length (8 - 60)   --------- : 16
        System Message Retention Time   ----------- : 5
        System Message Length (1 - 12)  ----------- : 3
        System Mailbox Capacity (5 - 50)  ---------- : 10


    1:64  2:128  3:192  4:256  5:320  6:384  7:448  8:512
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – Mailbox Parameter Menu

  1. Number of Mailboxes [64]
     1:64  2:128  3:192  4:256  5:320  6:384  7:448  8:512 : =
  2. Personal Greeting Length [16] (8 - 60 : in 4 sec increments)
     8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, 56, 60 : =
  3. System Message Retention Time [5](1 - 7) : =
  4. System Message Length [3] (1 - 12) : =
  5. System Mailbox Capacity [10] (5 - 50) : =
```

3   Enter the parameters according to the work sheet "Mailbox Parameter Menu".

4   Press [Return] or [\] when finishing the set up.
You will return to the Voice Mail Parameter Menu.

5   Select 2. External Message Delivery Menu.
A menu will appear:

VT220 Compatible
terminal

```
Program – Voice Mail Parameter – External Message Delivery
Parameter Menu

 System External Message Delivery Duration Time --- : 3
 System External Message Delivery Redialing Mode - : Enable
 Company's Telephone No. ------------------------ :  ...............
                                                     ...............

   1 min    2 min    3 min    4 min    5 min  ' 6 min
   7 min    8 min    9 min
```

3.4 Keyboard Operations

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – External Message Delivery
Parameters Menu

1. System External Message Delivery Duration Time
   [3] (1 - 9) : =
2. System External Message Delivery Redialing Mode [Enable]
   1: Disable      2: Enable : =
3. Company's Telephone No. [ ] :
```

6   Enter the values according to the work sheet "External Message Delivery Parameter Menu."
Press [\] when you finish the set up.
You will return to the Voice Mail Parameter Menu.

7   Select 3. System Group Assignment.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – System Group Assignment
Menu

      1. Enter
      2. Delete
      3. Group Listing


SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – System Group Assignment
Menu

1. Enter
2. Delete
3. Group Listing


Enter the Number : =
```

3.4   Keyboard Operations

8   Select 1. Enter.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – System Group Assignment –
Enter
  GROUP LIST No. [801]

        1 : 100   2 : 101   3 : 102   4 : 103   5 : 104
        6 : 105   7 : 106   8 : 107   9 : 108  10 : 109
       11 : 110  12 : 111  13 : 112  14 : 113  15 : 114
       16 : 115  17 : 116  18 : 117  19 : 118  20 : 119
       21 : 120  22 : 121  23 : 122  24 : 123  25 : 124
       26 : 125  27 : 126  28 : 127  29 : 128  30 : 129
       31 : 130  32 : 131  33 : 132  34 :       35 :
       36 :      37 :      38 :      39 :       40 :

  Enter The Mailbox Number : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – System Group Assignment –
Enter

  Enter The Group List Number : = 801

        1 : 111  2 : 112  3 : 113  4 : 114   5 : 115
        6 : 116  7 : 117  8 : 118  9 : 119  10 : 120


  Enter The Mailbox Number : =
```

Then, enter the parameters according to the work sheet "System Group Assignment".
Press [\] when you finish the set up.
You will return to the Program – Voice Mail Parameter – System Group Assignment Menu.

3.4 Keyboard Operations

9   Select 2. Delete.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – System Group Assignment –
Delete
GROUP LIST No. [801]

        1 : 100   2 : 101   3 : 102   4 : 103   5 : 104
        6 : 105   7 : 106   8 : 107   9 : 108  10 : 109
       11 : 110  12 : 111  13 : 112  14 : 113  15 : 114
       16 : 115  17 : 116  18 : 117  19 : 118  20 : 119
       21 : 120  22 : 121  23 : 122  24 : 123  25 : 124
       26 : 125  27 : 126  28 : 127  29 : 128  30 : 129
       31 : 130  32 : 131  33 : 132  34 : 133  35 : 134
       36 : 135  37 : 136  38 : 137  39 : 138  40 : 139

Enter The Number You Want to Delete : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – System Group Assignment –
Delete

Enter The Group List Number : = 801

       1 : 111  2 : 112  3 : 113  4 : 114   5 : 115
       6 : 116  7 : 117  8 : 118  9 : 119  10 : 120



Enter the Number you want to Delete : =
```

10   Press [\] when finishing the set up.
You will return to the Voice Mail Parameter Menu.

3.4   Keyboard Operations

11   Select 3. Group Listing to review the listing of the group.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – System Group Assignment –
Group Listing

        1 : 800    2 : 801    3 : 802    4 : 803     5 : 804
        6 : 805    7 : 806    8 : 807    9 : 808    10 : 809
       11 : 810   12 : 811   13 : 812   14 : 813    15 : 814
       16 : 815   17 : 816   18 : 817   19 : 818    20 : 819
       21 : 820   22 : 821   23 : 822   24 : 823    25 : 824
       26 : 825   27 : 826   28 : 827   29 : 828    30 : 829
       31 : 830   32 : 831   33 : 832   34 : 833    35 : 834
       36 : 835   37 : 836   38 : 837   39 : 838    40 : 839
       41 : 840   42 : 841   43 : 842   44 : 843    45 : 844
       46 : 845   47 : 846   48 : 847   49 : 848    50 : 849
       51 : 850   52 : 851   53 : 852   54 : 853    55 : 854
       56 : 855   57 : 856   58 : 857   59 : 858    60 : 859
       61 : 860   62 : 861   63 : 862   64 : 863    65 : 864
       66 : 865   67 : 866   68 : 867   69 : 868    70 : 869
       71 : 870   72 : 871   73 : 872   74 : 873    75 : 874
       76 : 875   77 :       78 :       79 :        80 :
       81 :       82 :       83 :       84 :        85 :
       86 :       87 :       88 :       89 :        90 :
       91 :       92 :       93 :       94 :        95 :
       96 :       97 :       98 :       99 :       100 :
```

or

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – System Group Assignment –
Group Listing

        1 : 800    2 : 801    3 : 802    4 : 803     5 : 804
        6 : 805    7 : 806    8 : 807    9 : 808    10 : 809
       11 : 810   12 : 811   13 : 812   14 : 813    15 : 814
       16 : 815   17 : 816   18 : 817   19 : 818    20 : 819
       21 : 820   22 : 821   23 : 822   24 : 823    25 : 824
       26 : 825   27 : 826   28 : 827   29 : 828    30 : 829
       31 : 830   32 : 831   33 : 832   34 : 833    35 : 834
       36 : 835   37 : 836   38 : 837   39 : 838    40 : 839
       41 : 840   42 : 841   43 : 842   44 : 843    45 : 844
       46 : 845   47 : 846   48 : 847   49 : 848    50 : 849
       51 : 850   52 : 851   53 : 852   54 : 853    55 : 854
       56 : 855   57 : 856   58 : 857   59 : 858    60 : 859
       61 : 860   62 : 861   63 : 862   64 : 863    65 : 864
       66 : 865   67 : 866   68 : 867   69 : 868    70 : 869
       71 : 870   72 : 871   73 : 872   74 : 873    75 : 874
       76 : 875   77 :       78 :       79 :        80 :
       81 :       82 :       83 :       84 :        85 :
       86 :       87 :       88 :       89 :        90 :
       91 :       92 :       93 :       94 :        95 :
       96 :       97 :       98 :       99 :       100 :
```

12   Press [\] twice until you get the menu:

VT220 compatible
terminal

```
Program – Voice Mail Parameter Menu

    1. Mailbox Parameter
    2. External Message Delivery Parameter
    3. System Group Assignment
    4. Mailbox Setting


SELECT ITEM AND PRESS RETURN-KEY


No. of MBX, Personal Greeting Length, Msg. Retention Time,
Msg. Length, Capacity
```

or

3.4 Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter Menu

1. Mailbox Parameter
2. External Message Delivery Parameter
3. System Group Assignment
4. Mailbox Setting


Enter The Number : =
```

13   Select 4. Mailbox Setting.

VT220 compatible
terminal

```
Program – Voice Mail Parameter – Mailbox Setting Menu

    1. Enter
    2. Delete
    3. Password Reset
    4. Mailbox Listing


SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – Mailbox Setting Menu

1. Enter
2. Delete
3. Password Reset
4. Mailbox Listing


Enter The Number : =
```

14   Select 1. Enter.

3.4   Keyboard Operations

15   Enter the mailbox No. to edit.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – Mailbox Setup – Enter
  MAILBOX No. [111]

  The Extension of the Owner ---------------------- : ...
  Message Retention Time (1 – 30, S : System) ------ : S
  Message Length (1 – 12, S : System) ------------- : S
  Mailbox Capacity (5 – 99, S : System) ----------- : S
  Mailbox Class of Service No. (1 – 8) ------------ : 1
  Authorization of Message Notification (Y/N) ------ : No
  Authorization of External Message Delivery (Y/N) -- : No
  Authorization of Guest Account (Y/N) ------------ : No
  Authorization of Interview Mailbox (Y/N) --------- : No
  Authorization of Personal Bulletin Message (Y/N) -- : No
  The Spelling of the Owner ---------------------- : ...............
                                                      ...............
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter - Mailbox Setting - Enter

  Enter The Mailbox Number : = 111

    1. The Extension of the Owner [ ] : =
    2. Message Retention Time [S] (1 – 30, S : System) : =
    3. Message Length [S] (1 – 12, S : System) : =
    4. Mailbox Capacity [S] (5 – 99, S : System) : =
    5. Mailbox Class of Service No. [1] (1 – 8) : =
    6. Authorization of Message Notification [No] (Y/N) : = n
    7. Authorization of External Message Delivery
       [No] (Y/N) : = n
    8. Authorization of Guest Account [No] (Y/N) : = n
    9. Authorization of Interview Mailbox [No] (Y/N) : = n
   10. Authorization of Personal Bulletin Message
       [No] (Y/N) : = n
   11. The Spelling of the Owner [ ] : =
```

16   Enter the values according to the work sheet.
You may have to enter the specified mailbox no. when you
authorize Guest Account or Interview Mailbox.
Press [\] when you finish the set up.
You will return to the Program – Voice Mail Parameter –
Mailbox Setting Menu.
Select 4.

A menu will appear:

3.4 Keyboard Operations

VT220 compatible
terminal

```
Program – Voice Mail Parameter Menu


        1. Mailbox Parameter
        2. External Message Delivery Parameter
        3. System Group Assignment
        4. Mailbox Setting


     SELECT ITEM AND PRESS RETURN-KEY
```

```
Program – Voice Mail Parameter – Mailbox Setting Menu


        1. Enter
        2. Delete
        3. Password Reset
        4. Mailbox Listing


     SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter Menu

1. Mailbox Parameter
2. External Message Delivery Parameter
3. System Group Assignment
4. Mailbox Setting


Enter The Number : = 4
```

```
Program – Voice Mail Parameter – Mailbox Setting Menu

1. Enter
2. Delete
3. Password Reset
4. Mailbox Listing


Enter The Number : =
```

3.4   Keyboard Operations

17   Select 2. Delete.

A menu will appear :

VT220 compatible
terminal

```
Program –Voice Mail Parameter – Mailbox Setting – Delete

     1. Enter
     2. Delete
     3. Password Reset
     4. Mailbox Listing


  Enter The Mailbox Number : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – Mailbox Setting – Delete

  Enter The Mailbox Number : =
```

Enter the mailbox number which you want to delete. The VPS will ask you to confirm whether to delete it or not.

18   Press [\] when you finish the set up. You will return to the Mailbox Setting Menu.

3.4 Keyboard Operations

19 Select 3. Password Reset for a mailbox owner who wants to change his/her password.

A menu will appear:

VT220 compatible
terminal

```
Program – Voice Mail Parameter – Mailbox Setting –
Password Reset


    1. Enter
    2. Delete
    3. Password Reset
    4. Mailbox Listing


Enter The Mailbox Number : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – Mailbox Setting – Password
Reset


Enter The Mailbox Number : =
```

20 Enter the mailbox No. Then press [\] to return to the Mailbox Setting Menu.

21 Select 4. List to review the list of mailbox numbers.

3.4　Keyboard Operations

VT220 compatible
terminal

```
Program – Voice Mail Parameter - Mailbox Setting -
Mailbox Listing

       1 : 100    2 : 101    3 : 102    4 : 103    5 : 104
       6 : 105    7 : 106    8 : 107    9 : 108   10 : 109
      11 : 110   12 : 111   13 : 112   14 : 113   15 : 114
      16 : 115   17 : 116   18 : 117   19 : 118   20 : 119
      21 : 120   22 : 121   23 : 122   24 : 123   25 : 124
      26 : 125   27 : 126   28 : 127   29 : 128   30 : 129
      31 : 130   32 : 131   33 : 132   34 : 133   35 : 134
      36 : 135   37 : 136   38 : 137   39 : 138   40 : 139
      41 : 140   42 : 141   43 : 142   44 : 143   45 : 144
      46 : 145   47 : 146   48 : 147   49 : 148   50 : 149
      51 : 150   52 : 151   53 : 152   54 : 153   55 :
      56 :       57 :       58 :       59 :       60 :
      61 :


    System manager's mailbox No. : 999
    Message manager's mailbox No. : 998
    Bulletin manager's mailbox No. : 997


  1: NEXT 2: PREVIOUS
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Voice Mail Parameter – Mailbox Setting – Mailbox
Listing

       1 : 100    2 : 101    3 : 102    4 : 103    5 : 104
       6 : 105    7 : 106    8 : 107    9 : 108   10 : 109
      11 : 110   12 : 111   13 : 112   14 : 113   15 : 114
      16 : 115   17 : 116   18 : 117   19 : 118   20 : 119
      21 : 120   22 : 121   23 : 122   24 : 123   25 : 124
      26 : 125   27 : 126   28 : 127   29 : 128   30 : 129
      31 : 130   32 : 131   33 : 132   34 : 133   35 : 134
      36 : 135   37 : 136   38 : 137   39 : 138   40 : 139
      41 : 140   42 : 141   43 : 142   44 : 143   45 : 144
      46 : 145   47 : 146   48 : 147   49 : 148   50 : 149
      51 : 150   52 : 151   53 : 152   54 : 153   55 :
      56 :       57 :       58 :       59 :       60 :
      61 :


    System Manager's mailbox No. : 999
    Message Manager's mailbox No. : 998
    Bulletin Manager's mailbox No. : 997


  1: NEXT 2: PREVIOUS
```

3.4 Keyboard Operations

Pressing [\] 3 times you will then get back to the Program Menu.

Note: When there are more than 64 mailboxes in the system they will be displayed on more than one screen, so press [1] to go to the next screen and [2] to go to the previous screen.

3.4   Keyboard Operations

3.4.2   Call Services Menu

1   Select 2. Call Services to assign a special function.
The Call Services Menu will appear on the screen.

VT220 compatible
terminal

```
Program – Call Services Menu

        1. Day Service
        2. Class of Service
        3. Port Setting
        4. Outgoing Call Service Prompt
        5. Rotary Telephone Service


    SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services Menu

    1. Day Service
    2. Class of Service
    3. Port Setting
    4. Outgoing Call Service Prompt
    5. Rotary Telephone Service


    Enter the Number: =
```

3.4 Keyboard Operations

2 Select 1. Day Service Menu.

A menu will appear:

VT220 compatible terminal

```
Program – Call Services – Day Service Menu

    Mon  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Tue  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Wed  : Day Service Start Time ------ : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Thu  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Fri  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Sat  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
    Sun  : Day Service Start Time  ----- : 9:00, AM
           Day Service End Time  ------ : 5:00, PM
```

or

Other RS-232C terminal (ASCII Terminal)

```
Program – Call Services - Day Service Menu

  Mon (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Tue (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Wed (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Thu (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Fri (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Sat (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
  Sun (hh:mm, xM)
     Day Service Start Time   (9:00, AM) : =
     Day Service End Time     (5:00, PM) : =
```

You can specify Day Service start/end time.
Press [\] when you finish the set up.
You will return to the Call Service Menu.

3.4 Keyboard Operations

3 Select 2. Class of Services to assign each port Incoming/Outgoing Call Services.
If you select 1, a menu will appear:

VT220 compatible
terminal

```
Program – Call Services – Class of Service Menu

        1. COS 1
        2. COS 2
        3. COS 3
        4. COS 4
        5. COS 5
        6. COS 6
        7. COS 7
        8. COS 8


    SELECT ITEM AND PRESS RETURN-KEY
```

```
Program – Call Services – Class of Service – COS 1


    | PORT No.      | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
    |---------------|---|---|---|---|---|---|---|---|
    | Outgoing Call | E | E | E | E | E | E | E | E |
    | Incoming Call | E | E | E | E | E | E | E | E |

    SELECT Call Service and Set Enable or Disable
            E : Enable    D : Disable
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services – Class of Service Menu

    1. COS 1
    2. COS 2
    3. COS 3
    4. COS 4
    5. COS 5
    6. COS 6
    7. COS 7
    8. COS 8


    Enter The Number : =
```

3.4   Keyboard Operations

```
Program – Call Services – Class of Service – COS 1

Port 1
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 2
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 3
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 4
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 5
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 6
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 7
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
Port 8
  Authorization of Outgoing Call [Enable]
  1: Disable    2: Enable : =
  Authorization of Incoming Call [Enable]
  1: Disable    2: Enable : =
```

4   Select Port No.
Then, you can set each port function.
Press [\] when you finish the set up.
You will return to the Call Services Menu.

3.4 Keyboard Operations

5   Select 3. Port Setting.

VT220 compatible
terminal

```
Program – Call Services - Port Setting Menu

        1.  Port1
        2.  Port2
        3.  Port3
        4.  Port4
        5.  Port5
        6.  Port6
        7.  Port7
        8.  Port8

SELECT ITEM AND PRESS RETURN-KEY
Call Service, Company Greeting Mode/No., Incoming Call
Prompt
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services - Port Setting Menu

1.  Port1
2.  Port2
3.  Port3
4.  Port4
5.  Port5
6.  Port6
7.  Port7
8.  Port8


Enter The Number : =
```

6   Select one port to specify it.

A menu will appear:

3.4   Keyboard Operations

VT220 compatible
terminal

```
Program – Call Services – Port Setting – Port 1 Menu

Outgoing Call Service ---------------------------- : Enable
Incoming Call Day Service ----------------------- : V.M.
Incoming Call Night Service --------------------- : V.M.
Company Greeting Mode ------------------------- : DAY
Day Service Greeting No. (1 – 16) ---------------- :
Night Service Greeting No. (1 – 16) -------------- :
Incoming Call Service Prompt -------------------- : USER
                                                    PROMPT
Delayed Answer Time (0 – 60) -------------------- : 0
                           1: Disable    2: Enable
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services – Port Setting – Port 1 Menu

1. Outgoing Call Service [Enable]
   1: Disable 2: Enable : =
2. Incoming Call Day Service [V.M.(CT&CC)]
   1: V.M. 2: Auto. Attn 3: Bulletin 4: Interview 5: Custom : =
   Enter the Custom Service Number (1 – 16) : =
3. Incoming Call Night Service [V.M.(CT&CC)]
   1: V.M. 2: Auto. Attn 3: Bulletin 4: Interview 5: Custom : =
   Enter the Custom Service Number (1 – 16) : =
4. Company Greeting Mode [DAY]
   1: AUTO 2: DAY 3: NIGHT : =
5. Day Service Greeting No. [ ] (1 – 16) : =
6. Night Service Greeting No. [ ] (1 – 16) : =
7. Incoming Call Service Prompt [USER PROMPT]
   1: SYSTEM PROMPT 2: USER PROMPT : =
8. Delayed Answer Time [0] (0 – 60) : =
```

Note: CT = Authorization of Call Transfer
CC = Authorization of Call Continuance (Successive
message recording by the non-subscriber)

Press [\] twice when you finish the set up.
You will return to the Call Services Menu.

3.4 Keyboard Operations

7   Select 4. Outgoing Call Service Prompt Menu.

A menu will appear:

VT220 compatible
terminal

```
Program – Call Services – Outgoing Call Service Prompt Menu

Outgoing Call Service Prompt -------------------- : USER
                                                    PROMPT


    1: SYSTEM PROMPT    2: USER PROMPT
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services – Outgoing Call Service Prompt Menu


  1. Outgoing Call Service Prompt [USER PROMPT]
     1: SYSTEM PROMPT    2. USER PROMPT :=
```

Press [\] when you finish the set up.
You will return to the Call Services Menu.

8   Select 5. Rotary Telephone Service Menu.

A menu will appear:

VT220 compatible
terminal

```
Program – Call Services – Rotary Telephone Service Menu

  Rotary Telephone Call Coverage Day Mode -------- : G.D.M.
  Rotary Telephone Call Coverage Night Mode ------ : G.D.M.


    1: G.D.M.    2: Operator Extension
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Call Services – Rotary Telephone Service Menu

  1. Rotary Telephone Call Coverage Day Mode [G.D.M.]
     1: G.D.M.    2.: Operator Extension:=

  1. Rotary Telephone Call Coverage Night Mode [G.D.M.]
     1: G.D.M.    2: Operator Extension:=
```

Press [\] twice when you finish the set up.
You will return to the Program Menu.

3.4   Keyboard Operations

3.4.3   Auto. Attn. Setting Menu

1   Select 3. Automated Attendant Setting from the Program Menu.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting Menu


        1. Department Dialing

        2. Call Queuing Announcement Mode

        3. Operator's Parameters

        4. Call Hold Retrieval Settings

        5. Alternate Transfer Sequence

    SELECT ITEM AND PRESS RETURN-KEY

```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting Menu

  1. Department Dialing

  2. Call Queuing Announcement Mode

  3. Operator's Parameters

  4. Call Hold Retrieval Settings

  5. Alternate Transfer Sequence


  Enter The Number : =
```

3.4 Keyboard Operations

2   Select 1. Department Dialing to assign No. to an extension.

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Department Dialing Menu

Department Dialing No.1 ------------------------- :
Department Dialing No.2 ------------------------- :
Department Dialing No.3 ------------------------- :
Department Dialing No.4 ------------------------- :
Department Dialing No.5 ------------------------- :
Department Dialing No.6 ------------------------- :
Department Dialing No.7 ------------------------- :
Department Dialing No.8 ------------------------- :
Department Dialing No.9 ------------------------- :
```

or

Other RS - 232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Department Dialing Menu

1. Department Dialing No.1 [     ] : =
2. Department Dialing No.2 [     ] : =
3. Department Dialing No.3 [     ] : =
4. Department Dialing No.4 [     ] : =
5. Department Dialing No.5 [     ] : =
6. Department Dialing No.6 [     ] : =
7. Department Dialing No.7 [     ] : =
8. Department Dialing No.8 [     ] : =
9. Department Dialing No.9 [     ] : =
```

3.4   Keyboard Operations

3   Select 2. Call Queuing Announcement Mode menu to disable/enable it.

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Call Queuing Announcement
Mode Menu

   Call Queuing Announcement Mode  ---------------- : Enable



                        1: Disable    2: Enable
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Call Queuing Announcement
Mode Menu

   1. Call Queuing Announcement Mode [Enable]
      1: Disable    2: Enable    :=
```

4   Select 3. Operator's Parameters.

A menu will appear.

T220 compatible
terminal

```
Program – Auto. Attn. Setting – Operator's Parameters Menu

   1. Operator 1
   2. Operator 2
   3. Operator 3


      SELECT ITEM AND PRESS RETURN-KEY
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Operator's Parameters Menu

   1. Operator 1
   2. Operator 2
   3. Operator 3

   Enter the Number :=
```

Press [\] to return to the Auto. Attn. Setting Menu.

3.4   Keyboard Operations

5   Select 1. Operator 1.

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 1 Menu


Operator Service  --------------------------------- : Enable
Operator's Extension  ----------------------------- : 0..
Operator's Mailbox No.  --------------------------- : 998
Operator No-answer Time (10-60)  ----------------- : 30
Busy Coverage Mode  ------------------------------ : Hold
No-answer Coverage Mode  ---------------------- : Caller
                                                   Select
Message Repeat Cycle  --------------------------- : 3



   1: Disable     2: Enable
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 1 Menu

 1. Operator Service [ Enable ]
    1: Disable      2: Enable    :=
 2. Operator's Extension [0] :=
 3. Operator's Mailbox No. [998] :=
 4. Operator No Answer Time [30] (10-60) :=
 5. Busy Coverage Mode [Hold]
    1: Hold   2: No Answer Coverage   3: Call Waiting
    4: Disconnect Message :=
 6. No-Answer Coverage Mode [Caller Select]
    1: Caller Select   2: Leave Message
    3: Disconnect Message   4: Next Operator :=
 7. Message Repeat Cycle [3] (1-3) :=
```

Note: If "Disconnect Message" has been selected for 5. Busy Coverage Mode and/or 6. No-answer Coverage Mode, a voice prompt for the disconnect message when exiting Operator Service should be recorded using prompt no. 127. Refer to 5.5 Modifying Voice Prompts in "Detailed Edition for Managers" for further information.

Press [\ ] to return to the Operator's Parameters Menu.

6   Select 2. Operator 2.

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 2 Menu

  Operator's Extension  ----------------------------- : ...
  Operator's Mailbox No.  --------------------------- : ...
  Busy Coverage Mode  ----------------------------- : Hold
  No-Answer Coverage Mode  ---------------------- : Caller
                                                    Select
     Operator's Service is Enabled.
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 2 Menu

  1. Operator's Extension [ ] :
  2. Operator's Mailbox No. [ ] :=
  3. Busy Coverage Mode [Hold]
      1: Hold   2: No Answer Coverage   3: Call Waiting
      4: Disconnect Message :=
  4. No Answer Coverage Mode [Caller Select]
      1: Caller Select   2: Leave Message
      3: Disconnect Message   4: Next Operator :=
```

Press [\] to return to the Operator's Parameters Menu.

7   Select 3. Operator 3.

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 3 Menu

  Operator's Extension  ----------------------------- : ...
  Operator's Mailbox No.  --------------------------- : ...
  Busy Coverage Mode  ----------------------------- : Hold
  No-Answer Coverage Mode  ---------------------- : Caller
                                                    Select
     Operator's Service is Enabled.
```

or

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Operator's Parameters –
Operator 3 Menu

  1. Operator's Extension[ ] :=
  2. Operator's Mailbox No. [ ] :=
  3. Busy Coverage Mode [Hold]
      1: Hold    2: No Answer Coverage    3: Call Waiting
      4: Disconnect Message :=
  4. No-Answer Coverage Mode [Caller Select]
      1: Caller Select    2: Leave Message
      3: Disconnect Message :=
```

Press [\] twice to return to the Auto. Attn. Setting Menu.

8   Select 4. Call Hold Retrieval Settings

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Call Hold Retrieval Settings
Menu

  Call Retrieval Announcement Timing (1 — 30)  ---- : 2
  Redialing Cancel Timing  ------------------------- : 30
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Call Hold Retrieval Settings
Menu

  1. Call Retrieval Announcement Timing [2] (1 — 30) :=
  2. Redialing Cancel Timing [30]
      1: 15    2: 30    3: 45    4: 60    :=
```

Press [\] to return to the Auto.Attn Setting Menu.

9   Select 5. Alternate Transfer Sequence Menu.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence
Menu

  1. Enter Extension
  2. Delete Extension
  3. Set Alternate Transfer Sequence
  4. Extension Listing

  SELECT ITEM AND PRESS RETURN-KEY
```

or

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence
Menu

1. Enter Extension
2. Delete Extension
3. Set Alternate Transfer Sequence
4. Extension Listing

Enter The Number :=
```

10   Select 1. Enter Extension.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Enter

      1: 101     2: 102     3:         4:         5:
                                .
                                .
                                .
      96:        97:        98:        99:        100:

Enter The Extension Number :=
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Enter

      1: 101     2: 102

Enter The Extension Number :=
```

Press [\] when you finish the set up.
You will return to the Alternate Transfer Sequence Menu.

3.4 Keyboard Operations

11 Select 2. Delete Extension.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Delete

     1: 101     2: 102     3:          4:          5:

                                       .
                                       .
                                       .

     96:        97:        98:         99:        100:

Enter The Number You Want to Delete :=
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Delete

     1: 101     2: 102

Enter The Number You Want to Delete :=
```

Press [\] when you finish the set up.
You will return to the Alternate Transfer Sequence Menu.

12 Select 3. Set Alternate Transfer Sequence.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Set Menu

Alternate Transfer Sequence   --------------------- : FWWX....

  DIAL CODE: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, #

D: Disconnect   F: Flash   R: Ring   T: Tone   S: Silence
W: Transf. Wait   X: Ext.   A: Answer
```

or

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Set Menu

1. Alternate Transfer Sequence [FWWX]
(D: Disconnect    F: Flash    R: Ring    T: Tone
S: Silence   W: Transf. Wait   X: Ext.    A: Answer)

        Enter The Alternate Transfer Sequence: =
```

Press [\] when you finish the set up.
You will return to the Alternate Transfer Sequence Menu.

13   Select 4. Extension Listing.

A menu will appear:

VT220 compatible
terminal

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Listing
        1: 101      2: 102      3:          4:          5:
                                  .
                                  .
        96:         97:         98:         99:         100:
```

or

Other RS232C
terminal
(ASCII Terminal)

```
Program – Auto. Attn. Setting – Alternate Transfer Sequence –
Listing
        1: 101      2: 102      3:          4:          5:
                                  .
                                  .
        96:         97:         98:         99:         100:
```

Press [\] when you finish the set up.
You will return to the Alternate Transfer Sequence Menu.

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3.4　Keyboard Operations

3.4.4　Hardware Settings Menu

1　Select 4. Hardware Settings Menu from the System Administration Top Menu.

VT220 compatible
terminal

```
Program – Hardware Settings Menu


        1. RS232C

        2. Port Setting

        3. Silence Reduction

        4. PBX Interface Parameters


     SELECT ITEM AND PRESS RETURN-KEY

     Baud Rate,   Word Bit Length,   Parity,   Stop Bit Length
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings Menu


     1. RS232C

     2. Port Setting

     3. Silence Reduction

     4. PBX Interface Parameters



     Enter The Number : =
```

3.4   Keyboard Operations

2   Select 1. RS232C to set a data terminal.

VT220 compatible
terminal

```
Program – Hardware Settings – RS232C Menu

Baud Rate ----------------------------------------- : 9600
Word Bit Length ----------------------------------- : 8
Parity -------------------------------------------- : None
Stop Bit Length ----------------------------------- : 1

   1:150   2:300   3:600   4:1200   5:2400   6:4800
   7:9600   8:19200
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – RS232C Menu

1. Baud Rate [9600]
   1:150   2:300   3:600   4:1200   5:2400   6:4800
   7:9600   8:19200   :=

2. Word Bit Length [ 8 ]
   1:7   2:8   :=

3. Parity [ None ]
   1:None   2:Odd   3:Even   :=

4. Stop Bit Length [ 1 ]
   1:1   2:2   :=
```
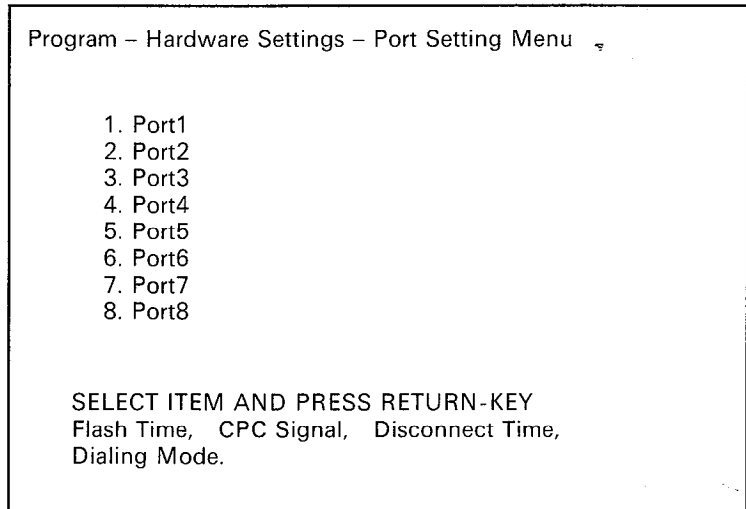
3   Set the parameters according to the work sheet.
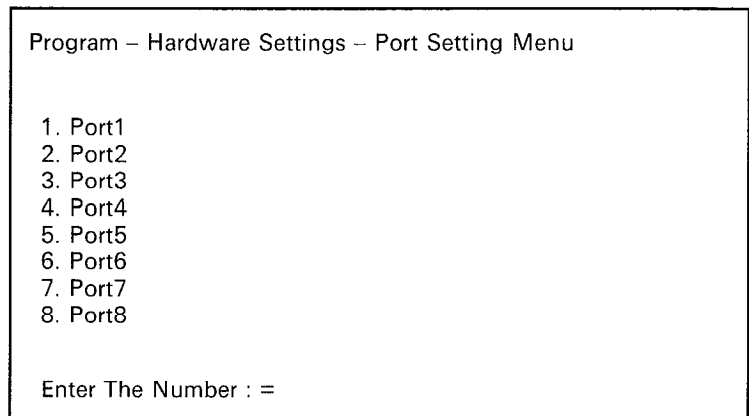
3.4 Keyboard Operations

4 Select 2. Port Setting from the Hardware Settings Menu.

VT220 compatible
terminal

```
Program – Hardware Settings – Port Setting Menu


        1. Port1
        2. Port2
        3. Port3
        4. Port4
        5. Port5
        6. Port6
        7. Port7
        8. Port8



    SELECT ITEM AND PRESS RETURN-KEY
    Flash Time,   CPC Signal,   Disconnect Time,
    Dialing Mode.
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – Port Setting Menu


    1. Port1
    2. Port2
    3. Port3
    4. Port4
    5. Port5
    6. Port6
    7. Port7
    8. Port8


    Enter The Number : =
```

3.4 Keyboard Operations

5 Select a port to specify the settings.

VT220 compatible
terminal

```
Program – Hardware Settings – Port Setting – Port1 Menu

 Flash Time ------------------------------------------ : 600
 CPC Signal ----------------------------------------- : NONE
 Disconnect Time ----------------------------------- : 2
 Dial Mode ------------------------------------------ : DTMF


    1: 300 msec    2: 600 msec    3: 900 msec
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – Port Setting – Port1 Menu

1. Flash Time [ 600 ]
   1: 300    2: 600    3: 900    :=

2. CPC Signal [ NONE ]
   1: NONE    2: 6.5    3: 150    4: 300    5: 450    6: 600    :=

3. Disconnect Time [2](1 – 8)    :=

4. Dial Mode [ DTMF ]
   1: DTMF    2: Pulse 10pps    3: Pulse 20pps    :=
```

Press [/] twice to return to the Program – Hardware Settings Menu.

3.4　Keyboard Operations

6　Select 3. Silence Reduction from the Hardware Settings Menu.

VT220 compatible
terminal

```
┌────────────────────────────────────────────────────┐
│ Program – Hardware Settings – Silence Reduction Menu │
│                                                      │
│ Silence Reduction Level ------------------------ : Low │
│ Silence Recording Time (1 – 30) ------------------ : 5 │
│                                                      │
│                                                      │
│            1: None   2: Low   3: Medium   4: High    │
│                                                      │
└────────────────────────────────────────────────────┘
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
┌────────────────────────────────────────────────────┐
│ Program – Hardware Setting – Silence Reduction Menu │
│                                                      │
│ 1. Silence Reduction Level [Low]                     │
│    1: None   2: Low   3: Medium   4: High   :=       │
│                                                      │
│ 2. Silence Recording Time [5] (1 – 30)   :=          │
│                                                      │
└────────────────────────────────────────────────────┘
```

7　Set the values according to the work sheets.

3.4　Keyboard Operations

8　Select 4. PBX Interface Parameters from the Hardware Settings Menu.
A menu will appear.

VT220 compatible
terminal

```
Program – Hardware Settings – PBX Interface Parameters Menu

        1. Dialing Parameters
        2. Inband Signaling

        SELECT ITEM AND PRESS RETURN-KEY


     PBX Type, Integration, Ext. Length Outdial Digits No.,
     No-ans Time, Pause Time, Seq.
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – PBX Interface Parameters Menu

        1. Dialing Parameters
        2. Inband Signaling


     Enter the Number : =
```

Press [\] to return to the Hardware Settings Menu.

3.4 Keyboard Operations

9 Select 1. Dialing Parameters from the PBX Interface Parameters Menu.

VT220 compatible
terminal

```
Program – Hardware Settings – PBX Interface Parameters
– Dialing Parameters Menu

PBX Type ------------------------------------------ : T1232
Inband Integration -------------------------------- : Enable
Extension Length ---------------------------------- : 3
Number of Digits to Access Outside Line ----------- : 1
No-answer Time (10 – 60) -------------------------- : 30
Pause Time ---------------------------------------- : 2
Outgoing Call Setup Sequence ---------------------- : WW
Operator Transfer Sequence ------------------------ : FWWX
Extension Transfer Sequence ----------------------- : FWWX
Reconnect Sequence on Busy ------------------------ : FWW
Reconnect Sequence on No-Answer ------------------- : FWW
Reconnect Sequence on Refuse Call ----------------- : FWW
Light-On Sequence for Message Waiting Lamp -------- : W701X#
Light-Off Sequence for Message Waiting Lamp ------- : W702X#
Call Waiting Sequence ----------------------------- : 1
Release for Call Waiting -------------------------- : F
```

or

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – PBX Interface Parameters
– Dialing Parameters Menu

    1. PBX Type [T1232]
        1: Other Manufacturer     2: KX-T Series :=    ▾
        Enter The Model Number
        1:T308    2:T616    3:T1232    4:T96    5:T336
        6:TD816  7:TD1232 :=
    2. Inband Integration [Enable]
        1:Disable     2:Enable :=
    3. Extension Length [3] (2 – 5)   :=
    4. Number of Digits to Access Outside Line [1] (0 – 8)   :=
    5. No-answer Time [30] (10 – 60)   :=
    6. Pause Time [2] (1 – 9)   :=
    7. Outgoing Call Setup Sequence [WW]
        (F: Flash, R: Ring, T: Tone, S: Silence, W: Transf. Wait)
        Enter The Outgoing Call Setup Sequence :=
    8. Operator Transfer Sequence [FWWX]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext., A: Answer)
        Enter The Operator Transfer Sequence :=
    9. Extension Transfer Sequence [ FWWX ]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        ·W: Transf. Wait, X: Ext., A: Answer)
        Enter The Extension Transfer Sequence :=
   10. Reconnect Sequence on Busy [ FWW ]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext.)
        Enter The Reconnect Sequence on Busy :=
   11. Reconnect Sequence on No-Answer [ FWW ]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext.)
        Enter The Reconnect Sequence on No-Answer :=
   12. Reconnect Sequence on Refuse Call [FWW]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext.)
        Enter The Reconnect Sequence on Refuse Call :=
   13. Light-On Sequence for Message Waiting Lamp [W701X#]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext.)
        Enter The Light-On Sequence for Message Waiting Lamp :=
   14. Light-Off Sequence for Message Waiting Lamp [W702X#]
        (D: Disconnect, F: Flash, R: Ring, T: Tone, S: Silence,
        W: Transf. Wait, X: Ext.)
        Enter The Light-Off Sequence for Message Waiting Lamp :=
   15. Call Waiting Sequence [1] :=
        (F: Flash, R: Ring, T: Tone, S: Silence, W: Transf. Wait)
        Enter the Call Waiting Sequence :=
   16. Release Sequence for Call Waiting [F] :=
        (F: Flash, R: Ring, T: Tone, S: Silence, W: Transf. Wait)
        Enter the Release Sequence for Call Waiting :=
```

Set the parameters for your PBX according to the work sheets.

Press [\] to return to the PBX Interface Parameters Menu.

3.4 Keyboard Operations

10   Select 2. Inband Signaling from the PBX Interface Parameters Menu.

VT220 compatible
terminal

```
Program – Hardware Settings – PBX Interface Parameters
– Inband Signaling Menu


  Ringback--------------------------------------------- : 1.......
  Busy  ----------------------------------------------- : 2......
  Reorder  -------------------------------------------- : 3......
  DND  ------------------------------------------------ : 4......
  Answer ---------------------------------------------- : 5......
  Forward to VM Ringing  ------------------------------ : 6.......
  Forward to VM Busy  --------------------------------- : 7.......
  Forward to Other Extension  ------------------------- : 8.......
  Confirmation  --------------------------------------- : 9.......
  Disconnect  ----------------------------------------- : #9....



  0, 1, 2, 3, 4, 5, 6, 7, 8, 9, *, #, A, B, C, D
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Hardware Settings – PBX Interface Parameters
– Inband Signaling Menu

  1. Ringback [1] :=
  2. Busy [2] :=
  3. Reorder [3] :=
  4. DND [4] :=
  5. Answer [5] :=
  6. Forward to VM Ringing [6] :=
  7. Forward to VM Busy [7] :=
  8. Forward to Other Extension [8] :=
  9. Confirmation [9] :=
 10. Disconnect [#9] :=
```

Set the Parameters for your PBX according to the work sheets.
Press [\] to return to the PBX Interface Parameters Menu.

3.4 Keyboard Operations

3. 4. 5 Custom Service Settings Menu

1 Select 5. Custom Service Settings from the System administration Top Menu.

VT220 compatible
terminal

and

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Custom Service Setting Menu

  1. No Description          9. No Description

  2. No Description         10. No Description

  3. No Description         11. No Description

  4. No Description         12. No Description

  5. No Description         13. No Description

  6. No Description         14. No Description

  7. No Description         15. No Description

  8. No Description         16. No Description



            Select Service (1-16) :=
```

2 Select Service Number.

VT220 compatible
terminal

```
Program – Custom Service Setting – Custom 1

Please record the menu message : User Prompt No. 110

Description ----------------------------------------- : ----------
                                                        ----------
Menu Repeat Cycle (1-3) ------------------------- : 3 timers
Call Transfer Anytime (Ext/Mbx/No) -------------- : Ext
Wait for Second Digit(1-5 seconds) -------------- : 1 seconds
No DTMF Input Operation (a-f) ------------------- : d

Keypad Assignment
1:              2:              3:
4:              5:              6:
7:              8:              9:
*:d             0: Operator     #: (Reserved)

Please choose one of the following functions or services:

    a.  Transfer to Mailbox       g.  Voice Mail Service.
    b.  Transfer to Extension     h.  Call Transfer Service.
    c.  Operator                  i.  Bulletin Board Service
    d.  Exit (Prompt No.126)      j.  Department Dialing
    e.  Previous Menu             k.  Dial by Name
    f.  Custom Service            l.  Repeat Menu
```

3.4   Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
Program – Custom Service Setting – Custom 1

Please record the menu message: User Prompt No. 110
  1. Description [ ]
     :=
  2. Menu Repeat Cycle [3] (1-3 times):=
  3. Call Transfer Anytime [Ext] (Ext/Mbx/No):=
  4. Wait for Second Digit [1] (1-5 seconds):=
  5. No DTMF Input Operation [d](a-f):=
       a. Transfer to Mailbox
       b. Transfer to Extension
       c. Operator
       d. Exit (Prompt No 126)
       e. Previous Menu
       f. Custom Service
     Select Operation:=
  6. Keypad Assignment
     Keypad 1 [ ]
       a. Transfer to Mailbox        g. Voice Mail Service

       b. Transfer to Extension      h. Call Transfer Service

       c. Operator                   i. Bulletin Board Service

       d. Exit (Prompt No.126)       j. Department Dialing

       e. Previous Menu              k. Dial by Name

       f. Custom Service             l. Repeat Menu
     Select Assignment:=
     Keypad 2 [ ]
       a. Transfer to Mailbox        g. Voice Mail Service

       b. Transfer to Extension      h. Call Transfer Service

       c. Operator                   i. Bulletin Board Service

       d. Exit (Prompt No.126)       j. Department Dialing

       e. Previous Menu              k. Dial by Name

       f. Custom Service             l. Repeat Menu
     Select Assignment:=
```

Note: Menu messages must be set up to match the Custom Service settings. The menu messages for Custom Services 1 through 16 correspond to prompt nos. 110 through 125. Refer to 5.5 Modifying Voice Prompts in "Detailed Edition for Mangers" for further information.

3.4   Keyboard Operations

3.4.6   System Reports Menu

1   Select 2. System Reports from the System Administration Top Menu.

VT220 compatible
terminal

```
System Reports Menu


    1. Mailbox Assignments

    2. System Service Report

    3. Call Account Report

    4. Port Usage Report

    5. Port Usage Statistics Clear

    6. Disk Usage Report

    7. Disk Usage Statistics Clear

    8. Mailbox Usage Report

    9. Mailbox Usage Statistics Clear

  SELECT ITEM AND PRESS RETURN-KEY
```

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports Menu

1. Mailbox Assignments
2. System Service Report
3. Call Account Report
4. Port Usage Report
5. Port Usage Statistics Clear
6. Disk Usage Report
7. Disk Usage Statistics Clear
8. Mailbox Usage Report
9. Mailbox Usage Statistics Clear

 Enter The Number : =
```

3.4 Keyboard Operations

2   Select 1. Mailbox Assignments Menu from the System Reports Menu.

VT220 compatible
terminal

```
** Mailbox assignments                    4-JAN-7:46 PM **

       Default:
       Retention          5         (Day)
       MSG Length         3         (Min)
       MBOX Capacity      10        (Msg)


       MBOX  Extn  Name COS Retn Capa Leng IM ED MN GA PB
        111   11   JMPT  1   5   10   3 801  -  -  -  -
        112   12   IWAN  1   5   10   3 802  -  X  -  X
        113   13   NAKA  1   5   10   3  -   -  -  -  -
        114   21   KUME  1   5   10   3  -   -  -  -  -
        115   22   SAEK  1   5   10   3  -   X  -  -  -
        116   23   HAYA  1   5   10   3  -   -  -  -  -
        117   31   ARAM  1   5   10   3 807  -  -  -  -
        118   32   YASU  1   5   10   3  -   -  -  -  -
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports — Mailbox Assignments
** Mailbox Assignments                    4-JAN 7:46 PM **

   Default:
   Retention          5         (Day)
   MSG Length         3         (Min)
   MBOX Capacity      10        (Msg)


   MBOX  Extn  Name COS Retn Capa Leng IM ED MN GA PB
    111   11   JMPT  1   5   10   3 801  -  -  -  -
    112   12   IWAN  1   5   10   3 802  -  X  -  X
    113   13   NAKA  1   5   10   3  -   -  -  -  -
    114   21   KUME  1   5   10   3  -   -  -  -  -
    115   22   SAEK  1   5   10   3  -   X  -  -  -
    116   23   HAYA  1   5   10   3  -   -  -  -  -
    117   31   ARAM  1   5   10   3 807  -  -  -  -
    118   32   YASU  1   5   10   3  -   -  -  -  -
```

Note: Retn = Message retention time, Capa = Mailbox Capacity, Leng = Maximum message length, IM = Interview mailbox, ED = External delivery, MN = Message notification, GA = Guest account, PB = Personal bulletin board

X in the screen indicates that the feature marked with X is used.

3.4 Keyboard Operations

You can review all of the mailbox owner's assignments at a glance.

Press [/] to return to the System Reports Menu.

3 Select 2. System Service Report menu to check the function assignments of each port.

VT220 compatible
terminal

```
** System Service Report              4-JAN 7:46 PM **


      Drive  Srv
      1      X
      2      -


      Port   Srv   [Outcalling]   [Daymode-Srv]   [Nightmode-Srv]
      1      X     X              V.M.(CT&CC)     V.M.(CT&CC)
      2      X     X              Custom(2)       V.M.(CT&CC)
      3      -
      4      -
      5      -
      6      -
      7      -
      8      -
```

or

3.4 Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports – System Service Report
** System Service Report                          4-JAN 7:46 PM **


   Drive   Srv
   1       X
   2       -


   Port   Srv   [Outcalling]   [Daymode-Srv]   [Nightmode-Srv]
   1      X     X              V.M.(CT&CC)     V.M.(CT&CC)
   2      X     X              Custom(2)       V.M.(CT&CC)
   3      -
   4      -
   5      -
   6      -
   7      -
   8      -
```

Press [\] to return to the System Reports Menu.

Note: Srv: Service, V.M.: Voice Mail service, CT: Call Transfer,
CC: Call Continuance (Recording in multiple mailboxes)
Custom(n): Custom Service Number
X in the screen indicates that the feature marked with X is
used. For example, if the 2nd hard disk drive is installed,
the screen will be:

Drive	Srv
1	X
2	X

3.4 Keyboard Operations

4   Select 3. Call Account Report to check who made an external system call.

VT220 compatible
terminal

```
** Call Account Report 4-JAN 7:46 PM **

    MBOX:111    4-JAN    7:46    PM    00:01:32   DIAL:4312111

    MBOX:116    7-JAN    2:26    PM    00:03:32   DIAL:039814809

    MBOX:114    7-JAN    5:06    PM    00:02:45   DIAL:2612601

    MBOX:118    8-JAN    9:07    AM    00:01:15   DIAL:4312111

    MBOX:112    8-JAN    10:24   AM    00:04:51   DIAL:4312111
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
** Call Account Report 4-JAN 7:46 PM **

    MBOX:111    4-JAN    7:46    PM    00:01:32   DIAL:4312111

    MBOX:116    7-JAN    2:26    PM    00:03:32   DIAL:039814809

    MBOX:114    7-JAN    5:06    PM    00:02:45   DIAL:2612601

    MBOX:118    8-JAN    9:07    AM    00:01:15   DIAL:4312111

    MBOX:112    8-JAN    10:24   AM    00:04:51   DIAL:4312111
```

Press [\] to return to the System Reports Menu.

3.4   Keyboard Operations

5   Select 4. Port Usage Report to know the frequency of port usage.

VT220 compatible
terminal

```
** Port Usage Report                              4-JAN 7:46 PM **

   FROM : : 10-APR 9:53 AM

   PORT      ED     MN     Rcv     Connect Time
    1         8      0      84      02:20:19
    2         1      0      21      00:18:54
    3         -      -      -       --
    4         -      -      -       --
    5         -      -      -       --
    6         -      -      -       --
    7         -      -      -       --
    8         -      -      -       --
   Total      9      0      105     02:39:13

   Full-line Time 00:36:39
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports – Port Usage Report
** Port Usage Report                              4-JAN 7:46 PM **

   FROM : : 10-APR 9:53 AM
   PORT      ED     MN     Rcv     Connect Time
    1         8      0      84      02:20:19
    2         1      0      21      00:18:54
    3         -      -      -       --
    4         -      -      -       --
    5         -      -      -       --
    6         -      -      -       --
    7         -      -      -       --
    8         -      -      -       --
   Total      9      0      105     02:39:13

     Full-line Time 00:36:39
```

Note: ED = External Delivery, MN = Message notification

Press [\] to return to the System Reports Menu.

3.4   Keyboard Operations

6   Select 5. Port Usage Statistics Clear to clear the data.

VT220 compatible
terminal

```
System Reports - Port Usage Statistics Clear

     May I clear a port usage report data? (Y/N) : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports -- Port Usage Statistics Clear


May I clear a port usage report data ? (Y/N) : =
```

Enter Y (yes) or N (no).
If you enter Y, the system will clear the data, so please wait
until "Port Usage Report Data Cleared!!"appears.
Press [\] to return to the System Reports Menu.

3.4   Keyboard Operations

7   Select 6. Disk Usage Report to know how much space is left on the Hard disk, for storing incoming messages.

VT220 compatible
terminal

```
** Disk Usage Report                           4-JAN 7:46 PM **


        Drive           Avail      Used (%)
         1              284        3 ( 1 )
         2               -            -

    FROM : : 10-APR 9:53 AM


                        New        Cpy        Del        Exp
        MSGs            64          0          6          1
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports – Disk Usage Report
** Disk Usage Report                           4-JAN 7:46 PM **


        Drive           Avail      Used (%)
         1              284        3 ( 1 )
         2               -            -

    FROM : : 10-APR 9:53 AM
                        New        Cpy        Del        Exp
        MSGs            64          0          6          1
```

Note: Cpy = Copy (Transfer)

Press [\] to return to the System Reports Menu.

3.4 Keyboard Operations

8 To clear the data in usage on the Hard disk, select 7. Disk Usage Statistics Clear.

VT220 compatible
terminal

```
System Reports - Disk Usage Statistics Clear


            May I clear a disk usage report data ? (Y/N) :=
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports - Disk Usage Statistics Clear

May I clear a disk usage report data ? (Y/N) :=
```

Enter Y (yes) or N (no).
If you enter Y, the system will clear the data, so please wait until "Disk Usage Report Data Cleared !!" appears.

Press [\] to return to the System Reports Menu.

9 Select 8. Mailbox Usage Report to check the number of messages which are left in mailboxes.

VT220 compatible
terminal

```
**Mailbox Usage Report              4–JAN 7:46 PM**


   MBOX: 111
   New     MSGs    0
   Saved   MSGs    0
   ED      MSGs    0
   Guest   MSGs    0        0        0        0
   FROM ::              10-APR 9:53 AM
   MBOX Use Time        00:05:36
                    ED      MN       GA       IM       GM
   Feature Usage    2        0        0        0        0

                    LD      Lcl      Beep     Extn
   Outcalling       0        0        0        2
   (Time)        00:00:00 00:00:00 00:00:00 00:02:10

                    Rcv     Del      Exp
   MSG Received     0        0        0

   Guest Access     0        0        0        0
```

or

3.4 Keyboard Operations

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports — Mailbox Report

Enter the Range : = 111
**Mailbox Usage Report                    4–JAN 7:46-PM**
  MBOX: 111
  New     MSGs    0
  Saved   MSGs    0
  ED      MSGs    0
  Guest   MSGs    0         0        0        0
  FROM ::                  10-APR 9:53 AM
  MBOX Use Time            00:05:36
                     ED      MN       GA       IM      GM
  Feature Usage      2       0        0        0       0

                     LD      Lcl      Beep     Extn
  Outcalling         0       0        0        2
  (Time)          00:00:00 00:00:00 00:00:00 00:02:10

                     Rcv     Del      Exp
  MSG Received       0       0        0

  Guest Access       0       0        0        0
```

Note: ED = External derivery, MN = Message notification,
        GA = Guest account, IM = Interview mailbox,
        GM = Group message, LD = Long distance, Lcl = Local,
        Exp = Expired

Press [\] to return to the System Report Menu.

3.4　　Keyboard Operations

10　　You can delete the Mailbox Usage Record by selecting 9. Mailbox Usage Statistics Clear.

VT220 compatible
terminal

```
System Reports – Mailbox Usage Statistics Clear


May I clear a mailbox usage report data ? (Y/N) : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reports – Mailbox Usage Statistics Clear


Enter the Range :=
May I clear a mailbox usage report data ? (Y/N) : =
```

Enter Y (yes) or N (no). If you enter Y, the system will clear the data, so please wait until "Mailbox Usage Report Data Cleared !!" appears.

Press [\] twice to return to the System Administration top Menu.

3.4   Keyboard Operations

3.4.7   Utility Command

1   Select 3. Utility Command.

VT220 compatible
terminal

```
Utility Command
$
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
Utility Command
$
```

You can directly use the following Unit commands. After the $ prompt, type the Command name followed by the [RETURN] key.

Utility Commands:
ONLN ... Controls on line service (ON)
OFLN ... Controls on line services (OFF)
PASS ... Sets the System Administrator's password
TIME ... Sets the system clock, date and time
BREP ... Displays the bulletin board message recording status
PSET ... Specifies the reports printing time
ELOG ... Displays device error log
SAVE ... Stores a back-up of the program or data on the hard disk
LOAD ... Restores a back-up of the program or data to the system
GPRN ... Displays all of the VPS parameters
HELP ... Lists utility command names

3.4.7.1   ONLN (Online Set)

1   Type ONLN, then press [RETURN].

A menu will appear:

```
$ ONLN
** ON LINE MODE **
```

The VPS resumes interrupted services.

3.4 Keyboard Operations

3.4.7.2 OFLN (Offline Set)

1   Type OFLN, then press [RETURN].

If the VPS services do not currently function, the VPS suspends services.

A menu will appear:

```
$ OFLN
** OFF LINE MODE **
```

or

If the VPS services are currently functioning, then a menu will appear:

```
*** Now Line is used !! *** <WAIT>
```

After finishing the current operation, the VPS turns the system's on line mode off.

A menu will appear:

```
** OFF LINE MODE **
```

3.4.7.3 PASS (Password)

1   Type PASS, then press [RETURN].
A menu will appear:

```
$ PASS
1: Administrator Password
2: System Reset/Clear Password :=
```

Two types of password can be set. Up to 8 alphanumeric characters can be used.

3.4   Keyboard Operations

New Password:

2   Select [1] or [2].

> NEW PASSWORD : =

3   Enter the Password.

> VERIFICATION : =

4   Enter the Password again for verification.

Note: The password you entered docs not appear on the screen. By pressing [RETURN] instead of entering a password means the password has been reset.

Change Password:

2'   Select [1] or [2].

> OLD PASSWORD : =

Note: The above is displayed only when changing the password using System Reset / Clear Password.

3'   Enter the current Password.

> NEW PASSWORD : =

4'   Enter the new Password.

> VERIFICATION : =

5'   Enter the Password again for verification.

Note: The password you entered does not appear on the screen. Pressing [RETURN] instead of entering a password means the password has been reset.

3.4   Keyboard Operations

3.4.7.4   TIME (Time)

1   Type TIME, then press [RETURN].

A menu will appear:

```
$ TIME
Current time is 12:34, PM
   Enter new time (hh:mm, AM/PM) : =
```

2   Enter the current time.

```
Current date is 3-MAR-1991
   Enter new date (DD-MM-YY ) : =
```

3   Enter the current date.
For the year, type the last two digits.

Note: Enter the exact time and date so that the VPS will function correctly.

3.4.7.5   BREP (Bulletin Board Message Report)

1   Type BREP, then press [RETURN].
A menu will appear:

```
$ BREP
Top. MENU ( 16sec | 4-MAR )
|
[1] - #1 ( 24sec | 29-NOV )
|        |
|            [1] - #11 ( 28sec | 12-DEC | Ext: #34 )
|        |        |


.
.
[1] - #1 ( 24sec | 29-NOV )
|        |
```

Note: Number in [   ] : Selected Number in Bulletin Board
                          message
Number preceded by #: Message No.
Information in (   ): Message Length/Recording Date/
                          Destination (Ext./Mbx)

3.4 Keyboard Operations

3.4.7.6 PSET (Report Printing Time Set)

1   Type PSET, then press [RETURN].
A menu will appear:

```
$ PSET
Report Print Out Service [Disable]
   1: Enable      2: Disable :=
```

2   Press [1] to enable this function.

         or

Press [2] to disable it.

A menu will appear:

```
Enter The Print Out Time (hh:mm, AM/PM) :=
```

Enter the time to print the report.

```
>
```

3.4.7.7 ELOG (Error Log)

1   Type ELOG, then press [RETURN].
A menu will appear:

```
$ ELOG
        DEVICE        ERROR           TIME
    1.  CO2-DSP1      SYS. TEST (02)  8-JAN  6:03  PM
    2.  DISK1         DATA R/W        8-JAN  6:03  PM
                      (52: 12A3B)
    3.  CO2-DSP1      SYS. TEST (02)  8-JAN  6:06  PM
    4.  CPU           MEM-GET         8-JAN  6:07  PM
    5.  CPU           SOFTWARE        8-JAN  6:27  PM
    6.  CPU-CO1       COM.            8-JAN  6:28  PM
    7.  CPU-DSP1      COM.            8-JAN  6:29  PM
    8.  CO2           SELF TEST (01)  8-JAN  6:30  PM
    9.  DSP1          DATA R/W        8-JAN  7:30  PM
   10.  DSP CARD2     ROM             8-JAN  9:30  PM
            Clear? (Y/N) : =
```

3.4 Keyboard Operations

Note: Types of errors displayed on the screen and their meanings are as follows:

Device error log indications Displays an error log for the CO card, DSP card, CPU card, hard disk, etc.

(Types of errors and their significance)

Indication		Meaning
CO CARD*	ROM	CO card ROM checksum error.
CO CARD*	RAM	CO card RAM read/write test error.
CO CARD*	DTMF	CO card DTMF generate/detect test error.
DSP CARD*	ROM	DSP card ROM checksum error.
DSP CARD*	RAM	DSP card RAM read/write test error.
CO*	SELF TEST (01)	CO CODEC self-test error.
DSP*	SELF TEST (01)	DSP voice buffer data read/write test error. (Accessed by the 6301 on the DSP card.)
DSP*	SELF TEST (02)	DSP chip error.
DSP*	SELF TEST (03)	DSP voice buffer access gate is closed.
DSP*	SELF TEST (04)	DSP voice buffer data read/write test error. (Accessed by the 68000 on the CPU card.)
DSP*	DATA R/W	DSP chip error.
CO*–DSP*	SYS. TEST (01)	CO–DSP DTMF tone generate/detect combination test error.
CO*–DSP*	SYS. TEST (02)	CO–DSP DTMF tone record/playback combination test error.
CPU–CO*	COM.	CPU–CO card communication error.
CPU–DSP*	COM.	CPU–DSP card communication error.
CPU	MEM–GET	CPU card software memory acquisition error.
CPU	SOFTWARE	CPU card software data error.
DISK*	DATA R/W (XX:YYYY)	HDD access error. XX: SCSI error code YYYY: read/write error sector number
FAN		Cooling fan has stopped.
BATTERY		Backup battery voltage is low.
CLOCK		Clock IC error.

Note: * = number (1 - 8), but 1 or 2 in the case of DISK*

3.4   Keyboard Operations

Error indications at system startup

Example terminal display when errors are generated

Indication	Meaning
ROM ERROR : Sum Error!!	CPU card ROM checksum error.
RAM ERROR : SRAM R/W ERROR!!	CPU card SRAM read/write error.
RAM ERROR : DRAM* R/W ERROR!!	CPU card DRAM read/write error.
DISK ERROR : Initialize Error!!	HDD initialization error.
DISK ERROR : No System!!	No system HDD present.
DISK ERROR : Program Load Error!!	Program could not be loaded from system HDD.
DISK ERROR : Program Sum Error!!	Checksum error in program loaded from system HDD.
DISK ERROR : System Data Error!!	Error loading administrator data from system HDD.
DISK ERROR : Voice Prompt Data Error!!	Error loading voice prompt control data from system HDD.
SYSTEM ERROR : 1	Administrator data error.
SYSTEM ERROR : 2	Error loading report data.
SYSTEM ERROR : 3	Clock error.
SYSTEM ERROR : 4	Mailbox data error.
SYSTEM ERROR : 5	Message data error (1).
SYSTEM ERROR : 6	Message data error (2).
No CO cards are active!!	No CO cards present.
No DSP cards are active!!	No DSP cards present.
COs are all Disable!!	All CO cards are malfunctioning.
DSPs are all Disable!!	All DSP cards are malfunctioning.
DSP* : Voice Buffer R/W Error	DSP card voice buffer read/write error. (Accessed by the CPU card.)

(CO-DSP combination test errors)

CO*–DSP* : DTMF Detect Test Error	Test in which DTMF codes 1, 2 ... 0, *, # are generated by CO card and received by DSP was carried out and resulted in an error.
CO*–DSP* : Record/Playback Test Error	Test in which DTMF codes 1, 2 ... 0, *, # generated by CO card are recorded in DSP voice buffer and then the recorded DTMF codes are played back one after another and received by the CO card resulting in an error.
CO*–DSP*: CPU–CO Com. Time-out Error	CPU card–CO card FIFO communication timeout error.
CO*–DSP* : CPU–DSP Com. Time-out Error	CPU card–DSP card FIFO communication timeout error.
CO*–DSP* : CPU–CO Com. Hard Error	CPU card–CO card FIFO communication hardware error.
CO*–DSP* : CPU–DSP Com. Hard Error	CPU card–DSP card FIFO communication hardware error.
CO*–DSP* : DSP Data R/W Error	DSP voice processing error.

3.4 Keyboard Operations

Error and warning indications during system operation

Indication	Meaning
DISK SPACE IS NOW EXECUTING 80 % ...	80 % or more of the HDD voice message save area is in use.
COOLING FAN HAS STOPPED FUNCTIONING...	The HDD cooling fan has stopped.
BATTERY IS LOW...	Memory/clock backup battery voltage is low.
ASCII TERMINAL Program Load Error	Error loading ASCII terminal control program.
VT100 Program Load Error	Error loading VT100 control program.

(Errors during voice service)

APPLICATION ERROR : CPU–CO*	CPU card–CO card FIFO communication error.
APPLICATION ERROR : CPU–DSP*	CPU card–DSP card FIFO communication error.
APPLICATION ERROR : DSP*	DSP voice processing error.
APPLICATION ERROR : SOFT	Software data error.
APPLICATION ERROR : MEM–GET	Software memory acquisition error.
APPLICATION ERROR : DISK ERRx	Disk access error. x: 1 ... HDD media error. 2 ... HDD hardware error. 3 ... HDD unit not active. 4 ... Not used. 5 ... Voice data read error (voice sector number). 6 ... Voice data read error (voice frame number).

Note: * = number (1 - 8),
FIFO = First In First Out

3.4 Keyboard Operations

3.4.7.8 SAVE

1   Type SAVE, then press [RETURN].
A menu will appear:

```
$ SAVE
Disk Data Save (VPS → PC : Xmodem)
1: Program
2: Parameters
3: System Prompts
4: User Prompts
5: Bulletin Messages
Select No. :=
```

2   Select item to be backed up, then press [RETURN].
A menu will appear:

```
To start press 'RETURN'
```

3   Press [RETURN].
A menu will appear:

```
Start ----- Save !!
```

4   Set the data terminal to the receiving (Answer) mode (Xmodem). Then specify the back-up filename.
The specified data will be transmitted to the data terminal.

Note: The data terminal used must be equipped with communications software that supports the Xmodem file transfer protocol.

Note: You can cancel this command by pressing '\' before entering the receiving mode. Once you have selected the receiving mode, use the cancel command of the communication software which you use. (e.g. "quit" for the Crosstalk)

3.4.7.9 LOAD

1   Type LOAD, then press [RETURN].
A menu will appear:

3.4 Keyboard Operations

```
$ LOAD
Disk Data Load (PC → VPS : Xmodem)
1: Program
2: Parameters
3: System Prompts
4: User Prompts
5: Bulletin Messages
Select No.:=
```

2 Select the item to be restored to the Hard Disk, then press [RETURN].
A menu will appear:

```
To start press 'RETURN'
```

3 Press [RETURN].
A menu will appear:

```
Start ----- Load !!
```

4 Set the data terminal to the sending (Call) mode (Xmodem). Then enter the back-up filename.
The back-up data will be restored to the Hard Disk.

Note: You can cancel this command by pressing '\' before entering the receiving mode, and by using the cancel command in the communication software.

3.4.7.10 GPRN (Global Printing)

1 Type GPRN, then press [RETURN].
A menu will appear:

3.4 Keyboard Operations

```
$ GPRN
Program – Voice Mail Parameter – Mailbox Parameter Menu

  1. Number of Mailboxes [64]
     1:64  2:128  3:192  4:256  5:320  6:384  7:448  8:512 : =
  2. Personal Greeting Length [16] (8 - 60 : in 4 sec increments)
     8, 12, 16, 20, 24, 28, 32, 36, 40, 44, 48, 52, 56, 60 : =
  3. System Message Retention Time [5](1 - 7) : =
  4. System Message Length [3] (1 - 12) : =
  5. System Mailbox Capacity [10] (5 - 50) : =

Program – Voice Mail Parameter – External Message Delivery
Parameter Menu

  1. System External Message Delivery Duration Time
     [3] (1 - 9) : =
  2. System External Message Delivery Redialing Mode [Enable]
     1: Disable      2: Enable : =
                                          •
                                          •
                                          •
```

3.4.7.11 HELP

1   Type HELP, then press [RETURN].
A menu will appear:

```
$ HELP
ONLN: System On line
OFLN: System Off line
PASS: Password setting
TIME: Time & Date setting
BREP: Bulletin Board Listing
PSET: Report Print Out Time setting
ELOG: Device Error Log Listing
SAVE: VPS Program & Data Save
(VPS → PC : Xmodem)
LOAD: VPS Program & Data Load
(VPS ← PC : Xmodem)
GPRN: Parameter Global Printing (only 'ASCII Terminal' mode)
```

3.4   Keyboard Operations

3.4.8   System Reset/Clear Menu

1   Select 4. System Reset/Clear Menu to clear the system settings or reset them.

VT220 compatible
terminal

```
System Reset/Clear Menu


        Mailbox No. Length   ----------------------- : 3
        First Digit of Extensions   ------------ : 12345678
        System Manager's Mailbox No.   ----------- : 999
        Message Manager's Mailbox No.   ---------- : 998
        Bulletin Manager's Mailbox No.   ----------- : 997



     Will you change the setting ? (Y/N) : =
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reset/Clear Menu


     1. Mailbox No. Length [3]
     2. First Digit of Extensions [1, 2, 3, 4, 5, 6, 7, 8]
     3. System Manager's Mailbox No. [999]
     4. Message Manager's Mailbox No. [998]
     5. Bulletin Manager's Mailbox No.[997]



     Will you change the setting ? (Y/N) : =
```

Enter Y (yes) or N (no). If you enter Y, a menu will appear:

3.4   Keyboard Operations

VT220 compatible
terminal

```
System Reset/Clear Menu


        Mailbox No. Length   ------------------------ : 3
        First Digit of Extensions   ------------ : 12345678
        System Manager's Mailbox No.   ----------- : 999
        Message Manager's Mailbox No.   ---------- : 998
        Bulletin Manager's Mailbox No.   ----------- : 997




     Reset System Parameters  : Press \
     Quit                     : Press RESET sw
```

or

Other RS-232C
terminal
(ASCII Terminal)

```
System Reset/Clear Menu


    1. Mailbox No. Length [3]
    2. First Digit of Extensions [1, 2, 3, 4, 5, 6, 7, 8]
    3. System Manager's Mailbox No. [999]
    4. Message Manager's Mailbox No. [998]
    5. Bulletin Manager's Mailbox No.[997]



    Are these parameters acceptable ? (Y/N) : =
```

Note: If you want to quit the menu, press the RESET switch on the VPS.

3.4.9   System Parameters Default Value

The system parameters are set at factory as follows:

Mailbox Parameter

Item	Value
Number of Mailboxes	64
Personal Greeting Length	16
System Message Retention Time	5
System Message Length	3
System Mailbox Capacity	10

3.4　Keyboard Operations

External Message Delivery Parameter

Item	Value
System External Message Delivery Duration Time	3
System External Message Delivery Redialing Mode	Enable
Company's Telephone No.	—

Mailbox Setup

Item	Value
The Extension of the Owner	—
Message Retention Time	S
Message Length	S
Mailbox Capacity	S
Mailbox Class of Service No.	1
Authorization of Message Notification	No
Authorization of External Message Delivery	No
Authorization of Guest Account	No
Authorization of Interview Mailbox	No
Authorization of Personal Bulletin Message	No
The Spelling of the Owner	—

Day Service

Item		Value
Mon	Start Time	9:00, AM
	End Time	5:00, PM
Tue	Start Time	9:00, AM
	End Time	5:00, PM
Wed	Start Time	9:00, AM
	End Time	5:00, PM
Thu	Start Time	9:00, AM
	End Time	5:00, PM
Fri	Start Time	9:00, AM
	End Time	5:00, PM
Sat	Start Time	9:00, AM
	End Time	5:00, PM
Sun	Start Time	9:00, AM
	End Time	5:00, PM

3.4 Keyboard Operations

Class of Service

Service	Port No.							
	1	2	3	4	5	6	7	8
Outgoing	E	E	E	E	E	E	E	E
Incoming	E	E	E	E	E	E	E	E

Port Setting (Call Services)

Item	Value
Outgoing Call Service	Enable
Incoming Call Day Service	V.M. (CT & CC)
Incoming Call Night Service	V.M. (CT & CC)
Company Greeting Mode	DAY
Day Service Greeting No.	—
Night Service Greeting No.	—
Incoming Call Service Prompt	USER PROMPT
Delayed Answer Time	0

Outgoing Call Service Prompt

Item	Value
Outgoing Call Service Prompt	USER PROMPT

Rotary Telephone Service

Item	Value
Rotary Telephone Call Coverage Day Mode	G.D.M
Rotary Telephone Call Coverage Night Mode	G.D.M

Call Queuing Announcement Mode

Item	Value
Call Queuing Announcement Mode	Enable

3.4 Keyboard Operations

Operator 1's Parameter

Item	Value
Operator Service	Enable
Operator's Extension	- 0
Operator's Mailbox No.	998
Operator No-Answer Time	30
Busy Coverage Mode	Hold
No-Answer Coverage Mode	Caller Select
Message Repeat Cycle	3

Operator 2's Parameter

Item	Value
Operator's Extension	...
Operator's Mailbox	...
Busy coverage Mode	Hold
No-Answer Coverage Mode	Caller Select

Operator 3's Parameter

Item	Value
Operator's Extension	...
Operator's Mailbox	...
Busy coverage Mode	Hold
No-Answer Coverage Mode	Caller Select

Call Hold Retrieval Setting

Item	Value
Call Retrieval Announcement Timing	2
Redialing Cancel Timing	30

Alternate Transfer Sequence

Item	Value
Alternate Transfer Sequence	FWWX

3.4 Keyboard Operations

RS232C

Item	Value
Baud Rate	9600
Word Bit Length	8
Parity	None
Stop Bit Length	1

Port Setting (Hardware Settings)

Item	Value
Flash Time	600
CPC Signal	NONE
Disconnect Time	2
Dial Mode	DTMF

Silence Reduction

Item	Value
Silence Reduction Level	low
Silence Reduction Time	5

Dialing Parameter

Item	Value
PBX Type	T1232
Inband Integration	Enable
Extension Length	3
Number of Digits to Access Outside Line	1
No-answer Time	30
Pause Time	2
Outgoing Call Setup Sequence	WW
Operator Transfer Sequence	FWWX
Extension Transfer Sequence	FWWX
Reconnect Sequence on Busy	FWW
Reconnect Sequence on No-Answer	FWW
Reconnect Sequence on Refuse Call	FWW
Light-On Sequence for Message Waiting Lamp	W701X#
Light-Off Sequence for Message Waiting Lamp	W702X#
Call Waiting Sequence	1
Release Sequence for Call Waiting	F

3.4   Keyboard Operations

Inband Signaling

Item	Value
Ringback	1
Busy	2
Reorder	3
DND	4
Answer	5
Forward to VM Ringing	6
Forward to VM Busy	7
Forward to Other Extension	8
Confirmation	9
Disconnect	#9

System Reset/Clear

Item	Value
Mailbox No. Length	3
First Digit of Extensions	12345678
System Manager's Mailbox No.	999
Message Manager's Mailbox No.	998
Bulletin Manager's Mailbox No.	997

Chapter 4
System Manager's Guide

This chapter explains what a System Manager is and provides step-by-step instructions for such system maintenance tasks as setting up mailboxes, setting system parameters and checking system status.

Contents

4.1 What is a System Manager?

As System Manager you perform one of the most important jobs. You are in charge of coordinating the VPS system to ensure that it operates efficiently and effectively. The System Manager can perform a whole range of functions using any touch-tone telephone anywhere in the world. These include daily maintenance, the creation and editing of mailboxes in response to requests from users, and the deletion of unneeded mailboxes to prevent the system's storage capacity from being exceeded. In addition to the above you will have to set up a special password for yourself to prevent unauthorized access to System Manager commands. You will also have your own mailbox number, set to either 99, 999, 9999 or 99999 (these default values can be changed), through which other users will be able to contact you.

What you will do:

— **Setting up mailboxes (See 4.2)**

— **Setting a system group distribution list (See 4.3)**

— **Setting system parameters (See 4.4)**

— **Setting the date and time (See 4.5)**

— **Checking system usage (See 4.6)**

— **Broadcasting messages (See 4.7)**

— **Remote administration (See 4.8)**

— **Customizing the System Manager's Mailbox (See 4.9)**

Before starting system management

Use the work sheets provided to record the information you will need to manage the system. Just fill in the blanks with the information requested. Once you have finished filling out the work sheets (KX-A241 PQQX6442), you can use them as quick reference cards to aid you in system management.

4.1 What is a System Manager?

To access the System Manager's mailbox:

(Voice Mail Service's **1**
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's
mailbox number)

[✳] [WXY 9] [WXY 9] [WXY 9]

Press the star [✳] key. Then enter the System Manager's mailbox number (99, 999, 9999, 99999, whichever is specified).

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(System Manager's **3**
password)

[1] [ABC 2] [DEF 3] [#]

Enter the password. Then press [#].
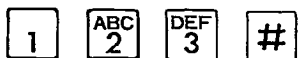
4.2   Setting Up Mailboxes

Your primary duty as System Manager will be to create mailboxes for new VPS subscribers and to keep the system organized by deleting unneeded passwords and mailboxes. You will also have the task of System Administrator. All you need to carry out such a request is the mailbox number.

What you will do:

—   **Deleting a Mailbox (See 4.2.1)**

—   **Deleting a Mailbox Password (See 4.2.2)**

—   **Creating a Mailbox (See 4.2.3)**

—   **Editing a Mailbox (See 4.2.4)**

4.2　Setting Up Mailboxes

4.2.1.　Deleting a Mailbox

On occasions, a user may ask you to delete his or her mailbox because it is no longer needed. This is one of your tasks as System Manager. All you need to carry out the request is the mailbox number.

To delete a subscriber's mailbox:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's mailbox number)

[✳] [WXY 9] [WXY 9] [WXY 9]

Press the star [✳], then enter the System Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

4.2   Setting Up Mailboxes

3

(System Manager's
password)

[1] [2 ABC] [3 DEF] [#]

Enter the password.   Then press [#].

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

4

[4 GHI]

Press [4] to go to the Other Features Menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *To set up mailbox, press [2].*
> *To set system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

5

[2 ABC]

Press [2] to go to the Mailbox Setup Menu.

You will hear the prompt:

> *To assign and edit the mailbox, press [1].*
> *To delete the mailbox, press [2].*
> *To reset the mailbox password, press [3].*

6

[2 ABC]

Press [2] to delete the mailbox.

You will hear the prompt:

4.2   Setting Up Mailboxes

> *Please enter the mailbox number, followed by a pound sign.*

Note: If the mailbox that you wish to delete is being used at this time, the action is cancelled with the prompt "Sorry, cannot delete a mailbox now" and the VPS returns you to the Mailbox Setup Menu.

(Mailbox number)   **7**   Enter the mailbox number to delete.

⌈DEF⌉ ⌈ABC⌉ ⌈1⌉ ⌈#⌉
⌊3⌋ ⌊2⌋

You will hear the prompt:

> *Mailbox...*
> *To keep this mailbox, press [1].*
> *To delete this mailbox, press [2].*

⌈ABC⌉   **8**   Press [2] to confirm the deletion of the mailbox.
⌊2⌋

The VPS will then guide you to the Mailbox Setup Menu (Step 5).

Note: Remember, you can exit the current menu by pressing [✻] at any time.

4.2 Setting Up Mailboxes

4.2.2 Deleting a Mailbox Password

Subscribers have the option of assigning a password to their mailboxes to personalize and protect them. This prevents other subscribers from using any of their mailbox functions other than Message Recording. Once a password has been assigned to a mailbox, it must be entered correctly every time the subscriber wishes to enter the system. It is therefore very important that each subscriber remember his or her password. If, however, a subscriber does happen to forget it, as System Manager you can erase the current password. This will allow the subscriber to set a new one.

To delete a password:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's
Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press the star [∗], then enter the System Manager's mailbox number.

(System Manager's
mailbox number)

| ∗ | WXY 9 | WXY 9 | WXY 9 |

You will hear the prompt:

4.2   Setting Up Mailboxes

> *Please enter the password, followed by a pound sign.*

(System Manager's **3**   Enter the password. Then press [#].
password)

[1] [ABC 2] [DEF 3] [#]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[GHI 4]   **4**   Press [4] to go to the Other Features Menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *To set up mailbox, press [2].*
> *To set the system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

[ABC 2]   **5**   Press [2] to go to the Mailbox Setup Menu.

You will hear the prompt:

> *To assign and edit the mailbox, press [1].*
> *To delete the mailbox, press [2].*
> *To reset the mailbox password, press [3].*

[DEF 3]   **6**   Press [3] to reset the password.

4.2 Setting Up Mailboxes

> *Please enter the mailbox number, followed by a pound sign.*

(Mailbox number) **7**

[DEF 3] [ABC 2] [1] [#]

Enter the mailbox number whose password is to be deleted. Then press [#].

You will hear the prompt:

> *To delete the current password, press [1].*
> *Otherwise, press [2].*

[1] **8**

Press [1] to delete the password.

You will hear the prompt:

> *The password is deleted.*

The VPS then guides you to the Mailbox Setup Menu (Step 5).

Note: Remember, you can exit the current menu by pressing [✱] at any time.

4.2 Setting Up Mailboxes

4.2.3 Creating a Mailbox

Another one of your jobs as System Manager is to create new mailboxes, both for established users and for new subscribers. This allows established users to expand their systems and forms the basis for new subscribers' systems. To create a new mailbox, you will have to answer a number of prompts. These enable or disable certain functions on the user's mailbox. Make sure to record each of these decisions for each mailbox on the work sheets provided.

What you will enter:

— **Subscriber's Voiced Name**

— **Initial Four Letters of Subscriber's Last Name**

— **Mailbox Extension Number**

— **Special Feature Authorization**

— **Class of Service Number**

— **Other secondary parameters**

How to use worksheets

Worksheets make it easier to install new mailboxes by summarizing all the necessary information. In this first section you will find a detailed explanation of each function listed on the work sheet. The actual prompts you will hear are found under the numbered steps.

Mailbox Setup

Subscriber's Voiced Name

To install a mailbox in the system, the user must record his or her name. The VPS allows a maximum of four seconds in which to record the name, and it should be spoken slowly and clearly. The subscriber should use the name by which he or she is most commonly called, because this will be the name you and the system will use for notification of messages or announcements.

Initial Four Letters of Subscriber's Last Name

If the user or an outside caller forgets the subscriber's mailbox number or extension, he or she can specify the desired mailbox by entering the first four letters of the last name of the owner of the desired mailbox. The VPS will ask the caller if he or she wishes to call or access the extensions or mailboxes belonging to the persons whose surnames begin

4.2   Setting Up Mailboxes

with the same four letters. This means that it is possible to contact a subscriber even if you do not remember the correct mailbox number or extension.

Extension Number

Each extension can have one mailbox. If a user calls an extension through the Automated Attendant service and the line is busy or there is no answer, he or she is automatically transferred to the mailbox and can leave a message there, if desired. To make VPS management easier, it is a good idea to assign each mailbox the same number as the extension belonging to its owner.

Authorization of Message Notification

This function allows the subscriber to be notified if there is a message waiting. Should the subscriber request it (and receive authorization from you, the System Manager) he or she can choose from three different types of message notification: Message notification light, beeper or direct call.

Interview Mailbox Authorization

There is a special "sub-mailbox" which can record a series of questions to prompt callers who wish to leave messages for the necessary information. The VPS can only accommodate a maximum of sixteen interview mailboxes, however, so only sixteen subscribers can assign the interview messages. It is your job to assign numbers to the interview mailboxes. These numbers should be different from the owners' mailbox number. This will allow callers to access an interview mailbox directly by entering its number and not have to pass through the extension and main mailbox.

Guest Account Authorization

This function allows a subscriber to maintain up to four "Guest mailboxes". The authorized subscriber can set up a guest mailbox so that his/her guest can access it and receive the subscriber's messages from it. The guest mailbox is a private communication box between the subscriber and his/her guests.

Personal Bulletin Board Authorization

This function enables the subscriber to use one of 16 private bulletin boards where callers who were unable to reach his or her extension can receive announcements via the Automated Attendant service. Up to nine bulletin board messages can be posted for callers.

4.2 Setting Up Mailboxes

Class of Service No.

A group of subscribers is assigned to one of eight classes of service. The incoming and outgoing call services are assigned to each group and port by the System Administrator or the System Manager.

External Message Delivery Authorization

This function enables the subscriber to instruct the VPS to call an outside telephone number within the specified call duration time and play a previously recorded message. Redialing also can be set up.

Message Retention Time

The length of time messages will be kept can be set from 1 to 30 days. The most appropriate setting will depend on the subscriber's schedule and the storage capacity of the system. After a message has been held for the set message retention time, it is deleted automatically.

Maximum Message Length

The maximum length for recorded messages can be set from 1 to 12 minutes. The most appropriate setting will depend on the storage capacity of the system. When a message exceeds the maximum message length during the caller's message recording, the VPS informs the caller of it with a beep tone and terminates the recording.

Mailbox Capacity

The number of messages that can be recorded in the subscriber's mailbox can be set from 5 to 99, depending on the needs of the user and the storage capacity of the system. If a mailbox is full, no more messages can be recorded until the previous ones are erased.

Creating Mailboxes:

To create a mailbox:

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

4.2 Setting Up Mailboxes

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's
mailbox number)

Press star [✻], then enter the system manager's mailbox number.

| ✱ | WXY 9 | WXY 9 | WXY 9 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3

(System Manager's
password)

Enter the password. Then press [#].

| 1 | ABC 2 | DEF 3 | # |

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

4

| GHI 4 |

Then to go to the Other Features Menu, press [4].

You will hear the prompt:

4.2   Setting Up Mailboxes

> *To check mailbox distribution, press [1].*
> *To set up a mailbox, press [2].*
> *To set system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

[ABC 2]   **5**   Then to go to the Mailbox Set Up Menu, press [2].

You will hear the prompt:

> *To assign and edit the mailbox, press [1].*
> *To delete the mailbox, press [2].*
> *To reset the mailbox password, press [3].*

[1]   **6**   Then to go to the Mailbox Parameter Menu for creating a mailbox, press [1].

You will hear the prompt:

> *Please enter the mailbox number to be assigned, followed by a pound sign.*

(Mailbox number) **7**   Enter the mailbox number. Then press [#].

[DEF 3] [ABC 2] [1] [#]

Recording the owner's name

You will hear the prompt:

> *The owner's name is ...*

or

> *No owner's name is recorded.*

4.2 Setting Up Mailboxes

> *To change the name, press [1].*
> *If no change, press [2].*
> *To erase the name, press [3].*

8
[1]

To record the name, press [1] and say the name at the tone.

You will hear the prompt:

> *The owner's name is ...*
> *To change the name, press [1].*
> *If no change, press [2].*
> *To erase the name, press [3].*

9
[ABC 2]

Then to accept the name, press [2].

Entering the owner's extension

You will hear the prompt:

> *Current owner's extension is ...*

or

> *No owner's extension is specified.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

10
[1]

Press [1] to set the extension.

You will hear the prompt:

> *Please enter the owner's extension number, followed by a pound sign.*

4.2   Setting Up Mailboxes

11
(Ext. No.)

[ABC 2] [GHI 4] [JKL 5] [#]

Enter the extension number. Then press [#].

Then the VPS plays the prompt again:

> *Current owner's extension is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

12

[ABC 2]

To accept it, press [2].

**Setting mailbox
authorizations**

You will hear the prompt:

> *Message waiting notification is enabled (disabled).*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

13

[1]

(Message waiting
notification)

To change the setting, press [1].

You will hear the prompt:

> *To enable message waiting notification, press [1].*
> *To disable, press [2].*

[1] or [ABC 2]

14

15

Select [1] or [2].

Review the message waiting notification status.

Then, you will hear the prompt:

> *Message waiting notification is enabled (disabled).*

4.2 Setting Up Mailboxes

16   You will hear the prompt:

> *External message delivery is enabled (disabled).*

> *Current call duration time of external message delivery is ...minutes.*
> *External message delivery redialing is enabled (disabled).*

(External message delivery)

Note: The above messages are not played when the external message delivery status is disabled.

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1]   **17**   Press [1].

You will hear the prompt:

> *To enable external message delivery, press [1].*
> *To disable, press [2].*

[1]   **18**   Select [1] to enable external message delivery.

Note: Select [2] to disable external message delivery. Then you will be guided to the prompt at step 21.

Then, you will hear the prompt:

> *Current call duration time of external message delivery is ....minutes.*

4.2 Setting Up Mailboxes

> *To change this setting, press [1].*
> *Otherwise, press [2].*

19 Press [1] if you want to change the setting.

`[1]`

You will hear the prompt:

> *Please enter the call duration time, from 1 to 9*
> *minutes.*

20 Enter the value.

(External message
delivery call duration
time)

`[JKL 5]` `[#]`

Then you will hear the prompt:

> *External message delivery redialing is enabled*
> *(disabled).*
> *To enable external message delivery redialing, press [1].*
> *To disable, press [2].*

(External message
delivery redialing)

`[1]` or `[ABC 2]` **21** Select [1] or [2].

You will hear the prompt:

> *External message delivery is enabled (disabled).*

Next, you will hear the prompt:

> *Guest account is enabled (disabled).*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

4.2 Setting Up Mailboxes

(Guest Account)

22 Press [1] if you want to change the setting.

You will hear the prompt:

> *To enable guest account, press [1].*
> *To disable, press [2].*

23 Select [1] or [2].

After reviewing the guest account setting, you will hear the prompt:

(Interview mailbox)

> *Interview mailbox is enabled.*
> *Current interview mailbox number is ...*

or

> *Interview mailbox is disabled.*

then

> *To change this setting, press [1].*
> *Otherwise, press [2].*

24 Press [1] to change the setting.

You will hear the prompt:

> *To enable interview mailbox, press [1].*
> *To disable, press [2].*

4.2   Setting Up Mailboxes

25   Select [1] or [2].

[1] or [ABC 2]

Should you select [1], the VPS will play the following prompts:

> *Current interview mailbox number is ...*

or

> *No interview mailbox number is assigned.*

then

> *To change the mailbox number, press [1].*
> *Otherwise, press [2].*

26   Press [1].

[1]

You will hear the prompt:

> *Please enter the interview mailbox number, followed by a*
> *pound sign.*

(Interview mailbox) **27**   Enter the number to be assigned.

[ABC 2] [GHI 4] [JKL 5] [#]

VPS will play the previous prompt again:

> *Current interview mailbox is ...*
> *To change the mailbox number, press [1].*
> *Otherwise, press [2].*

28   To accept the number you have entered, press [2].

[ABC 2]

Then you will go to the next step.

4.2 Setting Up Mailboxes

You will hear the prompt:

(Personal bulletin
board)

> *Personal bulletin board is enabled.*
> *Current personal bulletin number is ...*

or

> *Personal bulletin board is disabled.*

then

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1] **29** Press [1] to change the setting.

You will hear the prompt:

> *To enable personal bulletin messages, press [1].*
> *To disable, press [2].*

[1] or [ABC 2] **30** Select [1] or [2].

Should you select [1], the VPS will play the following prompts:

> *Current personal bulletin number is ...*

or

> *No personal bulletin number is assigned.*

then

> *To change personal bulletin number, press [1].*
> *Otherwise, press [2].*

4.2 Setting Up Mailboxes

31

[1]

To assign the number, press [1].

You will hear the prompt:

> *Please enter the personal bulletin number up to 16 followed by a pound sign.*

(Personal bulletin No.) 32

[1] [OPER 0] [#]

Then enter the number and press [#].

The VPS then plays the prompts again:

> *Current personal bulletin number is ...*
> *To change personal bulletin number, press [1].*
> *Otherwise, press [2].*

33

[ABC 2]

Then to accept it, press [2].

You will hear the prompt:

> *Personal bulletin number is ...*

The VPS goes to the next step.

You will hear the prompt:

Entering the class of service number

You will hear the prompt:

> *Current class of service number is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

4.2   Setting Up Mailboxes

34 To enter the class of service number, press [1].

[1]

You will hear the prompt:

> *Please enter the class of service number from 1 to 8.*

35 Enter the class of service number.

[1]

Then the VPS will play the prompt again:

> *Current class of service number is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

36 To accept the class of service number, press [2].

[ABC 2]

Entering the owner's name

You will hear the prompt:

> *The first 4 letters of the owner's last name is ...*

or

> *No letters have been specified.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

37 To enter the letters, press [1].

[1]

You will hear the prompt:

> *Please enter the first 4 letters of the owner's last name.*

4.2   Setting Up Mailboxes

38

(Owner's name)

| PRS 7 | MNO 6 | GHI 4 | TUV 8 |

Enter the first four letters.

You will hear the prompt.

> *The first four letters of the owner's last name is ...*
> *To change this setting, press [1]*
> *Otherwise, press [2]*

Setting the message retention time

[ABC 2] **39**

To accept it, press [2].

You will hear the prompt.

> *Current message retention time is...*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1] **40**

Press [1] to set message retention time.

You will hear the prompt.

> *Please enter the message retention time up to 30 days*
> *followed by a pound sign.*

[1] [JKL 5] [#] **41**

Enter the number of days and press [#].

[ABC 2] **42**

Review the setting and press [2] to accept it.

Setting the message length

You will hear the prompt:

4.2 Setting Up Mailboxes

> *Current message length is ...*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

43 [1] Press [1] to set the message length.

You will hear the prompt.

> *Please enter the message length from 1 to 12 minutes fol-*
> *lowed by a pound sign.*

44 [MNO 6] [#] Enter the length and press [#].

45 [ABC 2] Review the setting and press [2] to accept it.

Setting the number of messages

You will hear the prompt:

> *Current number of messages available in the mailbox is ...*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

46 Press [1] to set the number of message.

You will hear the prompt:

> *Please enter the number of messages available in the mail-*
> *box from 5 to 99 followed by a pound sign.*

47 [1] [JKL 5] [#] Enter the number of messages and press [#].

48 [ABC 2] Review the setting and press [2] to accept.

4.2 Setting Up Mailboxes

4.2.4 Editing a Mailbox

In response to a subscriber request, you can set the following mailbox parameters at any time from your telephone.

Mailbox Parameters

— **Message retention time**

— **Maximum length of messages**

— **Mailbox capacity**

To edit a mailbox:

1

(Voice Mail Service's Extension Number)

[2 ABC] [5 JKL] [8 TUV]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's mailbox number)

[✳] [9 WXY] [9 WXY] [9 WXY]

Enter the system manager's mailbox number after pressing star [✳].
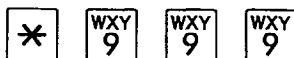
You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

4.2   Setting Up Mailboxes

3   Enter the password.

(System Manager's
password)

[1] [ABC 2] [DEF 3] [#]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[GHI 4]   **4**   To go to the Parameter Setting Menu, press [4].

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *To set up a mailbox, press [2].*
> *To set the system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

[ABC 2]   **5**   To go to the Mailbox Set Up Menu, press [2].

You will hear the prompt:

> *To assign and edit the mailbox, press [1].*
> *To delete the mailbox, press [2].*
> *To reset the mailbox password, press [3].*

6   To go to the Mailbox Parameter Menu for editing a mail-
box, press [1].

[1]

4.2   Setting Up Mailboxes

You will hear the prompt:

> *Please enter the mailbox number to be assigned, followed by a pound sign.*

(Mailbox number) **7**   Enter the mailbox number.

[DEF 3] [ABC 2] [1] [#]

You will hear the prompt:

> *The owner's name is ...*
> *To change the name, press [1].*
> *If no change, press [2].*
> *To delete this name, press [3].*

[ABC 2]   **8**   To accept this, press [2].

Note: Should you wish to change the current owner's extension, press [1] and follow the instructions in 4.2.3 Step 10: Entering the owner's extension.

You will hear the prompt:

> *Message waiting notification is...*

> *To enable message waiting notification, press [1].*
> *To disable, press [2].*

[1] or [ABC 2]   **9**   Select [1] or [2].

Note: See 4.2.3 step 13 — 15 for a detailed description.

You will hear the prompt:

> *To enable external message delivery, press [1].*
> *To disable, press [2].*

[1] or [ABC 2]   **10**   Select [1] or [2].

Note: See 4.2.3 step 17 — 19 for a detailed description.

4.2 Setting Up Mailboxes

You will hear the prompt:

> *Guest account is...*

> *To enable guest account, press [1].*
> *To disable, press [2].*

☐1☐ or ☐ABC 2☐ **11**   Select [1] or [2].

Note: See 4.2.3 Step 20 — 21 for a detailed description.

You will hear the prompt:

> *Interview mailbox is...*

> *To enable interview mailbox, press [1].*
> *To disable, press [2].*

☐1☐ or ☐ABC 2☐ **12**   Select [1] or [2].

Note: Should you wish to change the current interview mailbox number, press [1] and follow the instructions in section 4.2.3 Step 22 — 23.

You will hear the prompt:

> *Personal bulletin message is...*

> *To enable personal bulletin messages, press [1].*
> *To disable, press [2].*

☐1☐ or ☐ABC 2☐ **13**   Select [1] or [2].

Note: Should you wish to change the personal bulletin number, press [1] and follow the instructions in section 4.2.3 Step 24 — 25.

4.2 Setting Up Mailboxes

You will hear the prompt:

> *Current class of service number is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

14 To accept this, press [2].

Note: Should you wish to change the class of service number, press [1] and follow the instructions in section 4.2.3 Step 28 — 30.

Note: Should you wish to change the name, press [1] and follow the instructions in 4.2.3 Step 8: Recording the owner's name.

You will hear the prompt:

> *The first 4 letters of the owner's last name is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

15 To accept this, press [2].

Note: Should you wish to change the first four letters, press [1] and follow the instructions in 4.2.3 Step 31: Entering the owner's name.

You will hear the prompt:

> *The owner's extension is ...*
> *Current owner's extension is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

16 To accept this, press [2].

4.2   Setting Up Mailboxes

Editing Mailbox Parameters

**Setting Message
Retention Time**

You will hear the prompt:

> *Current message retention time is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

17 〔1〕

To set the Message Retention Time, press [1].

You will hear the prompt:

> *Please enter the message retention time up to 30 days fol-*
> *lowed by a pound sign.*

(Days) **18**

〔1〕 〔JKL 5〕 〔#〕

Enter the number of days and press the pound sign key [#].

You will hear the prompt:

> *Current message retention time is ...*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

19 〔ABC 2〕

To accept the Message Retention Time, press [2].

The VPS completes setting the Message Retention Time and asks you to set the Maximum Length of Message.

**Setting Maximum Length
of Message**

You will hear the prompt:

> *Current message length is ...*
> *To change this length, press [1].*
> *Otherwise, press [2].*

4.2   Setting Up Mailboxes

20

[1]

To set up the message length, press [1].

You will hear the prompt:

> *Please enter the message length from 1 to 12 minutes followed by a pound sign.*

21

(Minutes)

[MNO 6] [#]

Enter the number of minutes and press the pound sign key [#].

You will hear the prompt:

> *Current message length is ...*
> *To change this length, press [1].*
> *Otherwise, press [2].*

[ABC 2] **22**

To accept the message length, press [2].

The VPS completes setting the Maximum Length of Message and asks you to set the Mailbox Capacity.

Mailbox Capacity

You will hear the prompt:

> *Current number of messages available in the mailbox is ...*
> *To change this quantity, press [1].*
> *Otherwise, press [2].*

[1] **23**

To set the number of messages, press [1].

You will hear the prompt:

> *Please enter the number of messages available in the mailbox from 5 to 99 followed by the pound sign.*

4.2   Setting Up Mailboxes

24

(Messages)

| 1 | JKL 5 | # |

Enter the number of messages and press the pound sign key [#].

The VPS plays the prompt again:

> *Current number of messages available in the mailbox is ...*
> *To change this quantity, press [1].*
> *Otherwise, press [2].*

25

| ABC 2 |

Press [2] to accept the number of messages.

The VPS completes setting the Mailbox Capacity and finishes editing the mailbox.

Note: Remember, you can exit the current menu by pressing [✻] at any time.

4.3   Setting a System Group Distribution List

The group distribution list allows a subscriber to send one message to many people at the same time. The subscriber can enter a list of mailbox addresses assigned a certain number called a group number. The VPS can have up to 100 groups in which you will specify the subscribers that are members. Each group can have as many as 40 mailboxes.

Note:

The mailbox number length parameter of the system effects a group listing number. For example, if you have specified three digits for the mailbox number length, the group listing number will also require a three digit number.

The group distribution list can also be set on the personal level, where the subscriber can have up to eight personal group lists assigned one of the group numbers, one to eight. Each group itself can have up to 40 destination mailbox numbers.

You can exit the current menu by pressing [✳] at any time.

To set up the System Group Distribution List:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press 0.*

4.3 Setting a System Group Distribution List

2 Press [*], then enter the system manager's mailbox number.

(System Manager's mailbox number)

[*] [WXY 9] [WXY 9] [WXY 9]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(System Manager's password)

3 Enter the password.

[1] [ABC 2] [DEF 3] [#]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[GHI 4]

4 Press [4] and you will go to the Parameter Setting Menu.

You will hear the prompt:

> *To check mailbox, press [1].*
> *To set up mailbox, press [2].*
> *To set the system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

4.3 Setting a System Group Distribution List

5

[DEF 3]

Press [3].

You will hear the prompt:

> *Please enter the system group distribution number, followed by a pound sign.*

(Group distribution number)

6

Enter the same digits as assigned to the mailbox number.

[TUV 8] [ABC 2] [ABC 2] [#]

You will hear the prompt:

> *No members in this group*

> **or**

> *Group number is ...*
> *Mailbox ...*
> *This is for ...*

Note:

You will hear the prompt:

> *To add members to the list, press [1].*

[See Step 7]

> *To delete members from the list, press [2].*

[See Step 8]

If you press [0], you will hear the prompt:

> *To add members to the list, press [1].*
> *To delete members from the list, press [2].*
> *To review the list, press [3].*

4.3   Setting a System Group Distribution List

Adding Members

☐[1]   **7**   Press [1] to add members to the list.

You will hear the prompt:

> *You have -- members left to enter.*

or

If you already have the full group capacity of forty members, this prompt will appear:

> *You have no members left to enter.*

You will then be guided to the Parameter Setting Menu.

If there is any space to add more members, you will hear the prompt:

> *Please enter the mailbox number, followed by a pound sign.*

(Mailbox number)   **8**   Enter the mailbox number to add.

[DEF 3] [DEF 3] [DEF 3] [#]

You will hear the prompt:

> *Mailbox .... This is for ....*
> *To change this mailbox number, press [1].*
> *Otherwise, press [2].*

[ABC 2]   **9**   To accept the new member's mailbox number, press [2]

You will hear the prompt:

> *To continue adding members, press [1].*
> *To end, press [2].*

4.3   Setting a System Group Distribution List

10

[1]

Press [1] to add more members.

or

[ABC 2]

Press [2] to keep what you have and end this menu.

Note: The VPS will continue asking you whether you wish to add a mailbox until it has checked all the members on the list. You will then be guided to the Parameter Setting Menu.

Deleting Members

[ABC 2]   **7'**

Press [2] to delete members from the list.

You will hear the prompt:

> *To delete all members from the list, press [1].*
> *Otherwise, press [2].*

8'

[1] or [ABC 2]

Press [1] to delete all the members or press [2] to delete only certain members from the list.

Should you select [2], you will hear the prompt:

> *Mailbox ..., this is for ....*

> *To delete this member, press [1].*
> *Otherwise, press [2].*

[1]   **9'**

Press [1] to delete this member, or [2] to keep it.

The VPS will keep asking you whether to delete the mailbox until it has checked all mailboxes on the list. Then you will be guided to the Parameter Setting Menu.

Reviewing the list

[DEF 3]   **7''**

Should you not wish to take any action at the moment, press [3].

The VPS will review the list and you can then check the members on the list.

4.4 Setting System Parameters

System parameters are first set by the System Administrator. They are used as the default values of the VPS system.

As System Manager, you can set most system parameters from your own telephone. (Refer to Administrator's Guide)

System Parameters

System Mailbox Parameters

These are the default values of each mailbox parameter, which can naturally be changed according to a subscriber's needs and disk capacity.

— **System Message Retention Time**

The amount of time which a subscriber may wish to keep a message prior to automatic erasure can be set to between 1 and 7 days for the most effective utilization of storage capacity. It is set for 5 days at the factory.

— **System Maximum Message Length**

The maximum recorded length of a message can be set to between 1 and 12 minutes. It is set for 3 minutes at the factory.

— **System Mailbox Capacity**

This is the number of messages which can stay in one mailbox at one time. It is set from 5 to 50 depending upon the needs of the subscriber and the storage capacity of the system. When the number of messages in the mailbox has reached the limit specified by the parameters, a caller can no longer leave any messages. It is set to 10 at the factory.

Personal Greeting Message Length

Personal Greeting Message is the message which is first listened to by callers who access a subscriber's mailbox in the Voice Mail Service.

External Message Delivery Parameters

External Message Delivery is the function by which the VPS calls a specified telephone to deliver a subscriber's message. When a subscriber (if authorized) wants to deliver a message to a non-subscriber, he can record the message and then the VPS will deliver it.

4.4   Setting System Parameters

— **System External Message Delivery Duration Time**

The maximum value of the length of a call from the VPS during External Message Delivery (necessary to reduce the costs of the outgoing call).
The call duration is measured by the VPS starting from the point at which the specified telephone number called is answered and terminates the call if the specified length of time is exceeded. If can be set from 1 to 9 minutes.

— **System External Message Delivery Redial Mode**

If set to YES, the VPS will automatically redial when there is no answer or if a line is busy.

●If Retry is enabled
If there is no answer, the system redials the number one hour later.
If the line is busy, the system redials the number up to three times at 5-minute intervals. If the line remains busy during that time, the system redials the number one hour later.
(The above operation is repeated up to a maximum of three times, for a maximum total of 15 retries.)

●If Retry is disabled
If there is no answer, the operation is complete.
If the line is busy, the system redials the number up to three times at 5-minute intervals. If the line remains busy during that time, the system does not retry later.

Redialing Sequence

Note: ○ indicates call.
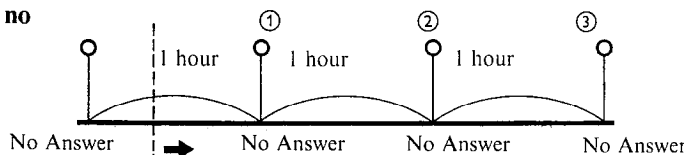
Number in circle indicates number of retries. (e.g. ③ indicates three retries.)

Continuous no answer

Continuously busy
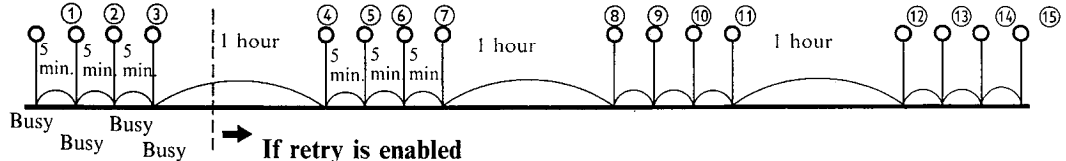
Busy or no answer
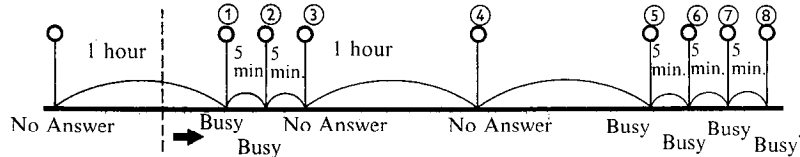
4.4   Setting System Parameters

—   **External Message Delivery Announce Interval**

The interval in which the VPS replays a message when put on hold.

The prompt, "To retrieve the call, press [2]" is repeated at this interval until hold is canceled. The interval can be set from 1 to 30 seconds.

**Accessing the
System Parameter
Setting Menu**

1

(Voice Mail Services
Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's
mailbox number)

| ✱ | WXY 9 | WXY 9 | WXY 9 |

Press the star [✱], then enter the System Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(System Manager's **3**
password)

| 1 | ABC 2 | DEF 3 | # |

Enter the password.

You will hear the prompt:

4.4 Setting System Parameters

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

GHI 4 **4**   Press [4] for the Mailbox Parameter Menu.

You will hear the prompt:

> *To check mailbox, press [1].*
> *To set up mailbox, press [2].*
> *To set the system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

GHI 4 **5**   Press [4] for the System Parameter Setting Menu.

System Parameter Setting Menu

First, you will hear the prompt:

> *System message retention time is ... days.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

1 **6**   Press [1] to change the default setting.

Then you will hear the prompt:

> *Please enter the message retention time from 1 to 7 days.*

4.4 Setting System Parameters

7
(Retention Time)

Enter the number of days.

[JKL 5]

Then you will again hear the prompt:

> *System message retention time is ... days.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

[ABC 2] **8**

Press [2] to accept it.

Then the VPS will ask if you wish to change the system maximum message length.

You will hear the prompt:

> *System message length is ... minutes.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1] **9**

Press [1] to change the default setting.

Then you will hear the prompt:

> *Please enter the message length from 1 to 12*
> *minutes followed by a pound sign.*

(Length of Message) **10**

Enter the number of minutes and press [#].

[1] [OPER 0] [#]

Then you will hear the prompt:

4.4 Setting System Parameters

> *System message length is ... minutes.*
> *To change this setting press [1].*
> *Otherwise, press [2].*

11   Press [2] to accept it.

Then the VPS will ask if you wish to change the system message capacity.

You will hear the prompt:

> *System mailbox message capacity is ... messages.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

12   Press [1] to change the default setting.

Then you will hear the prompt:

> *Please enter the mailbox message capacity from 5 to 50*
> *followed by a pound sign.*

(Mailbox Message **13**   Enter the number of messages and press [#].
Capacity)

Then you will hear the prompt again:

> *System mailbox message capacity is ... messages.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

14   Press [2] to accept it.

4.4   Setting System Parameters

Then the VPS will ask if you wish to change the personal greeting length.

You will hear the prompt:

> *System personal greeting length is — seconds.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

15

[1]

Press [1] to change the default setting.

You will hear the prompt:

> *Please enter the personal greeting length from 8 to 60*
> *seconds followed by a pound sign.*

(Length of Personal **16**
Greeting)

[1] [OPER 0] [#]

Enter the number of minutes and press [#].

Then you will hear the prompt again:

> *System personal greeting length is — seconds.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

17

[ABC 2]

Press [2] to accept it.

Then the VPS will ask if you wish to change the external message delivery parameters.

You will hear the prompt:

4.4 Setting System Parameters

> *System external message delivery parameters are ...*
> *Total length of external message delivery is — minutes.*

> *External message delivery redialing is enabled.*

or

> *External message delivery redialing is disabled.*

> *To change this setting, press [1].*
> *To accept, press [2].*

18   Press [1] to change the default setting.

[1]

You will hear the prompt:

> *Please enter the call duration time of external message delivery from 1 to 9 minutes.*

(Total Length) **19**   Enter the number of minutes.

[1]

Then you will hear the prompt:

> *To enable external message delivery redialing, press [1].*
> *To disable, press [2].*

20   Select [1] or [2].

[1] or [ABC 2]

You will hear the prompt:

> *External message delivery redialing is enabled (disabled).*

4.4 Setting System Parameters

Then you will hear the prompt again:

> *System external message delivery parameters are ...*
> *Total length of external message delivery is — minutes.*

> *External message delivery redialing is enabled.*

or

> *External message delivery redialing is disabled.*

> *To change this setting, press [1].*
> *To accept it, press [2].*

[ABC 2] **21**   Press [2] to accept it.

Then the VPS will return to the Parameter Setting Menu.

4.5 Setting the Date and Time

When the VPS restarts after voice mail operations have been interrupted (whether because of power loss or the use of System Utilities), you will want to set the present date and time. The system manager can set the present date and time on the VPS from his own telephone. It is important to set the exact time since Message Waiting Notification, External Message Delivery, Redialing and Rescheduling of External Message Delivery or Automatic Message Deletion are scheduled according to this setting.

Note

The system automatically adjusts the time as appropriate when daylight savings time begins and when it ends.

To go to the Clock Setting Menu

1

(Voice Mail Service' Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

ABC 2	JKL 5	TUV 8

You will hear the prompt.

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.
> To enter by name, please press a pound sign now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

2

(System Manager's mail number)

Press the star [✳], then enter the system Manager's mailbox number.

✳	WXY 9	WXY 9	WXY 9

You will hear the prompt:

> Please enter the password, followed by a pound sign.

4.5 Setting the Date and Time

3

(System Manager's
password)

[1] [ABC 2] [DEF 3] [#]

Enter the password. Then press [#].

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a the system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[GHI 4]

4

Press [4] to go to the Mailbox Parameters Menu.

You will hear the prompt:

> *To check mailbox, press [1].*
> *To set up mailbox, press [2].*
> *To set the system group distribution list, press [3].*
> *To set system parameters, press [4].*
> *To set the clock, press [5].*
> *To customize your mailbox, press [6].*

[JKL 5]

5

Press [5] for the Clock Setting Menu.

Setting the Date and Time

First, you will hear the prompt:

> *The current time is —.*
> *To change the time, press [1].*
> *Otherwise, press [2].*

4.5 Setting the Date and Time

6

[1]

Press [1] to change the current setting.

You will hear the prompt:

> *Please enter the new time followed by a pound sign.*

Note:

[OPER 0]

You can press [0] for help with this setting. Then you will hear the prompt:

> *For example, to enter 5 o'clock press five and pound or 5:15 press five, one, five and pound.*
> *Please enter the new time, followed by a pound sign.*

(Time) **7**

[1] [OPER 0] [DEF 3] [#]

Enter the current time and press [#].

You will hear the prompt:

> *Please enter [1] for 'AM'*
> *or [2] for 'PM'.*

[1] or [ABC 2] **8**

Enter [1] or [2].

You will hear the prompt again:

> *The current time is - .*
> *To change the time, press [1].*
> *Otherwise, press [2].*

4.5   Setting the Date and Time

9

[ABC 2]

Press [2] to accept it.

You will hear the prompt:

> *The current date is —.*
> *To change the date, press [1].*
> *Otherwise, press [2].*

10

[1]

Press [1] to change the current setting.

You will hear the prompt:

> *Please enter the month, followed by a pound sign.*

Note:

[OPER 0]

You can press [0] for help here. Then you will hear the prompt:

> *For example, to enter January, press one and pound.*
> *Please enter the month, followed by a pound sign.*

(Month) 11

[1] [1] [#]

Enter the month and press [#].

You will hear the prompt:

> *Please enter the day, followed by a pound sign.*

(Day) 12

[1] [GHI 4] [#]

Enter the day and press [#].

Then you will hear the prompt:

> *Please enter the last two digits of the year, followed by a pound sign.*

4.5 Setting the Date and Time

13
(Year)

Enter the last two digits of the year and press [#].

[WXY 9] [GHI 4] [#]

Then you will hear the prompt:

> *The current date is —. (Nov. 14 - 1994)*
> *To change the date, press, [1].*
> *Otherwise, press [2].*

[ABC 2] **14**

Press [2] to accept the date.

Next you will proceed to the System Manager's Command Menu.

Note: Remember, you can press [*] at anytime to exit this menu.

4.6 Checking System Usage

The VPS directs the statistical report output of the system usage to the terminal or printer via the RS-232C interface. You can request printed statistical reports either by telephone or by keyboard input.

System Usage Report

System Service Report

This shows the available disk and ports of the VPS and provides information about the services which are assigned to each port; i.e. Incoming call services, Outgoing call services, Call Transfer Authorization and Successive Recording Authorization.

Disk Usage Report

This shows the amount of used and available disk space in minutes. It also provides the following information:

— **The total number of messages recorded since the counter was last cleared.**

— **The total number of messages which were transfered by the subscribers.**

— **The total number of messages which were deleted by the subscribers.**

— **The total number of messages which were automatically deleted by the system because the storage duration had expired.**

Port Usage Report

This report provides traffic information for the VPS ports. This information helps you determine if the current configuration of incoming lines to the VPS is meeting the needs of your company. It provides the total incoming and outgoing calls as well as the total connect time.

Mailbox Usage Report

This report provides information on a mailbox's usage. It can be used to receive information on the learning curve of the user, his callers, and guests. It presents the number of recorded messages, times and total minutes of outgoing call, and times of using special functions (External Message Delivery, Message Notification, Guest Account).

Mailbox Assignments

The Mailbox List-Up command provides information about authorized features for each mailbox, and current settings for mailbox parameters and system mailbox parameters. The features listed in this command are interview mailbox, external message delivery, message waiting notification, guest accounts and personal bulletin board.

4.6   Checking System Usage

Call Account Report

This report provides information on outgoing calls for billing. It includes the mailbox number, telephone number and date and duration time of the outgoing call.

You can reset the accumulation of the data in the Port Usage Report, Disk Usage Report and Mailbox Usage Report to zero. 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'll probably want to continue the accumulation of the counts.

To go to System Report Menu

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's mailbox number)

[*] [WXY 9] [WXY 9] [WXY 9]

Press the star [*], then enter the system Manager's mailbox number.
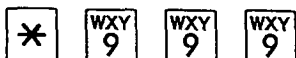
You will hear the prompt:

4.6 Checking System Usage

> *Please enter the password, followed by a pound sign.*

(System Manager's **3**
password)

[1] [ABC 2] [DEF 3] [#]

Enter the password. Then press [#].

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[DEF 3] **4** Press [3] for the System Report Menu.

First you will hear the prompt:

> *For a system service report, press [1].*
> *For a disk usage report, press [2].*
> *For a port usage report, press [3].*
> *For a mailbox usage report, press [4].*
> *For a mailbox parameter report, press [5].*
> *For a call account report, press [6].*

System Service Report

[1] **1** Press [1].

Then you will hear the prompt:

> *The system service report is listed on the terminal.*

Disk Usage Report

[ABC 2] **1** Press [2].

4.6　Checking System Usage

You will hear the prompt:

> To report disk usage, press [1].
> To clear disk usage counts, press [2].

2　Press [1] to list the report.

Then you will hear the prompt:

> The disk usage report is listed on the terminal.

2'　Press [2] to clear the accumulated data.

Note:　You can press [*] here to return to the System Report Menu if you have not chosen any option.

Port Usage Report

1　Press [3].

You will hear the prompt:

> To report port usage, press [1].
> To clear port usage counts, press [2].

2　Press [1] to list up the report.

Then you will hear the prompt:

> The port usage report is listed on the terminal.

2'　Press [2] to clear the accumulated data.

Note:　You can press [*] here to go back to the System Report Menu if you have not chosen any option.

4.6 Checking System Usage

Mailbox Usage Report

[GHI 4] **1** Press [4].

You will hear the prompt:

> To report mailbox usage, press [1].
> To clear mailbox usage counts, press [2].

[1] **2** Press [1].

You will hear the prompt:

> Please enter the mailbox number.
> You can use the pound key as a wild card character.

(Mailbox number) **3** Enter the desired mailbox number.

[DEF 3] [ABC 2] [1]

Note: If you use the pound key as a wild card character, you can enter only one number to include multiple mailboxes.
For example, [3] [#] [#] indicates 3-digit mailbox numbers that begin with [3].

You will hear the prompt:

> If you specify the mailbox range, press [1].
> Otherwise, press [2].

4 If you only want information for the specified mailbox, press [2].

[ABC 2]

Then you will hear the prompt:

4.6   Checking System Usage

> *The mailbox usage report is listed on the terminal.*

A list of the information will be printed.

Note: If you want to see the information of a range of mailboxes, press [1].

You will hear the prompt:

> *Please enter the mailbox number.*

(Mailbox number)   Enter the mailbox number of the upper limit of the range.

[DEF 3] [DEF 3] [DEF 3]

Then you will hear the prompt:

> *The mailbox usage report is listed on the terminal.*

A list of information will be printed.

2'   Press [2] to clear the accumulated data.

[ABC 2]

You will hear the prompt:

> *Please enter the mailbox number.*
> *You can use the pound key as a wild card character.*

(Mailbox number) **3'**   Enter the desired mailbox number.

[DEF 3] [ABC 2] [1]

Note: If you use the pound key as a wild card character, you can enter only one number to include multiple mailboxes.
For example, [3] [#] [#] indicates mailbox numbers that begin with [3].

4.6 Checking System Usage

You will hear the prompt:

> *If you specify the mailbox range, press [1].*
> *Otherwise, press [2].*

4'

[ABC 2]

If you only want to clear the information for the specified mailbox, press [2].

You will hear the prompt:

> *Mailbox usage counts cleared.*

4"

[1]

If you want to clear the information of a range of mailboxes, press [1].

You will hear the prompt:

> *Please enter the mailbox number.*

(Mailbox number) **5"**

[DEF 3] [DEF 3] [DEF 3]

Enter the mailbox number of the upper limit of the range.

Note: If you use the pound key as a wild card character, you can enter only one number to include multiple mailboxes.
For example, [3] [#] [#] indicates mailbox numbers that begin with [3].

Then you will hear the prompt:

> *Mailbox usage counts cleared.*

Note: You can press [✱] here to go back to the System Report Menu if you have not chosen any option.

4.6 Checking System Usage

**Mailbox Parameter
Report**

[JKL 5]   **1**   Press [5].

You will hear the prompt:

> *The mailbox parameter report is listed on the terminal.*

Call Account Report

[MNO 6]   **1**   Press [6].

You will hear the prompt:

> *The call account report is listed on the terminal.*

Note: Remember, you can press [✱] to exit this menu at any time.

4.7   Broadcasting Messages

The system manager can deliver an identical message to all VPS subscribers at the same time. This procedure is referred to as "broadcasting messages," and the message to be broadcast is recorded in the system manager's mailbox. This feature is useful for informing all subscribers about current VPS status such as remaining hard disk capacity, requesting that unnecessary messages be erased, etc.

To record broadcasting messages:

1

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

Dial an extension which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning / Good afternoon / Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's mailbox number)

| ✳ | WXY 9 | WXY 9 | WXY 9 |

Press the star [✳], then enter the System Manager's mailbox number.
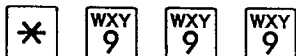
You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

4.7 Broadcasting Messages

3

(System Manager's password)

[1] [ABC 2] [DEF 3] [#]

Enter the password. Then press [#].

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

4

[ABC 2]

Press [2].

You will hear the prompt:

> *To deliver a broadcast message, press [1].*
> *Otherwise, press [2].*

5

[1]

Press [1] to record a broadcasting message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

6

State the message

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

4.7 Broadcasting Messages

7

[ABC 2]

Press [2] to accept your message.

You will hear the prompt:

> *Your recording has been accepted.*

Then you will end the broadcasting message recording.

7'

[1]

Press [1] if you want to take any action on this message.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✳].*

Follow the instruction and accept the recording in the end.

Then you will end the broadcasting message recording.

4.8 Remote Administration

The System Administrator sets up system parameters or executes the system diagnostic program by using the RS-232C port. However, the System Manager can also do such administration from long-distance via a telephone line, if a modem is connected to the VPS or an optional modem card is installed in the VPS. You can also set the parameters using batch files.

Note: Make sure your modem conforms to Bell 103 or 212A standard, and protocol (Baud rate, Word bit length, Parity and Stop bit length) is set to RS-232C standard.
The VPS modem is always in answer mode.

Note: Refer to the Operating Instructions for the data terminal and modem you use on how to use the modem.

Confirm the connection between the modem and the VPS, and the modem and data terminal. Connect the telephone line to Port 1.

(Voice Mail Service **1** Dial the extension assigned to Port 1 of the VPS.
Extension Number)

[ABC 2] [JKL 5] [TUV 8]   You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press the star [*], then enter the System Manager's mailbox number.

(System Manager's
mailbox number)

[*] [WXY 9] [WXY 9] [WXY 9]
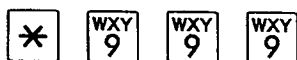
Note: If Port 1 is not set to Voice Mail service, instead of [*][9][9][9], input [#][#][9][9][9].

4.8　Remote Administration

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3　Enter the password. Then press [#].

(System Manager's
password)

[1]　[ABC 2]　[DEF 3]　[#]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For help at any time, press [0].*

[OPER 0]　**4**　Press [0] for Help Menu.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For a system report, press [3].*
> *For other features, press [4].*
> *For remote administration, press [7].*
> *For call transfer, press [#].*

[PRS 7]　**5**　Press [7] for the Remote Administration Menu.

You will hear the prompt:

> *Please connect your MODEM to the telephone line.*

4.8 Remote Administration

6 Switch to the Modem after hearing the Modem tone signal. After the connection has been established, press the [RETURN] key. The System Administration menu will appear on the screen of the data terminal.

See 3.3 Setting the System Parameters in Chapter 3.

Note: Return to the initial System Administrator screen (> prompt).

4.9   Customizing the System Manager's Mailbox

In order to ensure system security, the system manager can establish a password consisting of up to eight digits. Anyone requesting access to the system manager's mailbox will then be required to enter this password before proceeding.

To customize the System Manager's Mailbox:

1

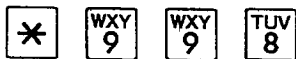(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(System Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [WXY 9]

Press the star [✱], then enter the System Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(System Manager's password)

3

Enter the password.

[1] [ABC 2] [DEF 3] [#]

4.9 Customizing the System Manager's Mailbox

You will hear the prompt:

> To receive a message, press [1].
> To deliver a message, press [2].
> For a system report, press [3].
> For other features, press [4].
> For help at any time, press [0].

4 Press [4].

You will hear the prompt:

> To check mailbox distribution, press [1].
> To set up mailbox, press [2].
> To set the system group distribution list, press [3].
> To set system parameters, press [4].
> To set the clock, press [5].
> To customize your mailbox, press [6].

5 Press [6] to customize the System Manager's mailbox .

You will hear the prompt:

> The current password is —.

or

> Password is unassigned.

> To change this setting, press [1].
> Otherwise, press [2].

6 Press [2] to set the new password.

You will hear the prompt:

4.9   Customizing the System Manager's Mailbox

> *Please enter the password, followed by a pound sign.*

[ABC 2] [DEF 3] [GHI 4] [#]   **7**   Enter the new password up to 8 digits.

Then, you will hear the prompt again:

> *The password you just entered is —.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

[ABC 2]   **8**   Press [2] to accept it.

Then you will end system manager's mailbox customization.

Chapter 5
Message Manager's Guide

This chapter explains what a Message Manager is and provides step-by-step instructions for such message management tasks as routing messages in the general delivery mailbox.

Contents

5.1 What is a Message Manager?

The Message Manager takes care of the general delivery mailbox, recording company greetings, and voice prompts by accessing the mailbox with number 99998, 9998, 998 (default value) or 98 (these values can be changed). As Message Manager, you will also be responsible for answering and attending to calls that have been transferred by the VPS.

You will also transfer messages recorded in the general delivery mailbox to their destination mailboxes. When someone is calling from a rotary telephone, the VPS will guide him or her to the general delivery mailbox and allow him to leave his or her message there. You will then transfer the message from the general delivery mailbox to the mailbox of the intended party, depending upon the contents of the message.

The VPS can have up to 16 company greetings for both business and non-business hour greetings. Depending on the companies working hours, you will record these greetings and select which one is to be delivered to each port of the VPS.

As Message Manager, you can also modify prerecorded prompts from the Automated Attendant and Voice Mail Service. You can record your own prompts from your telephone at any time simply by specifying the prompt number and saying the new one into your telephone.

What you will do:

— **Managing the General Delivery Mailbox (See 5.2)**

— **Company Greetings Operation (See 5.3)**

— **Setting Department Dialing (See 5.4)**

— **Modifying Voice Prompts (See 5.5)**

— **Setting up the Operator Call Coverage (Not available)**

— **Recording the Company Name (See 5.7)**

— **Customizing the Message Manager's Mailbox (See 5.8)**

— **Setting the Date and Time (See 5.9)**

5.1 What is a Message Manager?

Before starting message management

Use the work sheets provided to record the information you will need to do your tasks throughout the system. Just fill in the blanks with the information requested. Once you have finished filling out the work sheets, you can use them as quick reference cards to aid you in message management.

To access the Message Manager's mailbox

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [TUV 8]

Press the star [✱], then enter the Message Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Message Manager's password) **3**

[DEF 3] [GHI 4] [JKL 5] [#]

Enter the password.

5.2 Managing the General Delivery Mailbox

One of your duties as Message Manager will be to check the general delivery mailbox for messages and forward them to the appropriate mailbox. This can be done at any time with your telephone. You can listen to the messages in the general delivery mailbox, after which you can transfer the message to a subscriber's mailbox or delete the message.

What you will do:

— **Listening to Messages (See 5.2.1)**

— **Delivering the Message (See 5.2.2)**

5.2 Managing the General Delivery Mailbox

5.2.1 Listening to Messages

To receive messages from the general delivery mailbox:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.
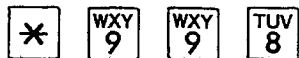
You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [TUV 8]

Press the star [✱], then enter the Message Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Massage Manager's password)

3

[DEF 3] [GHI 4] [JKL 5] [#]

Enter the password.

Now you are in the Message Manager's main command menu.

5.2 Managing the General Delivery Mailbox

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
>
> *To change the company greetings mode, press [2].*
>
> *For other features, press [3].*
>
> *For help at any time, press [0].*

4 Press [1] to transfer the messages from the general delivery mailbox.

You will hear the prompt:

> *You have ..... message(s).*

5 Listen to the message(s).

5.2 Managing the General Delivery Mailbox

5.2.2 Delivering the Message

**To transfer messages
from the general delivery
mailbox:**

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To transfer a message, press [7].*

PRS 7

6 Press [7] to transfer the message.

Note: You can review the message by pressing [1].
You can play the next message by pressing [2].
You can erase the message by pressing [3].

You will hear the prompt:

> *Please enter the mailbox number to which these messages
> should be transferred.*
> *To enter by name, please press a pound sign and [1].*

JKL 5 **GHI 4** **DEF 3**

7 Enter the destination mailbox number.

You will hear the prompt:

> *Mailbox ———. This is for ———.*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat this information, press [3].)*
> *(To cancel message transfer, press [✱].)*

8 Accept the mailbox number and owner's name by pressing
[1].

1

You will hear the prompt:

5.2 Managing the General Delivery Mailbox

> To transfer, press [1].
> To add the mailbox number, press [2].
> To review the mailing list, press [3].
> To cancel message transfer, press [✱].

9 Press [1] to transfer.

You can press [2] to add mailbox numbers.
You can press [3] to review the mailing list.
You can press [✱] to cancel message transfer.

You will hear the prompt:

> To add your comment, press [1].
> Otherwise, press [2].

10 Press [2] to transfer.

Note: You can add your comment by pressing [1].
You will hear the prompt:

> To add your comment before this message, press [1].
> To add your comment after this message, press [2].

11 Select [1] or [2].

You will hear the prompt:

> Please state your comment at the tone.
> To end recording, press [1].
> To pause and restart recording, press [2].

12 Record your comment.

13 Press [1] to end recording.

You will hear the prompt:

5.2 Managing the General Delivery Mailbox

> To review your comment, press [1].
> To accept, press [2].
> To record a new one, press [3].

14

Press [2] to accept it.

To rerecord your comment, press [3] and follow the instructions from step 12.

To review your comment, press [1].

You will end recording comments by pressing [2].

Then you will also end transferring messages from the general delivery mailbox.

5.3 Company Greetings Operation

Company Greetings are presented to the caller of the VPS at the beginning of a recorded answer to a call. You are authorized to operate the company greetings. Each VPS port is specified to provide one of the company messages recorded by the message manager.

What you will do:

— **Recording Company Greetings (See 5.3.1)**

— **Selecting Company Greetings (See 5.3.2)**

— **Changing Company Greetings Mode (See 5.3.3)**

5.3 Company Greetings Operation

5.3.1 Recording Company Greetings

You can record up to 16 company greetings. The greeting will be business or non-business hour greetings of which one will be presented to the caller of the VPS.

To record a company greeting:

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

Press the star [*], then enter the Message Manager's mailbox number.

[*] [WXY 9] [WXY 9] [TUV 8]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3

(Message Manager's password)

Enter the password.

[DEF 3] [GHI 4] [JKL 5] [#]

5.3 Company Greetings Operation

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3   **4**   Press [3] for other features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

1   **5**   Press [1] to record company greetings.

You will hear the prompt:

> *Please enter the company greeting number [1] through [16], followed by a pound sign.*

(Greeting Number)   **6**   Enter the greeting number (1—16).

1   **#**

You will hear the prompt:

5.3 Company Greetings Operation

> *A company greeting has been already recorded for this number.*

7   Review the current greeting.

Note: If you have not recorded the greeting for this number, you can directly go to step 9.
You will hear the prompt:

> *To change this greeting, press [1].*
>
> *Otherwise, press [2].*

8   Press [1] to update the greeting.

You will hear the prompt:

> *To record, press [1].*
>
> *To erase, press [2].*

9   Press [1] to record the greetings.

You will hear the prompt:

> *Please state the company greeting at the tone.*
>
> *To end recording, press [1].*
>
> *To pause and restart recording, press [2].*

10   Speak the new greeting at the tone and press [1].

You will hear the prompt:

> *To change this message, press [1].*
>
> *To accept, press [2].*

11   Press [2] to accept the greeting.

5.3 Company Greetings Operation

You will hear the prompt:

> *Your recording has been accepted.*

12 Review the greeting.

You will hear the prompt:

> *To change this greeting, press [1].*
> *Otherwise, press [2].*

13 Press [2] to accept.

You will hear the prompt:

> *This greeting will be played at port ..... in daytime (night-time).*
> *To change this greeting, press [1].*
> *Otherwise, press [2].*

14 Press [1] to change the setting and go to the Company Greeting Assignment menu.

Note: You can accept and end this setting by pressing [2].

5.3 Company Greetings Operation

5.3.2 Selecting Company Greetings

Depending on business hours and the telephone line connected to the port, you can choose which greeting is to be delivered to each port of the VPS. In this way, you can present your individual business and non-business hour greetings.

Each port can be assigned two greetings, each of which is provided to the caller on either business or non-business hours.

To enter the company greeting selection mode:

1 Get to the Company Greeting Assignment menu. (Follow the steps 1—14 in 5.3.1 Recording Company Greetings.)

You will hear the prompt:

> *To play this message in daytime, press [1].*
> *Otherwise, press [2].*

2 Press [1] to play it in daytime and go to the Port Assignment menu (step 3).

[1]

[ABC 2] **2'** Press [2] to play it at night-time.

You will hear the prompt:

> *To play this message at night-time, press [1].*
> *Otherwise, press [2].*

[1] Press [1].

Port Assignment menu:

You will hear the prompt:

> *Please enter the port numbers for which this greeting will be assigned, followed by a pound sign.*

5.3 Company Greetings Operation

3 Enter the port number and [#] sign.

(Port number)

[1] [3 DEF] [5 JKL] [#]

You will hear the prompt:

> *This greeting will be played at port ..... in ..... (daytime/ night-time)*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[2 ABC] **4** Press [2] to accept it.

Note: If you select daytime in step 2, you will hear the prompt:

> *To play this message at night-time, press [1].*
> *Otherwise, press [2].*

Press [2] not to assign the message at night-time and end the company greeting assignment.

If you want to assign it as nightmode, press [1] here and follow the instruction from step 3 (Port Assignment Menu).

5.3   Company Greetings Operation

5.3.3   Changing Company Greetings Mode

You can change the company greetings mode at the beginning and end of business hours.

**To inform the VPS of the
hours for the changes:**

1

(Voice Mail Service's
Extension Number)

[2 ABC] [5 JKL] [8 TUV]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press the pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's
mailbox number)

[*] [9 WXY] [9 WXY] [8 TUV]

Press the star [*], then enter the Message Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Message Manager's **3**
password)

[3 DEF] [4 GHI] [5 JKL] [#]
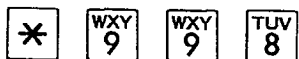
Enter the password.

5.3 Company Greetings Operation

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4

ABC 2

Press [2] for Changing the Company Greetings Mode menu.

You will hear the prompt:

> *Current company greeting mode is ... mode*
> *(day/night/automatic)*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

1

5 Press [1] to set (change) the mode.

Note: You can accept the mode by pressing [2]

You will hear the prompt:

> *To set the company greeting mode to day mode, press [1].*
> *To set the mode to night mode, press [2].*
> *To set the mode to automatic mode, press [3].*

5.3   Company Greetings Operation

6   Press [1] for day mode, [2] for night mode, [3] for automatic mode. (See Setting Automatic Mode menu)

[1] or [2 ABC] or [3 DEF]

You will hear the prompt:

> *Company greeting mode is set to ... mode.*
> *(day/night/automatic)*

7   If you choose the automatic mode, you will hear the prompt:

[3 DEF]

> *Current daymode start time for ...*
> *(Monday/Tuesday/.../Sunday) is ...*

> *To change the daymode start time, press [1].*
> *Otherwise, press [2].*

8   Press [1] to set (change) the time.

[1]

You will hear the prompt:

> *Please enter the new time, followed by a pound sign.*

Note: You can accept the current setting by pressing [2].

(Time) 9   Enter the time and press a pound sign.

[1] [0 OPER] [3 DEF] [#]

You will hear the prompt:

> *Please enter [1] for 'AM' or [2] for 'PM'.*

10   Press [1] or [2].

[1] or [2 ABC]

5.3　Company Greetings Operation

You will hear the prompt:

> *Current nightmode start time for ... (Monday/Tuesday/*
> *.../Sunday)*

> *To change the nightmode start time, press [1].*
> *Otherwise, press [2].*

11

1

If you want to change the nightmode start time, press [1]
and repeat Steps 8 — 10.

5.4 Setting Department Dialing

Rather than dial long, complicated numbers, it is possible to reach an extension by entering one number. Due to the fact that there are only nine digits (1-9) to choose from, the caller is limited to 9 department dialing numbers. The VPS allows you to record the department dialing menu message which provides the voiced names of departments to which the caller will be transferred by department dialing.

What you will do:

— **Recording the Department Dialing Menu Message (See 5.4.1)**

— **Programming Department Dialing (See 5.4.2)**

— **Resetting Department Dialing (See 5.4.3)**

— **Department Dialing Report (See 5.4.4)**

5.4 Setting Department Dialing

5.4.1 Recording the Department Dialing Menu Message

To record the department dialing menu message:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> Good morning/Good evening
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.
> To enter by name, please press a pound sign now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

2

(Message Manager's mailbox number)

[✳] [WXY 9] [WXY 9] [TUV 8]

Press the star [✳], then enter the Message Manager's mailbox number.

You will hear the prompt:

> Please enter the password, followed by a pound sign.

(Message Manager's password)

3

[DEF 3] [GHI 4] [JKL 5] [#]

Enter the password.

Now you are in the Message Manager's main command menu.

5.4 Setting Department Dialing

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4 Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5 Press [2] for Department Dialing Programming.

You will hear the prompt:

> *To set up department dialing, press [1].*
> *For department dialing report, press [2].*
> *To exit, press [✱].*

6 Press [1] to set up department dialing.

You will hear the prompt:

5.4   Setting Department Dialing

> *To change the department dialing menu, press [1].*
> *To change an extension, press [2].*

7 Press [1] to record the Department Dialing Menu.

[1]

You will hear the prompt:

> *Department dialing menu is not recorded.*
> *To record, press [1].*
> *Otherwise, press [2].*

Note: In case there is a menu already recorded, you will hear the prompt

> *Current department dialing menu is ——.*

> *To change this menu, press [1]*
> *Otherwise, press [2]*

[1]

Press [1] to record a new menu.

You will hear the prompt:

> *To record a new menu, press [1]*
> *To erase the menu, press [2]*
> *To exit, press [✱]*

Note: You can erase the recorded menu by pressing [2] here.

8 Press [1] to record.

[1]

You will hear the prompt:

5.4   Setting Department Dialing

> *Please state the Department Dialing Menu at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9   State a message.

10   Press [1] to end recording.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✻].*

11   Press [2] to accept it.

Then you will hear the prompt and end recording the department dialing menu.

> *Your recording has been accepted.*

11'   Press the key you want, and follow the instructions until you accept the recording.

5.4 Setting Department Dialing

5.4.2 Programming Department Dialing

You can enter up to nine extensions to which the caller can be transferred. You can set the extensions after recording the department dialing menu message.

To program department dialing:

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

Press the star [✱], then enter the Message Manager's mailbox number.

| ✱ | WXY 9 | WXY 9 | TUV 8 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Message Manager's password)

3 Enter the password.

| DEF 3 | GHI 4 | JKL 5 | # |

5.4   Setting Department Dialing

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4   Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5   Press [2] for department dialing programming.

You will hear the prompt:

> *To set up department dialing, press [1].*
> *For department dialing report, press [2].*
> *To exit, press [✱].*

6   Press [1] to set department dialing.

You will hear the prompt:

5.4 Setting Department Dialing

> *To change the department dialing menu, press [1].*
> *To change an extension, press [2].*

ABC 2 **7** Press [2] to set (change) department dialing.

You will hear the prompt:

> *To assign an extension, press [1].*
> *To delete, press [2].*

1 **8** Press [1] to assign an extension.

You will hear the prompt:

> *Please enter the department number [1] through [9] or [*] to exit.*

(Department Dialing No.) **9** Enter the department number.

1

Note: If an extension has already been assigned, you will hear:

> *Current extension number is ......*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

Note: You can accept the extension by pressing [2].

1 **10** Press [1] to assign (change) the extension.

You will hear the prompt:

5.4 Setting Department Dialing

> *Please enter the extension for department dialing followed by a pound sign.*

> *To delete the extension, please press a pound sign now.*

(Extension No.) **11**   Enter the extension and press a pound sign.

[PRS 7] [PRS 7] [PRS 7] [#]

Note: You can delete the extension by pressing a pound sign only.

12   Review the current extension.

> *Current extension number is ....*
> *To change this number, press [1]*
> *Otherwise, press [2]*

[ABC 2] **13**   Press [2] to accept.

5.4 Setting Department Dialing

5.4.3 Resetting Department Dialing

You can delete all department dialing extensions and the department dialing menu message.

To reset department dialing:

1 (Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

ABC 2   JKL 5   TUV 8

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 (Message Manager's mailbox number)

Press the star [*], then enter the Message Manager's mailbox number.

*   WXY 9   WXY 9   TUV 8

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 (Message Manager's password)

Enter the password.

DEF 3   GHI 4   JKL 5   #

5.4 Setting Department Dialing

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4 Press [3] for Other Features.

[DEF 3]

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5 Press [2] for the Department Dialing programming.

[ABC 2]

You will hear the prompt:

> *To set up department dialing, press [1].*
> *For department dialing report, press [2].*
> *To exit, press [*].*

6 Press [1] to set department dialing.

[1]

You will hear the prompt:

5.4 Setting Department Dialing

> *To change the department dialing menu, press [1].*
> *To change an extension, press [2].*

[ABC 2] **7**   Press [2] to change department dialing.

You will hear the prompt:

> *To assign an extension, press [1].*
> *To delete, press [2].*

[ABC 2] **8**   Press [2] to delete.

You will hear the prompt:

> *Please enter the department number [1] through [9] or*
> *[✱] to exit.*

(Department No.) **9**   Enter the department number.

[DEF 3]

> *Current extension number is ...*

> *To delete the extension, press [1].*
> *Otherwise, press [2].*

[1] **10**   Press [1] to delete.

5.4 Setting Department Dialing

5.4.4 Department Dialing Report

The VPS can provide the caller with a voiced report of the extensions assigned to department dialing. You can delete, update and append the extension after receiving the report.

To listen to the report:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> Good morning/Good evening
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.
> To enter by name, please press a pound sign now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

2

(Message Manager's mailbox number)

[*] [WXY 9] [WXY 9] [TUV 8]

Press the star [*], then enter the Message Manager's mailbox number.

You will hear the prompt:

> Please enter the password, followed by a pound sign.

(Message Manager's password) **3**

[DEF 3] [GHI 4] [JKL 5] [#]

Enter the password.

5.4 Setting Department Dialing

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3

4   Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2]*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

ABC 2

5   Press [2] for the Department Dialing Programming menu.

You will hear the prompt:

> *To set up department dialing, press [1].*
> *For department dialing report, press [2].*
> *To exit, press [✱].*

ABC 2

6   Press [2] for a department dialing report.

You will hear the prompt:

5.4   Setting Department Dialing

> *Please enter the department number for the report.*
> *You will receive all the extensions by pressing the pound key.*

(Department No.) **7**   Enter the department number you want.

        ┌─────┐
        │ JKL │
        │ 5 │
        └─────┘

                You will hear the prompt:

> *Department number ... is assigned to extension number ...*

                or

> *Department number ... is not assigned to any extension.*

Note: You can receive a report for all extensions by pressing a pound key.

5.5 Modifying Voice Prompts

Certain of the VPS voice prompts can be changed at any time by you, the Message Manager. Modifiable prompts are used in the Automated Attendant service and the main menu of the Voice Mail Service.

To modify prompts:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press the star [✻], then enter the Message Manager's mailbox number.

(Message Manager's mailbox number)

[✻] [WXY 9] [WXY 9] [TUV 8]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 Enter the password.

(Message Manager's password)

[DEF 3] [GHI 4] [JKL 5] [#]

5.5   Modifying Voice Prompts

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4   Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5   Press [3] to modify voice prompts.

You will hear the prompt:

> *Please enter the prompt number, followed by a pound sign.*

6

(Prompt number)   Enter the modifiable prompt number followed by the pound sign [#].

Note: For the numbers of the modifiable prompts, see "Modifiable prompts and numbers:" in the following section.

5.5 Modifying Voice Prompts

You will hear the prompt:

> *Current prompt is ...*

7 Review the current prompt.

You will hear the prompt:

> *To change this prompt, press [1].*
> *Otherwise, press [2].*

Note: If you have not recorded any voice prompts for this number, you will review the original system prompt and go to the recording prompt menu in step 9.

8 Press [1] to change the prompt.

You will hear the prompt:

> *To record a new prompt, press [1].*
>
> *To erase the current prompt and back to the original system prompt, press [2].*

9 Press [1] to record a new prompt.

Note: You can delete the current prompt and restore the system prompt by pressing [2].

You will hear the prompt:

> *Please state the prompt at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

10 State a prompt.

11 Press [1] to end recording.

5.5   Modifying Voice Prompts

12   Review the prompt.

Then, you will hear the prompt:

> To record a new prompt , press [1].
> To accept the prompt, press [2].
> To review, press [3].
> To erase and exit, press [✶].

13   Press [2] to accept it.

Then you will hear the prompt and end modifying voice prompts.

> Your recording has been accepted.

Note: You can select [1], [3] or [✶] here.

5.5   Modifying Voice Prompts

Prompt No.	Modifiable Prompts
1	ZERO
2	ONE
3	TWO
4	THREE
5	FOUR
6	FIVE
7	SIX
8	SEVEN
9	EIGHT
10	NINE
11	MESSAGES
12	FROM
13	MAILBOX
21	Good morning.
22	You have reached the Voice Processing system.
23	Good Afternoon.
24	Good Evening
25	Please enter the mailbox number of the person for whom you wish to leave a message. To enter by name, please press a pound sign and [1].
26	If you are using a rotary telephone, please wait a moment. To call the operator, press [0].
27	Please enter the mailbox number of the person for whom you wish to leave a message. To enter by name, please press a pound sign and [1]. To call the operator, press [0].
28	Incorrect entry.
29	Please enter the first three or four letters of the person's last name. For the letter 'Q', press [7]. For the letter 'Z', press [9].
30	If this is the person to whom you wish to leave a message, press [1]. Otherwise, press [2]. To try again, press [✱].
31	Sorry, this name cannot be found.
32	There are no more names.
33	This is for ---.
34	Mailbox number entry failure. Please check the mailbox number.

5.5 Modifying Voice Prompts

Prompt No.	Modifiable Prompts
35	Please enter the password, followed by a pound sign.
36	Thank you for calling.
37	Welcome to the general delivery mailbox.
38	Sorry, this mailbox is in use.
39	Sorry, this function is not available.
40	Password entry failure. Please check the password.
41	You have --- .
42	You have one message.
43	There are no messages.
44	To repeat this message, press [1]. To play the next message, press [2]. To reply, press [4]. For help, press [0].
45	To repeat this message, press [1]. To replay the previous message, press [1] twice. To play the next message, press [2]. To reply, press [4]. To rewind, press [5]. To fast forward, press [6]. To end this call, press [✱].
46	To repeat this message, press [1]. To replay the previous message, press [1] twice. To replay, press [4]. For help, press [0].
47	Please leave me a message at the tone. To end recording, hang up or press [1] for more features. To pause and restart recording, press [2].
48	Please leave me a message at the tone. To end recording, hang up. To cancel your message, press [✱], if you have a touch-tone phone.
49	Sorry, there is no space for recording in this mailbox.
50	Your recording has been accepted.
51	To review, press [1]. To accept, press [2]. To record a new one, press [3]. To add, press [4]. To erase and exit, press [✱].

5.5　Modifying Voice Prompts

Prompt No.	Modifiable Prompts
52	If this is an urgent message, press [1]. Otherwise, press [2].
53	If this is a private message, press [1]. Otherwise, press [2].
54	Sorry, I cannot add anything further.
55	Please answer the following question at the tone. To end answering and receive the next question, press [1]. To end interview, press [✱].
56	If you have any comment, please state it at the tone.
57	Please enter the extension of the person for whom you wish to call. To enter by name, please press a pound sign and [1].
58	For department dialing, press [✱].
59	To listen to the bulletin board message, press [1] followed by a pound sign.
60	If this is the person to whom you wish to call, press [1]. Otherwise, press [2]. To try again, press [✱].
61	There are no more names. To try again, press [✱].
62	Extension --- .
63	Please wait a moment.
64	Please state your name at the tone.
65	To leave a message, press [1].
66	If your message is urgent, press [2].
67	To listen to a message from this party, press [3].
68	To call the operator, press [0]. To enter another extension, press [*].
69	This call has been transferred from the voice processing system.
70	This call is for --- .
71	Calling the operator, please wait a moment.
72	This call is from --- .
73	To answer the call, press [1]. Otherwise, press [2] and hang up.
74	Redialing now. Please wait a moment. To retrieve the call, press [2].
75	To continue redialing, press [1]. Otherwise, press [2].
76	You have a call from --- .
77	Sorry, this line is busy.

5.5 Modifying Voice Prompts

Prompt No.	Modifiable Prompts
78	Sorry, no one is available to answer the call.
79	You have a call. To answer the call, press [1]. Otherwise, press [2] and hang up.
80	--- other people are waiting to connect.
81	One other person is waiting to connect
82	If you would like to hold, press [1]. Otherwise press [2].
83	Sorry, this number is unassigned.
84	Sorry, bulletin board service is not available.
85	Hello, I have a message for ---.
86	To receive the message, press [1]. To hold this call, press [2]. If you want me to call back later, press [8].
87	Thank you.
88	To retrieve the call, press [2].
89	To repeat this message, press [1]. To reply, press [2]. To end this call, press [✳]. For help, press [0].
90	To repeat this message, press [1]. To reply, press [2]. To rewind, press [5]. To fast forward, press [6]. To end this call, press [✳].
91	This message is from --- .
92	Please call --- .
93	Company name is --- .
94	Extension number is --- .
95	To repeat, press [1]. To end this call, press [✳].
96	I'll deliver this message to ---.
97	To receive the message, press [1]. To hold this call, press [2].
98	Hello, I have a message for mailbox ---.
99	Hello, I have an urgent message for --- .
100	Hello, I have an urgent message for mailbox --- .
101	If you wish to enter the voice mail service, press [1]. Otherwise, press [2].
102	To leave a message, press [1]. To enter another extension, press [2].
103	You have a call.

5.5   Modifying Voice Prompts

Prompt No.	Modifiable Prompts
104 ~ 109	- Reserved -
110	(Menu Message of Custom Service 1)
111	(Menu Message of Custom Service 2)
112	(Menu Message of Custom Service 3)
113	(Menu Message of Custom Service 4)
114	(Menu Message of Custom Service 5)
115	(Menu Message of Custom Service 6)
116	(Menu Message of Custom Service 7)
117	(Menu Message of Custom Service 8)
118	(Menu Message of Custom Service 9)
119	(Menu Message of Custom Service 10)
120	(Menu Message of Custom Service 11)
121	(Menu Message of Custom Service 12)
122	(Menu Message of Custom Service 13)
123	(Menu Message of Custom Service 14)
124	(Menu Message of Custom Service 15)
125	(Menu Message of Custom Service 16)
126	(Exit Message of Custom Service)
127	(Exit Message of Operator Service)

5.6   Setting up Operator Call Coverage

Not available

5.6   Setting up Operator Call Coverage

Not available

5.6   Setting up Operator Call Coverage

Not available

5.7   Recording the Company Name

You will record the company name that the external message receiver will hear when he or she forgets the external message delivery password. The VPS provides a call back message including the company name.

To record the company name:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

[*] [WXY 9] [WXY 9] [TUV 8]

Press the star [*], then enter the Message Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Message Manager's password)

[DEF 3] [GHI 4] [JKL 5] [#]

3   Enter the password.

5.7 Recording the Company Name

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4   Press [3] for Other Features.

`DEF 3`

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5   Press [4] to record a company name.

`GHI 4`

You will hear the prompt:

> *Current company name is ...*

> *To change this company name, press [1].*
> *Otherwise, press [2].*

5.7   Recording the Company Name

Go to step 6.

or

> *Company name is not recorded.*
> *To record, press [1].*
> *Otherwise, press [2].*

Then go to step 7.

6 Press [1] to change.

|1|

You will hear the prompt:

> *To record a new company name, press [1].*
> *To erase the company name, press [2].*
> *To exit, press [✱].*

7 Press [1] to record a name.

|1|

Note: You can erase the name by pressing [2].

You will hear the prompt:

> *Please state the company name at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

8 State the name.

9 Press [1] to end recording.

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

5.7   Recording the Company Name

10   Press [2] to accept.

$\boxed{\begin{smallmatrix}\text{ABC}\\2\end{smallmatrix}}$

> *Your recording has been accepted.*   •

Note: You can take any actions above here. Press [1] to review, [3] to record a new one, [4] to add or [✻] to erase and exit. In order to store the recording, please accept it in the end.

5.8 Customizing the Message Manager's Mailbox

As Message Manager, you can customize your mailbox by specifying the password and the extension of the operator.

Message Manager Password

You can specify your password from your telephone at any time to protect the general delivery mailbox and company greetings. The password can have up to 8 digits and must be entered to execute the system operation.

Message Manager's Extension

A caller who would like to have the help of the operator is transferred to the extension specified by you. You can then specify the extension which the caller will connect to when he enters [0], the operator key.

[OPER 0]

To customize the message manager's mailbox:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

5.8   Customizing the Message Manager's Mailbox

2   Press the star [✱], then enter the Message Manager's mailbox number.

(Message Manager's
mailbox number)

✱	WXY 9	WXY 9	TUV 8

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Message Manager's **3**   Enter the password.
password)

DEF 3	GHI 4	JKL 5	#

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4   Press [3] for Other Features.

DEF 3

You will hear the prompt:

5.8 Customizing the Message Manager's Mailbox

> To change the company greetings, press [1].
> For department dialing programming, press [2].
> To modify voice prompts, press [3].
> To record a company name, press [4].
> To customize your mailbox, press [5].
> To set the clock, press [6].
> To set up message waiting notification, press [7].

JKL 5   **5**   Press [5] to customize your mailbox.

You will hear the prompt:

> The current password is — .

or

> Password is not assigned.

> To change this setting, press [1].
> Otherwise, press [2].

1   **6**   Press [1] to set the password.

Note: You can accept the current setting by pressing [2] and go to the step [7].

You will hear the prompt:

> Please enter the password, followed by a pound sign.

(Password)   **7**   Enter the password and press a pound sign.

1 **1** **1** **#**

You will hear the prompt:

5.8 Customizing the Message Manager's Mailbox

> *The current password is —.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

[ABC 2]   **8**   Press [2] to accept.

        9   Review the current operator's extension setting.

You will hear the prompt:

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1]   **10**   Press [1] to set the Operator's extension.

Note: You can accept the current setting by pressing [2] and then go to step 14.

You will hear the prompt:

> *Please enter the Operator's extension followed by a pound sign.*

(Extension) **11**   Enter the extension and press a pound sign.

[PRS 7] [PRS 7] [PRS 7] [#]

Note: You can delete the extension by pressing [#].

     12   Review the extension.

You will hear the prompt:

5.8 Customizing the Message Manager's Mailbox

> *To change this setting, press [1]*
> *Otherwise, press [2]*

13   Press [2] to accept.

5.9 Setting the Date and Time

When the VPS restarts after voice mail operations have been interrupted (whether because of power loss or the use of System Utilities), you will want to set the present date and time. Usually, the system administrator or the system manager set the present date and time on the VPS from their own telephone, but also the message manager can set them if the system clock is not being accessed by the system manager or the system administrator. It is important to set the exact time since Message Waiting Notification, External Message Delivery, Redialing and Rescheduling of External Message Delivery or Automatic Message Deletion are scheduled according to this setting.

Note

The system automatically adjusts the time as appropriate when daylight savings time begins and when it ends.

To go to the Clock Setting Menu

1

(Voice Mail Service' Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt.

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mail number)

| ✳ | WXY 9 | WXY 9 | TUV 8 |

Press the star [✳], then enter the Message Manager's mailbox number.

You will hear the prompt:

5.9   Setting the Date and Time

> *Please enter the password, followed by a pound sign.*

3

(Message Manager's password)

[DEF 3] [GHI 4] [JKL 5] [#]

Enter the password. Then press [#].

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]

4   Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

[MNO 6]

5   Press [6] for the Clock Setting Menu.

5.9 Setting the Date and Time

Setting the Date and Time

First, you will hear the prompt:

> *The current time is —.*
> *To change the time, press [1].*
> *Otherwise, press [2].*

6 Press [1] to change the current setting.

You will hear the prompt:

> *Please enter the new time followed by a pound sign.*

Note: You can press [0] for help with this setting. Then you will hear the prompt:

> *For example, to enter 5 o'clock press five and pound or 5:15 press five, one, five and pound.*
> *Please enter the new time, followed by a pound sign.*

(Time) **7** Enter the current time and press [#].

You will hear the prompt:

> *Please enter [1] for 'AM'*
> *or [2] for 'PM'.*

8 Enter [1] or [2].

You will hear the prompt again:

5.9   Setting the Date and Time

> *The current time is - .*
> *To change the time, press [1].*
> *Otherwise, press [2].*

9   Press [2] to accept it.

You will hear the prompt:

> *The current date is —.*
> *To change the date, press [1].*
> *Otherwise, press [2].*

10   Press [1] to change the current setting.

You will hear the prompt:

> *Please enter the month, followed by a pound sign.*

Note: You can press [0] for help here. Then you will hear the prompt:

> *For example, to enter January, press one and pound.*
> *Please enter the month, followed by a pound sign.*

(Month) 11   Enter the month and press [#].

You will hear the prompt:

> *Please enter the day, followed by a pound sign.*

(Day) 12   Enter the day and press [#].

5.9　Setting the Date and Time

Then you will hear the prompt:

> *Please enter the last two digits of the year, followed by a*
> *pound sign.*

(Year) **13**　　Enter the last two digits of the year and press [#].

[9 WXY]　[4 GHI]　[#]

Then you will hear the prompt:

> *The current date is —. (Nov. 14 - 1994)*
> *To change the date, press, [1].*
> *Otherwise, press [2].*

[2 ABC]　**14**　　Press [2] to accept the date.

Next you will proceed to the Message Manager's Command Menu.

Note:　　Remember, you can press [✳] at anytime to exit this menu.

5.10 Setting Message Waiting Notification

If the Message Waiting Notification feature is set to 'ON', the VPS can call the Message Manager each day at a specified time to notify him that unplayed (new) messages are waiting in his mailbox. In this way, he does not need to regularly check his mailbox.

You can choose from message notification by an outgoing call, calling to a pager, and notification with the Message Waiting Lamp. In message notification with outgoing call, the VPS will dial the telephone number, and deliver the unplayed messages to you. When calling to a pager, the VPS will continue to call the pager until the unplayed messages are received. The VPS will turn on the Message Waiting Lamp of your extension as soon as a new message is stored in your mailbox.

You can choose the method of message notification from the following:
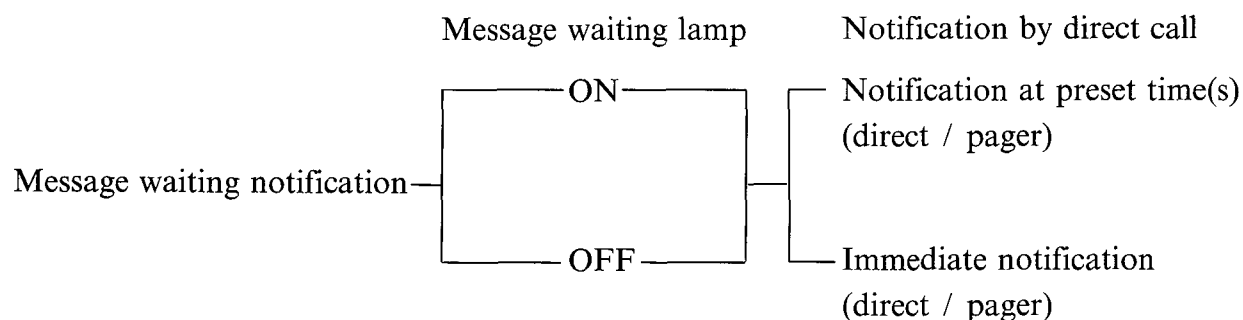
```
                              Message waiting lamp          Notification by direct call

                                 ┌────── ON ──────┐      ┌── Notification at preset time(s)
                                 │                │      │   (direct / pager)
Message waiting notification ────┤                ├──────┤
                                 │                │      │
                                 └────── OFF ─────┘      └── Immediate notification
                                                            (direct / pager)
```

Note: Either Notification at preset time(s) or Immediate notification can be set to operate together with Message Waiting Lamp Notification.

— **Notification by Message Waiting Lamp (See 5.10.1)**

— **Timed Message Notification (See 5.10.2)**

— **Immediate Message Notification (See 5.10.3)**

— **Setting the Telephone Number to be Called (See 5.10.4)**

— **Specifying the Notification Method (See 5.10.5)**

5.10 Setting Message Waiting Notification

5.10.1 Notification by Message Waiting Lamp

When a new message is recorded in the Message Manager's mailbox, the message notification light on the Message Manager's extension turns on. In this case there is no need to specify a notification destination because the only possible destination is the Message Manager's extension.

The Message Manager choosing notification by message waiting lamp can also take advantage of the direct notification call feature.

To select the message waiting notification lamp:

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Message Manager's mailbox number)

Press star [*], then enter the Message Manager's mailbox number.

| * | WXY 9 | WXY 9 | TUV 8 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

5.10 Setting Message Waiting Notification

3

(Message Manager's password)

[DEF 3] [1] [JKL 5] [#]

Enter the password. Then press [#].

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

4

[DEF 3]

Press [3] for Other Features

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *To modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5.10 Setting Message Waiting Notification

5 Press [7] to set Message Waiting Notification.

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

6 Press [1] to enable Notification with a Message Waiting Lamp.

You will hear the prompt:

> *You can be notified with a message waiting lamp.*

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3]*

7 To set Timed Message Notification, follow the steps 7 to 14 on pages M-5-67 through M-5-69.

7' To set Immediate Message Notification, follow the steps 7 to 9 on pages M-5-69 and M-5-70.

5.10 Setting Message Waiting Notification

5.10.2 Timed Message Notification

The Message Manager can specify the time at which he would like the VPS to notify him of unplayed messages. If he wants to be informed twice a day, he can set another notification time. With this feature, you do not need to regularly check your mailbox to see if there is a new message or not. In order to receive this service, the Message Manager must set the timed message notification status on. Timed Message Notification and Immediate Message Notification cannot both be specified at once. However, if Timed Message Notification is the current setting and the caller specifies a recorded message as an Urgent Message, the VPS will nevertheless immediately inform the Message Manager that the message has been recorded.

Note: The telephone number to be called should be beforehand. See 5.10.4.

To set notification at specified times:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

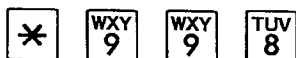| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

5.10 Setting Message Waiting Notification

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press star [✳], then enter the Message Manager's mailbox number.

(Message Manager's mailbox number)

| ✳ | WXY 9 | WXY 9 | TUV 8 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 Enter the password. Then press [#].

(Message Manager's password)

| DEF 3 | 1 | JKL 5 | # |

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5.10 Setting Message Waiting Notification

4 Press [3] for Other Features

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *For modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5 Press [7] to set Message Waiting Notification.

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

6 Press [2] for the sub menu.

You will hear the prompt:

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3].*

7 Press [1] to set timed message notification.

You will hear the prompt:

> *Telephone number is unassigned.*

or

5.10 Setting Message Waiting Notification

> *First notification time is ---.*

> *Second notification time is ---.*

> *Messages will be forwarded by outdialing./*
> *Message will be forwarded to a pager.*

or

> *Timed message notification is disabled.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

8 Press [1] to set timed message notification.

You will hear the prompt:

> *To enable timed message notification, press [1].*
> *To disable, press [2].*

9 Press [1] to enable timed message notification.

You will hear the prompt:

> *Timed message notification is enabled.*

10 Review notification parameters.

You will hear the prompt:

> *To change this setting, press [1].*
> *Otherwise, press [2].*

5.10 Setting Message Waiting Notification

11

[1]

Press [1] to change the notification time.

You will hear the prompt:

> *Please enter the new time, followed by a pound sign.*
> *For help, press [0].*

12

(Time)

[1] [OPER 0] [ABC 2] [JKL 5]

[#]

Enter the time with four numbers: if you want to set the time to 10:25, you must enter '1025'.

[1] or [ABC 2] **13**

Press [1]/[2] to specify AM/PM respectively.

[ABC 2] **14**

Press [2] to accept the time.

5.10.3 Immediate Message Notification

The Message Manager choosing Immediate Message Notification can have the VPS call them immediately whenever a message is left in his mailbox. As with that service, operation can be turned on and off as required.

Note:

The telephone number to be called should be set beforehand. See 5.10.4.

To set the immediate message notification

1 — 6

Same as the Timed Message Notification.

[ABC 2] **7**

Press [2] to set the immediate message notification.

You will hear the prompt:

5.10   Setting Message Waiting Notification

> *Telephone number is unassigned.*

> *Immediate message notification is disabled. .*

or

> *Message will be forwarded immediately by outdialing.*
> */ Messages will be forwarded immediately to a pager.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

8 Press [1] to set the immediate message notification.

[1]

You will hear the prompt:

> *To enable immediate message notification, press [1].*
> *To disable, press [2].*

9 Press [1] to enable the immediate message notification.

[1]

You will hear the prompt:

> *Immediate message notification is enabled.*

5.10　Setting Message Waiting Notification

5.10.4　Setting the Telephone Number to be Called

The Message Manager can specify the telephone number at which he wants to be contacted for message notification. This number can be different than that of his extension, so the VPS can notify him when he is out. The VPS will allow the Message Manager to enter up to 48 digits for the telephone number, which includes the star [*] key, short recording blanks, and tone/pulse switches. This number can be used for both the timed message notification and the immediate message notification. The digits to be displayed on the LCD of the beeper can also be specified in this number.

To set the telephone number to be called:

1　Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

2　Press star [*], then enter the Message Manager's mailbox number.

(Message Manager's mailbox number)

[*] [WXY 9] [WXY 9] [TUV 8]

You will hear the prompt:

5.10 Setting Message Waiting Notification

> *Please enter the password, followed by a pound sign.*

(Message Manager's **3**
password)

[DEF 3] [1] [JKL 5] [#]

Enter the password. Then press [#].

Now you are in the Message Manager's main command menu.

You will hear the prompt:

> *You have ..... messages.*

> *To transfer messages from the general delivery mailbox, press [1].*
> *To change the company greetings mode, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3] **4**

Press [3] for Other Features.

You will hear the prompt:

> *To change the company greetings, press [1].*
> *For department dialing programming, press [2].*
> *For modify voice prompts, press [3].*
> *To record a company name, press [4].*
> *To customize your mailbox, press [5].*
> *To set the clock, press [6].*
> *To set up message waiting notification, press [7].*

5.10 Setting Message Waiting Notification

5

[7 PRS]

Press [7] to set Message Waiting Notification.

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

6

[2 ABC]

Press [2] for sub menu.

You will hear the prompt:

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3].*

7

[3 DEF]

Press [3] to assign the telephone number.

You will hear the prompt:

> *Current telephone number is ——.*

or

> *Telephone number is not assigned.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

8

[1]

Press [1] to set the telephone number.

You will hear the prompt:

> *You can enter any digits via keypad.*
> *Please enter the telephone number and wait a moment.*

5.10 Setting Message Waiting Notification

9   Enter the telephone number to be called.

You will hear the prompt:

> *This telephone number is ——.*

> *To change the telephone number, press [1].*
> *To accept, press [2].*
> *To review, press [3].*
> *To add more digits to the telephone number, press [4].*
> *To insert a pause, press [5].*
> *To set dial mode, press [6].*
> *To insert a wait for dial tone, press [7].*

[ABC 2]   **10**   Press [2] to accept the number.

5.10.5 Specifying the Notification Method

The Message Manager choosing notification by direct call can specify a telephone or a pocket beeper as the destination for notification calls. If the destination is a telephone, the VPS will call, play a message stating that there are messages waiting, prompt the Message Manager to enter his or her password and, once the password has been entered correctly, play the messages in the mailbox. If the destination is a pocket beeper, the VPS will call and terminate processing. However, if the Message Manager has not retrieved his or her messages within 30 minutes, the system will call the beeper once again. This process is repeated seven times or until the messages are retrieved.

To specify the notification method:

1 — 9   Same as Setting the Telephone Number to be Called.

[ABC 2]   **10**   Press [2] to accept the number.

5.10 Setting Message Waiting Notification

You will hear the prompt:

> *For notification by outdialing, press [1].*
> *For a pager, press [2].*

1 or ABC 2   11   Select [1] or [2].

5.10.6 Setting the Notification Time

The Message Manager choosing notification at a specified time can set the time (or times) at which notification is to be made. If two notification times are specified, the VPS will notify the Message Manager twice a day (provided there are messages waiting).

To set the notification time:

1 — 14   Same as Timed Message Notification.

15   To set another time, repeat steps 11 —14.

Chapter 6
Bulletin Manager's Guide

This chapter explains what a Bulletin Manager is and provides step-by-step instructions for creating and managing a bulletin board message.

Contents

6.1 What is a Bulletin Manager?

The VPS can have up to 100 bulletin messages which are used to provide information and company advertisements to a caller. Each message is assigned an individual bulletin message number which is used for the organizational purposes of the bulletin board service. The bulletin message number corresponds to the DTMF sequence which is entered from the touch-tone keypad by someone calling a bulletin board service port. (Valid bulletin board message numbers consist of the number 1 – 9 .) For example, the bulletin message number of a message initiated by the input '12', becomes 12. If a message number is initiated by the input '517', it becomes 517. Note: The initial bulletin message does not have any bulletin message numbers. It is announced as 'TOP MENU'. Sub-messages (below 'TOP MENU') have bulletin message numbers which correspond to the DTMF sequence.

The user who calls the port assigned to the Bulletin Board Service can receive bulletin messages from several different levels. First, he will receive the initial bulletin message at level 0 which provides the menu for bulletin messages of level 1. If he presses [3] at that time, he will receive a bulletin message from level 1 which is assigned the number 3. If the level 1 bulletin message provides the menu for level 2 bulletin messages, he can press any keys assigned to the messages. The user can also return to the previous level by pressing star [✱] and receive another level 1 bulletin message by pressing another key. For example, the caller who has entered '3', '5', '0', '✱', '6', '✱', '✱' and '7' will receive the bulletin messages TOP MENU 3, 35, 350, 35, 356, 35, 3 and 37.

As Bulletin Manager, you will have three basic duties: recording, erasing, and updating bulletin messages with your telephone whenever necessary. The bulletin board structure must be considered for effective management.

You can access each bulletin message in the same way as a bulletin board user and record/erase the messages by entering '#1'/'#2'. For example, you can record the bulletin message 12 by entering '12' followed by the recording command '#1'. You can erase the bulletin message 252 by entering '252' followed by the erasing command '#2'. After

6.1 What is a Bulletin Manager?

recording/erasing, you can update bulletin messages by returning to the node at level 0, press the star [*] key, receive the voice prompt and press [1] to update the bulletin board.

In addition to recording messages, the Bulletin Message function allows you to register extension or mailbox numbers.
If an extension number has been registered, call will be forwarded to the extension.
If a mailbox number (or an interview mailbox number) has been registered, users will be able to leave messages in it.

Note: If an extension or mailbox has been registered in the Bulletin Message function, it will not be possible to advance to the lower levels.

It is possible that during bulletin board management, a caller will receive old bulletin messages. When you ask the VPS to update the bulletin board, it will wait until all Bulletin Board servicing is terminated before replacing old messages with the newly recorded ones.

What you will do:

— **Create Bulletin Board Messages**

— **Manage Bulletin Board Messages**
- ● Recording Bulletin Messages
- ● Assigning Extension Number to Bulletin Messages
- ● Reviewing Messages
- ● Erasing Messages

— **Customize the Bulletin Manager's Mailbox**

Before Starting the bulletin management:

Use the work sheets provided to record the information you will need to manage the bulletin board throughout the system. Just fill in the blanks with the information requested. Once you have finished filling out the work sheets, you can use them as quick reference cards to aid you in managing the bulletin board.

6.1 What is a Bulletin Manager?

To access the bulletin board mailbox:

(Voice Mail Service's **1**
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Bulletin Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [PRS 7]
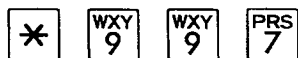
Press the star [✱] key. Then enter the Bulletin Manager's mailbox number (97, 997, 9997, 99997, whichever is specified.).

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's **3**
password)

[JKL 5] [MNO 6] [PRS 7] [#]
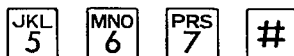
Enter the password.

6.2 Creating a Bulletin Board Message

The tree-structured format of the Bulletin Board Service provides a quick and easy understanding of what a particular message or series of messages consists of. This section will provide an explanation of the process of accessing the different levels and messages of the Bulletin Board Service.

Creating Bulletin Board Messages

Level 0

'TOP' Menu Messages
Example

> Hello, this is bulletin board service.
>
> For product information, press [1].
>
> For telephone guide, press [2].

The level 0 messages will give you the different types of options available in a particular Bulletin Board Service advertisement. For example, we see in this prompt that we have a choice of Product Information or the Telephone Guide. Thus these are the two main choices available to the user of this particular bulletin board message.

This is the starting point of the tree-structured diagram at Level 0, with each successive level containing increasingly detailed information.

(Voice Mail Service's **1** Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> Good morning/Good afternoon/Good evening
>
> You have reached the voice processing system.

6.2 Creating a Bulletin Board Message

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2

(Bulletin Manager's mailbox number)

$\boxed{*}$ $\boxed{\substack{\text{WXY} \\ 9}}$ $\boxed{\substack{\text{WXY} \\ 9}}$ $\boxed{\substack{\text{PRS} \\ 7}}$

Press the star [*] key. Then enter the Bulletin Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's password) **3**

$\boxed{\substack{\text{JKL} \\ 5}}$ $\boxed{\substack{\text{MNO} \\ 6}}$ $\boxed{\substack{\text{PRS} \\ 7}}$ $\boxed{\#}$

Enter the password.

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
>
> *To review the current bulletin board service, press [2].*
>
> *To customize your mailbox, press [3].*

$\boxed{1}$ **4**

Press [1] to create a bulletin board message (Level 0).

You will hear the prompt:

> *This is the top menu.*

> *There is no bulletin message recorded or destination assigned.*

Note: If the message already exists, you can go to step 9 directly.

6.2 Creating a Bulletin Board Message

> *To record a message, press [1].*
> *Otherwise, press [2].*

5 Press [1] to record a message.

6 Record a message. (See 6.3.1 Recording Messages)

Then you will hear the prompt:

> *To assign an extension, press [1].*
> *Otherwise, press [2].*

7 Press [2] to proceed to the next step.

7' Press [1] to assign an extension. (See 6.3.2 Assigning Extensions Number to Bulletin Board)

Note: If you assign an extension, you cannot go to the next level.

You will hear the prompt:

> *To assign a mailbox, press [1].*
> *Otherwise, press [2].*

8 Press [2] to proceed to the next step.

8' Press [1] to assign a mailbox. (See 6.3.3 Assigning Mailboxes to Bulletin Board)

Note: If you assign a mailbox, you cannot go to the next level.

9 Review the message.

> *This is the new bulletin message.*

> *To edit the bulletin message, press [#].*
> *(To select a bulletin message for level 1, enter a number [1] through [9].)*

6.2 Creating a Bulletin Board Message

10 Select the feature you want.

Note: You can end Bulletin Manager service by pressing [✳].
You can select a bulletin messages for levels 2, 3 or 4 by entering the first 2 digits, 3 digits or 4 digits respectively.

Level 1 Message #1
Example

> *Here is product information.*
> *About PBX, press [1].*
> *About Telephone, press [2].*
> *To get back to the top menu, press [✳].*

You are once again presented with a set of choices. Let us assume that you want to know more about the Panasonic PBX unit you wish to access, you must press [1].

(Voice Mail Service's **1** Dial an extension number which is connected to the Voice Mail Service.
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

6.2 Creating a Bulletin Board Message

2

(Bulletin Manager's
mailbox number)

[*] [WXY 9] [WXY 9] [PRS 7]

Press the star [*] key. Then enter the Bulletin Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's **3**
password)

[JKL 5] [MNO 6] [PRS 7] [#]

Enter the password.

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

[1] **4**

Press [1] to create bulletin board messages (Level 1).

You will hear the prompt:

> *This is the top menu. The message is ——-.*
> *To edit the bulletin message, press [#]*
> *To select a bulletin message for level 1, enter a number 1 through 9.*

5

(Example)

[1]

Select a bulletin message number for level 1 as in the operation at level 0.

You will hear the prompt:

> *The bulletin message number is --.*

6.2   Creating a Bulletin Board Message

> *There is no bulletin message recorded or destination*
> *assigned .*

Note: If the message for this level already exists, you can review it directly after the selection and go to step 10.

> *To record a message, press [1].*
> *Otherwise, press [2].*

6   Press [1] to record a message.

7   Record a message (See 6.3.1 Recording Messages).

Then you will hear the prompt:

> *To assign an extension, press [1].*
> *Otherwise, press [2].*

8   Press [2] to proceed to the next step.

8'   Press [1] to assign an extension. (See 6.3.2 Assigning Extension Numbers to Bulletin Board)

Note: If you assign an extension, you cannot go to the next level.

> *To assign a mailbox, press [1].*
> *Otherwise, press [2].*

9   Press [2] to proceed to the next step.

9'   Press [1] to assign a mailbox. (See 6.3.3 Assigning Mailboxes to Bulletin Board.)

Note: If you assign a mailbox, you cannot go to the next level.

10   Review the message.

6.2   Creating a Bulletin Board Message

> *This is the new bulletin message.*

> *To edit the bulletin message, press [#].*
> *(To select a bulletin message for level 2, enter a number [1] through [9].)*

11   Select the feature you want.

Note: You can return to level 0 by pressing [✳].
You can select a bulletin message for level 3 by entering the 2 digits starting with the second digit of its number.
You can select a bulletin message for level 4 by entering the 3 digits starting with the second digit of its number.

Level 2   Message #11
Example

> *Here is information about PBX.*
> *About KX-T30810, press [1].*
> *About KX-T61610, press [2].*
> *To get back to the previous message, press [✳].*

The tree-structured format of the Bulletin Board Service is now becoming evident. Each choice leads to another set of choices. Refer to the diagram for an overall view (See 6.3.7).

(Voice Mail Service's **1**   Dial an extension number which is connected to the Voice
Extension Number)   Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

6.2   Creating a Bulletin Board Message

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2

(Bulletin Manager's
mailbox number)

Press the star [✶] key. Then enter the Bulletin Manager's mailbox number.

| ✶ | WXY 9 | WXY 9 | PRS 7 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's **3**
password)

Enter the password.

| JKL 5 | MNO 6 | PRS 7 | # |

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
>
> *To review the current bulletin board service, press [2].*
>
> *To customize your mailbox, press [3].*

4

| 1 |

Press [1] to create bulletin board messages (Level 2).

You will hear the prompt:

> *This is the top menu. The message is ---.*
>
> *To edit the bulletin message, press [#].*
>
> *To select a bulletin message for Level 1, enter a number 1 through 9.*

6.2   Creating a Bulletin Board Message

5

(Example)

☐1 ☐1

Select a bulletin message for level 2 as in the operation at previous levels.

You will hear the prompt:

> *The bulletin message number is --.*

> *There is no bulletin message recorded or destination assigned.*

Note:

If the message for this level already exists, you can go directly to step 10.

> *To record a message, press [1].*
> *Otherwise, press [2].*

6

☐1

Press [1] to record a message .

7

Record a message (See 6.3.1 Recording Messages).

Then you will hear the prompt:

> *To assign an extension, press [1].*
> *Otherwise, press [2].*

8

ABC 2

Press [2] to proceed to the next step.

8'

☐1

Press [1] to assign an extension. (See 6.3.2 Assigning Extension Numbers to Bulletin Board).

Note:

If you assign an extension, you cannot go to the next level.

> *To assign a mailbox, press [1].*
> *Otherwise, press [2].*

6.2 Creating a Bulletin Board Message

9

ABC
[2]

Press [2] to proceed to the next step.

9'

[1]

Press [1] to assign a mailbox. (See 6.3.3 Assigning Mailboxes to Bulletin Board.)

Note:

If you assign a mailbox, you cannot go to the next level.

10

Review the message.

> *This is the new bulletin message.*

> *To edit the bulletin message, press [#].*
> *To select a bulletin message for level 3, enter a number [1] through [9].*

11

Select the feature you want.

Note:

You can return to level 1 by pressing [✻]. You can select a bulletin message for level 4 by entering the last 2 digits of its number.

Level 3

Message #112

Example

> *KX-T61610 has 6 CO lines, 16 extensions, RS232C SMDR port and programmable system features.*
> *To call the sales department for the details, press [1].*
> *To get back to the previous message, press [✻].*

Unless you wish to return to the previous message and choose the other option, press [1], at which point you will be connected to the PBX sales department.

(Voice Mail Service's Extension Number)

ABC   JKL   TUV
[2]   [5]   [8]

1

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

6.2   Creating a Bulletin Board Message

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2   Press the star [✶] key. Then enter the Bulletin Manager's mailbox number.

(Bulletin Manager's
mailbox number)

[✶] [WXY 9] [WXY 9] [PRS 7]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's **3**   Enter the password.
password)

[JKL 5] [MNO 6] [PRS 7] [#]

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

[1]   **4**   Press [1] to create bulletin board messages (Level 3).

You will hear the prompt:

6.2 Creating a Bulletin Board Message

> *This is the top menu. The message is ---.*
>
> *To edit the bulletin message, press [#].*
>
> *To select a bulletin message for Level 1, enter a number 1 through 9.*

5

(Example)

[1] [1] [ABC 2]

Select a bulletin message for level 3 as in the operation at previous levels.

You will hear the prompt:

> *The bulletin message number is ---.*

> *There is no bulletin message recorded or destination assigned.*

Note:

If the message for this level already exists, you can go directly to step 10.

> *To record a message, press [1].*
>
> *Otherwise, press [2].*

6

[1]

Press [1] to record a message.

7

Record a message (See 6.3.1 Recording Messages).

Then you will hear the prompt:

> *To assign an extension, press [1].*
>
> *Otherwise, press [2].*

8

[ABC 2]

Press [2] to proceed to the next step.

8'

[1]

Press [1] to assign an extension. (See 6.3.2 Assigning Extension Numbers to Bulletin Board).

6.2 Creating a Bulletin Board Message

Note: If you assign an extension, you cannot go to the next level.

> *To assign a mailbox, press [1].*
> *Otherwise, press [2].*

9 Press [2] to proceed to the next step.

9' Press [1] to assign a mailbox. (See 6.3.3 Assigning Mailboxes to Bulletin Board.)

Note: If you assign a mailbox, you cannot go to the next level.

10 Review the message.

> *This is the new bulletin message.*

> *To edit the bulletin message, press [#].*
> *To select a bulletin message for level 4, enter a number [1] through [9].*

11 Select the feature you want.

Note: You can return to level 2 by pressing [*].

Level 4 Message #1121
Example

> *I'm calling PBX sales Dept.*
> *Please wait a moment.*
> *(Dial ext. #32)*

At this point, you will be connected with the PBX sales dept., from which you will be able to receive additional information concerning the product in which you are interested .

6.2   Creating a Bulletin Board Message

1

(Voice Mail Service's
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2

(Bulletin Manager's
mailbox number)

[✱] [WXY 9] [WXY 9] [PRS 7]

Press the star [✱] key. Then enter the Bulletin Manager's mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's **3**
password)

[JKL 5] [MNO 6] [PRS 7] [#]

Enter the password.

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

6.2 Creating a Bulletin Board Message

4

[1]

Press [1] to create bulletin board messages (Level 4).

You will hear the prompt:

> *This is the top menu.*
> *The message is ---.*
> *To edit the bulletin message, press [#].*
> *To select a bulletin message for level 1, enter a number [1] through [9].*

5

(Example)

[1] [1] [ABC 2] [1]

Select a bulletin message for level 4 as in the operation at previous levels.

> *The bulletin message number is --.*

> *There is no bulletin message recorded or destination assigned.*

Note: If the message for this level already exists, you can go directly to step 10.

> *To record a message, press [1].*
> *Otherwise, press [2].*

6

[1]

Press [1] to record a message.

7

Record a message. (See 6.3.1 Recording Messages.)

Then you will hear the prompt:

> *To assign an extension, press [1].*
> *Otherwise, press [2].*

8

[ABC 2]

Press [2] to proceed to the next step. .

8'   Press [1] to assign an extension.(See 6.3.2 Assigning Extension Numbers to Bulletin Board).

[1]

Note: If you assign an extension, you cannot go to the next level.

> *To assign a mailbox, press [1].*
> *Otherwise, press [2].*

9   Press [2] to proceed to the next step.

[ABC 2]

9'   Press [1] to assign a mailbox. (See 6.3.3 Assigning Mailboxes to Bulletin Board.)

[1]

Note: If you assign a mailbox, you cannot go to the next level.

10   Review the message.

> *This is the new bulletin message.*

> *To edit the bulletin message, press [#].*

11   Select the feature you want.

Note: You can return to level 3 by pressing [*].

6.3   Managing Bulletin Board Messages

6.3.1   Recording Messages

You can create and record bulletin messages with your telephone at any time. You can record a bulletin message after accessing the bulletin message to be recorded. For example, if you enter the number '12', you will receive the current bulletin message, 12, and record the message by entering the recording command '#1'. Then speak the new number 12 bulletin message at the tone and accept it.

Note that due to the tree-structured organization of the Bulletin Board Service, you cannot create a new bulletin message without first recording messages at previous levels. For example, if bulletin message 31 has not been recorded, the messages between 310 and 319 cannot be recorded nor accessed.

Recording Bulletin Messages:

(Voice Mail Service's Extension Number)   **1**   Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Bulletin Manager's mailbox number)   **2**   Press the star [✻] key. Then enter the Bulletin Manager's mailbox number .

[✻] [WXY 9] [WXY 9] [PRS 7]

6.3   Managing Bulletin Board Messages

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's   **3**   Enter the password.
password)

[JKL 5] [MNO 6] [PRS 7] [#]

In the Bulletin Managers main command, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

[1]   **4**   Press [1] to record bulletin board messages.

You will hear the prompt:

> *This is the top menu.*
> *The message is ---.*
> *To edit the bulletin message, press [#].*
> *To select a bulletin message for level 1, enter a number [1] through [9].*

Note: If there is no message assigned, you can go to step 8.

5   Get to the Bulletin Message Editing menu by entering [#] at this prompt of any level.

[#]

You will hear the prompt:

> *To record a new message, press [1].*
> *To erase the message, press [2].*
> *To review the message, press [3].*
> *To assign an extension, press [4].*
> *To assign a mailbox, press [5].*

6.3   Managing Bulletin Board Messages

6   Press [1] to record a bulletin message.

[1]

You will hear the prompt:

> *Bulletin message is already recorded.*

> *The message is ...*

7   Review the message.
Then, you will hear the prompt:

> *To record a new message, press [1].*
> *Otherwise, press [2].*

8   Press [1] to record a message.

[1]

You will hear the prompt:

> *Please state the bulletin message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9   State a message.

[1]

Then, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

10   Press [2] to accept it.

[ABC 2]

You will hear the prompt:

> *Your recording has been accepted.*

6.3 Managing Bulletin Board Messages

10'

[1]

Press [1] to take any action on it.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

11' Follow the instruction and accept your recording in the end.

6.3.2 Assigning Extension Numbers to the Bulletin Board

As Bulletin Manager, you can assign extension numbers to bulletin board messages if mailboxes are not assigned to them. Once this has been done, users requesting such a bulletin board message first hear the message, then are connected to the associated extension. Consequently, there can be no further levels of messages below a message with an extension number assigned to it. To give an example of how it works, if extension number 514 is assigned to bulletin board message number 21, a caller accessing the Bulletin Board service and punching in the number 21 would first hear bulletin board messages TOP MENU, 21 and then be connected to extension number 514.

(Voice Mail Service's **1**
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

6.3 Managing Bulletin Board Messages

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2

(Bulletin Manager's mailbox number)

Press the star [✳] key. Then enter the Bulletin Manager's mailbox number .

[✳] [WXY 9] [WXY 9] [PRS 7]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's password) **3**

Enter the password.

[1] [MNO 6] [PRS 7] [#]

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
>
> *To review the current bulletin board service, press [2].*
>
> *To customize your mailbox, press [3].*

[1] **4**

Press [1] to record bulletin board messages.

You will hear the prompt:

> *This is the top menu.*
>
> *The message is ---.*
>
> *To edit the bulletin message for level 1, enter a number [1] through [9].*

Note: If there is no message assigned, you can go to step 8.

6.3 Managing Bulletin Board Messages

5 Get to the Bulletin Message Editing menu by entering [#] at this prompt of any level.

[#]

You will hear the prompt:

> *To record a new message, press [1].*
> *To erase the message, press [2].*
> *To review the message, press [3].*
> *To assign an extension, press [4].*
> *To assign a mailbox, press [5].*

[GHI 4] **6** Press [4] to assign an extension.

7 Review the current extension number.

> *Current extension for the bulletin board message is ---.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

[1] **8** Press [1] to change the setting.

You will hear the prompt:

> *Please enter the extension followed by a pound sign.*

> *To delete the extension, please press a pound sign now.*

(Extension) **9** Enter the extension number and press a pound sign [#].

[PRS 7] [PRS 7] [PRS 7] [#]

10 Review the number.

6.3 Managing Bulletin Board Messages

> *The extension number you just entered is ---.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

ABC 2 **11**   Press [2] to accept it .

Note: If there are sub-messages, you cannot assign an extension. You have to erase sub-messages at first. See 6.3.5 Erasing Messages.

6.3.3 Assigning Mailboxes to the Bulletin Board

As Bulletin Manager, you can assign a mailbox to the bulletin board messages if the extension number is not assigned to them. Once this has been done, users requesting such a bulletin board message first hear the message, then are requested to record messages to the associated mailbox. Consequently, there can be no further levels of messages below a message with a mailbox assigned to it. To give an example of how it works, if mailbox 514 is assigned to bulletin board message number 21, a caller accessing the Bulletin Board service and punching in the number 21 would first hear bulletin board messages TOP MENU, 21 and then be requested to leave messages in the mailbox 514.

Note: Mailbox which you can assign includes an interview mailbox.

(Voice Mail Service's **1**   Dial an extension number which is connected to the Voice
Extension Number)   Mail Service.

ABC 2 **JKL 5** **TUV 8**

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

6.3   Managing Bulletin Board Messages

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2
(Bulletin Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [PRS 7]

Press the star [✱] key. Then enter the Bulletin Manager's mailbox number .

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's password)   **3**

[1] [MNO 6] [PRS 7] [#]

Enter the password.

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
>
> *To review the current bulletin board service, press [2].*
>
> *To customize your mailbox, press [3].*

4
[1]

Press [1] to record bulletin board messages.

You will hear the prompt:

> *This is the top menu.*

or

> *Bulletin message number ---.*

6.3 Managing Bulletin Board Messages

> *The message is ---.*

> *To edit the bulletin message, press [#].*

> *To select a bulletin message for level ---, enter a number [1] through [9].*

Note: If there is no message assigned, you can go to step 8.

5 Get to the Bulletin Message Editing menu by entering [#] at this prompt of any level.

[#]

You will hear the prompt:

> *To record a new message, press [1].*
>
> *To erase the message, press [2].*
>
> *To review the message, press [3].*
>
> *To assign an extension, press [4].*
>
> *To assign a mailbox, press [5].*

[JKL 5] **6** Press [5] to assign a mailbox.

7 Review the current mailbox.

> *Mailbox ---. This is for ---.*

> *To change this setting, press [1].*
>
> *Otherwise, press [2].*

Note: If the extension number is already assigned to this bulletin message, you cannot assign a mailbox to it. You will hear *"Sorry, you can't assign a mailbox to this message now. Extension is assigned."* You will return to Step 5.

[1] **8** Press [1] to change the setting.

6.3 Managing Bulletin Board Messages

You will hear the prompt:

> *Please enter the mailbox number to be assigned, followed by a pound sign.*

> *To delete, please press a pound sign now.*

(Mailbox number) **9** Enter the mailbox number and press a pound sign [#].

[PRS 7] [PRS 7] [PRS 7] [#]

10 Review the number.

> *Mailbox ---. This is for ---.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[ABC 2] **11** Press [2] to accept it .

Note: If there are sub-messages, you cannot assign a mailbox. You have to erase sub-messages at first. See 6.3.5 Erasing Message.

6.3.4 Reviewing Messages

The VPS will present whichever bulletin message you have accessed. If you wish to listen to a message repeatedly or review a message, access the message and enter the reviewing command [3].

(Voice Mail Service's **1** Dial an extension number which is connected to the Voice
Extension Number) Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

6.3   Managing Bulletin Board Messages

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press the star [✱] key. Then enter the Bulletin Manager's mailbox number .

(Bulletin Manager's mailbox number)

[✱] [WXY 9] [WXY 9] [PRS 7]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's password) **3** Enter the password.

[JKL 5] [MNO 6] [PRS 7] [#]

In the Bulletin Manager's main command, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

4 Press [1] to review bulletin board messages.

[1]

You will hear the prompt:

6.3 Managing Bulletin Board Messages

> *This is the top menu.*
>
> *The message is ---.*
>
> *To edit the bulletin message for level 1, enter a number 1 through 9.*

5

[#]

Get to the Bulletin Message Editing menu by pressing [#] at this prompt any level.

You will hear the prompt:

> *To record a new message, press [1].*
>
> *To erase the message, press [2].*
>
> *To review the message, press [3].*
>
> *To assign an extension, press [4].*
>
> *To assign a mailbox, press [5].*

6

[DEF 3]

Press [3] to review the message.

> *Bulletin message number is ---.*

> *The message is ---.*

> *(The extension no. is ---.)*

> *(Mailbox ---. This is for ---.)*

Note: If there is no bulletin message, "There is no bulletin message recorded." will be played. If there is no extension assigned, the step will be skipped.

6.3   Managing Bulletin Board Messages

6.3.5   Erasing Messages

You can erase messages with your telephone at any time. Should you request the VPS to erase a message which has some bulletin messages on the next level, you will be asked whether you wish to erase all messages following the initial message which you want erased. For example, if you ask the VPS to erase message 31 which is followed by message 311 and 312, you will be presented a prompt:

> *There are sub-messages below this message.*
>
> *To erase all the sub-messages with this message, press [1].*
>
> *Otherwise, press [2].*

(Voice Mail Service's **1**
Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2

(Bulletin Manager's
mailbox number)

Press the star [✱] key. Then enter the Bulletin Manager's mailbox number .

[✱] [WXY 9] [WXY 9] [PRS 7]

You will hear the prompt:

6.3 Managing Bulletin Board Messages

Please enter the password, followed by a pound sign.

(Bulletin Manager's **3**
password)

| JKL 5 | MNO 6 | PRS 7 | # |

Enter the password.

In the Bulletin Manager's main command, you will hear the prompt:

For bulletin board management, press [1].
To review the current bulletin board service, press [2].
To customize your mailbox, press [3].

| 1 | **4** |

Press [1] to erase bulletin board messages.

You will hear the prompt:

This is the top menu.
The message is ---.
To edit the bulletin message for level 1, enter a number 1 through 9.

| **5** |
| # |

Get to the Bulletin Message Editing menu by entering [#] at this prompt in any level.

You will hear the prompt:

To record a new message, press [1].
To erase the message, press [2].
To review the message, press [3].
To assign an extension, press [4].
To assign a mailbox, press [5].

| ABC 2 | **6** |

Press [2] to erase the message.

The message is ---.

6.3 Managing Bulletin Board Messages

7 Review the Message.

You will hear the prompt:

> *To erase this message, press [1].*
> *Otherwise, press [2].*

8 Press [1] to erase the message.

[1]

If there are no sub-messages below this message, you will hear the prompt:

> *The messages are erased.*

8' If there are sub-messages, you will hear the prompt:

> *There are sub-messages below this message.*
> *To erase all the sub-messages with this message, press [1].*
> *Otherwise, press [2].*

Press [1] if you want to erase.

[1]

> *The messages are erased.*

Note: You can exit the menu by pressing [2] or [*].

6.3 Managing Bulletin Board Messages

6.3.6 Ending Bulletin Board Management

1 Get to operation at level [0] after managing bulletin board messages.

2 Review the message

> *This is the top menu.*
> *The message is ---.*
> *To edit the bulletin message, press [#].*
> *To select a bulletin message for level 1, enter a number [1] through [9].*

[✳]

3 Press [✳] to end bulletin manager service.

You will hear the prompt:

> *To exit and start bulletin board changes, press [1].*
> *To exit and cancel bulletin board changes, press [2].*
> *To return to bulletin board management, press [✳].*

[1]

4 Press [1] to update the setting.

You will hear the prompt:

> *Start bulletin board changes.*

Then, you will end the bulletin board management.

Note: You can cancel bulletin board changes by pressing [2]. You can return to operation at level 0 by pressing [✳].

6.4 Reviewing the Current Bulletin Board Service

You can review the current bulletin board messages which are the same as an ordinary user can receive.

(Voice Mail Service's Extension Number)

1 Dial an extension number which is connected to the Voice Mail Service.

$\boxed{\substack{\text{ABC}\\2}}$ $\boxed{\substack{\text{JKL}\\5}}$ $\boxed{\substack{\text{TUV}\\8}}$

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Bulletin Manager's mailbox number)

2 Press the star [✶] key. Then enter the Bulletin Manager's mailbox number .

$\boxed{\text{✶}}$ $\boxed{\substack{\text{WXY}\\9}}$ $\boxed{\substack{\text{WXY}\\9}}$ $\boxed{\substack{\text{PRS}\\7}}$

You will hear the prompt:

> *Please enter the password followed by a pound sign.*

(Bulletin Manager's password)

3 Enter the password.

$\boxed{\substack{\text{JKL}\\5}}$ $\boxed{\substack{\text{MNO}\\6}}$ $\boxed{\substack{\text{PRS}\\7}}$ $\boxed{\text{#}}$

In the Bulletin Manager's main command menu, you will hear the prompt:

> *For bulletin board management, press [1].*
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

6.4 Reviewing the Current Bulletin Board Service

4

Press [2] to review the current bulletin board service.

You will hear the message.

> *This is the top menu.*
> *The message is ---.*

5

Select a bulletin message in the same way as a bulletin board user would.

6.5 Customizing the Bulletin Manager's Mailbox

You can set your own password from your telephone at any time to protect the bulletin messages. The password may have up to 8 digits and must be entered in order to ensure the security of the bulletin messages. ·

To customize the Bulletin Manager's Mailbox:

(Voice Mail Service's Extension Number)

1

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Bulletin Manager's mailbox number)

2

Press the star [*] key. Then enter the Bulletin Manager's mailbox number .

[*] [WXY 9] [WXY 9] [PRS 7]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Bulletin Manager's password)

3

Enter the password followed by a pound sign.

[JKL 5] [MNO 6] [PRS 7] [#]

6.5 Customizing the Bulletin Manager's Mailbox

4   In the Bulletin Manager's main command menu, you will hear the prompt:

> *For bulletin board management, press [1].* ·
> *To review the current bulletin board service, press [2].*
> *To customize your mailbox, press [3].*

5   Press [3] to customize the mailbox.

You will hear the prompt:

> *The current password is ---.*

or

> *Password is unassigned.*

> *To change the password, press [1].*
> *Otherwise, press [2].*

6   Press [1] to assign the password.

You will hear the prompt:

> *Please enter the new password, followed by a pound sign.*

(Password) **7**   Enter the password and press the [#] sign.

You will hear the prompt:

> *The current password is ---.*

Note: You only need to press [#] to delete the password.

6.5 Customizing the Bulletin Manager's Mailbox

> *To change this setting, press [1].*
> *Otherwise, press [2].*

ABC 2 **8** Press [2] to accept the password.

Chapter 7
Troubleshooting Guide

Contents

7.1 Troubleshooting Guide

PROBLEM	PROBABLE CAUSE	POSSIBLE SOLUTION
The VPS does not operate.	• Bad print substrate. • Bad connection with PBX. • Card was inserted into the wrong slot. • Incomplete card insertion.	• Change the print substrate. • If the phone works properly when SLT is connected instead of the VPS, change the CO card. If the phone still fails to work properly, check the connection between the VPS and PBX. • Insert the card firmly into the normal card slot. • Insert the card firmly into the back board.
• Poor resetting.		• Press the Reset Button.
• Dialing does not register.	• A pulse phone is being used by mistake.	• Change to a tone phone.
• The line is disconnected during the transferring of an outside call. • Outside calls cannot be transferred.	• Improper setting of the transfer sequence. • Improper setting of the hooking time. • Improper setting of the CPC signal.	• Adjust to the transfer sequence of the connected PBX and reset. • Adjust to the hooking time of the connected PBX and reset. • Adjust to the CPC signal of the connected PBX and reset.
• Unable to make outside calls.	• Improper setting of the outside call dial mode. • Improper setting of the outside call dial procedure.	• Reset the outside call dial mode (tone/pulse) properly. • Reset the outside line access sequence of the connected PBX.
• Unable to call an extension.	• Improper setting of the number of digits in the extention number.	• Adjust to the number of digits in the mail box number.
• Unable to access the mail box.	• Improper setting of the number of digits in the mail box number.	• Readjust to the number of digits in the mail box number.
• Connected terminal (RS-232C port) does not operate.	• Improper connection. • Improper setting of the parameter.	• Connect the connected cable properly. • Adjust the terminal parameter to the the VPS parameter. If the terminal still fails to operate properly, set to the desired parameter from the terminal.
• Unable to make reconnection when the line is busy.	• Improper setting of the busy signal reconnection procedure.	• Readjust the busy signal reconnection procedure to the con-nected PBX.
• Unable to make a no-response reconnection.	• Improper setting of the no-response reconnection procedure.	• Readjust the no-response reconnection procedure to the con-nected PBX.

Chapter 8
Specifications

Contents

8.1   Specifications

DTMF Detection Time:	80 msec MIN (ON), 80 msec (Off)
Telephone Line:	Outside (CO) & Station lines available (both DTMF and Pulse modes are available)
Line Capacity: (No. of lines to be connected)	Standard 2 lines Max. 8 lines
Hard Disk Capacity:	Standard 45 MB (Unformatted) Max. 90 MB
No. of Mailboxes:	Max. 512
No. of Messages in a Mailbox:	Max. 99
Length of Message Recorded in a Mailbox:	Max. 12 minutes
Total length of Messages Held by System:	Standard 4.5 hours Max. 10 hours
Environmental Requirements:	10°C (50°F) $\sim$ 40°C (104°F)
Power Supply:	AC 120 V, 60 Hz, 75 W, 1.2 A

Other Interface Specifications

"On" time and interdigit time for DTMF dialing by the VPS:	DTMF diagram: on/off, $\rightarrow$ 80msec $\leftarrow$, $\rightarrow$ 80msec $\leftarrow$, $\rightarrow$ 112msec $\leftarrow$
Minimum levels for loop current:	10 mA
Minimum line voltage:	5 V
Minimum ring voltage necessary for VPS to detect ringing:	40 V
Maximum ring voltage necessary for VPS to detect ringing:	110 V
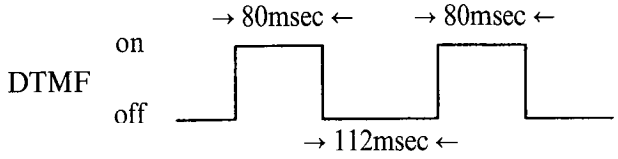
Chapter 9
Glossary

This chapter explains the terms used in this manual.

Contents

9.1 Glossary

Additional message

A message recorded in addition to an existing message giving more information and appended to the end or beginning.

Alternate extension

A second destination which the VPS will try to call if the first call cannot be connected.

Automated attendant

An electronic switchboard operator which can transfer a caller to a specified extension or to a mailbox to record a message.

Automatic delivery

The subscriber has given the VPS instructions on the telephone number, the date and the delivery time of a message that is to be sent at a latter time.

Broadcast message

A message recorded by the Message Manager for delivery to all subscribers.

Bulletin board

Messages such as product information recorded by the message manager, can be heard by calling the Bulletin Board.

Bulletin manager

The person responsible for recording, erasing and updating the company's bulletin messages.

Call blocking

A service which immediately connects the caller to the Incomplete Call service without ringing the subscriber's extension.

Call duration

The maximum time allowed for an external message that is to be delivered by the VPS, specified by the subscriber.

Call screening

A service preformed by the VPS to allow the subscriber to select whether or not he or she wishes to accept a call without actually speaking to the caller.

Call services

Consists of incoming call services (Voice mail, Automated attendant, Bulletin board and Interview service) and an outgoing call service. Call service control functions include the port assignment and class of service authorization.

Call transfer

The Automated attendant service transfers a caller to the requested destination or to an alternate extension.

9.1   Glossary

Class of service
1 of 8 groups to which a subscriber is allocated. All members of a class of service are allowed to use the same call service of a particular port (Incoming and/or outgoing service), e.g. Voice service, Automated attendant service, Interview service and Bulletin board service.

Clock
An electronic device which provides pulses at fixed intervals to co-ordinate the computer's circuits.

CO card
Central Office card. The telephone line interface between the speaker using the telephone and the VPS.

Company greeting
A message played to all users of the VPS when they first call. Can be changed by the Message Manager.

Company greeting mode
Determines whether a particular company greeting will be played in the day time or night time at a particular port.

CPU card
Central Processing Unit card. Main device which controls and coordinates the VPS.

Decode
To alter data from one coded format to another, e.g. digital to analog.

Default setting
A parameter (e.g. mailbox capacity) which was defined for the system at the factory and which can be changed by authorized persons (System Administrator or System Manager).

Delivery status
One of 84 settings which records the status of a message which the subscriber ordered to be delivered.

Delivery time
A time specified by the subscriber for the VPS to deliver a prerecorded message.

Department dialing number
A number (0 to 9) assigned to represent a department telephone (extension) number to save time when dialling.

Disk capacity
The amount of space available on the hard disk for use in storing system programs and data (messages, prompts etc.).

DSP card
Digital Signal Processing Unit card. Digitizes and compresses the voice data from the CO card.

9.1   Glossary

DTMF	Dual-Tone Multi-Frequency. See Touch-tone telephone and Rotary telephone.
Encode	To represent data in digital form for processing.
Erase message	Removes a particular message from the subscribers mailbox.
External delivery message	A message intended for automatic delivery to a party outside of the company.
Fast forward	Puts the user 4 seconds ahead in the current message.
General delivery mailbox	When the caller does not specify a destination mailbox number or extension number or the caller uses a rotary telephone, the general delivery mailbox is used for recording messages which are to be heard by the Message Manager or are to be forwarded to a VPS subscriber.
Guest account	A special user mailbox which the subscriber can use to communicate with a close associate who is not a subscriber.
Guest message	A message left by a subscriber in one of the guest mailboxes which he or she has been given.
Guest password	Password given to a subscriber's guest to protect access to the guest mailbox of the subscriber.
Hardware	The physical units making up a computer system.
Help	A VPS voice prompt which allows the user to receive the complete list of available options in the current menu at any time.
Immediate reply	A feature which allows the message receiver to reply to a message without specifying the extension number of the message sender (this information is held by the VPS).
Incomplete call service	A variety of features to which a non-subscriber will be directed if he or she cannot complete his or her call. E.g. call holding, calling another extension.
Initialization	Clearing the VPS system of all messages, and mailboxes, and initializing the system tables.

9.1   Glossary

Interview mailbox	A special type of subscriber mailbox where the owner can record questions for the caller to leave answers to.
Interview service	A series of prerecorded questions are given to the VPS caller to which he or she can leave a recorded reply.
Keypad	All touch-tone keys on the telephone.
LCD	Liquid crystal display.
Mailbox capacity	The number of messages that can be recorded in a subscriber's mailbox, set to between 5 and 99 by the System Administrator.
Mailbox extension number	The individual extension number of a subscriber's mailbox.
Mailbox management	Allows a subscriber to alter the settings for his or her mailbox. E.g. change some aspect of a guest account.
Menu	A list of choices from which the user can select by using the telephone number keys or keyboard of a data terminal.
Message delivery redial	If the line is busy or there is no answer when the VPS makes an external delivery call, the subscriber can instruct the VPS to make up to a maximum of 16 retries.
Message manager	The person who takes care of the general delivery mailbox, recording of company greetings and voice prompts, also responsible for transferred calls by the VPS to his or her extension number.
Message retention time	The amount of time the system will store a message before it is automatically erased.
Message retrieval order	Either Last In First Out (LIFO) or First In First Out (FIFO) to determine in which order messages will be played to a subscriber.
Message scan	A function which allows the subscriber to preview all the messages in his or her mailbox by listening to the first 4 seconds of each.

9.1　　Glossary

Message transfer	A subscriber can reroute a message he or she has received to another subscriber's mailbox. An additional comment can be added to this message. Private messages cannot be transferred.
Message waiting lamp	A light on an extension phone that will be lit when the subscriber owning the phone has new messages pending.
Message waiting notification	If the System Manager has so authorized, a subscriber can be called each day at a specified time or whenever a message is recorded to notify him or her of unplayed messages left in his or her mailbox.
Modem	Mo-dulator Dem-odulator. A device used for converting digital computer signals into audio signals to be sent for communication purposes over the telephone network.
Modifiable prompt	A voice prompt which can be re-recorded (by the Message Manager) replacing the system prompts.
Non-subscriber	A caller to the VPS who does not own a mailbox (and does not have a guest mailbox).
Notification method	See Message waiting notification. The subscriber is contacted by the VPS via a message waiting lamp, an outside call or a pager.
Operator	The person to whom the VPS refers some calls for answers to questions. This can be the Message Manager.
Operator call coverage	This determines the type of service (e.g. call operator or forward to alternate extension or operator's mailbox) a user will receive if they request an operator call.
Outdialing schedule	Co-ordinates the delivery of external delivery messages.
Owner's name	A voice recording by the user of his/her name which will be played by the VPS when a reference is made to that mailbox, e.g. because of message transfer.
Password	A number chosen by a subscriber or a manager to protect access to his or her mailbox. See also Guest password.
PBX	Private Branch Exchange. An electronic telephone system.

9.1   Glossary

Personal bulletin message   A message recorded by a subscriber on the personal bulletin board which he or she has been assigned to use.

Personal bulletin number   The number (1 to 16) given to each personal bulletin board that is to be assigned for use by a subscriber.

Personal greeting   A brief personal message the caller hears first when he or she accesses the subscriber's mailbox.

Personal group distribution list   Used for sending a message to a personal group of 40 or less VPS subscribers. See System Group Distribution List.

Playback speed   The VPS allows the subscriber to select normal or accelerated playback speed.

Port   An interface between the telephone line and the VPS.

Pound sign   The [#] key on the telephone keypad.

Private message   A message which is specified to be read by only one VPS user and which can be password protected. This message type cannot be forwarded.

Prompt   A prerecorded list of options or a guidance message played to the user from which he or she can select using the telephone keypad.

Remote administration   By using an optional modem card or a modem, the administration of the VPS with a data terminal can be performed via telephone line.

Rescheduling   If the VPS cannot deliver an external delivery message, the sender has the option of rescheduling, i.e. rerouting or changing the time.

Review   Playing back a message to check some detail is correct.

Rewind   When selected, this feature will playback the last 4 seconds of the message you are currently listening to.

Rotary telephone   A common telephone calling device which makes and breaks the loop provided by the instrument, thus transmitting the digits of the called telephone subscribers number to the exchange. See Touch-tone telephone.

9.1 Glossary

RS-232C	Standard for communication protocol specified by EIA.
Secondary extension	See Alternate extension.
Setup mailbox	To create a mailbox for a new subscriber. This action is performed by the System Administrator or the System Manager.
Software	Programs which can be used on a particular computer system.
Special feature authorization	Permission given by the System Administrator or the System Manager for a subscriber to use a VPS facility not normally available to other users, e.g. personal bulletin board.
Storage capacity	The amount of space available to store system programs and data (e.g. messages, bulletin boards etc.) on the hard disk.
Subscriber	A person who has an account (mailbox) with the VPS and to which messages can be sent and received to and from his or her mailbox.
Subscriber services	All the facilities available to a VPS system subscriber, e.g. message receiving, confirming message receipt, and mailbox management.
System Administration	Consists of the functions: system setup, mailbox setup and system diagnosis using a computer terminal.
System Administrator	The person responsible for the VPS system administration.
System configuration	This indicates the physical units of a computer system and how they relate to each other. i.e. CPU card, CO card, DSP card, Hard disk drive, etc. in the VPS.
System group distribution list	A list of subscribers held in VPS for use by subscribers wishing to make group deliveries of messages. Subscribers can also have their own personal group distribution lists.
System manager	The person in charge of co-ordinating the VPS system to ensure that it operates efficiently and effectively.

9.1   Glossary

System parameters   System statistics which are initially pre-recorded at the factory and which determine for example system communication, operators extension number etc.

System reports   A statistical report available through keyboard operation to the System Administrator.

System usage report   Gives statistical data on a variety of VPS usages, e.g. disk usage, port usage and mailbox usage, requested by the System Administrator or the System Manager.

Tone   A pulse that indicates that the user's voice will be recorded until he or she takes some action. E.g. pressing the 0 key.

Top menu   The sole message on level 0 of the bulletin board service.

Touch-tone telephone   Bell system method of providing push-button dialing using dual-tone multi-frequency signalling (DTMF). See Rotary telephone.

Urgent message   The VPS tries to deliver a message immediately after recording it.

Voice data   Encoded speech stored digitally on the system's hard disk drive.

Voice mail   A general term used for messages recorded digitally over the phone by one person for communication with another person or persons.

Voice prompt   A recorded message instructing the user to do something. The prompts are either the ones set at the factory (system prompts) or have been changed by the Message Manager (user prompts).

Wild card character   E.g. the pound (#) sign. A character used to represent all characters when a mailbox number is requested of which one character is not known, 12#4, could be either 1214 or 1224, etc.

Work sheets   Used for manual recording of the VPS system data for future reference in setting parameters to the VPS.

Panasonic

Detailed Edition for Subscribers & Non-subscribers

Guide to the Voice Processing System

Model No.　　KX-TVP150

EASA-PHONE

KX-A240

Please read this manual before any operation.

Contents

Subscriber's Guide

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Guide for Non-Subscribers

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Glossary

Introduction

This guide consists of three parts: Subscriber's Guide, Guide for Non-Subscribers and Glossary.

The Subscriber's Guide explains the set up and operation of the Voice Processing System (the VPS) for the subscribers, who have their own mailbox in the VPS.

Before receiving or sending messages, a subscriber may have to perform the settings of the mailbox to make use of the VPS features. This guide is divided into three chapters:

The Guide for Non-Subscribers explains the operation of the VPS for non-subscribers, who have no mailbox.

When a non-subscriber calls the VPS or the VPS calls a non-subscriber to deliver a message from a subscriber or from a non-subscriber, various functions of the VPS operate for that communication by telephone.

This guide describes this operation of the VPS according to each function as follows:

Note: The operations described in the Guide for Non-Subscribers can be used of course by subscribers when they do the same operation as non-subscribers, even if they have their own mailbox.

Glossary explains terms used in the VPS manuals.

Introduction

Overview of the VPS operation

The Voice Processing System (the VPS) is provided with five incoming call services (Voice Mail Service, Automated Attendant Service, Bulletin Board Service, Interview Service and Custom Service) and two outgoing call services. One of five incoming call services can be assigned to each port.

Voice Mail Service

With this feature, you can have the VPS take messages for you, deliver your messages, check message distribution status, deliver messages to multiple destinations, be notified when you have a message waiting for you, external message delivery, as well as creating guest accounts.

Automated Attendant Service

This feature serves as a telephone switchboard operator, connecting callers to the specified extension. If the line is not connected, this gives you the Incomplete Call Services such as Call Holding, Message Recording, Alternate Extension Transfer, and Listening to the Personal Bulletin Board.

Bulletin Board Service

You can receive bulletin board messages, arranged in a tree structure, such as advertisements and useful information for a new product. You can select necessary information by pressing the appropriate telephone key.

Interview Service

If you are authorized to have an interview mailbox, you can record a string of questions. When a caller reaches your mailbox, the questions are played one after another with pauses in between for the caller's replies.

Custom Service

On a VPS port allocated custom service, callers are able to receive services that have been customized for them by the system administrator. The available services are Transfer to Mailbox, Transfer to Extension, Operator, Exit, Previous Menu, Custom Service, Voice Mail Service, Call Transfer Service, Bulletin Board Service, Department Dialing, Dial by Name and Repeat Menu. Specific keys on the telephone can be assigned for accessing these services. Refer to 3.3.7 Custom Service Settings of the Manager's Guide for information on the various services.

Introduction

Outgoing Call Service

If you are authorized to use the external delivery messages feature, you can request a report of information on the current external delivery status from the VPS. The VPS will retry to call when the line is busy or disconnected. You can also cancel pending external delivery attempts or reschedule canceled external delivery attempts.
If you are authorized to use the message waiting notification feature, you can choose between three modes: direct call, notification via pocket pager and notification by message waiting lamp.

Note:

Refer to the following tables for more information on the services for subscribers and non-subscribers.

Introduction

User	Operation	Details of Operation
Subscriber (from telephone)	Message Recording	1. Record the message 2. Review the message 3. Cancel the message 4. Add the message 5. Make the message urgent 6. Pause for recording
	Message Receiving	1. Receive the message 2. Keep/delete the message 3. Repeat the message 4. Skip ahead/back a short segment 5. Skip ahead/back the message 6. Transfer the message 7. Transfer the message with additional message 8. Immediate reply to the message 9. Scan messages 10. Select the message playback speed 11. Pause for recording 12. Delete the message
	Message Waiting Notification	1. Set the message waiting notification (external calling/beeper/message waiting notification light) 2. Set the immediate message forwarding 3. Set the telephone number for notification 4. Set the notification time 5. Message waiting notification mode On/Off 6. Immediate forwarding On/Off
	External Message Delivery	1. Record an external delivery message 2. Set the telephone number for delivery 3. Set the delivery time and date 4. Set the delivery password 5. Record the receiver's name 6. Enable redialing on no-answer 7. Report the status of delivery status (cancelled messages/pending messages) 8. Reschedule for redialing 9. Cancel external message delivery
	Personal Group Distribution List	1. Add members to the list 2. Delete members from the list 3. Delete all members from the list 4. Listen to the members list
	Message Delivery	1. Record a certified message 2. Record a normal message 3. Check distribution status 4. Cancel certification

Introduction

User	Operation	Details of Operation
Subscriber (from telephone)	Guest Account	1. Record the guest message (up to 4 messages) 2. Set up the guest account (guest's password/guest's name) 3. Delete the guest account 4. Check the status of guest messages (delete/keep) 5. List guests
	Mailbox Customization	1. Record/delete a personal greeting 2. Set the mailbox password 3. Record/erase the subscriber's name 4. Select message retrieval order (Last In - First Out/First In - First Out) 5. Call screening On/Off 6. Call blocking On/Off 7. Set the extension number for immediate transfer 8. Immediate transfer of the message 9. Record/erase a personal bulletin message 10. Personal bulletin message On/Off
Guest (from telephone)	Subscriber's Messages Receiving	1. Receive the message 2. Repeat the message 3. Skip ahead/back a short segment 4. Skip ahead/back the message 5. Reply to the message immediately 6. Pause for receiving

Introduction

User	Operation	Details of Operation
Non sub-scriber (from telephone)	Message Recording	1. Record a message 2. Review a message 3. Cancel a message 4. Add to a message 5. Pause for recording 6. Make a message urgent 7. Make a message private
	Message Receiving	1. Receive a message 2. Repeat a message 3. Skip ahead/back short segment 4. Pause for receiving 5. Immediate reply
	Bulletin Board Message Receiving	1. Select a bulletin message 2. Receive a bulletin message 3. Repeat a bulletin message 4. Skip ahead/back short message 5. Pause for receiving 6. Speed dial (Department Dial)
	Call Transfer	1. Transfer a call to the operator 2. Transfer a call to extensions 3. Transfer a call to automated attendant service
	Automated Attendant	1. Listen to the phone directory 2. Speed dial (Department Dial) 3. Record a message 4. Receive personal bulletin messages 5. Speed dial (Department Dial) through the personal bulletin board 6. Immediate transfer
	Message Recording for the General Delivery Mailbox	[DTMF Phone] 1. Record a message 2. Review a message 3. Cancel a message 4. Add a message 5. Pause for recording [Rotary Phone] 1. Record a message

Subscriber's Guide

Chapter 1
Preliminary Settings

This chapter tells you about the settings you have to do or you can set before receiving or sending messages.

Contents

1.1. Setting up the Mailbox

Subscribers can set the parameters of their own mailboxes however they like to meet their own usage requirements. The following tasks can be performed from any touch-tone telephone.

1) Mailbox customization (personal greeting message, password, voice recording of owner's name)

2) Mailbox parameter setting (message retrieval order, duration of outgoing calls, external message delivery redial setting, message scan status)

3) Personal group distribution list setting

4) Guest mailbox management

1.1.1   Recording a Personal Greeting Message

You can record a personal greeting message with your voice to be played for callers who access your mailbox. After the caller has called the Voice Mail Service, and entered the mailbox number for recording, the personal greeting message of the mailbox will be announced. This is true both for callers who access the mailbox directly and for callers who are transferred to the mailbox by the Automated Attendant because the subscriber's extension was busy or there was no answer.

To record a personal greeting message:

1

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

1.1. Setting up the Mailbox

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
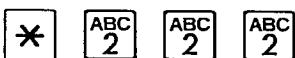> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2** Press star [*], then enter your mailbox number.
number)

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3] **5** Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].'*

1.1. Setting up the Mailbox

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7 Press [3] for the mailbox management.

You will hear the prompt:

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3].*
> *For guest account management, press [4].*

8 Press [1] to customize your mailbox.

You will hear the prompt:

> *Current personal greeting is --- / Personal greeting is not recorded.*

> *To change the personal greeting, press [1].*
> *To accept, press [2].*
> *To erase the greeting, press [3].*

9 Press [1] to set the personal greeting.

You will hear the prompt:

1.1. Setting up the Mailbox

> *Please state your greeting at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

10 Speak your greeting and press [1] to end recording.

You will hear the prompt:

> *The personal greeting is --- .*

> *To change this message, press [1].*
> *To accept, press [2].*
> *To erase greeting, press [3].*

11 Press [2] to accept the greeting.

1.1.2 Setting a Mailbox Password

The subscriber has the option of setting a password for his or her mailbox to prevent other users from accessing features other than message recording. Once this has been done, anyone accessing the mailbox will be prompted by the VPS to supply the password. Users unable to input the correct password are blocked from using mailbox services. The user can change his or her password at any time. If he or she should forget the password, the system manager can be requested to delete it.

To set a password:

1 — 8 Same as Recording a Personal Greeting Message.

9 Press [2] to accept the current personal greeting.

You will hear the prompt:

1.1. Setting up the Mailbox

> *Current password is ---/*
> / Password is unassigned.

> To change this setting, press [1].
> Otherwise, press [2].

10

[1]

Press [1] to set the mailbox password.

You will hear the prompt:

> *Please enter the password, followed by a pound sign [#].*

[DEF 3] [1] [JKL 5] [#] **11**

Enter the password and a pound sign [#].

You will hear the prompt:

> *The password you just entered is ---*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

[ABC 2] **12**

Press [2] to accept the password.

1.1.3. Recording of the Owner's Name

You can make a voice recording of your own name and rerecord the name later, if necessary. The recorded name is played by the VPS in place of the mailbox number when messages are set or transferred, allowing callers to confirm the owner of the mailbox.

To record the owner's name:

1 — 8

Same as the Recording of a Personal Greeting Message.

1.1. Setting up the Mailbox

9 Press [2] to accept the current greeting.

10 Press [2] to accept the current password.

You will hear the prompt:

> *Current owner's name is '--- / No owner's name is recorded.*

> *To change the name, press [1].*
> *To accept, press [2].*
> *To erase the name, press [3].*

11 Press [1] to record the owner's name.

You will hear the prompt:

> *Please say your name at the tone.*

12 Record your name.
You will hear the prompt:

> *The owner's name is ---*

> *To change the name, press [1].*
> *To accept, press [2].*
> *To erase the name, press [3].*

13 Press [2] to accept the name.

1.1.4. Message Retrieval Order

Subscribers can choose the order in which messages recorded in their mailboxes are to be retrieved. Messages can be played back either from most to least recent (Last In First Out), or from oldest to newest (First In First Out).

1.1. Setting up the Mailbox

If this order is set to LIFO , the VPS will play from the most recent message in receiving messages. If it is set to FIFO, the VPS will play from the oldest message.

To set the message retrieval order:

1 (Voice Mail Service's Extension Number)

| ABC 2 | | JKL 5 | | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 (Your mailbox number)

| ✱ | | ABC 2 | | ABC 2 | | ABC 2 |

Press star [✱], then enter your mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 (Your password)

| DEF 3 | | 1 | | JKL 5 | | # |

Enter the password.

4 The VPS will announce the number of messages.

You will hear the prompt:

1.1. Setting up the Mailbox

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3 **5** Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

OPER 0 **6** Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

DEF 3 **7** Press [3] for Mailbox Management.

You will hear the prompt:

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3].*
> *For guest account management, press [4].*

1.1.   Setting up the Mailbox

8 Press [2] to change the mailbox parameters.

[ABC 2]

You will hear the prompt :

> *Your messages are retrieved beginning with the most recent message / the oldest message.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

9 Press [1] to set the retrieval order.

[1]

You will hear the prompt:

> *To retrieve messages beginning with the most recent message, press [1].*
> *To retrieve messages beginning with the oldest message, press [2].*

10 Select [1] or [2].

[1] or [ABC 2]

You will hear the prompt:

> *Your messages are retrieved beginning with the most recent message / the oldest message.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

11 Press [2] to accept the order.

[ABC 2]

1.1.5.   Call Duration for External Message Delivery

The subscriber can specify a maximum duration for external message delivery in order to restrict the cost incurred in outgoing calls. The call duration can be set to any value up to a maximum of 30 minutes. If the subscriber does not specify a call duration the system default set by the system manager is used.

1.1. Setting up the Mailbox

When the specified duration has been exceeded, the VPS provides a prompt and hangs up. If the VPS was not able to deliver the external delivery message (and no call-back message was delivered), the call is treated as a "no answer" and the system will retry the call later.

To set call duration for external message delivery:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press star [✳], then enter your mailbox number.

(Your mailbox number)

[✳] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 Enter the password.

(Your password)

[DEF 3] [1] [JKL 5] [#]

1.1. Setting up the Mailbox

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*
> *For mailbox management, press [3].*

5   Press [3] for Other Features.

[DEF 3]

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6   Press [0] for Help Menu.

[OPER 0]

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7   Press [3] for mailbox management.

[DEF 3]

You will hear the prompt:

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3].*
> *For guest account management, press [4].*

1.1. Setting up the Mailbox

8

[ABC 2]

Press [2] to change the mailbox parameter.

You will hear the prompt:

> *Your messages are retrieved beginning with the most recent message / the oldest message.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

9

[ABC 2]

Press [2] to skip to the next step.

You will hear the prompt:

> *The current call duration time of external message delivery is --- minutes.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

10

[1]

Press [1] to set the call duration time.

You will hear the prompt:

> *Please enter the call duration time from [1] to [9] minutes.*

(Call duration time) **11**

[JKL 5]

Enter the call duration time.

You will hear the prompt:

> *The current call duration time of external message delivery is --- minutes.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

12

[ABC 2]

Press [2] to accept the setting.

1.1. Setting up the Mailbox

1.1.6. Automatic Retry on Busy or No-Answer

If the line is busy when the VPS attempts a call to deliver the external delivery message, three call retries will be made at 5-minute intervals. If the line is still busy after the third retry and the subscriber has turned the external delivery retry function on, the VPS will try again one hour later with another four retries. This process is repeated four times, if necessary, for a total of 16 retries. The external delivery retry parameter can be set by the subscriber when specifying mailbox parameters.

To set the automatic retry on busy or no-answer:

1 — 9   Same as the setting Call Duration for External Message Delivery.

10   Press [2] to skip to the next step.

You will hear the prompt:

> *External message delivery redial is set to 'YES'/'NO'.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

11   Press [1] to set external message delivery redial.

You will hear the prompt:

> *To set external message delivery redialing to 'YES', press [1].*
> *To set to 'No', press [2].*

12   Select [1] or [2].

1.1.   Setting up the Mailbox

You will hear the prompt:

> *External message delivery redialing is set to 'YES'/'NO'.*
> *To change this setting, press [1].*
> *Otherwise, press [2].*

13   Press [2] to accept the setting.

1.1.7.   Message Scanning Information

When you are in a hurry, you can hear only the top 4 seconds of all messages in your mailbox. Also, you can hear the recording date and the sender's name with each message. There are two types of information that can be provided in a scanned message: the top segment of the message only; the top segment of the message with the recording date and the sender's name.

To set the message information:

1 — 10   Same as the Automatic Retry on Busy or No-Answer

11   Press [2] to skip to the next step.

You will hear the prompt:

> *The first part of your message will be played with time and date stamp and sender's name during message scanning.*
>
> *Only the first part of your message will be played during message scanning.*
>
> *To change this setting, press [1].*
>
> *Otherwise, press [2].*

1.1. Setting up the Mailbox

12 Press [1] to set the message scanning information.

□ 1

You will hear the prompt:

> *To play the first part of your message with time and date stamp and sender's name, press [1].*
>
> *To play only the first part of your message, press [2].*

13 Select [1] or [2].

□ 1 or ABC 2

You will hear the prompt:

> *The first part of your message will be played with time and date stamp and sender's name during message scanning.*
>
> *Only the first part of your message will be played during message scanning.*
>
> *To change this setting, press [1].*
>
> *Otherwise, press [2].*

14 Press [2] to accept the setting.

ABC 2

1.2   Setting Message Waiting Notification

If the subscriber has been authorized to use the Message Waiting Notification feature by the System Manager and its status is set to 'ON', the VPS can call the subscriber each day at a specified time to notify him that unplayed (new) messages are waiting in his mailbox. In this way, he does not need to regularly check his mailbox.

You can choose from message notification by an outgoing call, calling to a pager, and notification with the Message Waiting Lamp. In message notification with outgoing call, the VPS will dial the telephone number, and deliver the unplayed messages to you. When calling to a pager, the VPS will continue to call the pager until the unplayed messages are received. The VPS will turn on the Message Waiting Lamp of a specified extension as soon as a new message is stored in your mailbox.

A subscriber can choose the method of message notification from the following:
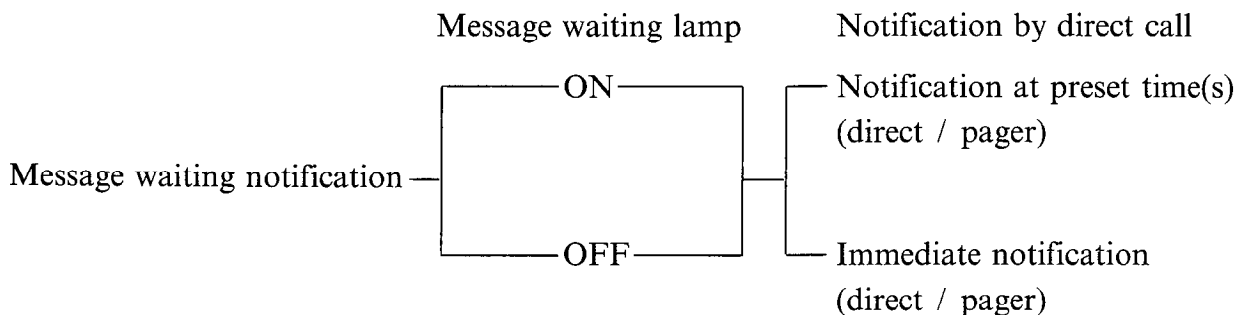
```
                              Message waiting lamp        Notification by direct call

                                 ┌────── ON ──────┐      ┌─ Notification at preset time(s)
                                 │                │      │   (direct / pager)
Message waiting notification ─── │                │──────┤
                                 │                │      │
                                 └────── OFF ─────┘      └─ Immediate notification
                                                            (direct / pager)
```

Note: Either Notification at preset time(s) or Immediate notification can be set to operate together with Message Waiting Lamp Notification.

— **Notification by Message Waiting Lamp (See 1.2.1)**

— **Timed Message Notification (See 1.2.2)**

— **Immediate Message Notification (See 1.2.3)**

— **Setting the Telephone Number to be Called (See 1.2.4)**

— **Specifying the Notification Method (See 1.2.5)**

1.2 Setting Message Waiting Notification

1.2.1 Notification by Message Waiting Lamp

When a new message is recorded in the subscriber's mailbox, the message notification light on the subscriber's extension turns on. In this case there is no need to specify a notification destination because the only possible destination is the subscriber's extension.

Subscribers choosing notification by message waiting lamp can also take advantage of the direct notification call feature.

To select the message waiting notification lamp:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2** Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.2 Setting Message Waiting Notification

3 Enter the password.

(Your password)

⌨DEF 3 ⌨1 ⌨JKL 5 ⌨#

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

⌨DEF 3 **5** Press [3] for Other Features

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

⌨OPER 0 **6** Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

1.2 Setting Message Waiting Notification

7

[GHI 4]

Press [4] to set Message Waiting Notification.

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

8

[1]

Press [1] to enable Notification with a Message Waiting Lamp.

You will hear the prompt:

> *You can be notified with a message waiting lamp.*

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3]*

9

To set Timed Message Notification, follow the steps 9 to 16 on pages U-1-22 through U-1-24.

9'

To set Immediate Message Notification, follow the steps 9 to 11 on pages U-1-24 and U-1-25.

1.2   Setting Message Waiting Notification

1.2.2   Timed Message Notification

The subscriber can specify the time at which he would like the VPS to notify him of unplayed messages. If he wants to be informed twice a day, he can set another notification time. With this feature, you do not need to regularly check your mailbox to see if there is a new message or not. In order to receive this service, the subscriber must set the timed message notification status on.

Timed Message Notification and Immediate Message Notification cannot both be specified at once. However, if Timed Message Notification is the current setting and the caller specifies a recorded message as an Urgent Message, the VPS will nevertheless immediately inform the subscriber that the message has been recorded.

Note: The telephone number to be called should be set beforehand. See 1.2.4.

To set notification at specified times:

1   Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

1.2 Setting Message Waiting Notification

> *Good morning/ Good afternoon/ Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2**   Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]   **5**   Press [3] for Other Features

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

1.2 Setting Message Waiting Notification

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7 Press [4] to set Message Waiting Notification.

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

8 Press [2] for the sub menu.

You will hear the prompt:

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3].*

9 Press [1] to set timed message notification.

You will hear the prompt:

> *Telephone number is unassigned.*

or

1.2 Setting Message Waiting Notification

> *First notification time is ---.*

> *Second notification time is ---.*

> *Messages will be forwarded by outdialing./*
> *Message will be forwarded to a pager.*

or

> *Timed message notification is disabled.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

10 Press [1] to set timed message notification.

You will hear the prompt:

> *To enable timed message notification, press [1].*
> *To disable, press [2].*

11 Press [1] to enable timed message notification.

You will hear the prompt:

> *Timed message notification is enabled.*

12 Review notification parameters.
You will hear the prompt:

> *To change this setting, press [1].*
> *Otherwise, press [2].*

1.2 Setting Message Waiting Notification

13 Press [1] to change the notification time.

[1]

You will hear the prompt:

> *Please enter the new time, followed by a pound sign.*
> *For help, press [0].*

14

(Time)

Enter the time with four numbers: if you want to set the time to 10:25, you must enter '1025'.

[1] [0 OPER] [2 ABC] [5 JKL]

[#]

[1] or [2 ABC] **15** Press [1]/[2] to specify AM/PM respectively.

[2 ABC] **16** Press [2] to accept the time.

1.2.3 Immediate Message Notification

Subscribers choosing Immediate Message Notification can have the VPS call them immediately whenever a message is left in their mailbox. As with that service, operation can be turned on and off as required.

Note: The telephone number to be called should be set beforehand. See 1.2.4.

To set the immediate message notification

1 — 8 Same as the Timed Message Notification.

[2 ABC] **9** Press [2] to set the immediate message notification.

You will hear the prompt:

> *Telephone number is unassigned.*

1.2　Setting Message Waiting Notification

> *Immediate message notification is disabled.*

or

> *Message will be forwarded immediately by outdialing.*
> */ Messages will be forwarded immediately to a pager.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

10　Press [1] to set the immediate message notification.

You will hear the prompt:

> *To enable immediate message notification, press [1].*
> *To disable, press [2].*

11　Press [1] to enable the immediate message notification.

You will hear the prompt:

> *Immediate message notification is enabled.*

1.2 Setting Message Waiting Notification

1.2.4 Setting the Telephone Number to be Called

The subscriber can specify the telephone number at which he wants to be contacted for message notification. This number can be different than that of his extension, so the VPS can notify him when he is out. The VPS will allow the subscriber to enter up to 48 digits for the telephone number, which includes the star [*] key, short recording blanks, and tone/pulse switches. This number can be used for both the timed message notification and the immediate message notification. The digits to be displayed on the LCD of the beeper can also be specified in this number.

To set the telephone number to be called:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

2 Press star [*], then enter your mailbox number.

| * | ABC 2 | ABC 2 | ABC 2 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.2 Setting Message Waiting Notification

3 Enter the password.

(Your password)

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]

5 Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[OPER 0]

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

1.2 Setting Message Waiting Notification

7 Press [4] to set Message Waiting Notification.

[GHI 4]

You will hear the prompt:

> *To notify with a message waiting lamp, press [1].*
> *Otherwise, press [2].*

8 Press [2] for sub menu.

[ABC 2]

You will hear the prompt:

> *To set timed message notification, press [1].*
> *To set immediate message notification, press [2].*
> *To assign a telephone number, press [3].*

9 Press [3] to assign the telephone number.

[DEF 3]

You will hear the prompt:

> *Current telephone number is ———.*

or

> *Telephone number is not assigned.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

10 Press [1] to set the telephone number.

[1]

You will hear the prompt:

> *You can enter any digits via keypad.*
> *Please enter the telephone number and wait a moment.*

1.2 Setting Message Waiting Notification

11 Enter the telephone number to be called.

You will hear the prompt:

> *This telephone number is ——.*

> *To change the telephone number, press [1].*
> *To accept, press [2].*
> *To review, press [3].*
> *To add more digits to the telephone number, press [4].*
> *To insert a pause, press [5].*
> *To set dial mode, press [6].*
> *To insert a wait for dial tone, press [7].*

[ABC 2] **12** Press [2] to accept the number.

1.2.5 Specifying the Notification Method

Subscribers choosing notification by direct call can specify a telephone or a pocket beeper as the destination for notification calls. If the destination is a telephone, the VPS will call, play a message stating that there are messages waiting, prompt the subscriber to enter his or her password and, once the password has been entered correctly, play the messages in the mailbox. If the destination is a pocket beeper, the VPS will call and terminate processing. However, if the subscriber has not retrieved his or her messages within 30 minutes, the system will call the beeper once again. This process is repeated seven times or until the messages are retrieved.

To specify the notification method:

1 — 11 Same as Setting the Telephone Number to be Called.

[ABC 2] **12** Press [2] to accept the number.

1.2 Setting Message Waiting Notification

You will hear the prompt:

> *For notification by outdialing, press [1].*
> *For a pager, press [2].*

1 or **2** (ABC)   **13**   Select [1] or [2].

1.2.6 Setting the Notification Time

Subscribers choosing notification at a specified time can set the time (or times) at which notification is to be made. If two notification times are specified, the VPS will notify the subscriber twice a day (provided there are messages waiting).

To set the notification time:

1 — 16   Same as Timed Message Notification.

17   To set another time, repeat steps 13 —16.

1.3 Recording a Message in a Guest Mailbox

If authorized by the system manager, you can create your own guest mailboxes for leaving messages to non-subscribers. You can maintain up to four guest mailboxes.

1.3.1 Setting up Guest Mailboxes

Subscribers authorized by the system manager to own guest mailboxes can create up to four such mailboxes and assign passwords to them.

To set up guest mailboxes:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

2

[*] [ABC 2] [ABC 2] [ABC 2]

Press star [*], then enter your mailbox number.

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.3   Recording a Message in a Guest Mailbox

3   Enter the password.

(Your password)

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]   **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[OPER 0]   **6**   Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

[DEF 3]   **7**   Press [3] for Mailbox Management.

You will hear the prompt:

1.3 Recording a Message in a Guest Mailbox

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3]. .*
> *For guest account management, press [4].*

GHI 4   **8**   Press [4] for Guest Account Management.

You will hear the prompt:

> *To set up a guest mailbox, press [1].*
> *To delete a guest mailbox, press [2].*
> *(To list guest mailboxes, press [3].)*

Note: The function in parentheses (   ) is available by pressing [0] for the Help menu.

1   **9**   Press [1] to set up a guest mailbox.

You will hear the prompt:

> *No guest mailbox is assigned. / Guest mailbox --- is assigned.*

> *Please enter the guest mailbox number [1] through [4].*

(Guest Mailbox Number) **10**   Enter the guest mailbox number.

DEF 3

You will hear the prompt:

1.3 Recording a Message in a Guest Mailbox

> *Please say the guest's name at the tone.*
> *To end recording, press [1].*

11 State the guest's name.

12 Press [1] to end recording.

You will hear the prompt:

> *Please enter the 4-digit guest password.*

(Guest password) **13** Enter the password.

You will hear the prompt:

> *Guest number --- is for ---.*
> *The password is ---.*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

14 Press [2] to accept.

1.3 Recording a Message in a Guest Mailbox

1.3.2 Deleting a Guest Mailbox

Subscribers can delete guest mailboxes they own at any time they wish. In order to change the number of an already defined guest mailbox, the mailbox must first be deleted, then recreated with the new number.

To delete a guest mailbox:

1 — 8   Same as Setting up Guest Mailboxes.

9   Press [2] to delete a guest mailbox.

You will hear the prompt:

> *Guest mailbox --- is (are) assigned.*
> *Please enter the guest mailbox number [1] through [4].*

(Guest Mailbox Number) 10   Enter the guest mailbox number.

You will hear the prompt:

> *This guest ---.*
> *To delete this guest mailbox, press [1].*
> *Otherwise, press [2].*

11   Press [1] to delete the guest mailbox.

You will hear the prompt:

> *Guest mailbox --- is deleted.*

1.3 Recording a Message in a Guest Mailbox

1.3.3 Listing Guest Mailboxes

Subscribers who own guest mailboxes can review the guest mailbox parameters (guest mailbox number, password and guest's name) with the voice prompts.

To list up guest mailboxes:

1 — 8 Same as Setting up Guest Mailboxes.

[DEF 3] **9** Press [3] to list guest mailboxes.

You will hear the prompt:

> *Guest number is ---.*
> *For ---.*
> *The password is ---.*

> *----messages were recorded./*
> *One message was recorded./*
> *There are no messages.*

1.3.4 Recording Guest Messages

If the subscriber has guest mailboxes, he can record his message in the guest mailbox for a nonsubscriber who knows the guest password.

To record a guest message:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]
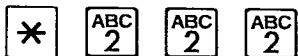
1.3 Recording a Message in a Guest Mailbox

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
>
> *To enter by name, please press a pound sign [#] now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

(Your mailbox number)

2 Press star [∗], then enter your mailbox number.

[∗] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)

3 Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]

5 Press [3] for Other Features

You will hear the prompt:

1.3 Recording a Message in a Guest Mailbox

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6 Press [0] for the Help menu.

OPER
0

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7 Press [6] to record guest messages.

MNO
6

You will hear the prompt:

> *Guest mailbox --- are assigned.*

> *Please enter the guest mailbox number [1] through [4].*

(Guest Mailbox **8** Enter the guest mailbox number ([1] - [4]).
Number)

1

You will hear the prompt:

> *This guest is ---.*

> *--- messages were recorded./*
> *One message was recorded./*
> *There are no messages.*

1.3   Recording a Message in a Guest Mailbox

> *To deliver your message to this guest, press [1]*
> *Otherwise, press [2].*

9   Press [1] to deliver your message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

10   Speak the message at the tone.

11   Press [1] to end the recording.

You will hear the prompt:

> *To change this message, press [1].*
> *To accept, press [2].*

12   Press [2] to accept the message.

1.3 Recording a Message in a Guest Mailbox

1.3.5 Receiving Messages

The non-subscriber who knows the guest password can access the guest mailbox and receive guest messages by calling the VPS and entering the guest password after the mailbox number. Note that guest messages will be automatically deleted by the VPS at the end of the call, so the guest will be unable to receive an already delivered message in a subsequent call.

To receive a guest messages:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Subscriber's mailbox number)

2

[*] [ABC 2] [ABC 2] [ABC 2]

Press star [*], then enter the subscriber's mailbox number.
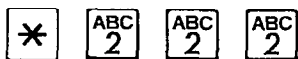
You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.3 Recording a Message in a Guest Mailbox

3 Enter the guest password.

(Guest Password)

| 1 | | 1 | | 1 | | 1 | | # |

You will hear the prompt:

> *You have ---- message(s).*

4 Receive the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To reply, press [4].*
> *For help, press [0].*

5 Press [0] for the Help menu.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To reply, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To end this call, press [✻].*

6 Select the feature you want.

1.4 Recording a Message in an Interview Mailbox

A subscriber can have his or her own interview mailbox if it has been authorized by the System Manager. He or she can record a series of questions in the mailbox to which a caller will be asked to respond.

The VPS user can access interview mailboxes through one of three ways: by calling the port assigned the Voice Mail Service and entering the interview mailbox number; by calling the port assigned the Automated Attendant Service (only when the call is not answered and the subscriber has selected the interview service mode); by calling the port assigned the Interview Processing Service.

— **Recording Questions (See 1.4.1)**

— **Erasing Questions (See 1.4.2)**

— **Setting Answer Length (See 1.4.3)**

— **Enabling/Disabling the Interview Mailbox (See 1.4.4)**

1.4 Recording a Message in an Interview Mailbox

1.4.1 Recording Questions

The subscriber can record up to 10 questions in his or her interview mailbox. The maximum length of each question is the same as the maximum message length of his mailbox.

To record a question:

1 (Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait a moment.
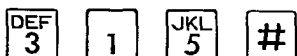> For call transfer, press [0].

2 (Your mailbox number)

Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> Please enter the password, followed by a pound sign.

3 (Your password)

Enter the password.

[DEF 3] [1] [JKL 5] [#]

1.4 Recording a Message in an Interview Mailbox

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3

5 Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

OPER 0

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

PRS 7

7 Press [7] for Interview Mailbox Management.

You will hear the prompt:

> *To record the question, press [1].*
> *To set the answer length, press [2].*
> *To erase the question, press [3].*

1.4 Recording a Message in an Interview Mailbox

8   Press [1] to record a question.

> *Question No. 1.*

or

> *No question is recorded.*

9   Review question No. 1.

You will hear the prompt:

> *To change this question, press [1].*
> *Otherwise, press [2].*
> *To skip back to the previous question, press [3].*
> *To go directly to a question, please press a pound sign [#] now.*

10   Press [1] to record the question.

You will hear the prompt:

> *Please state the question at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording press [2].*

11   Press [1] to end recording.

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3]*
> *To add, press [4]*
> *To erase and exit, press [✱].*

1.4 Recording a Message in an Interview Mailbox

12 Press [2] to accept the question.

[ABC 2]

13 Review the next question.

14 Repeat steps 9 — 12.

1.4.2 Erasing Questions

The subscriber can erase a question in his interview mailbox whenever he wants.

To erase a question:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

2 Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.4 Recording a Message in an Interview Mailbox

3 Enter the password.

(Your password)

DEF 3   1   JKL 5   #

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3

5 Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

OPER 0

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7   Press [7] for Interview Mailbox Management.

<kbd>PRS 7</kbd>

You will hear the prompt:

> *To record the question, press [1].*
> *To set the answer length, press [2].*
> *To erase the question, press [3].*

8   Press [3] to erase the question.

<kbd>DEF 3</kbd>

> *Question No. 1.*

or

> *No question is recorded.*

9   Review question No. 1.

You will hear the prompt:

> *To erase this question, press [1].*
> *Otherwise, press [2].*
> *To skip back to the previous question, press [3].*
> *To go directly to a question, please press a pound sign [#] now.*

10   Press [1] to erase the question.

<kbd>1</kbd>

You will hear the prompt:

> *The question is erased.*

11   Review the next question.

12   Repeat steps 9 — 10.

1.4 Recording a Message in an Interview Mailbox

1.4.3 Setting Answer Length

The subscriber can set the maximum length of each answer. Set to 8 seconds at the factory, it can also be changed to 4, 8, 16 and 32 seconds.

To set the answer length:

1

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

(Your mailbox number) **2**

| ✳ | ABC 2 | ABC 2 | ABC 2 |

Press star [✳], then enter your mailbox number.

You will hear the prompt:

> Please enter the password, followed by a pound sign.

1.4   Recording a Message in an Interview Mailbox

(Your password)

3   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]   **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[OPER 0]   **6**   Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

1.4 Recording a Message in an Interview Mailbox

7 Press [7] for Interview Mailbox Management.

You will hear the prompt:

> *To record the question, press [1].*
> *To set the answer length, press [2].*
> *To erase the question, press [3].*

8 Press [2] to set the answer length.

> *Question No. --- no question is recorded / Question No. --- . (Message is reviewed)*

> *Answer length is -- seconds.*

9 Review question No. 1 and its answer length.

You will hear the prompt:

> *To change the length of the answer, press [1].*
> *To skip to the next question, press [2].*
> *To skip back to the previous question, press [3].*
> *To go directly to a question, please press a pound sign [#] now.*

10 Press [1] to set or change the length.

You will hear the prompt:

> *Please select the answer length.*
> *For 4 seconds, press [1].*
> *For 8 seconds, press [2].*
> *For 16 seconds, press [3].*
> *For 32 seconds, press [4].*

1.4 Recording a Message in an Interview Mailbox

11   Press [1], [2], [3] or [4] for the desired message length.

> *Answer length is — seconds.*

12   Check the length that you have just entered.

You will hear the prompt:

> *To change this setting, press [1].*
> *Otherwise, press [2].*

13   Press [2] to accept the length.

14   Review the next question and its answer length.

15   Repeat steps 9 — 13.

1.4 Recording a Message in an Interview Mailbox

1.4.4 Enabling/Disabling the Interview Mailbox

The subscriber can ask the System Manager or System Administrator to terminate his or her interview mailbox. Upon receipt of such a request, the System Manager (or System Administrator) accesses the special functions assigned to the subscriber and cancels his or her authorization to use the interview mailbox feature. All recorded questions in the mailbox are automatically deleted when authorization is revoked.

1.5 Setting the Automated Attendant Parameters

The subscriber can specify several parameters which affect the operation of the Automated Attendant service. These include call transfer parameters (screening and blocking), alternate extension transfer authorization, alternate extension number, personal bulletin board messages, personal bulletin board authorization and message reception mode.

Automated Attendant Parameters to set:

— **Call Transfer status (Call Screening, Call Blocking) (See 1.5.1)**

— **Enable/Disable Call Transfer to an Alternate Extension (See 1.5.2)**

— **Setting up an Alternate Extension (See 1.5.3)**

— **Creating Personal Bulletin Board Messages (See 1.5.4)**

— **Enabling And Disabling the Personal Bulletin Board (See 1.5.5)**

— **Message Reception Mode (See 1.5.6)**

1.5 Setting the Automated Attendant Parameters

1.5.1 Setting the Call Transfer Status

If you have set the call blocking status to 'ON', no one can reach your extension. To set the call screening status, you have to set the call blocking status to 'OFF'. When the call screening status is 'ON', the VPS calls you and asks whether you wish to talk with the caller or not. If you do not want to, the VPS hangs up and provides the caller with incompleted call services.

To set the call blocking status and the call screening status:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning./Good afternoon./Good evening. You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you with to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

(Your mailbox number)

2 Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]
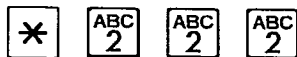
You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

1.5 Setting the Automated Attendant Parameters

3 Enter the password.

(Your password)

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

Then you will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]

5 Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[ABC 2]

6 Press [2] for automated attendant status.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

[1]

7 Press [1] to set the call transfer status.

8 Review current status.

You will hear the prompt:

> *Call blocking is enabled/disabled.*

1.5 Setting the Automated Attendant Parameters

When Call blocking is disabled,

> *Call screening is enabled/disabled.*

> *To enable call blocking, press [1].*
> *To disable, press [2].*

9 [1] Press [1] to enable the call blocking.

> *Call blocking is enabled.*

(If you want to set the call screening status,
go to Step 9'.)

9' [ABC 2] Press [2] to disable the call blocking.

> *Call blocking is disabled.*

You will hear the prompt:

> *Call screening is enabled/disabled.*

> *To enable call screening, press [1].*
> *To disable, press [2].*

10' [1] Press [1] to enable the call screening status.

or

[ABC 2] Press [2] to disable the call screening status.

You will hear the prompt:

1.5 Setting the Automated Attendant Parameters

> *Call blocking is disabled.*

> *Call screening is enabled/disabled.*

1.5.2 Enabling/Disabling Call Transfer to an Alternate Extension

You can specify an alternate extension for when you are not available. In this way, callers can obtain information concerning you either by speaking to someone on the alternate extension, or by listening to a message which you have left at that number.

To set alternate extension transfer status:

1

(Voice Mail Service's Extension Number)

⌈ABC⌉ ⌈JKL⌉ ⌈TUV⌉
⌊2⌋ ⌊5⌋ ⌊8⌋

Dial an extension number which is connected to the Voice Mail Service.
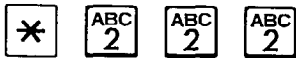
You will hear the prompt:

> *Good morning/Good afternoon/Good evening. You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

1.5 Setting the Automated Attendant Parameters

2 Press star [✶], then enter your mailbox number.

(Your mailbox number)

[✶] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

Then you will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3] **5** Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[ABC 2] **6** Press [2] for automated attendant status.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

1.5 Setting the Automated Attendant Parameters

7 Press [2] to set the alternate extension transfer status.

8 Review current status.

You will hear the prompt:

> *Alternate extension transfer is enabled/disabled*

> *To enable alternate extension transfer, press [1].*
> *To disable, press [2].*

9 Press [1] to enable the status.

or

Press [2] to disable the status.

You will hear the prompt:

> *Alternate extension transfer is enabled/disabled.*

1.5.3 Setting up an Alternate Extension

You can specify the person who has the alternate extension. This person should be someone whom you can rely on, as he/she will be handling your calls when you are not available.

You can set up the alternate extension with a touch-tone telephone. After you have set the alternate extension, if you do not want to provide the caller with this feature, you can disable it. (See '1.5.2 Enabling/Disabling Call Transfer to Alternate Extension')

1.5　Setting the Automated Attendant Parameters

To set up the Alternate Extension:

(Voice Mail Service's **1** Dial an extension number which is connected to the Voice
Extension Number)   Mail Service.

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening. You have*
> *reached the voice processing system.*

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

([*] + Your mailbox **2** Press star [*], then enter your own mailbox number.
number)

| * | ABC 2 | ABC 2 | ABC 2 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

| DEF 3 | 1 | JKL 5 | # |

4 The VPS will announce the number of messages.

Then you will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

1.5 Setting the Automated Attendant Parameters

5 Press [3] for Other Features.

[DEF 3]

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6 Press [2] for automated attendant status.

[ABC 2]

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

7 Press [0] for other options.

[OPER 0]

You will hear the prompt:

> *To set call transfer, press [1].*
> *To set alternate extension transfer status, press [2].*
> *To set up alternate extension, press [3].*
> *To record a personal bulletin message, press [4].*
> *To set personal bulletin board status, press [5].*
> *To set message reception mode, press [6].*

8 Press [3] to set up the alternate extension.

[DEF 3]

The VPS will announce the current status.

> *The alternate extension you just entered is ---.*

1.5 Setting the Automated Attendant Parameters

Then you will hear the prompt:

> *To change this setting, press [1].*
> *Otherwise, press [2].*

9 Press [1] to set the extension.

[1]

You will hear the prompt:

> *Please enter the alternate extension followed by a pound sign.*

(Extension Number) **10** Enter the extension number.

[JKL 5] [JKL 5] [JKL 5] [#]

You will hear the prompt:

> *The alternate extension No. you just entered is --- .*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

11 Press [2] to accept.

[ABC 2]

1.5 Setting the Automated Attendant Parameters

1.5.4 Creating Personal Bulletin Board Messages

Users transferred to incomplete call service can listen to personal bulletin board messages consisting of a menu message and up to nine sub-messages. When a caller selects the personal bulletin board service, the VPS first plays the menu message and then prompts the caller to press a button (1 - 9) on the telephone to hear the sub-message of his or her choice.

Subscribers authorized to maintain a personal bulletin board can record their own bulletin board messages in order to provide callers to their extensions with useful information. Up to 16 personal bulletin boards can be assigned to the VPS, which are numbered 1 through 16. Personal bulletin boards can be assigned either to one subscriber or to a group of subscribers.

To record personal bulletin board messages:

1

(Voice Mail Service's Extension Number)

ABC 2   **JKL 5**   **TUV 8**

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
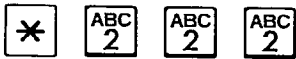> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

1.5 Setting the Automated Attendant Parameters

(Your mailbox number)

2   Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)   **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3]   **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[ABC 2]   **6**   Press [2] for Automated Attendant Status.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

1.5 Setting the Automated Attendant Parameters

7   Press [0] for the Help menu.

[OPER 0]

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *To set up alternate extension, press [3].*
> *To record a personal bulletin message, press [4].*
> *To set personal bulletin board status, press [5].*
> *To set message reception mode, press [6].*

8   Press [4] to record personal bulletin messages.
If the bulletin menu is not recorded, you will hear the prompt:

[GHI 4]

> *Personal bulletin menu is not recorded*
> *To record a bulletin menu, press [1].*
> *Otherwise, press [2].*

Note: If the bulletin menu is recorded, go to Step 12.

9   Press [1] to record a bulletin menu.

[1]

> *Please state the bulletin message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

10   Press [1] to review the message.

[1]

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To erase and exit press [✱].*

11   Press [2] to accept.

[ABC 2]

1.5 Setting the Automated Attendant Parameters

12   Review the next message.

> *The bulletin message --- is --- /*
> *The bulletin message --- is not recorded.*

> *To change this message, press [1].*
> *Otherwise, press [2].*

13   Press [1] to record a message.

> *To record a new message, press [1].*
> *To erase this message, press [2].*

14   Press [1] to record a new message.

You will hear the prompt:

> *Please state the bulletin message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

15   Speak your message at the tone.

16   Press [1] to end recording. Review the current bulletin message.

You will hear the prompt:

> *To record a new message, press [1].*
> *To accept message, press [2].*
> *To review this message, press [3].*
> *To erase and exit, press [✱].*

17   Press [2] to accept the message.

18   Review the next message.

19   Repeat steps 12 — 17.

1.5 Setting the Automated Attendant Parameters

1.5.5 Enabling and Disabling the Personal Bulletin Board

Subscribers authorized to maintain a personal bulletin board can choose whether or not callers to their extensions transferred to the incomplete call service shall have access to their personal bulletin boards

To set the bulletin board message status:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's
Extension Number)

⌐ABC¬ ⌐JKL¬ ⌐TUV¬
| 2 | | 5 | | 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message, followed by a pound*
> *sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2** Press star [*], then enter your mailbox number.
number)

⌐¬ ⌐ABC¬ ⌐ABC¬ ⌐ABC¬
| * | | 2 | | 2 | | 2 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

⌐DEF¬ ⌐¬ ⌐JKL¬ ⌐¬
| 3 | | 1 | | 5 | | # |

1.5 Setting the Automated Attendant Parameters

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

DEF 3   **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

ABC 2   **6**   Press [2] for Automated Attendant Status.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

OPER 0   **7**   Press [0] for other options.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *To set up alternate extension, press [3].*
> *To record a personal bulletin message, press [4].*
> *To set personal bulletin board status, press [5].*
> *To set message reception mode, press [6].*

8

[JKL 5]

Press [5] to set personal bulletin board status.

You will hear the prompt:

> *Personal bulletin board is enabled / disabled.*

> *To enable personal bulletin board, press [1].*
> *To disable, press [2].*

9

[1]

Press [1] to enable the personal bulletin board.

or

[ABC 2]

Press [2] to disable the personal bulletin board.

You will hear the prompt:

> *Personal bulletin board is enabled/disabled.*

1.5.6 Message Reception Mode

Subscribers who own interview mailboxes can select one of two ways for messages from callers to be processed when they are out. If the interview mode is selected, callers requesting to leave messages are transferred to the interview service. The VPS plays questions to them and their answers are recorded and stored as a message in the subscriber's mailbox. If the subscriber chooses the message recording mode, callers are able to leave messages in the usual way.

To set the message reception mode:

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

[ABC 2] [JKL 5] [TUV 8]

1.5 Setting the Automated Attendant Parameters

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2**   Press star [✳], then enter your mailbox number.

[✳] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [3] for Other Features.

[DEF 3]

1.5 Setting the Automated Attendant Parameters

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[ABC 2] **6** Press [2] for Automated Attendant Status.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *For other options, press [0].*

[OPER 0] **7** Press [0] for the Help menu.

You will hear the prompt:

> *To set call transfer status, press [1].*
> *To set alternate extension transfer status, press [2].*
> *To set up alternate extension, press [3].*
> *To record a personal bulletin message, press [4].*
> *To set personal bulletin board status, press [5].*
> *To set message reception mode, press [6].*

[MNO 6] **8** Press [6] to set message reception mode.

9 Review the current setting.

You will hear the prompt:

> *Current message reception mode is interview mode/message recording mode.*

> *To set to interview mode, press [1].*
> *To set to message recording mode, press [2].*

1.5 Setting the Automated Attendant Parameters

10

[1]

Press [1] to set to interview mode.

You will hear the prompt:

> *Current message reception mode is interview mode.*

10'

[ABC 2]

Press [2] to set to message recording mode.

You will hear the prompt:

> *Message reception mode is set to message recording mode.*

1.6. Setting the Personal Group Distribution List

The VPS allows each subscriber to have his or her own personal group distribution lists. He or she can have up to eight personal group lists assigned a group number between 1 and 8 and the total number of entries for the eight lists must not exceed 100. The subscriber can send his message to up to 40 multiple mailboxes with the system and personal group distribution list. (No single personal group distribution list may contain more than 40 entries.)

To add members :

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

(Your mailbox number) **2** Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> Please enter the password, followed by a pound sign.

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

1.6.   Setting the Personal Group Distribution List

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [3] for Other Features.

`DEF 3`

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6   Press [0] for the Help menu.

`OPER 0`

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7   Press [3] for Mailbox Management.

`DEF 3`

1.6. Setting the Personal Group Distribution List

You will hear the prompt:

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3].*
> *For guest account management, press [4].*

8 Press [3] to set the group distribution list.

You will hear the prompt:

> *Group distribution list number — has been already set.*

Note: This prompt is played only if you have set the group distribution list.

> *Please enter the group number.*

(Group Number) 9 Enter the group number.

You will hear the prompt:

> *Group number is -----.*
> *Mailbox -----.*
> *This is for -----.*

> *To add members to the list, press [1].*
> *To delete members from the list, press [2].*

1.6. Setting the Personal Group Distribution List

10 Press [1] to add a member to the list.

> [1]

You will hear the prompt:

> *You have ----- members left to enter.*

> *Please enter the mailbox number, followed by a pound sign.*

(Mailbox Number) 11 Enter the mailbox number to be added.

> [1] [1] [TUV 8]

You will hear the prompt:

> *Mailbox-----. This is for-----.*

> *To change this mailbox number, press [1].*
> *Otherwise, press [2].*

12 Press [2] to accept the number.

> [ABC 2]

You will hear the prompt:

> *To continue adding members, press [1].*
> *To end, press [2].*

13 Press [1] to continue.

> [1]

Repeat steps 10 — 12.

13' Press [2].

> [ABC 2]

You will go to Step 9.

> *To add members to the list, press [1].*
> *To delete members from the list, press [2].*

1.6. Setting the Personal Group Distribution List

To delete members :

1 Dial an extension number which is connected to the Voice Mail Service.

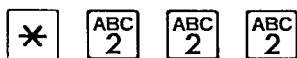(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> Good morning/Good afternoon/Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait moment.
> For call transfer, press [0].

(Your mailbox number) **2** Press star [*], then enter your mailbox number.

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> Please enter the password, followed by a pound sign.

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

1.6. Setting the Personal Group Distribution List

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5 Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6 Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

7 Press [3] for Mailbox Management.

You will hear the prompt:

> *To customize your mailbox, press [1].*
> *To change the mailbox parameters, press [2].*
> *To set the group distribution lists, press [3].*
> *For guest account management, press.[4].*

1.6. Setting the Personal Group Distribution List

8 Press [3] to set the group distribution list.

[DEF 3]

> *Group distribution list number — has been already set.*

Note: This prompt is played only if you have set the group distribution list.

> *Please enter the group number.*

(Group Number) **9** Enter the group number.

[1]

You will hear the prompt:

> *Group number is -----.*
> *Mailbox -----.*
> *This is for -----.*

> *To add members to the list, press [1].*
> *To delete members from the list, press [2].*

[ABC 2] **10** Press [2] to delete members from the list.

You will hear the prompt:

> *To delete all members from the list, press [1].*
> *Otherwise, press [2].*

1.6. Setting the Personal Group Distribution List

11

[1]

Press [1] if you want to delete all members.

You will hear the prompt:

> *No members in this list.*

11'

[ABC 2]

Press [2] if you want to delete a member.

You will hear the prompt:

> *Mailbox-----, this is for-----.*
> *To delete this number, press [1].*
> *Otherwise, press [2].*

12'

[1]

Press [1] to delete the mailbox.

You will hear the prompt:

> *The member is deleted from the list.*

Chapter 2
Receiving Messages

This chapter tells you how to receive your messages and what you can do with the received messages: Replying immediately, transferring messages with or without your additional message, and replaying messages.

Contents

2.1   Receiving Messages

Mailbox owners can listen to messages left for them by callers at any time. Anyone can leave messages in a subscriber's mailbox by specifying the mailbox number or the first four letters of the subscriber's name. To listen to messages and access the various subscriber services available, however, it is necessary to correctly supply the subscriber's password.

A subscriber who has an interview mailbox can also receive messages in it. A series of answer messages are made into a single message. The VPS will present this prompt:

> *This message is from interview mailbox.*

There are nine features:

1. **Repeating messages**

2. **Replaying the previous message and playing the next message**

3. **Erasing messages**

4. **Replying to your message immediately (You do not have to specify the mailbox number)**

5. **Rewinding and Fast forwarding**

6. **Transferring messages**

7. **Transferring messages with your additional message**

8. **Changing playback speed**

9. **Scanning messages**

   Scanning messages and skipping ahead (through the message) are used for rapid receiving and reviewing. If you want to receive your messages accurately, you can use replaying messages and skipping back (through the message).

2.1   Receiving Messages

The list below tells you the keypad functions used while receiving the messages.

1 — Repeating messages

ABC 2 — Playing the next message

DEF 3 — Erasing messages

GHI 4 — Immediate reply

JKL 5 — Rewind

MNO 6 — Fast forward

PRS 7 — Message transfer

TUV 8 — Changing voice level

WXY 9 — Changing playback speed

OPER 0 — Help

✳ — Exit

— Scanning messages

These features are detailed in the following section.

Note: The service access commands (**#** **1** – **#** **9**) do not work while a message is being received. Refer to page M-1-7, for further information about the service access commands.

2.1 Receiving Messages

To receive your messages:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's
Extension Number)

[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2** Press the star [*] key. Then enter your mailbox number.
number)

If you have the password, you will hear the prompt:

[*] [ABC 2] [ABC 2] [ABC 2]

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 Check the announcement of the number of messages.
You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[OPER 0] **5** Press [0] for help.

You will hear the prompt:

2.1 Receiving Messages

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✻].*

6   Press [1] to use the Receiving Message menu.

7   Review the number of messages and the message information.

8   Review the message.

The VPS will then provide information about the message sender and the recording date of the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

9   Press [0] for the whole menu (for help).

> *To repeat this message, press [1].*
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To transfer this message, press [7].*
> *For message scan, press [#].*

2.2   Immediate Reply

When you receive a message from another subscriber, the VPS records the mailbox number and the extension number of the message sender. In this manner, you can call back the sender's mailbox or extension without specifying the mailbox or extension number.

To reply to the message immediately:

1

(Voice Mail Service's Extension Number)

ABC2 DEF3 TUV8

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2**

✱ ABC2 ABC2 ABC2

Press the star [✱] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**

DEF3 1 JKL5 #

Enter the password.

2.2 Immediate Reply

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5 Press [0] for Help.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✱].*

6 Press [1] to use the Receiving Message menu.

7 Review the number of messages and the message information.

8 Review the message.
You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

2.2   Immediate Reply

9

[OPER 0]

Press [0] for the whole menu (for Help).

> *To repeat this message, press [1].*   .
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To transfer this message, press [7].*
> *For message scan, press [#].*

10

[GHI 4]

Press [4] to use the Immediate Reply menu.

You will hear the prompt:

> *To call message sender, press [1].*
> *To record a message, press [2].*

11

[ABC 2]

Press [2] to record a message.

> *I'll deliver this message to mailbox --- .*

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

12   Record your message at the tone.

13   Press [1] to end recording.

[1]

2.2　Immediate Reply

The VPS will replay the message and present the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

14　Press [2] to accept the message.

You will hear the prompt:

> *Your recording has been accepted.*

2.3   Message Transfer

You can transfer the messages you received to other subscriber's mailboxes. The VPS allows you to specify a maximum of 40 destination mailboxes. You can also use the group distribution list. You cannot, however, transfer a private message.

To transfer a message:

1

(Voice Mail Service's
Extension Number)

[ABC 2] [DEF 3] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2**
number)

[✳] [ABC 2] [ABC 2] [ABC 2]

Press the star [✳] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**

[DEF 3] [1] [JKL 5] [#]

Enter the password.

4   Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [0] for Help.

`OPER 0`

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✱].*

6   Press [1] to use the Receiving Message menu.

`1`

7   Review the number of messages, and the message information.

8   Review the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

2.3   Message Transfer

9

OPER 0

Press [0] for the whole menu (for Help).

> *To repeat this message, press [1].*
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To transfer this message, press [7].*
> *For message scan, press [#].*

10

PRS 7

Press [7] to use the Message Transfer menu.

You will hear the prompt:

> *Please enter the mailbox number to which this message should be transferred.*
> *To enter by name, please press a pound sign [#] and [1].*

(Mailbox number) **11**

1 1 TUV 8

Enter the mailbox number of the intended recipient.

or

Press a pound sign [#] and [1], and enter the initial four letters of the receiver's last name.

(Pound sign and 4 letters)

1
PRS 7 MNO 6 GHI 4 TUV 8

The VPS will then present you with the names having the same four initial letters.

2.3 Message Transfer

You will hear the prompt:

> *The Mailbox ---. This is for ---.*
> *If this mailbox number is correct, press [1]. ·*
> *Otherwise, press [2].*
> *(To repeat this information, press [3].)*
> *(To cancel message transfer, press [✱].)*

12 If the intended recipient's name is among these, press [1] to accept it.

> 1

You will hear the prompt:

> *To transfer, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message transfer, press [✱].*

13 Press [1] to transfer the message.

> 1

> *To add your comment, press [1].*
> *Otherwise, press [2].*

14 Press [2] to transfer the message.

> ABC 2

> *I'll deliver this message to mailbox --- .*

2.4 Message Transfer with Additional Message

Before message transfer, the receiver of the message can record an additional comment at the beginning or end of the message.

To transfer the message with additional comment:

1 – 13   Same as 2.3 (Message Transfer).

[1]   **14**   Press [1] to record a comment.

You will hear the prompt:

> *To add your comment before this message, press [1].*
> *To add your comment after this message, press [2].*

[1] or [ABC 2]   **15**   Choose [1] or [2] and press it.

You will hear the prompt:

> *Please state your comment at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

[1]   **16**   Speak your comment and press [1] to end recording.

You will hear the prompt:

> *To review your comment, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*

[ABC 2]   **17**   Press [2] if the comment is acceptable.

2.5 Scanning Messages

You can scan all messages in your mailbox by listening to the first 4 seconds of each message. While scanning, you can also listen to the information about the sender and the recording date of the message.

When you are receiving a message, you can perform scanning by pressing [#]. When you are scanning messages you can play the current message entirely from the beginning by pressing [*].

Furthermore, you can skip to the previous/next message for playing by pressing [1] or [2] while scanning.

To start scanning messages:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

| ABC 2 | DEF 3 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2** Press the star [*] key. Then enter your mailbox number.

| * | ABC 2 | ABC 2 | ABC 2 |

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

| DEF 3 | 1 | JKL 5 | # |

2.5 Scanning Messages

4   Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [0] for Help.

OPER
0

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✳].*

6   Press [1] to use the Receiving Message menu.

1

7   Review the number of messages, and the message information.

8   Review the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

2.5 Scanning Messages

9 Press [0] for the whole menu (for Help).

`[OPER 0]`

> To repeat this message, press [1].
> To replay the previous message, press [1] twice.
> To play the next message, press [2].
> To erase this message, press [3].
> To reply, press [4].
> To rewind, press [5].
> To fast forward, press [6].
> To transfer this message, press [7].
> For message scan, press [#].

10 Press the pound sign [#] for scanning messages.

`[#]`

> These are the brief segments of your messages.

11 Review the top 4 seconds of the message.

> To replay the information of the previous message,
> press [1].
> To play the information of the next message, press [2].
> To play the message, press [✱].

or

> To replay the previous message, press [1].
> To play the next message, press [2].
> To play the entire message, press [✱].

If you want to replay the current message entirely again,

12 Press the star sign [✱] while scanning if you want to replay the current message entirely again.

`[✱]`

This allows you to write down a memo or confirm the telephone number a second time.

2.5   Scanning Messages

In addition to this, you can skip to the next/previous message as you wish.

13   Press [1] twice to skip to the previous message.

Press [2] to skip to the next message.

You can have the message repeated if you want (See the next page).

2.6 Repeating Messages

You can repeat the current message while receiving messages.

To repeat the message:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press the star [✳] key. Then enter your mailbox number.

(Your mailbox number)

[✳] [ABC 2] [ABC 2] [ABC 2]

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 Enter the password.

(Your password)

[DEF 3] [1] [JKL 5] [#]

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

2.6 Repeating Messages

5 Press [0] for Help.

[OPER 0]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✳].*

[1]

6 Press [1] to use the Receiving Message menu.

7 Review the number of messages, and the message information.

8 Review the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

[OPER 0]

9 Press [0] for the whole menu (for Help).

You will hear the prompt:

2.6   Repeating Messages

> *To repeat this message, press [1].*
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To transfer this message, press [7].*
> *For message scan, press [#].*

10   Press [1] to repeat the message.

2.7   Changing Playback Speed

There may be some situations in which you are very busy, but must find a particular message. The VPS can help, all you have to do is change the playback speed.

To change the playback speed:

1	[WXY 9]	While playing messages, press [9] to select the accelerated speed.
2	[WXY 9]	If you want to reset it to the normal speed, press [9] again.

U-2-22

Subscriber's Guide

2.8 Rewinding/Fast Forwarding Messages

You can rewind the current message for 4 seconds while receiving messages. You can fast forward the current message for 4 seconds while receiving messages.

To rewind messages:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)
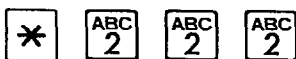
[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2** Press the star [✳] key. Then enter your mailbox number.

[✳] [ABC 2] [ABC 2] [ABC 2]

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

2.8 Rewinding/Fast Forwarding Messages

5 Press [0] for Help.

`OPER 0`

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [*].*

`1`

6 Press [1] to use the Receiving Message menu.

7 Review the number of messages, and the message information.

`JKL 5`

8 While playing a message, press [5] for rewinding messages.

To fast forward:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

`ABC 2` `DEF 3` `TUV 8`

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2.8   Rewinding/Fast Forwarding Messages

2   Press the star [✳] key. Then enter your mailbox number.

(Your mailbox number)

[✳] [ABC 2] [ABC 2] [ABC 2]

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [0] for Help.

[OPER 0]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✳].*

6   Press [1] to use the Receiving Message menu.

[1]

7   Review the number of messages, and the message information.

8   While playing a message, press [6] for fast forwarding.

[MNO 6]

2.9 Erasing Messages

You can erase the message while receiving messages.

To erase messages:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

[✳] [ABC 2] [ABC 2] [ABC 2]

2 Press the star [✳] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)

[DEF 3] [1] [JKL 5] [#]

3 Enter the password.

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

2.9   Erasing Messages

5   Press [0] for Help.

OPER 0

You will hear the prompt:

> *To receive a message, press [1].*
>
> *To deliver a message, press [2].*
>
> *For other features, press [3].*
>
> *For call transfer, press [4].*
>
> *To change voice level at anytime, press [8].*
>
> *To change playback speed at anytime, press [9].*
>
> *To end this call, press [✱].*

6   Press [1] to use the Receiving Message menu.

1

7   Review the number of messages, and the message information.

8   Review the message.
You will hear the prompt:

> *To repeat this message, press [1].*
>
> *To play the next message, press [2].*
>
> *To erase this message, press [3].*
>
> *To reply, press [4].*
>
> *To transfer this message, press [7].*
>
> *For help, press [0]*

9   Press [0] for the whole menu (for Help).

OPER 0

> *To repeat this message, press [1].*
>
> *To replay the previous message, press [1] twice.*
>
> *To play the next message, press [2].*
>
> *To erase this message, press [3].*
>
> *To replay, press [4].*
>
> *To rewind, press [5].*
>
> *To fast forward, press [6].*
>
> *To transfer this message, press [7].*
>
> *For message scan, press [#].*

2.9 Erasing Messages

10 Press [3] for erasing messages.

You will hear the prompt:

All messages are erased.

or

The message is erased

2.10   Skipping Messages

To replay the previous message:

1 (Voice Mail Service's Extension Number)

[ABC 2] [DEF 3] [TUV 8]

1 Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 (Your mailbox number)

[✱] [ABC 2] [ABC 2] [ABC 2]

2 Press the star [✱] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 (Your password)

[DEF 3] [1] [JKL 5] [#]

3 Enter the password.

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

2.10 Skipping Messages

5   Press [0] for Help.

`[OPER 0]`

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✱].*

`[1]`

6   Press [1] to use the Receiving Message menu.

7   Review the number of messages, and the message information.

8   Review the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

`[OPER 0]`

9   Press [0] for the whole menu (for Help).

You will hear the prompt:

2.10   Skipping Messages

To repeat this message, press [1].
To replay the previous message, press [1] twice.
To play the next message, press [2].
To erase this message, press [3].
To reply, press [4].
To rewind, press [5].
To fast forward, press [6].
To transfer this message, press [7].
For message scan, press [#].

[1] [1]   **10**   Press [1] twice for replaying the previous message.

2.10   Skipping Messages

When the message is playing, you can stop it and start playing the next message. Also, you can start replaying the previous message.

To play the next message:

1 Dial an extension number which is connected to the Voice Mail Service.
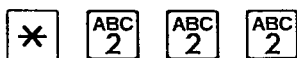
(Voice Mail Service's Extension Number)

| ABC 2 | DEF 3 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

2 Press the star [✻] key. Then enter your mailbox number.

| ✻ | ABC 2 | ABC 2 | ABC 2 |

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)

| DEF 3 | 1 | JKL 5 | # |

3 Enter the password.

4 Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

2.10 Skipping Messages

5 Press [0] for Help.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [�].*

6 Press [1] to use the Receiving Message menu.

7 Review the number of messages, and the message information.

8 Review the message.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To reply, press [4].*
> *To transfer this message, press [7].*
> *For help, press [0]*

9 Press [0] for the whole menu (for Help).

2.10   Skipping Messages

> *To repeat this message, press [1].*
> *To replay the previous message, press [1] twice.*
> *To play the next message, press [2].*
> *To erase this message, press [3].*
> *To replay, press [4].*
> *To rewind, press [5].*
> *To fast forward, press [6].*
> *To transfer this message, press [7].*
> *For message scan, press [#].*

10   Press [2] to play the next message.

Chapter 3
Sending Messages

This chapter tells you how to send messages: recording and delivery.

Contents

3.1 Recording to Deliver a Message

3.1.1. Recording a message

Message recording is one of the primary features of the Voice Mail Service, and must be well understood by the subscriber as it is used in other features as well:

— **Message Transfer with Additional Message**

— **Message Delivery**

— **Group Delivery**

— **Guest Account**

The user (including the outside caller) can record a message in the subscriber's (System Manager's) mailbox by specifying the mailbox or extension number.

If you do not specify the mailbox number, your message will be recorded in the General Delivery Mailbox. (See 1.2.3 General Delivery Mailbox).

These are the keypad codes for operation:

During recording:

| 1 | — End recording |
| ABC 2 | — Pause and restart recording |

During changing the message:

1	— Review the message
ABC 2	— Accept the message
DEF 3	— Cancel and Re-record the message
GHI 4	— Add the message
✱	— Erase and Exit

Note: Notice that the same keypads have different meanings when you are at different steps.

3.1 Recording to Deliver a Message

Even if you (or the outside caller) are using a rotary telephone and so cannot press any touchtone keys, there's no need to worry. The VPS has the General Delivery Mailbox available for those who can't use the keypad operation. When you are recording a message in this mailbox, however, you cannot use any other features apart from message cancellation.

On the other hand, to record a message in the subscriber's mailbox or the System Manager's mailbox, the mailbox number must be specified.

To record a message (using the touchtone keys):

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number) **2**

[*] [ABC 2] [ABC 2] [ABC 2]
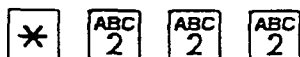
Press [*], then enter your mailbox number.

If lyou have the password, you will hear the prompt:

3.1 Recording to Deliver a Message .

> *Please enter the password, followed by a pound sign.*

[DEF 3] [1] [JKL 5] [#]   **3**   Enter the password.

4   The VPS will announce the number of messages.

You will hear the prompt.

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[ABC 2]   **5**   Press [2] for Message Delivery.

You will hear the prompt.

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message.*
> *To enter by name, please press a pound sign [#] and [1].*

[PRS 7] [PRS 7] [PRS 7]   **6**   Enter the mailbox number of your intended recipient.

You will hear the prompt:

> *Mailbox ---. (This is for ---.)*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat mailbox information, press [3].)*
> *(To cancel message delivery, press [✱].)*

[1]   **7**   Press [1] to accept the number if it is correct.

3.1   Recording to Deliver a Message

You will hear the prompt:

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message delivery, press [✳].*

8   Press [1] to record a message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9   Speak your message at the tone.

10   Press [1] to end recording.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✳].*

11   Press [2] to accept.

To record a message (Using a rotary phone or no input):

(Voice Mail Service's Extension Number)   **1**   Dial an extension number which is connected to the Voice Mail Service.

3.1   Recording to Deliver a Message

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2   Wait a moment.

You will hear the prompt:

> *Welcome to the general delivery mailbox.*

> *Please leave me a message at the tone.*
> *To end recording, hang up.*
> *To cancel your message, press [*], if you have a touch-tone phone.*

3   Speak your message.

4   Hang up the phone.

No matter which step you are in (if it is before accepting the message), please remember that pressing [*] means that you want to cancel the recording of the message and exit the service. Once you have accepted the message, you cannot change it. (See 1.4.2)

After recording, you are asked whether you accept the message or not. By doing this, you tell the system that you are satisfied with the message and want to store it to deliver.

Note: Please remember that once you have accepted the message, you cannot change it.

3.1 Recording to Deliver a Message ·

3.1.2. Reviewing a Message

If you do not recall what you said in a message, you can replay it for revision so that you can decide whether you wish to store, add or cancel the message.

To review the message:

After recording the message, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

1 Press [1] to review the message.

3.1.3. Canceling a Message

The message recorded by the subscriber can be canceled after accepting the message. (See 1.5.2) The non-subscriber, however, cannot cancel the recorded message after accepting.

To cancel the message:

After recording the message, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

1 Press star [*] to erase and exit.

3.1   Recording to Deliver a Message

3.1.4.   Adding a Message

If you realize that you want to say more, you may want to change the message. It isn't necessary to make a new one. If the message has not been accepted yet, you can add a message at the end of the message you have just recorded.

Note: If a message has already been accepted, the sender cannot add a message.

To add a message:

After recording, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✼].*

[GHI 4]   **1**   Press [4] to add a message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

2   State an additional message.
You will hear the prompt:

[ABC 2]   **3**   Press [2] if it is acceptable.

3.1.5.   Pausing Recording

When you are recording a message, you might want to stop for a while and think about what you will say. If you want to stop recording, use the pause feature. This allows you to do whatever you want for an indefinite period of time while not losing your place in what you were doing.

3.1 Recording to Deliver a Message

To pause recording: Press [2] while you are in the message recording process.

```
[ABC]
[ 2 ]
```

To restart recording: Press [2] again.

```
[ABC]
[ 2 ]
```

Keypad operation during pausing

[1]-End recording

[2]-Pause and Restart recording

[*]-Cancel recording

3.1.6. Specifying an Urgent Message

If you must get a message from one place to another in a hurry, specify it as 'Urgent.' This can be done only if the subscriber to whom the urgent message is addressed has his Immediate Message Notification Status set to 'ON.' Specifying an urgent message should be done after you record the message.

When an urgent message is recorded, the VPS will call the specified telephone number and deliver the message directly.

To specify an urgent message: (Subscriber)

1

(Voice Mail Service's Extension Number)

Dial an extension number which is connected to the Voice Mail Service.

```
[ABC] [JKL] [TUV]
[ 2 ] [ 5 ] [ 8 ]
```

3.1 Recording to Deliver a Message

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom*
> *you wish to leave a message, followed by a pound sign*
> *[#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2** Press [✳], then enter your mailbox number.
number)

[✳] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

[DEF 3] [1] [JKL 5] [#] **3** Enter the password.

4 The VPS will announce the number of messages.

You will hear the prompt.

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[ABC 2] **5** Press [2] for Message Delivery.

3.1 Recording to Deliver a Message .

You will hear the prompt.

> *Please enter the mailbox number of the person for whom you wish to leave a message.*
> *To enter by name, please press a pound sign [#] and [1].*

6 Enter the mailbox number of your intended recipient.

`[PRS 7]` `[PRS 7]` `[PRS 7]`

You will hear the prompt:

> *Mailbox ---. (This is for ---.)*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat mailbox information, press [3].)*
> *(To cancel message delivery, press [*].)*

7 Press [1] to accept the number if it is correct.

`[1]`

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message delivery, press [*].*

8 Press [1] to record a message.

`[1]`

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9 Speak your message at the tone.

10 Press [1] to end recording.

`[1]`

3.1 Recording to Deliver a Message

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

11 Press [2] to accept.

> *Your recording has been accepted.*

> *To set delivery time or private status, press [1].*
> *Otherwise, press [2].*

12 Press [1] to set message type.

You will hear the prompt:

> *If this is an urgent message, press [1].*
> *Otherwise, press [2].*

13 Press [1] to set an urgent message.

Note: This prompt will be played when the timed notification of the intended mailbox is enabled.

3.1 Recording to Deliver a Message

3.1.7. Setting Delivery Time and Date

When you are recording a message, you can also specify its delivery time and date. You do not have to record a message on the day you want it to be delivered.

For example, you may want to deliver a message to your friend (who is also a subscriber) on his (or her) birthday, but you won't have enough time to do it on that day. If you assign this feature, you can record a message in advance and the VPS will deliver the message as it is specified.

You can set the delivery time and date after you record a message.

Only the voice in the message, specifying date and time, will be recorded. The message will not be stored in the mailbox until the specified date and time arrives.

The retention time of the message with specified date and time will be counted from the day it is delivered.

To set delivery time and date: (Subscriber)

1

(Voice Mail Service's Extension Number)

$\boxed{\begin{array}{c}\text{ABC}\\2\end{array}}$ $\boxed{\begin{array}{c}\text{JKL}\\5\end{array}}$ $\boxed{\begin{array}{c}\text{TUV}\\8\end{array}}$

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

3.1 Recording to Deliver a Message

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
>
> *To enter by name, please press a pound sign [#] now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

(Your Mailbox **2** Press star [∗], then enter your mailbox number.
number)

[∗] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.
You will hear the prompt:

> *To receive a message, press [1].*
>
> *To deliver a message, press [2].*
>
> *For other features, press [3].*
>
> *For help at any time, press [0].*

[ABC 2] **5** Press [2] for Message Delivery.

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message.*
>
> *To enter by name, please press a pound sign and [1].*

3.1 Recording to Deliver a Message

6

(Mailbox Number or Recipient Name)

[PRS 7] [PRS 7] [PRS 7]

Enter the mailbox number or the name of the recipient.

You will hear the prompt:

> *Mailbox ---. (This is for ---.)*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat mailbox information, press [3].)*
> *(To cancel message delivery, press [�*].)*

7 [1]

Press [1] to accept the number if it is correct.

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message delivery, press [�*].*

8 [1]

Press [1] to record a message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9

Speak your message at the tone.

10 [1]

Press [1] to end recording.

3.1   Recording to Deliver a Message.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

11   Press [2] to accept.

You will hear the prompt:

> *To set delivery time or private status, press [1].*
> *Otherwise, press [2].*

12   Press [1] to set message type.

You will hear the prompt:

> *If this is an urgent message, press [1].*
> *Otherwise, press [2].*

Note: This prompt will be played when the timed notification of the intended mailbox is enabled.

13   Press [2] to go to the next step.

You will hear the prompt:

> *If you wish to specify the delivery time, press [1].*
> *Otherwise, press [2].*

14   Press [1] to set the delivery time.

3.1 Recording to Deliver a Message

You will hear the prompt:

> *Please enter the delivery time, followed by a pound sign [#].*

(Delivery time + [#]) 15

⌨ JKL 5   ⌨ #

Enter the time and the pound sign [#].

You will hear the prompt:

> *Please enter [1] for AM, or [2] for PM.*

⌨ 1 or ⌨ ABC 2   **16**

Press [1] or [2].

You will hear the prompt:

> *Please enter the day of the month, followed by a pound sign [#].*

(Delivery date + [#]) 17

⌨ 1   ⌨ ABC 2   ⌨ #

Enter the date and the pound sign [#].

You will hear the prompt:

> *This message will be delivered on—at—AM (PM).*

> *To change this setting, press [1].*
> *Otherwise, press [2].*

⌨ ABC 2   **18**

Press [2] to accept.

You will hear the prompt:

> *If this is a private message, press [1].*
> *Otherwise, press [2].*

Note: If you press [1], you can make the message private. See 3.1.8.

3.1   Recording to Deliver a Message

3.1.8.   Specifying a Private Message

In the VPS system, you can have a 'private' message which is like a private letter in the actual post office service. This allows you to have your message received only by the intended recipient.

If you want to record a private message, you can specify it after recording.

Note: A message which is specified as 'Private' cannot be transferred to other mailboxes.

To specify a private message:

1   After setting an urgent message, or delivery time and date, you will hear the prompt:

> *If this is a private message, press [1].*
> *Otherwise, press [2].*

2   Press [1] to set a private message.

[1]

3.2 Changing Voice Level

When you enter the subscriber's command menu, you can change the prompt's voice level at any time by pressing [8].

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

[✳] [ABC 2] [ABC 2] [ABC 2]

2 Press the star [✳] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)

[DEF 3] [1] [JKL 5] [#]

3 Enter the password.

4 Check the announcement of the number of messages. You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

3.2 Changing Voice Level

5 Press [0] for help.

[OPER 0]

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [*].*

[TUV 8]

6 Press [8] to change the voice level.

3.3   Call Transfer

When you enter the subscriber's command menu, you can directly go to the extension which you wish by entering [#] and the extension number.

1   Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [DEF 3] [TUV 8]

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

[*] [ABC 2] [ABC 2] [ABC 2]

2   Press the star [*] key. Then enter your mailbox number.

If you have the password, you will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password)

[DEF 3] [1] [JKL 5] [#]

3   Enter the password.

4   Check the announcement of the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5   Press [0] for help.

`[OPER 0]`

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For call transfer, press [4].*
> *To change voice level at anytime, press [8].*
> *To change playback speed at anytime, press [9].*
> *To end this call, press [✻].*

`[GHI 4]`   **6**   Press [4] for call transfer.

7   Enter the extension number.

3.4   External Message Delivery

If you have been authorized to use the External Message Delivery feature by the System Manager, you can deliver your message to any non-subscribers. You can record a message to be delivered and specify several external message delivery parameters: the delivery time and date; the telephone number to be called; password; the receiver's name and the automatic retry.

As soon as the message has been received by the destined party, the VPS deletes the message, and the external message delivery feature is completed. You can get information about the status of incomplete external message delivery's, including pending, canceled, and deleted external messages, as well as the scheduled date and the receiver's name.

To record an external delivery message:

1

(Voice Mail Service's
Extension Number)

| ABC 2 | | JKL 5 | | TUV 8 |

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening.*
> *You have reached the voice processing system.*

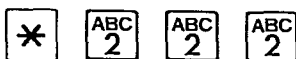> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2**
number)

| * | | ABC 2 | | ABC 2 | | ABC 2 |

Press [*], then enter your mailbox number.

3.4 External Message Delivery

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3] **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[OPER 0] **6**   Press [0] for the Help menu.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

[JKL 5] **7**   Press [5] for External Message Delivery.

3.4   External Message Delivery

You will hear the prompt:

> *To record an external delivery message, press [1].*
> *To check external message delivery status, press [2].*

8 Press [1] to record an external delivery message.

You will hear the prompt:

> *You can enter any digits via key-pad.*
> *Please enter the telephone number and wait a moment.*

9 Enter the telephone number.

You will hear the prompt:

> *This telephone number is ---.*

> *To change the telephone number, press [1].*
> *To accept, press [2].*
> *To review, press [3].*
> *To add more digits to the telephone number, press [4].*
> *To insert a pause, press [5].*
> *To set dial mode, press [6].*
> *To insert a wait for dial tone, press [7].*

10 Press [2] to accept the number.

You will hear the prompt:

> *Please enter the 4 digits password.*
> *If you do not need a password, press [#].*

(Password) **11** Enter the password.

3.4 External Message Delivery

You will hear the prompt:

> *Please say the receiver's name at the tone.*
> *To end recording, press [1].*

12 Record the name.

You will hear the prompt:

> *Please enter the time for external message delivery, followed by a pound sign.*
> *If you wish to call now, please press a pound sign now.*
> *For help, press [0].*

[1] [ABC 2] [#] **13** Enter the time and press a [#] sign.

You will hear the prompt:

> *Please enter [1] for AM, or [2] for PM.*

[1] or [ABC 2] **14** Select [1] or [2].

You will hear the prompt:

> *Please enter the day of the month, followed by a pound sign.*

[JKL 5] [#] **15** Enter the date and press a pound sign [#].

You will hear the prompt:

> *The telephone number is ---.*

> *The password is ---.*
> */ Password is not set.*

> *This external message delivery is scheduled to call --- on --- at --- (right away).*

3.4 External Message Delivery

> To change this setting, press [1].
>
> Otherwise, press [2].

[ABC 2] **16** Press [2] to accept the setting.

You will hear the prompt:

> Please leave me a message at the tone.
>
> To end recording, press [1].
>
> To pause and restart recording, press [2].

17 Speak your message at the tone.

[1] **18** Press [1] to end recording.

You will hear the prompt:

> To review, press [1].
>
> To accept, press [2].
>
> To record a new one, press [3].
>
> To add, press [4].
>
> To erase and exit, press [*].

[ABC 2] **19** Press [2] if it is acceptable.

3.4.1. Specifying the External Delivery Destination

The VPS allows the subscriber to specify a destination telephone number up to 32 digits in length including numbers, [*], switching tone/pulse and a pause. The destination can be either an extension or an outside telephone number.

3.4.2. Password Protection for External Delivery

The VPS allows each external delivery message to have a password, thus, when you answer an external message as the recipient of the message, the VPS will play a prompt requesting the password. If you cannot enter the correct password, you will not receive the message. In this way, only someone who knows the password — the recipient — can receive the message.

3.4 External Message Delivery

3.4.3. Recording the Receiver's Name

You can also voice record the receiver's name for confirmation. The receiver's name can be up to 4 seconds in length and is played by the VPS with the prompt at the beginning of an external delivery message. The request for recording a receiver's name follows the password setting.

3.4.4. Setting the External Delivery Time and Date

After recording the name of the external delivery message recipient, the subscriber is prompted to enter the time and date for delivery. Any date up to one month in advance can be specified. In the case of an external delivery message, the system counts the message retention period from the delivery date for the message. Within the retention time from the delivery date, it allows rescheduling if the message could not be delivered on the date originally planned. If no external delivery date and time are specified, the message is sent immediately after recording (approximately two minutes afterward).

3.4.5. Automatic Retry on Busy or No-Answer

If the line is busy when the VPS attempts to call to deliver the external delivery message, three call retries will be made at 5-minute intervals. If the line is still busy after the third retry and the subscriber has turned the external delivery retry function on, the VPS will try again one hour later with another three retries. This process is repeated four times, if necessary, for a total of 15 retries. The external delivery retry parameter can be set by the subscriber when specifying mailbox parameters.

3.4   External Message Delivery

3.4.6.   Checking External Message Delivery Status

After recording an external delivery message, the subscriber has the option of requesting a report of information on the current external delivery status from the VPS. The report includes the delivery time and receiver's names for pending external delivery messages, and the names of the intended recipients of external delivery messages which could not be delivered due to busy lines or no-answers.

After listening to the report, the subscriber has the option of deleting any of the undelivered messages. It is also possible to specify new delivery dates and times for messages which could not be delivered due to busy lines or no-answers. Since messages which have been delivered successfully are deleted by the system automatically, the report provides no information on them.

To check the external message delivery status:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
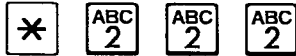> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

3.4   External Message Delivery

2   Press star [*], then enter your mailbox number.

(Your mailbox number)

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your password) **3**   Enter the password.

[DEF 3] [1] [JKL 5] [#]

4   The VPS will announce the number of messages.

You will hear the prompt.

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[DEF 3] **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

[OPER 0] **6**   Press [0] for the Help menu.

3.4   External Message Delivery

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*
> *To set up message waiting notification, press [4].*
> *For external message delivery, press [5].*
> *To record guest messages, press [6].*
> *For interview mailbox management, press [7].*

JKL 5

7   Press [5] for External Message Delivery.

You will hear the prompt:

> *To record an external delivery message, press [1].*
> *To check external message delivery status, press [2].*

ABC 2

8   Press [2] to check external message delivery status.

You will hear the prompt:

> *This external message delivery is (was) scheduled to call --- on --- at ---.*

or

> *I was unable to reach --- .*

or

> *The external delivery message for --- has been erased, because message retention time has expired.*

or

> *Your message is now being delivered to ---.*

3.4 External Message Delivery

> *If you wish to reschedule, press [1].*
> *Otherwise, press [2].*

9 Press [0] for the Help menu.

OPER
0

You will hear the prompt:

> *(If you wish to reschedule, press [1].)*
> *To check the next message, press [2].*
> *To repeat this schedule, press [3].*
> *To replay the previous message, press [4].*

10 Select the feature you want.

3.4.7. Deleting Pending External Delivery Messages

If an as yet undelivered external delivery message becomes unnecessary for whatever reason, it can be deleted by the subscriber before delivery.

To delete pending external delivery messages:

1—9 Same as Checking External Message Delivery.

10 Press [1] to reschedule.

1

You will hear the prompt:

> *If you wish to cancel this external message delivery, press [1].*
> *Otherwise, press [2].*

11 Press [1] to cancel the external message delivery.

1

3.4 External Message Delivery

3.4.8. Rescheduling Canceled External Delivery Attempts

The subscriber has the option of rescheduling external delivery messages which were canceled because the recipient's telephone was busy or there was no answer. Canceled calls can be rescheduled within the message retention limit of the mailbox.

1—9   Same as Checking External Message Delivery.

[1] 10   Press [1] to reschedule.

You will hear the prompt:

> *If you wish to cancel this external message delivery, press [1].*
> *Otherwise, press [2].*

[ABC 2] 11   Press [2] to change the setting.

You will hear the prompt:

> *To change the telephone number, press [1].*
> *Otherwise, press [2].*

[1] 12   Press [1] to set the number.

You will hear the prompt:

> *You can enter any digits via key-pad.*
> *Please enter the telephone number and wait a moment.*

13   Enter the telephone number.
You will hear the prompt:

> *This telephone number is ---.*

3.4 External Message Delivery

> To change the telephone number, press [1].
> To accept, press [2].
> To review, press [3].
> To add more digits to the telephone number, press [4].
> To insert a pause, press [5].
> To set dial mode, press [6].
> To insert a wait for dial tone, press [7].

14 Press [2] to accept.

You will hear the prompt:

> To change the time & date, press [1].
> Otherwise, press [2].

15 Press [1] to change the time & date.

You will hear the prompt:

> Please enter the time for external message delivery, followed by a pound sign.
> If you wish to call now, please press a pound sign now.
> For help, press [0].

16 Enter the time and press a pound sign [#].

You will hear the prompt:

> Please enter [1] for AM, or [2] for PM.

17 Select [1] or [2].

3.4   External Message Delivery

You will hear the prompt:

> *Please enter the day, followed by a pound sign.*

[1] [GHI 4] [#] **18**   Enter the date and press a [#] sign.

You will hear the prompt:

> *The telephone number is ---.*

> *This external message delivery is scheduled to call --- on --- at --- (right away).*

> *If you wish to reschedule, press [1].*
> *Otherwise, press [2].*

[ABC 2] **19**   Press [2] to accept the setting.

3.5   Group Delivery

This feature allows subscribers to send a single message to more than one destinations simultaneously. The sender either enters more than one mailbox number or specifies a system group distribution list or personal group distribution list as the destination. The VPS can accommodate up to 100 system group distribution lists, each of which may contain up to 40 mailbox numbers. There may also be up to eight personal group distribution lists containing between them a maximum of 100 mailbox numbers. (No single personal group distribution list may contain more than 40 entries.)

— **Delivering a Message to Multiple Destinations (See 3.5.1)**

— **System Group Distribution List (See 3.5.2)**

— **Personal Group Distribution List (See 3.5.3)**

3.5 Group Delivery

3.5.1 Delivering a Message to Multiple Destinations

By entering more than one mailbox number, the subscriber can specify the multiple mailbox number to which the message will be delivered. He can specify up to 40 destination mailboxes. For example, if he has specified a group distribution list which consists of 16 members, he can specify another 24 mailboxes.

To deliver your message to multiple destinations:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> Good morning/ Good afternoon/ Good evening.
> You have reached the voice processing system.

> Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].
> To enter by name, please press a pound sign [#] now.
> If you are using a rotary telephone, please wait a moment.
> For call transfer, press [0].

2

(Your mailbox number)

[*] [ABC 2] [ABC 2] [ABC 2]

Press star [*], then enter your mailbox number.

You will hear the prompt:

> Please enter the password, followed by a pound sign.

3

(Your password)

[DEF 3] [1] [JKL 5] [#]

Enter the password.

3.5 Group Delivery

4 The VPS will announce the number of messages.
You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

[ABC 2]

5 Press [2] for Message Delivery.

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message.*
> *To enter by name, please press a pound sign [#] and [1].*

(Mailbox Number or
Recipient Name)

6 Enter the mailbox number of your intended recipient or the first four letters of the recipient's surname.

[1] [1] [TUV 8]

You will hear the prompt:

> *Mailbox ---. (This is for ---.)*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat mailbox information, press [3].)*
> *(To cancel message delivery, press [*].)*

[1]

7 Press [1] to accept the number.

You will hear the prompt:

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message transfer, press [*].*

3.5   Group Delivery

8   Press [2] to add the next mailbox number.

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
>
> *To enter by name, please press a pound sign [#] now.*

9   Repeat steps 5—6.

10   Press [1] to record your message.

You will hear the prompt:

> *Please leave me a message at the tone.*
>
> *To end recording, press [1].*
>
> *To pause and restart recording, press [2].*

11   Speak your message.

12   Press [1] to end recording.

You will hear the prompt:

> *To change this message, press [1].*
>
> *To accept, press [2].*

13   Press [2] to accept the message.

3.5 Group Delivery

3.5.2 System Group Distribution List

The VPS can have up to 100 system group distribution lists which are specified by the System Manager. Each group list can have up to 40 destination mailbox numbers. Each group list is assigned a group number with the same number of digits as the mailbox numbers. Both the subscriber and the non-subscriber can send their message to multiple mailboxes using this system group distribution list.

To deliver your message using a system group distribution List:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/ Good afternoon/ Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox number)

2 Press star [*], then enter your mailbox number.

| * | ABC 2 | ABC 2 | ABC 2 |
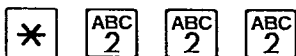
You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3.5 Group Delivery

3 Enter the password.

(Your password)

$\boxed{\text{DEF}\atop 3}$ $\boxed{1}$ $\boxed{\text{JKL}\atop 5}$ $\boxed{\#}$

4 The VPS will announce the number of messages.
You will hear the prompt:

> *To receive a message, press [1].*
>
> *To deliver a message, press [2].*
>
> *For other features, press [3].*
>
> *For help at any time, press [0].*

$\boxed{\text{ABC}\atop 2}$ **5** Press [2] for Message Delivery.

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message.*
>
> *To enter by name, please press a pound sign [#] and [1].*

(The system group **6** Enter the system group distribution list number.
distribution list
number)

You will hear the prompt:

$\boxed{\text{TUV}\atop 8}$ $\boxed{\text{OPER}\atop 0}$ $\boxed{1}$

> *Mailbox ---. (This is for ---.)*
>
> *If this mailbox number is correct, press [1].*
>
> *Otherwise, press [2].*
>
> *(To repeat mailbox information, press [3].)*
>
> *(To cancel message delivery, press [✳].)*

$\boxed{1}$ **7** Press [1] to accept the number.

3.5   Group Delivery

You will hear the prompt:

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message delivery, press [*].*

8   Press [1] to record your message.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9   Speak your message.

10   Press [1] to end recording.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

11   Press [2] to accept the message.

3.5.3   Personal Group Distribution List

The VPS allows each subscriber to have his own personal group distribution lists. He can have up to eight personal group lists assigned a group number between 1 and 8 and the total number of entries for the eight lists must not exceed 100. The subscriber can send his message to up to 40 multiple mailboxes with the system and personal group distribution list. See 1.6 Setting the Personal Group Distribution List to add to members or delete them from the list.

3.5   Group Delivery

To deliver your message using a personal group distribution list:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

| ABC 2 | JKL 5 | TUV 8 |

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

2 Press star [✱], then enter your mailbox number.

(Your mailbox number)

| ✱ | ABC 2 | ABC 2 | ABC 2 |

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

3 Enter the password.

(Your password)

| DEF 3 | 1 | JKL 5 | # |

4 The VPS will announce the number of messages.

3.5   Group Delivery

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5 Press [2] for Message Delivery.

[ABC 2]

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message.*
> *To enter by name, please press a pound sign [#] and [1].*

(The number of your personal group distribution list)

[1]

6 Enter the number of your personal group distribution list.

You will hear the prompt:

> *Mailbox ---. (This is for ---.)*
> *If this mailbox number is correct, press [1].*
> *Otherwise, press [2].*
> *(To repeat mailbox information, press [3].)*
> *(To cancel message delivery, press [✱].)*

[1]

7 Press [1] to accept the number.

You will hear the prompt:

> *To record a message, press [1].*
> *To add mailbox number, press [2].*
> *To review mailing list, press [3].*
> *To cancel message transfer, press [✱].*

[1]

8 Press [1] to record your message.

3.5   Group Delivery

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

9   Speak your message.

10   Press [1] to end recording.

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✳].*

11   Press [2] to accept the message.

3.6   Checking Delivery Status

The VPS allows the subscriber to have up to 84 delivery statuses for the messages he or she has sent. The delivery status includes the information about the recording and receiving date and the destination mailbox address. In this way, the subscriber can confirm whether the message has been delivered or not, and can delete the message before the VPS has delivered it should he wish to do so.

When all 84 of the delivery statuses have been set, the oldest status will be deleted automatically when there are new message recordings.

One delivery status data is for one recipient (mailbox), therefore, when the message is destined for several mailboxes, such as a group message, the delivery status will be as many as the members in the group.

— **Confirmation of Receipt (See 3.6.1)**

— **Deleting an Undelivered Message (See 3.6.2)**

— **Deleting an Unnecessary Delivery Status (See 3.6.3)**

3.6　Checking Delivery Status

3.6.1　Confirmation of Receipt

Each subscriber can use up to 84 delivery status data entries and can review their contents by receiving a voice prompt. In the case of messages which have already been delivered, the VPS also announces the date and time of delivery. It is also possible to review the delivery status for each individual destination on a group delivery list. Finally, messages which have not yet been delivered can be canceled by the sender, if desired.

When all 84 of the delivery statuses have been set, the oldest status will be deleted automatically, and you cannot check the delivery of that message any more. Once the subscriber has listened to the delivered status data entries, they are deleted automatically.

To be provided with information on the delivery status:

1

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

Dial an extension number which is connected to the Voice Mail Service.

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

3.6 Checking Delivery Status

2 Press star [✳], then enter your mailbox number.

(Your mailbox number)

✳ [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Your Password) **3** Enter the password.

[DEF 3] [1] [JKL 5] [#]

4 The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

5 Press [3] for Other Features.

[DEF 3]

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

6 Press [1] to check distribution status.

[1]

You will hear the prompt:

> *You have .... messages to verify.*

3.6　Checking Delivery Status

> *Message for .... was received on .... at .....*

> *Message sent on .... at .... for .... has not been received.*

> *Message sent on .... at .... for .... has been erased, because message retention time has expired.*

> *To play the message, press [1].*
> *To check the previous message, press [1] twice.*
> *To check the next message, press [2].*
> *To cancel this message or verification, press [3].*

7　Press [1] to review the message.

8　Press [2] to check the next message.

9　Repeat steps 7—8.

10　Press star [✶], if you want to exit.

3.6　Checking Delivery Status

3.6.2　Deleting an Undelivered Message

When a subscriber has a message which no longer needs to be delivered, he can delete it before it is sent to the receiver. In addition, if the subscriber has sent a group message which no longer needs to be delivered and there are some members who have not yet received the message, he can remove the message from mailboxes of those who have received it. For the delivery status to be used to delete an undelivered message, there must be a delivery status for the message beforehand.

To delete an undelivered message:

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's
Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign [#].*
> *To enter by name, please press a pound sign [#] now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

(Your mailbox **2** Press star [*], then enter your mailbox number.
number)

[*] [ABC 2] [ABC 2] [ABC 2]

You will hear the prompt:

3.6 Checking Delivery Status

> *Please enter the password, followed by a pound sign.*

(Your Password) **3**   Enter the password.

`[DEF 3]` `[1]` `[JKL 5]` `[#]`

4   The VPS will announce the number of messages.

You will hear the prompt:

> *To receive a message, press [1].*
> *To deliver a message, press [2].*
> *For other features, press [3].*
> *For help at any time, press [0].*

`[DEF 3]` **5**   Press [3] for Other Features.

You will hear the prompt:

> *To check mailbox distribution, press [1].*
> *For automated attendant status, press [2].*
> *For mailbox management, press [3].*

`[1]` **6**   Press [1] to check distribution status.

You will hear the prompt:

> *You have .... messages to verify.*

> *Message for .... was received on .... at .....*

> *Message sent on .... at .... for .... has not been received.*

> *Message sent on .... at .... for .... has been erased, because*
> *message retention time has expired.*

3.6   Checking Delivery Status

> *To play the message, press [1].*
> *To check the previous message, press [1] twice.*
> *To check the next message, press [2].*
> *To cancel this message or verification, press [3].*

7   Press [3] to cancel the message or verification.

You will hear the prompt:

> *To delete distribution verification of this message, press [1].*
> *To cancel message delivery, press [2].*

8   Press [2] to cancel the message delivery.

You will hear the prompt:

> *The message delivery is canceled.*

3.6   Checking Delivery Status

3.6.3   Deleting an Unnecessary Delivery Status

If the subscriber has used all 84 delivery statuses, the status of the oldest message is automatically deleted when a new message is recorded. If he or she has an unnecessary status, he or she can delete it to add the delivery status of a new message before recording the message. Once the status of a message which has already been delivered to the destination is checked, the status is automatically deleted.

To delete an unnecessary delivery status:

1 – 7   Same as Deleting an Undelivered Message.

8   Press [1] to delete distribution verification of the message.

[1]

You will hear the prompt:

The verification is deleted.

Guide for Non-Subscribers

Chapter 1
Voice Mail Service

This chapter tells you about Voice Mail Service, one of the main features of the VPS. With this feature, you can leave a message in the VPS which will be delivered to your intended party. Furthermore you can specify your message as a private one or as urgent one.

Contents

1.1   What is a Voice Mail Service?

When you call the VPS and reach the Voice Mail Service, you will hear the following prompt after the Company greeting:

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

The VPS's Voice Mail Service presents you with the feature of leaving your message to the intended person if the person has his or her own mailbox, or even if not. You can confirm your message and edit or add to it if you are using a touch-tone telephone. Also, you can specify your message as a private one (i.e. only your intended person can hear your message), and you can make your message an urgent one.

If you are assigned with a guest mailbox by your intended person, you can receive the message of the person by entering the mailbox number, then the password provided by the person. You can record your reply in the same mailbox.

This chapter explains to you the procedures for the following features:

— **Calling the VPS (See 1.2)**

— **Recording a message if you cannot contact with the intended person (See 1.3 Recording a Message)**

— **Receiving a message delivered by the VPS (See 1.4 Receiving a Message)**

— **Calling the VPS to receive a message in the guest mailbox (See 1.5 Receiving a Message from the Guest Mailbox)**

1.2 Calling the VPS

When you call your customer whose company is provided with the VPS system, you will be welcomed by the Automated Attendant Service, like a telephone switch-board operator. Otherwise, you will leave a message by dialing the extension number connected to the Voice Mail Service.

1.2.1 Calling the Voice Mail Service

You have to know the extension number connected to the Voice Mail Service.

1 Dial an extension number which is connected to the Voice Mail Service.

(Voice Mail Service's Extension Number)

[ABC 2] [JKL 5] [TUV 8]

You will hear the prompt:

> *Good morning/Good afternoon/Good evening.*
> *You have reached the voice processing system.*

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

You can specify the destination of your call by entering the mailbox number or by entering the name.

Using the mailbox number

(Intended Person's Mailbox No.)

1 Enter the mailbox number.

[ABC 2] [DEF 3] [GHI 4]

1.2   Calling the VPS

Using the primary initials

[#]	**1**	Press [#].	
		You will hear the prompt:	

> *Please enter the first 3 or 4 letters of the person's last name.*
>
> *For the letter 'Q', press [7]. For the letter 'Z', press [9].*

(Last Name's First 4 Letters)   **2**   Enter the first 4 letters of the intended person's last name.

[PRS 7] [MNO 6] [GHI 4] [TUV 8]

The VPS will tell you the name of the first member specified by that name.

You will hear the prompt:

> *Mailbox ... . (This is for ..... .)*

> *If this is the person you wish to leave a message, press [1].*
>
> *Otherwise, press [2].*
>
> *To try again, press [*].*

[1]   **3**   If that is the desired name, press [1].

Note: If you wish to skip that name, continue pressing [2] until you find the name that you want. When found, select by pressing [1].

1.3   Recording a Message

You can record a message in the subscriber's mailbox by specifying the mailbox or extension number.

If you do not specify the mailbox number, your message will be recorded in the General Delivery Mailbox.

Even if you are using a rotary telephone and so cannot press any touch-tone keys, there's no need to worry. The VPS has the General Delivery Mailbox available for those who can't use the keypad operation. When you are recording a message on this mailbox, however, you cannot use any other features apart from message cancellation.

These are the keypad codes for operation:

During recording:

[1] — End recording

[ABC 2] — Pause and restart recording

After recording:

[1] — Review the message

[ABC 2] — Accept the message

[DEF 3] — Cancel and Re-record the message

[GHI 4] — Add message

[✱] — Erase and Exit

Note: Notice that the same keypads have different meanings when you are at different steps.

1.3 Recording a Message

1.3.1 Recording in a Subscriber's Mailbox

To record a message (using the touch-tone keys):

1   Call the VPS and get to the Voice Mail Service.

You will hear the Company greeting and the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

Note: If you press [0] in Step 1, you are guided to the Automated Attendant Service.

See Chapter 2 Automated Attendant Service for more information.

(Intended Person's Mailbox No.) **2**   Enter the mailbox number of your intended person.

[ABC 2] [DEF 3] [GHI 4]

You will hear the prompt:

> *Mailbox ....*
>
> *Please leave me a message at the tone.*
>
> *To end recording, hang up or press [1] for more features.*
>
> *To pause and restart recording, press [2].*

Note: If you press [2] in Step 4, see 1.3.4 Reviewing a Message.

3   Speak your message at the tone.

4   Press [1] to end recording.

⊡ (1)

You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [�].*

5   Press [2] to accept.

[ABC 2]

> *Your recording has been accepted.*

1.3.2   Recording in the General Delivery Mailbox

Messages in the General Delivery Mailbox are received by the Message Manager and transferred to the mailbox of the intended party. Anyone can leave a message there without entering a mailbox number, so you can record a message even from a rotary phone in the General Delivery Mailbox.

**To record a message
(Using a rotary phone or
no input):**

1   Call the VPS and get to the Voice Mail Service.

You will hear the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
> *To enter by name, please press a pound sign now.*
> *If you are using a rotary telephone, please wait a moment.*
> *For call transfer, press [0].*

1.3   Recording a Message

2   Wait a moment.

You will hear the prompt:

> *Welcome to the general delivery mailbox.*

> *Please leave me a message at the tone.*
> *To end recording, hang up.*
> *To cancel your message, press [*], if you have a touch-tone phone.*

3   Speak your message.

4   Hang up the phone.

Note: No matter which step you are in (if it is before accepting the message), please remember that pressing [*] means that you want to cancel the recording of the message and exit the service. Once you have accepted the message, you cannot change it.

Note: If you press [0] in Step 1, you are transferred to the operator 1.

1.3   Recording a Message

1.3.3   Accepting a Message

After recording, you are asked whether you accept the message or not. By doing this, you tell the system that you are satisfied with the message and want to store it to deliver.

Note: Please remember that once you have accepted the message, you cannot change it.

To accept a message: After recording the message, you will hear the prompt:

> *To review, press [1].*
>
> *To accept, press [2].*
>
> *To record a new one, press [3].*
>
> *To add, press [4].*
>
> *To erase and exit, press [*].*

[ABC 2]   **1**   Press [2] to accept the message.

The VPS will deliver the message.

1.3.4   Reviewing a Message

If you do not recall what you said in a message, you can replay it for revision so that you can decide whether you wish to store, add or cancel the message.

To review the message: After recording the message, you will hear the prompt:

1.3   Recording a Message

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

1️⃣   **2**   Press [1] to review the message.

1.3.5 Pausing and Continuing Recording

When you are recording a message, you might want to stop for a while and think about what you will say. If you want to stop recording, use the pause feature. This allows you to do whatever you want for an indefinite period of time while not losing your place in what you were saying.

To pause recording: Press [2] while you are in the message recording process.

🔲 ABC 2

To restart recording: Press [2] again.

🔲 ABC 2

Keypad operation during pausing

1️⃣ — End recording

🔲 ABC 2 — Restart recording

✱ — Cancel recording

1.3   Recording a Message

1.3.6   Adding a Message

If you realize that you want to say more, you may want to change the message. It isn't necessary to make a new one. If the message has not been accepted yet, you can add a message at the end of the message you have just recorded.

Note: If a message has already been accepted, you cannot add a message.

To add to a message:

After recording the message, you will hear the prompt:

> *To review, press [1].*
>
> *To accept, press [2].*
>
> *To record a new one, press [3].*
>
> *To add, press [4].*
>
> *To erase and exit, press [✱].*

[GHI 4]   1   Press [4] to add to a message.

You will hear the prompt:

> *Please leave me a message at the tone.*
>
> *To end recording, press [1]*
>
> *To pause and restart recording, press [2].*

2   State an additional message.

You will hear the prompt:

> *To review, press [1].*
>
> *To accept, press [2].*
>
> *To record a new one, press [3].*
>
> *To add, press [4].*
>
> *To erase and exit, press [✱].*

1.3   Recording a Message

3   Press [2] if it is acceptable.

| ABC |
| 2 |

1.3.7   Making the Message Urgent

**To specify an urgent
message:**

After recording the message, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

1   Select [2].

| ABC |
| 2 |

2   If you accept the message in Step 3 or after you have
changed it, you will hear the prompt:

> *Your recording has been accepted.*

The VPS will store the message.

You will hear the prompt:

> *If this is an urgent message, press [1].*
> *Otherwise, press [2].*

3   Press [1] to set an urgent message.

| 1 |

The VPS will deliver your message soon. If the intended
person is out and the location is specified beforehand, your
message will be delivered to that location.

1.3   Recording a Message

1.3.8   Making the Message Private

In the VPS system, you can have a 'private' message which is like a private letter in the actual post office service. This allows you to have your message received only by the intended recipient.

If you want to record a private message, you can specify it after recording.

To specify a private message:

After recording the message, you will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

1   Press [2].

You will hear the prompt:

> *Your recording has been accepted.*

Then,

> *If this is an urgent message, press [1].*
> *Otherwise, press [2].*

2   Press [1] or [2].

You will hear the prompt:

> *If this is a private message, press [1].*
> *Otherwise, press [2].*

3   Press [1] to specify your message as a private one.

Note: A message which is specified as 'Private' cannot be transferred to other mailboxes.

1.4 Receiving a Message from the VPS

The VPS will call you to connect the call from a subscriber or from a non-subscriber, or to deliver his or her message to you.

1 The VPS calls you.

You will hear the prompt:

> *Hello.*
> *I have a message for ----.*
> *To receive the message, press [1].*
> *To hold this call, press [2].*
> *If you want me to call back later, press [8].*

— **To receive the message, see 1.4.1.**

— **To hold the call, see 1.4.2**

— **To making the VPS to call back later, see 1.4.3**

Note: If you have no answer while the VPS repeats the message three times, the call will end with the prompt "Thank you."

1.4.1 Receiving a Message

☐ **1** Press [1] to receive the message.
1

You will hear the prompt:

> *This message is from ---.*

2 Listen to the message.

Note: If you press [2], see 1.4.4 Immediate Reply.

1.4.2 Holding the Call

ABC **1** Press [2] to hold this call.
2

After a while you will hear the prompt:

1.4   Receiving a Message from the VPS

> *To retrieve the call, press [2].*

1.4.3   Making the VPS Call Back Later

[TUV 8] **1** Press [8] to make the VPS call you back later.

The VPS will then call you back later.

1.4.4   Immediate Reply

When you receive a message from a subscriber, the VPS records the mailbox number and the extension number of the message sender. In this manner, you can call back the sender's mailbox or extension without specifying the mailbox or extension number if you are using a touch-tone telephone.

To reply to the message immediately:

1 Receive the message.

[ABC 2] **2** Press [2] to use the Immediate Reply.

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, hang up or press [1] for more features.*
> *To pause and restart recording, press [2].*

3 Record your message at the tone.

[1] **4** Press [1] to end recording.

5 The VPS will present the prompt:

1.4 Receiving a Message from the VPS

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [*].*

6 Press [2] to accept the message.

You will hear the prompt:

> *Your recording has been accepted.*

Your reply will be delivered to the sender's mailbox.

To skip the message: While playing messages, you can skip either forward or backward for 4 seconds into the message.

1 Press [5] to rewind.

2 Press [6] to fast forward.

1.5 Receiving a Message from the Guest Mailbox

If you and your customer or your friend must have close and frequent contact, a guest mailbox is useful. To make use of this feature, your customer or your friend should be a subscriber of the VPS system, who has a guest account, one of which is assigned as a guest mailbox for you, and you use a touch-tone telephone. The mailbox number of the person and the password to open the guest mailbox should be notified to you.

Calling the VPS

1 Call the VPS and get to the Voice Mail Service.

You will hear the Company greeting and then the prompt:

> *Please enter the mailbox number of the person for whom you wish to leave a message, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *If you are using a rotary telephone, please wait a moment.*
>
> *For call transfer, press [0].*

2 Press [∗], then enter the mailbox number of your intended person.

(Subscriber's Mailbox No.)

[∗] [DEF 3] [MNO 6] [ABC 2]

You will hear the prompt:

> *Please enter the password, followed by a pound sign.*

(Password for Guest) **3** Enter the password for the guest mailbox.

[ABC 2] [DEF 3] [GHI 4] [JKL 5] [#]

1.5 Receiving a Message from the Guest Mailbox

Receiving a Message

You will hear the prompt:

> *You have one message.*

or

> *You have ---- messages.*

The message(s) will be played.

4 Listen to the message for you.

You will hear the prompt:

> *To repeat this message, press [1].*
> *To play the next message, press [2].*
> *To reply, press [4].*
> *For help, press [0].*

Note: You can press [0] for more information. See the next section Reviewing a Message.

Immediate Reply

GHI
4
5 Press [4] to replay this message.

You will hear the prompt:

> *I'll deliver this message to...*

1.5   Receiving a Message from the Guest Mailbox

You will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, press [1].*
> *To pause and restart recording, press [2].*

6   Record your message at the tone.

7   Press [1] to end recording.

The VPS will replay the message and present the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

8   Press [2] to accept the message.

You will hear the prompt:

> *Your recording has been accepted.*
> *I'll deliver this message to ---.*

Note: Once you received the message and exit, you cannot listen to it again because the VPS erases automatically the received messages in the guest mailbox.

1.5 Receiving a Message from the Guest Mailbox

Reviewing Messages

When you press [0] while receiving a message in Step 4, you will hear the following prompt for more features:

> *To repeat this message, press [1].*
>
> *To replay the previous message, press [1] twice.*
>
> *To play the next message, press [2].*
>
> *To reply, press [4].*
>
> *To rewind, press [5].*
>
> *To fast forward, press [6].*
>
> *To end this call, press [✶].*

1 Press [2] to review the next messages.

Note: If there are no more messages when pressing [2], the VPS will finish this process giving the following prompt: "There are no messages." Then, "Thank you for calling."

2 Press [✶] to end this call.

You will hear the prompt:

> *Thank you for calling.*

3 Hang up the telephone.

Chapter 2
Automated Attendant Service

This chapter explains how the VPS system handles incoming calls, and provides step-by-step instructions for accessing the VPS system's Automated Attendant service.

Contents

2.1 What is an Automated Attendant Service?

The automated attendant essentially performs the functions of a telephone switch-board operator, connecting callers to the specified extension with as much ease as possible. The automated attendant not only connects you to your destination, but also provides you with additional services. For example, if you cannot reach the desired extension, the Incomplete Calling features — Call Holding, Message Recording, Alternate Extension and Personal Bulletin Board — are made available.

**What the Automated
Attendant does for you:**

— **Initial Service (See 2.2)**

— **Incomplete Call Service (See 2.3)**

2.2   Initial Service

The VPS's main job as Automated Attendant is to transfer your call to the extension you want. You can ask the Automated Attendant to call the intended person anytime — the Automated Attendant is always on the job!

What the Initial Service does for you:

— **Call Transfer (See 2.2.1)**

— **Department Dialing (See 2.2.2)**

— **Listening to the Bulletin Board Message (See 2.2.3)**

— **Call Holding (See 2.3.1)**

— **Interview Service (See Chapter 4)**

There are following three ways to reach the Automated Attendant Service.

1. **Service Access Commands**
   Press [#] and [8] ([T]) at any time.

2. **Automated Attendant Port**
   Dial an extension number which is connected to the Automated Attendant Service.

3. **Custom Service**
   At a Custom Service Top Menu, press the key which is assigned to the Automated Attendant Service in advance.

When you reach the Automated Attendant Service, you will initially hear the following Automated Attendant prompt:

Please enter the extension of the person for whom you wish to call.

To enter by name, please press a pound sign and [1].

For department dialing, press star.

To listen to the bulletin board message, press [1], followed by a pound sign.

2.2   Initial Service

2.2.1 Call Transfer

In order to be connected with someone, you must first contact the Automated Attendant through the VPS to receive the necessary instructions. This is required regardless of whether you are calling from within or without the system.

The VPS will then ask you to enter the extension number of the intended party. What should you do if you do not know their extension number? No problem, you can enter the first 4 letters of the Mailbox owner's last name instead.

To carry out the Call Transfer:

Now you have heard the following Automated Attendant prompt:

> *Please enter the extension of the person for whom you wish to call, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *For department dialing, press star.*
>
> *To listen to the bulletin board message, press [1], followed by a pound sign.*

You can specify the destination of your call by entering the extension number or by entering the name.

Using the extension number

(Intended Person's **1**   Enter the extension number.
Ext. No.)

ABC	DEF	GHI
2	3	4

The VPS connects you to the extension.

Note: You may be asked for your name by the VPS.

If you hear the following prompt, Incomplete Call service will be provided. (See 2.3 Incomplete Call Service)

> *Sorry, no one is available to answer the call.*

2.2   Initial Service

Using the primary initials

1   Press [#].

[#]

You will hear the prompt:

> *Please enter the first 3 or 4 letters of the person's last name.*
>
> *For the letter 'Q', press [7]. For the letter 'Z', press [9].*

(Last Name's First 4 Letters)   **2**   Enter the first 4 letters of the intended person's last name.

[PRS 7] [MNO 6] [GHI 4] [TUV 8]

The VPS will tell you the name of the first member specified by that name.

You will hear the prompt:

> *The extension number .... is for ......*

> *If this is the person you wish to call, press [1].*
> *Otherwise, press [2].*
> *To try again, press [✶].*

[1]   **3**   If that is the desired name, press [1].

Note: If you wish to skip that name, continue pressing [2] until you find the name that you want. When found, select by pressing [1].

The VPS connects you to the extension of that person.

Note: You may be asked for your name by the VPS.

If you hear the following prompt, the Incomplete Call Service will be provided. (See 2.3 Incomplete Call Service)

> *Sorry, no one is available to answer the call.*

2.2 Initial Service

2.2.2 Department Dialing

As some extension numbers can be very long, this can be a problem when you need to call a certain extension with an urgent message. Rather than having to search through your papers for the correct extension number, you can use the Department Dialing function.

By pressing [*] after the initial prompt, you will be presented with the Department Dialing menu. Proceed to enter whichever number between one and nine that the Message Manager has assigned to the extension. There is a limit of nine numbers (and consequently, nine extensions) that can be assigned, and this must be done prior to an actual Department Dial call.

Note: See Chapter 5 Message Manager's Guide in the Manager's Guide on how to set Department Dialing.

To carry out Department Dialing:

Now you have heard the following Automated Attendant prompt:

> *Please enter the extension of the person for whom you wish to call, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *For department dialing, press star.*
>
> *To listen to the bulletin board message, press [1], followed by a pound sign.*

([*] + Department Dial) **2**

Press [*], then enter the number assigned to the extension.

[*] [TUV 8]

Note: If you wish to call the operator for help in contacting someone, press [*] after the prompt, then [0].
If you want to exit from the Department Dialing menu instead of entering the number, press [*] again.

The VPS connects you to the extension of that person.

2.2   Initial Service

Note: You may be asked for your name by the VPS.

If you hear the following prompt, the Incomplete Call Service will be provided. (See 2.3 Incomplete Call Service)

> *Sorry, no one is available to answer the call.*

2.2.3 Listening to the Bulletin Board Message

An outside caller who contacts the VPS will hear the Bulletin Board message. This message can also be heard by directly accessing the Automated Attendant port.

Now you have heard the following Automated Attendant prompt:

> *Please enter the extension of the person for whom you wish to call, followed by a pound sign.*
>
> *To enter by name, please press a pound sign now.*
>
> *For department dialing, press star.*
>
> *To listen to the bulletin board message, press [1], followed by a pound sign.*

[1] [#] **1**   Press [1] to listen to the Bulletin Board message.

You can listen to your desired information by pressing the appropriate key from the announced prompt. (See Chapter 3 Bulletin Board Service)

2.3   Incomplete Call Service

The VPS directs you to Incomplete Call Service when the extension you wish to reach is either busy or not answering.

What Incomplete Call Service does for you:

— **Call Holding (See 2.3.1)**

— **Message Recording (See 2.3.2)**

— **Call Transfer to Alternate Extension (See 2.3.3)**

— **Listening to the Personal Bulletin Board Service (See 2.3.4)**

— **Calling Another Extension (See 2.3.5)**

2.3   Incomplete Call Service

2.3.1 Call Holding

If the extension is busy when the VPS tries to connect you to it, your call will go to the Call Holding category of Incomplete Call Service.

1   If the line is busy, you will hear the prompt:

> *Sorry, this line is busy.*
> *... other people are waiting to connect.*
> *If you would like to hold, press [1].*
> *Otherwise, press [2].*

☐ or ☐   **2**   Press [1] to go on hold.
 1   ABC 2   Press [2] if you do not wish to wait.

You are then free to take another course of action.

You will hear the prompt:

> *To leave a message, press [1]*
> *If your message is urgent, press [2]*
> *To listen to a message from this party, press [3]*

The VPS will call the extension automatically at 15 second intervals. Other callers also on hold for the same extension will be waiting according to the order in which they called.

Note: If you want to press [1], see 2.3.2 Message Recording.
If you want to press [3], see 2.3.4 Listening to the Personal Bulletin Board.
If you press [2], see 2.3.3 Call Transfer to Alternate Extension.

2.3　Incomplete Call Service

2.3.2 Message Recording

When you can't get a message through to your intended person. This message is recorded in the person's mailbox, to be retrieved later. If the person you call doesn't have a mailbox, the message will be left in the General Delivery Mailbox. If the called person has prepared an interview, you will be given these questions instead of leaving a message. (See Chapter 4 Interview Service)

To leave your message when the line isn't available:

1　The line you want is not available.

You will hear the prompt:

> *Sorry, no one is available to answer the call.*
> *To leave a message, press [1].*
> *If your message is urgent, press [2].*
> *To listen to a message from this party, press [3].*

2　Press [1].

[1]

Note:　If you receive the following prompt:

> *Sorry, there is no space for recording in this mailbox.*

You will exit from this menu. Try again to call the VPS, then call the operator for help.

3　Hear the personal greeting of the party.

Then you will hear the prompt:

> *Please leave me a message at the tone.*
> *To end recording, hang up or press·[1] for more feature.*
> *To pause and restart recording, press [2].*

2.3   Incomplete Call Service

Note: If you called the VPS from a rotary telephone or you have no input, you will hear the prompt:

> *Please leave me a message at the tone.*
>
> *To end recording, hang up.*
>
> *To cancel your message, press [✻], if you have a touch-tone phone.*

4   Leave a message at the tone.

Note: During recording you can pause it by pressing [2]. To continue recording, press [2] again.

5   At the end of the message, press [1].

You will hear the prompt:

> *To review, press [1].*
>
> *To accept, press [2].*
>
> *To record a new one, press [3].*
>
> *To add, press [4].*
>
> *To erase and exit, press [✻].*

6   Press [2] to accept the message.

Note: If you want to change this message, go to Step 6'.

You will hear the prompt:

> *Your recording has been accepted.*

Then, you will hear the prompt:

> *If this is an urgent message, press [1].*
>
> *Otherwise, press [2].*

2.3   Incomplete Call Service

[1] or [ABC 2]   **7**   Press [1] or [2].

You will hear the prompt:

> *If this is a private message, press [1].*
> *Otherwise, press [2].*

[1] or [ABC 2]   **8**   Press [1] or [2].

9   Then hang up.

To change the message after recording:

[1]   **6'**   You will hear the prompt:

> *To review, press [1].*
> *To accept, press [2].*
> *To record a new one, press [3].*
> *To add, press [4].*
> *To erase and exit, press [✱].*

[DEF 3]   **7'**   Press [3] if you want to change the message you just recorded (proceed to Step 3).

or

[GHI 4]   Press [4] to add another message (proceed to Step 3).

or

[1]   Press [1] to listen to the message you just recorded.

After reviewing the message, you will hear the prompt in Step 6' and you can select other features.

[✱]   Press [✱] to erase the recorded message and exit.

or

2.3　Incomplete Call Service

ABC
2

Press [2] to accept the message.

You will hear the prompt:

> *Your recording has been accepted.*

Then, you will hear the prompt:

> *If this is an urgent message, press [1].*
> *Otherwise, press [2].*

2.3   Incomplete Call Service

2.3.3 Call Transfer to an Alternate Extension

If your message is urgent, you can try calling another person specified by the extension you initially called. This second person may then be able to assist you.

To reach the alternate extension:

1   The line you want is not available.

You will hear the prompt:

> *Sorry, no one is available to answer the call.*
> *To leave a message, press [1].*
> *If your message is urgent, press [2].*
> *To listen to a message from this party, press [3].*

2   Press [2].

Note: You may be asked for your name by the VPS.

Then, the VPS calls specified extension.

The party which answers the call hears the prompt:

> *This call has been transferred from voice processing system.*
> *This call is for --.*

Talk with the person on the alternate extension.

Note: If you cannot contact with anyone, press [*] to exit. Re-enter another extension number or call the operator for help by pressing [0].

2.3   Incomplete Call Service

2.3.4 Listening to the Personal Bulletin Board

Even if you can't talk with who you want to, you can receive their personal bulletin messages if prepared. These messages have been recorded by the party beforehand. There are up to 9 kinds of messages, and you can choose any number. To exit from the personal bulletin board, press [*]. Then, you can enter another command for the Incomplete Call Service.

To receive the personal bulletin board messages:

1   The line you want is not available.

You will hear the prompt.

> *Sorry, no one is available to answer the call.*
>
> *To leave a message, press [1].*
>
> *If your message is urgent, press [2].*
>
> *To listen to a message from this party, press [3].*

2   Press [3].

You will hear the menu for the personal bulletin board:

(Example):

> *I have new information about product A, B, and C.*
>
> *To receive the information about product A, press [1].*
>
> *To receive the information about product B, press [2].*
>
> *To receive the information about product C, press [3].*
>
> *To receive the information about new product, press [9].*

3   Enter any key to receive the corresponding information.

(Example):

Press [1].

You will hear the message:

2.3   Incomplete Call Service

> *Product A is ..... .*

or

Press [2].

You will hear the message:

> *Product B is ..... .*

or

Press [3].

You will hear the message:

> *Product C is ..... .*

or

Press [9].

You will hear the message:

> *New product is ..... .*

2.3   Incomplete Call Service

2.3.5 Calling Another Extension

When the line you want isn't available, you do not have to hang up to call another extension. If that extension is also busy or not answering, the VPS provides you with a prompt and a request to enter another command for Incomplete Call Service.

To call another extension:

1   The line you want to get is not available.

You will hear the prompt:

> *Sorry, no one is available to answer the call.*
> *To leave a message, press [1].*
> *If your message is urgent, press [2].*
> *To listen to a message from this party, press [3].*

2   Since there is no command you want in the menu, press [0] for help.

You will hear the prompt:

> *To leave your message, press [1].*
> *If your message is urgent, press [2].*
> *Listen to a message from this party, press [3].*
> *To call operator, press [0].*
> *To enter another extension, press [*].*

3   Press [*], then enter another extension number.

The VPS will dial another extension.

(Another Ext. No.)

Note: As Step 2, you can press [*] instead of [0]. the VPS returns you to the top menu of the Automated Attendant Service.

2.3 Incomplete Call Service

You will hear the prompt:

> *Please enter the extension of the person for whom you wish to call, followed by a pound sign.*
>
> *To enter by name please press a pound sign now.*
>
> *For department dialing, press star.*
>
> *To listen to the bulletin board message, press [1], followed by a pound sign.*

Chapter 3
Bulletin Board Service

This chapter explains how you can listen to the VPS system's
Bulletin Board messages.

Contents

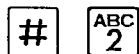# 3.1 Listening to the Bulletin Board Messages

There are following three ways to listen to the Bulletin Board Messages.

1. **Service Access Commands**
   Press [#] and [2] ([B]) at any time.

2. **Bulletin Board Port**
   Dial an extension number which is connected to the Bulletin Board Service.

3. **Custom Service**
   At a Custom Service Top Menu, press the key which is assigned to the Bulletin Board Service in advance.

By listening to the Bulletin Board Messages you can get useful information or you can contact with the person by pressing the appropriate key.

Listening to the Bulletin Board Messages
(using an example)

1 [#] [ABC 2]

Press [#] and [2], at any time after gaining access to the VPS.

You will hear the prompt of the top menu:

> *Hello, this is Bulletin Board Service.*
> *For product information, press [1].*
> *For telephone guide, press [2].*

2 [1]

Press [1] to get product information.

3.1 Listening to the Bulletin Board Messages

You will hear the prompt:

> *Here is product information.*
> *About PBX, press [1].*
> *About telephone, press [2].*
> *To get back to the top menu, press [*].*

Note: If you want to press [2] in step 2, go to the Step 2'.

3 Press [1] if you want to get information about PBX.

| 1 |

You will hear the prompt:

> *Here is information about PBX.*
> *About KX-T30810, press [1].*
> *About KX-T61610, press [2].*
> *To get back to the previous message, press [*].*

Note: You may follow similar procedures when pressing [2] in Step 3 to get information about telephone.

4 Press [1].

| 1 |

You will hear the prompt:

> *KX-T30810 has 3 CO lines, 8 extensions, TOLL restriction and programmable system features.*
> *To call sales department for more information, press [1].*
> *To get back to the previous message, press [*].*

or

Press [2].

| ABC 2 |

3.1 Listening to the Bulletin Board Messages

You will hear the prompt:

> *KX-T61610 has 6 CO lines, 16 extensions, RS-232C SMDR port and programmable system features.*
> *To call sales department for more information, press [1].*
> *To get back to the previous message, press [*].*

5 Press [1] to contact with the person in sales department.

[1]

You will hear the prompt:

> *I'm calling PBX sales department.*
> *Please wait a moment.*

You can talk with the person.

Note: If the called line is busy, you may hear the following prompt:

> *Sorry, this line is busy.*

> *If you would like to hold, press [1].*
> *Otherwise, press [2].*

Selecting Another Option

2' Press [2] to get telephone guide.

[ABC 2]

You will hear the prompt:

> *To call sales department, press [1].*
> *To call operator, press [2].*
> *To get back to the top menu, press [*].*

3.1 Listening to the Bulletin Board Messages

3'

Press [2].

You will hear the prompt:

> *I'm calling up operator.*
> *Please wait a moment.*

You can talk with the operator.

or

Press [1].

You will hear the prompt:

> *To call PBX sales department, press [1].*
> *To call telephone sales department, press [2].*
> *To get back to the previous message, press [✼].*

4'

Press [1] or [2].

You will hear the prompt:

> *I'm calling PBX sales department.*
> *Please wait a moment.*

or

> *I'm calling telephone sales department.*
> *Please wait a moment.*

You can talk with the person of the specified sales department.

Chapter 4
Interview Service

This chapter explains how and when you can receive the VPS system's Interview Service.

Contents

4.1   How to Get the Interview Service

When you call the VPS, and get to the Automated Attendant Service, you may receive the VPS's Interview Service if your intended person has prepared the Interview mailbox instead of receiving a message.

If you are provided with the Interview mailbox number beforehand, you can certainly receive the Interview Service by calling the VPS and entering the mailbox number.

When you reach the Interview mailbox, you will hear the following prompt:

> *Please answer the following questions at the tone.*
> *To end answering and receive next question, press [1].*
> *To end interview, press [✳].*

Then you will hear the first question.

> *Question #1: -------*

1   Answer to the question at the tone.
Press [1] when finishing the recording of your answer.

You will hear the second question.

> *Question #2: ------*

Note: You may finish the interview by pressing [✳] at any time.

If you answered all the questions or if you press [✳], you will hear the prompt:

> *If you have any comment, please state at the tone.*

2   Speak your comment if any.

Glossary

Glossary

Automated attendant	An electronic switchboard operator which can transfer a caller to a specified extension or to a mailbox to record a message.
Automatic delivery	The subscriber has given the VPS instructions on the telephone number, the date and the delivery time of a message that is to be sent at a later time.
Bulletin board	Messages such as product information recorded by the message manager, can be heard by calling the Bulletin Board.
Bulletin manager	The person responsible for recording, erasing and updating the company's bulletin messages.
Call blocking	A service which immediately connects the caller to the Incomplete Call Service without ringing the subscriber's extension.
Call duration	The maximum time allowed for an external message that is to be delivered by the VPS, specified by the subscriber.
Call screening	A service preformed by the VPS to allow the subscriber to select whether or not he or she wishes to accept a call without actually speaking to the caller.
Call transfer	The Automated Attendant Service transfers a call to the requested destination or to an alternate extension.
Company greeting	A message played to all users of the VPS when they first call. Can be changed by the Message Manager.
Company greeting mode	Determines whether a particular company greeting will be played in the day time or night time at a particular port.
Default setting	A parameter (e.g. mailbox capacity) which was defined for the system at the factory and which can be changed by authorized persons (System Administrator or System Manager).
Delivery status	One of 84 settings which records the status of a message which the subscriber ordered to be delivered.
Delivery time	A time specified by the subscriber for the VPS to deliver a prerecorded message.

Glossary

Department dialing number

A number (0 to 9) assigned to represent a department telephone (extension) number to save time when dialing.

Erase message

Removes a particular message from the subscribers mailbox.

External delivery message

A message intended for automatic delivery to a party outside of the company.

Fast forward

Puts the user 4 seconds ahead in the current message.

Guest account

A special user mailbox which the subscriber can use to communicate with a close associate who is not a subscriber.

Guest message

A message left by a subscriber in one of the guest mailboxes which he or she has been given.

Guest password

Password given to a subscriber's guest to protect access to the guest mailbox of the subscriber.

Help

A VPS voice prompt which allows the user to receive the complete list of available options in the current menu at any time.

Immediate reply

A feature which allows the message receiver to reply to a message without specifying the extension number of the message sender (this information is held by the VPS).

Incomplete call service

A variety of features to which a non-subscriber will be directed if he or she cannot complete his or her call. E.g. call holding, calling another extension.

Interview mailbox

A special type of subscriber mailbox where the owner can record questions for the caller to leave answers to.

Interview service

A series of prerecorded questions are given to the VPS caller to which he or she can leave a recorded reply.

Keypad

All touch-tone keys on the telephone.

LCD

Liquid crystal display.

Mailbox capacity

The number of messages that can be recorded in a subscriber's mailbox, set to between 5 and 99 by the System Administrator.

Glossary

Mailbox extension number

The individual extension number of a subscriber's mailbox.

Mailbox management

Allows a subscriber to alter the settings for his or her mailbox. E.g. change some aspect of a guest account.

Menu

A list of choices from which the user can select by using the telephone number keys or keyboard of a data terminal.

Message delivery redial

If the line is busy or there is no answer when the VPS makes an external delivery call, the subscriber can instruct the VPS to make up to a maximum of 16 retries.

Message manager

The person who takes care of the general delivery mailbox, recording of company greetings and voice prompts, also responsible for transferred calls by the VPS to his or her extension number.

Message retention time

The amount of time the system will store a message before it is automatically erased.

Message retrieval order

Either Last In First Out (LIFO) or First In First Out (FIFO) to determine in which order messages will be played to a subscriber.

Message transfer

A subscriber can reroute a message he or she has received to another subscriber's mailbox. An additional comment can be added to this message. Private messages cannot be transferred.

Message waiting lamp

A light on an extension phone that will be lit when the subscriber owning the phone has new messages pending.

Message waiting notification

If the System Manager has so authorized, a subscriber can be called each day at a specified time or whenever a message is recorded to notify him or her of unplayed messages left in his or her mailbox.

Modem

Mo-dulator Dem-odulator. A device used for converting digital computer signals into audio signals to be sent for communication purposes over the telephone network.

Non-subscriber

A caller to the VPS who does not own a mailbox (and does not have a guest mailbox).

Glossary

Notification method	See Message waiting notification. The subscriber is contacted by the VPS via a message waiting lamp, an outside call or a pager.
Operator	The person to whom the VPS refers some calls for answers to questions. This can be the Message Manager.
Owner's name	A voice recording by the user of his/her name which will be played by the VPS when a reference is made to that mailbox, e.g. because of message transfer.
Password	A number chosen by a subscriber or a manager to protect access to his or her mailbox. See also Guest password.
Personal bulletin message	A message recorded by a subscriber on the personal bulletin board which he or she has been assigned to use.
Personal bulletin number	The number (1 to 16) given to each personal bulletin board that is to be assigned for use by a subscriber.
Personal greeting	A brief personal message the caller hears first when he or she accesses the subscriber's mailbox.
Personal group distribution list	Used for sending a message to a personal group of 40 or less VPS subscribers. See System Group Distribution List.
Playback speed	The VPS allows the subscriber to select normal or accelerated playback speed.
Port	An interface between the telephone line and the VPS.
Pound sign	The [#] key on the telephone keypad.
Private message	A message which is specified to be read by only one VPS user and which can be password protected. This message type cannot be forwarded.
Prompt	A prerecorded list of options or a guidance message played to the user from which he or she can select using the telephone keypad.
Remote administration	By using an optional modem card or a modem, the administration of the VPS with a data terminal can be performed via telephone line.

Glossary

Review	Playing back a message to check some detail is correct.
Rewind	When selected, this feature will playback the last 4 seconds of the message you are currently listening to.
Rotary telephone	A common telephone calling device which makes and breaks the loop provided by the instrument, thus transmitting the digits of the called telephone subscribers number to the exchange. See Touch-tone telephone.
Scanning messages	A method which allows subscribers to listen to only the first 4 seconds of each of their messages to gain information about the sender.
Setup mailbox	To create a mailbox for a new subscriber. This action is performed by the System Administrator or the System Manager.
Special feature authorization	Permission given by the System Administrator or the System Manager for a subscriber to use a VPS facility not normally available to other users, e.g. personal bulletin board.
Subscriber	A person who has an account (mailbox) with the VPS and to which messages can be sent and received to and from his or her mailbox.
Subscriber services	All the facilities available to a VPS system subscriber. E.g. message receiving, confirming message receipt, mailbox management.
System group distribution list	A list of subscribers held in VPS for use by subscribers wishing to make group deliveries of messages. Subscribes can also have their own personal group distribution lists.
System manager	The person in charge of coordinating the VPS system to ensure that it operates efficiently and effectively.
System parameters	System statistics which are initially prerecorded at the factory and which determine for example system communication, operators extension number etc.
System reports	A statistical report available through keyboard operation to the System Administrator.

Glossary

System usage report	Gives statistical data on a variety of VPS usages, e.g. disk usage, port usage and mailbox usage, requested by the System Administrator or the System Manager.
Tone	A pulse that indicates that the user's voice will be recorded until he or she takes some action. E.g. pressing the 0 key.
Touch-tone telephone	Bell system method of providing push-button dialing using dual-tone multi-frequency signalling (DTMF). See Rotary telephone.
Urgent message	The VPS tries to deliver a message immediately after recording it.
Voice mail	A general term used for messages recorded digitally over the phone by one person for communication with another person or persons.
Voice prompt	A recorded message instructing the user to do something. The prompts are either the ones set at the factory (system prompts) or have been changed by the Message Manager (user prompts).
Wild card character	E.g. the pound (#) sign. A character used to represent all characters when a mailbox number is requested of which one character is not known, 12#4, could be either 1214 or 1224, etc.
Work sheets	Used for manual recording of the VPS system data for future reference in setting parameters to the VPS.

If you ship the product

Carefully pack and send it prepaid, adequately insured and preferably in the original carton. Attach a postage-paid letter detailing the complaint, to the outside of the carton.

DO NOT send the product to the Executive or Regional Sales offices. They are NOT equipped to make repairs.

For your future reference

Serial No. _____ Date of purchase _____
(found on the rear of the unit)

Name of dealer _____

Dealer's address _____

Product Service

Panasonic Servicenters for this product are listed in the Servicenter Directory. Consult your authorized Panasonic dealer for detailed instructions.

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