

**Sprint® Digital Voice
Models DVP – 203 & DVP – 403**

**System
Administrator's
Guide**

Item Number 699345



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About Sprint Digital Voice

Sprint Digital provides an Automated Attendant and Sprint Digital Voice for your phone system.

Sprint Digital Voice does the following:

- Lets an Automated Attendant caller leave a recorded message at an extension when it is busy, unanswered, or in the Do Not Disturb mode. If callers do not wish to leave a message, they can return to the Automated Attendant Main Greeting.
- Provides a subscriber (Voice) mailbox for each extension in the phone system. The subscriber mailbox holds the recorded messages, lets the extension users record and send messages to each other, plus more.

About the Automated Attendant

Sprint Digital Voice Automated Attendant does the following:

- Answers your incoming calls.
- Provides dialing instructions to callers and enables them to direct their own calls to a desired extension, department or company operator by dialing digits on their touch-tone telephone.

When the Automated Attendant answers, the caller hears a recorded Main Greeting (also called an Instruction Menu). The Main Greeting typically begins with **Thank you for calling ABC Company** followed by a listing of dialing options. The following message illustrates the use of dialing options: **If you know the extension number you wish to reach, please enter it now. For sales, press one. For customer service, press two**, etc.

Sprint Digital Voice Specifications

Number of Ports:	DVP – 203 has two ports DVP – 403 has four ports
Voice Storage Capacity:	3.5 hours
Subscriber Mailboxes:	Up to 50 subscriber mailboxes
Trunk Mailboxes	Unused
Telephone System Programming Interface:	A Phone System Single Line Extension
Electrical Requirements:	120V, 60 Hz
Environmental Requirements:	50-104° F, 10-40° C

About the Documents

- **User's Guide**

This guide explains how to use Sprint Digital Voice subscriber mailboxes. It is for the extension users. (The subscriber mailboxes are referred to as voice mailboxes in the User's Guide.)

- **Quick Start Guide**

This guide explains how to get Sprint Digital Voice up and running with your phone system. When the installer is done with the setup procedure, each System Administrator extension will have a subscriber mailbox and the Automated Attendant will answer calls, using the default Main Greeting and dialing options. To customize Sprint Digital Voice, see the System Administrator's Guide.

- **System Administrator's Guide**

This is a detailed explanation of Sprint Digital Voice programmable features. These features customize the subscriber mailboxes, the Automated Attendant, and Sprint Digital Voice-wide features. In addition, the appendixes at the end of this guide contain menu trees for quick reference to programming and using the system. This guide is intended for the installer and/or the person who maintains the voice mail on a daily basis.

- **Laptop Programming Guide**

This document details how to connect a laptop computer to Sprint Digital Voice. An installer uses the laptop to perform advanced programming options that are not available through a System Administrator Mailbox. These programming options should not be used unless Sprint Products Group Technical Services request changes be made. Changing any default settings may alter the operation of the voice mail system.

- **Integration Guide**

This document details the programming you must perform on your phone system when integrating with the Sprint Digital Voice system. Use this guide if using a phone system other than Protégé.

- **Release Notes from Software Versions**

This document details the latest changes to the software.

Chapter 2: Understanding and Changing the Default Setup

Programming Sprint Digital Voice

Programming will change or customize the default settings for the voice mail features described in Chapters 3 to 5 in this guide. To program these features, you must use a Sprint Digital Voice Administrator mailbox. The lowest numbered extension is a permanent System Administrator extension. You can convert any Subscriber extension to that of a System Administrator as explained in Chapter 3.

For easy reference, the tables on the following pages list the voice mail features that you can change. The tables provide the default values and a document reference (including a chapter number and a feature title), so that you can find the information/instructions you need to change these default values. (The feature descriptions in Chapters 3 to 5 also provide the default values for Sprint Digital Voice features.)

The Default Automated Attendant Setup

TABLE 1: Default Automated Attendant Setup at a Glance				
Feature	Default Value	Where To Find Instructions to Change the Default Values		
		Use this Document:	Chapter #	Feature Title in Chapter
Main Greeting	Thank you for calling. If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.	<i>Programming Guide:</i> - to record Main Greetings	3	- Recording the Main Greetings
Schedules for Playing Main Greeting (s)	Sched 1: Mon-Fri, starting at 9 AM, using Call Routing Mailbox 802 (with DAT 1) † Sched 2: Mon-Fri, starting at 5 PM, using Call Routing Mailbox 803 (with DAT 2) †	- to set up schedules (20 max) for Main Greetings - to override Main Greetings	3	- Setting Up Schedules for the Main Greetings - Temporarily Overriding All Main Greetings
Dialing Options Menu [Dial Action (DAT)] 1, 4, 5	Automated Attendant callers can: - Press 0 to reach the lowest numbered extension in the system. - Dial extension to transfer to it. - Press 9 to hang up call. - Press * & extension to leave a message. - Press # and extension to log onto that mailbox. Also note that: - Actions for Keys1 - 8 depend on the phone system. - The Time-out function automatically transfers a call to the lowest numbered extension a caller does not dial anything after the Main Greeting finishes.	<i>Programming Guide:</i> - to change the Dialing Options Menu	3	- Setting Up a Dialing Options Menu
		- to record Announcement Message (if you want callers to be able to press a number to listen to a pre-recorded announcement)	3	- Recording an Announcement Message

† The Protegé® XTX uses four digit extension numbers, so the Call Routing mailboxes are numbered 8002 and 8003 respectively.

Chapter 2: Understanding and Changing the Default Setup

The Default Mailbox Types and Numbering

TABLE 2: Default Mailbox Types and Numbering at a Glance

Mailbox Type	What It Does	Default Numbers/Number Available	Where to Find Instructions to Change Features		
			Use this Document:	Chapter #	Feature Title in Chapter
Subscriber	Holds messages for an extension user and provides access to voice mail features.	50 Subscriber Mailboxes (49 if you connect a FAX machine to an extension) Numbering of the Mailboxes depends on the phone system.	<i>Programming Guide:</i> - to change all features	4	All features apply
			<i>User Guide:</i> - to change user features from a Subscriber's extension	N/A	All features apply
Announcement	Plays an announcement message (e.g., travel info) to Auto Attendant callers.	800,801, 808 (use 808 if you have UCD Overflow set up) (8000, 8002, 8008 in Protegé® XTX)	<i>Programming Guide:</i> - to record the announcement	3	- Recording an Announcement Message
Call Routing (Automated Attendant)	Answers calls and lets callers press numbers on their phones to process calls.	802, 803, 804, 807, 809 (use 809 for UCD Re-Route if this feature is in phone system) (8002, 8003, 8004, 8007 and 8009 in Protegé XTX)	<i>Programming Guide:</i> - to work with Call Routing Mailboxes	4	All features apply (except Recording an Announcement Message)
Distribution	Distributes a single message to all subscriber mailboxes.	805 (8005 in Protegé XTX)	<i>User's Guide:</i> - to distribute message to all subscriber mailboxes	N/A	- Recording and Sending a Message & Future Delivery Message
			<i>Programming Guide:</i> - to erase messages distributed to Subscriber Mailboxes that do not have users/extensions	5	- Erasing All Subscriber Messages
Future Delivery	Stores Future Delivery Message until date and time of delivery.	806 (8006 in Protegé XTX)	<i>User's Guide:</i> - to delete a Future Delivery message from Future Delivery Mailbox	N/A	- Recording and Sending a Future Delivery Message
Trunk (future)		8 Maximum. The total and numbering of trunk mailboxes depends on the phone system. The voice mail uses trunk mailboxes for information sent from some phone systems. You cannot program any options for these mailboxes. You can only program the starting extension number.	<i>Programming Guide:</i> - to change starting number of trunk mailboxes	5	- Changing the Phone System Integration and Numbering Plan
			<i>Using a Laptop with Sprint Digital Voice</i> - to change ranges of trunk mailboxes numbers	2 (in section4)	- Creating or Changing a Mailbox Range

The Default Subscriber Mailbox Features

TABLE 3: Default Subscriber Mailbox Features at a Glance				
Feature	Default Value	Where To Find Instructions to Change the Default Values		
		Use this Document:	Chapter #	Feature Title in Chapter
Subscriber Mailbox Numbers	Numbering of the Mailboxes depends on the phone system.	<i>Programming Guide:</i> - to change the numbering plan	5	- Changing the Phone System Integration and Numbering Plan
		<i>Using a Laptop with Sprint Digital Voice</i> - to change ranges of mailbox numbers	2 (in section 4)	- Changing Ranges of Mailbox Numbers
Message Lamp	Intercom LED lights at Key Phones when a Subscriber has new messages.	<i>Programming Guide:</i> - to enable or disable Message Lamp	4	- Enabling or Disabling a Message Lamp
Security Code	No Security Codes assigned.	<i>User's Guide:</i> - to set a Security Code from a Subscriber Mailbox	N/A	- Setting a Mailbox Security Code
		<i>Programming Guide:</i> - to delete a Subscriber's Security Code from Sys Admin extension	5	- Deleting a Mailbox Security Code
System Administrator Extension	The lowest numbered extension/mailbox can be used to program the voice mail.	<i>Programming Guide:</i> - to create a System Administrator Extension	4	- Creating a System Administrator Programming Extension
Block Automated Attendant Calls	Disabled (No extension is blocked from receiving Auto Attendant Calls).	<i>Programming Guide:</i> - to enable Block Auto Attendant calls	4	- Blocking Automated Attendant Calls
Re-routing a Subscriber's Callers (Next Call Routing Mailbox)	<p>- After leaving a message for a Subscriber, a caller can press 0 to get the lowest numbered extension.</p> <p>- Blocked Automated Attendant callers are automatically re-routed to the lowest numbered extension.</p> <p>Technically, this means Call Routing Mailbox 802 with Dial Action Table (DAT) 1 is assigned to each subscriber mailbox. Key 0 in DAT 1 is set up for unscreened (blind) transfer to the lowest numbered extension.</p>	<i>Programming Guide:</i> - to assign a different Next Call Routing Mailbox	4	- Re-Routing a Subscriber's Callers
		- to re-route a caller to a different extension (this is where the Dial Action Table programming comes in)	3	- Setting Up a Dialing Options Menu

Chapter 2: Understanding and Changing the Default Setup

TABLE 3: Default Subscriber Mailbox Features at a Glance (cont'd)

Feature	Default Value	Where To Find Instructions to Change the Default Values		
		Use this Document:	Chapter #	Feature Title in Chapter
Mailbox Name	No Mailbox Names are programmed (assigned) or recorded.	<i>Programming Guide:</i> - to program a name - for Administrators to record names <i>User's Guide:</i> - for users to record names	4 5 N/A	- Assigning a Mailbox Name - Recording a Subscriber's Mailbox Name - Recording a Mailbox Name
Setting the Message Limit	25 Messages. The System Administrator can set the maximum number of messages allowed in a subscriber mailbox (0-300 is the range.)	<i>Programming Guide</i> - for System Administrators to change the number of messages in a subscriber mailbox	4	- Setting the Message Storage Limit for a Subscriber's Mailbox
Message Notification	No Message Notification is set up. Message Notification allows users to set up their mailboxes so that the voice mail notifies them when they have new messages. They specify the type of number that they want the voice mail to call: outside, extension or digital pager.	<i>User's Guide</i> - for Users to set up Message Notification at their phones	N/A	N/A
Forced Unscreened (blind) Transfer	Disabled. (Extensions receive screened transfers and the voice Mail handles incomplete transfers.)	<i>System Guide:</i> - To force unscreened transfers	4	- Using Forced Unscreened Transfer

Installation on Phone Systems other than the Protégé

For specific information on installing and programming the Sprint Digital voice for use on phone systems other than the Protégé, refer to the Integration Guide and the Release Notes for Software Versions documents.

If you are installing the Sprint Digital Voice on a phone system other than the Protégé, you should use this document as a reference manual.

If you are installing the Sprint Digital Voice on a Protégé phone system, the Quick Start Guide and this guide are all that is needed.

Setting Up Schedules for the Main Greetings

Description

The Automated Attendant can answer calls with different recorded Main Greetings. Each Main Greeting is programmed through the phone using an Instruction Menu. You can have one Main Greeting for business hours and another Main Greeting for off-hours. However, you have to set up schedules for the Main Greetings so that they will play when you want them to play.

When you program an Answering Schedule, the voice mail will want you to enter the following four items:

- A schedule number (1-20). Sprint Digital Voice allows you to set up 20 different schedules.
- Day, date, or range of days when the desired Main Greeting should play (for example, Monday through Friday).
- Time of day when the Main Greeting should start playing (for example, 8:30 a.m.)
- Call Routing Mailbox number (802, 803, 804, 807, 809 for the Protege[®] CTX/MTX/LTX or 8002, 8003, 8004, 8007, 8009 in XTX) that should answer the call. Remember, a Call Routing Mailbox is essentially Sprint Digital Voice Automated Attendant Mailbox. It answers an outside call and lets callers press numbers on their touchtone phone to send (route) their own call to the desired extension (or other pre-programmed destination).

Default

- Schedule 1: Monday to Friday, Starting at 9:00 a.m., using Call Routing Mailbox 802.
- Schedule 2: Monday to Friday, Starting at 5:00 p.m., using Call Routing Mailbox 803. (Saturday and Sunday follow Schedule 2 since another schedule has not taken over. A new schedule will not take over until Monday at 9:00 a.m.)

Example

For example, suppose your company is on a four-day work week schedule.

- Schedule 1 can be for Monday-Thursday, starting at 8 a.m., using Call Routing Mailbox 802.
- Schedule 2 can be for Thursday, starting at 5 p.m., using Call Routing Mailbox 803.

Notes

- To record a Main Greeting (Instruction Menu) for a schedule, you have to enter the Call Routing Mailbox number that you assigned to the schedule.
- Sprint Digital Voice does not validate an entry as accepted when you enter programming. To check your programming enter HS (47) for Hear Schedule to replay the programming for an answer schedule

Setting Up Schedules for the Main Greetings (cont'd)

Programming Instructions

To set up Answering Schedules:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial Sprint Digital Voice outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code). Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management Menu.
6. Press AN (2 6) for Answering Schedules.
7. Follow the voice prompts.

Related Programming

To ...	See...later in this chapter
record a Main Greeting (Instruction Menu)	Recording the Main Greetings
temporarily override all Main Greetings and play a different one	Temporarily Overriding All Main Greetings

Recording the Main Greetings

Description

A Main Greeting is the recorded message that plays when the Automated Attendant answers a call. The Main Greeting should do the following:

- Welcome the caller (Thank you for calling).
- List the available dialing options (**Press four for sales. Press five for technical support**).

Default

Thank you for calling. If you are calling from a touchtone phone please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.

Example

Thank you for calling ACME Auto Parts. If you are calling from a touchtone phone and know the extension number you wish to reach, please enter it now. For sales, press four. For technical service, press five. If you are calling from a rotary dial phone, please stay on the line for assistance.

Notes

- Sprint Digital Voice can accommodate more than one Main Greeting, but you must set up (or check) the Answering Schedules before you record the Main Greeting (see Setting Up Answering Schedules For the Main Greetings) in this chapter. This is because the Answering Schedule includes a Call Routing Mailbox number, and you must enter that number when you record a Main Greeting (Instruction Menu).
- The recorded dialing options that belong in a Main Greeting come from the Dial Action Table that is assigned to the Call Routing Mailbox (see the Note above).

For your convenience, the Call Routing Mailbox numbers and their Dial Action Table assignments are shown below:
Call Routing Mailbox 802 (8002 in Protegé[®] XTX) has Dial Action Table 1.

Call Routing Mailbox 803 (8003 in Protegé XTX) has Dial Action Table 2.

Call Routing Mailbox 804 (8004 in Protegé XTX) has Dial Action Table 3.

Call Routing Mailbox 807 (8007 in Protegé XTX) has Dial Action Table 4.

Call Routing Mailbox 809 (8009 in Protegé XTX) has Dial Action Table 5.

If you set up an Answering Schedule that uses Call Routing Mailbox 804, you will have to enter 804 when you are recording the Main Greeting for that schedule. And, that Main Greeting must include instructions for using the dialing options that you set up in Dial Action Table 3. For details on the Dial Action Tables, see *Setting Up a Dialing Options Menu* later in this chapter.

Recording the Main Greetings (cont'd)

Programming Instructions

To record a Main Greeting (Instruction Menu):

1. Log onto System Administrator Mailbox (the lowest numbered extension) as follows:
Dial Sprint Digital Voice outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code). Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press S A (7 2) for System Administrator Menu.
6. Press I (4) for Instruction Menu.
7. Follow the voice prompts.

Related Programming

To ...	See...later in this chapter
let the voice mail know when you want the Main Greeting to play (day/date and time)	Setting Up Schedules For the Main Greetings
set up the dialing options for your system	Setting Up a Dialing Options Menu

Temporarily Overriding All Main Greetings

Description

This feature lets you temporarily override all answering schedules and have the Automated Attendant answer calls with a substitute Main Greeting (Instruction Menu). Technically this feature is called Answering Schedule Override. This is how it works:

1. Select one of the voice mail's Call Routing Mailbox numbers (802, 803,804, 807 or 809) to be the "override" mailbox. Keep in mind that a Call Routing Mailbox ("Automated Attendant Mailbox") is the actual Sprint Digital Voice mailbox that answers a call. These Call Routing Mailboxes may already be part of the existing Answering Schedules, but you must pick one anyway. Ideally, you are currently using only two of the Call Routing Mailboxes in the Answering Schedules and there is an unused Call Routing Mailbox.
2. Record the substitute Main Greeting for the override Call Routing Mailbox number.
3. Turn on Answering Schedule Override.

Default

Answering Schedule Override is off.

Example

Suppose there was a violent storm and you had to close your business in the middle of the afternoon. You could pick a Call Routing number and record an Instruction Menu something like this: **Thank you for calling XYZ company. Due to the storm we will be closed for the rest of the day.** You simply turn on Answering Schedule Override.

Notes

- The override Call Routing Mailbox (with its substitute Instruction Menu) will answer calls every day and around the clock UNTIL YOU TURN OFF Answering Schedule Override. When you do, programming will return to the original Call Routing Mailbox.
- If your phone system supports and you are using UCD Overflow, you should use Call Routing Mailbox 809 for UCD Overflow
- Protege[®] XTX has four digit extension numbers (Call Routing Mailboxes are 8002, 8003, 8004 and 8007).

Programming Instructions

To use Answering Schedule Override:

1. Log onto System Administrator Mailbox (Extension 10) as follows:
Dial Sprint Digital Voice outside number or extension number.

Chapter 3: Customizing Automated Attendant Features

Temporarily Overriding All Main Greetings (cont'd)

2. If you hear Main Greeting, dial # (or other logon code). Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press SO (7 6) for Answering Schedule Override.
7. Follow the voice prompts.

Related Programming

To ...	See...in this chapter
record a Main Greeting (Instruction Menu)	Recording the Main Greetings
find more information about answering schedules and set them up	Setting Up the Schedules for the Main Greetings

Setting Up a Dialing Options Menu

Description

Sprint Digital Voice lets you set up a dialing options menu for Automated Attendant callers who are using touchtone phones. They simply press a touchtone key (during the recorded Main Greeting) to direct their own call to a pre-programmed destination. For example, callers could hear and follow the voice prompt “**Press two for John Smith,**” and Sprint Digital Voice will then transfer the call to John Smith’s extension.

You program the dialing options in a Dial Action Table. In this table, you assign an action and number to each touchtone key (0-8). When the caller dials or presses the key, the Automated Attendant performs the programmed action. The available actions and their associated numbers are listed below.

Example

You direct callers to press Key 5 to hear recorded directions to your company. First, you record an Announcement Message for Announcement Mailbox 800 (or 801, 808). The message is simply the directions to your company. Second, in the Dial Action Table, you assign the MG action (Go to a Pre-Defined Mailbox) and the number 800 (or 801, 808) to Key 5.

A Dial Action Table also lets you assign an action and number to the Time-out function. The Time-out function determines how the voice mail handles a call when the caller does not press a valid touchtone digit within seven seconds of the end of the Main Greeting. The Time-out function is primarily for callers who are using rotary dial phones. It also is used when a FAX machine is connected to an extension. Seven seconds is required to give the voice mail enough time to detect the FAX calling tone (CNG 1100 Hz).

Sprint Digital Voice provides five Dial Action Tables. They are numbered 1, 2, 3, 4, and 5. Dial Action Tables are associated with Call Routing (Automated Attendant) Mailboxes 802, 803, 804, 807, and 809 respectively. So if Call Routing Mailbox 802 is answering calls, the voice mail will let callers use the options in Dial Action Table 1. To let callers know which actions you have selected, include them in the Main Greeting that you record for Call Routing Mailbox 802. For more information about how a Call Routing (Automated Attendant) Mailbox answers calls, see *Setting Up Schedules for the Main Greetings* in this chapter. For more information about Recording Main, see *Recording the Main Greetings* in this chapter.

Use Call Routing Mailbox 809 for UCD Re-Route message. Use Announcement Mailbox 808 for the UCD Overflow message (such as **All Agents are currently on a call, please hold. The next available agent will be you shortly.**)

Setting Up a Dialing Options Menu (cont'd)

Actions and Numbers for Touch Tone Keys

The bold letters in parentheses next to the action's name are programming codes. You must enter these codes to assign the action to a key when you program a Dial Action Table. In addition, at the end of this list are special codes that you can enter if you need them.

Hear Current Parameters For Keys (HP)

This feature plays the current Dial Action Table assignments for the touchtone keys. (This is not an action for a key.)

Go to a Pre-Defined Mailbox (MG, 64)

This feature lets the caller press a key to go to a pre-defined mailbox. You can enter the following mailbox numbers:

- Announcement Mailbox (800, 801, 808) (8000, 8001, 8008 in Protegé[®] XTX). Sprint Digital Voice plays the Announcement that you record for the Announcement Mailbox. Using the example on the previous page: you want callers to press Key 5 to listen to recorded directions to your company. First, you record the directions in a Announcement Message for Announcement Mailbox 800,801 or 808. Second, in the Dial Action Table, you assign the MG action (Go to a Pre-Defined Mailbox) and the number 800, 801 or 808 to Key 5.
- Call Routing Mailbox (802, 803, 804, 807, 809) (8002, 8003, 8004, 8007, and 8009 in the Protegé XTX). The voice mail plays the Main Greeting that you record for the Call Routing Mailbox, then lets the caller use the dialing options in the associated Dial Action Table. Keep in mind that Call Routing Mailboxes 802, 803, 804, 807, and 809 have Dial Action Tables 1, 2 3, 4, and 5 respectively.
- Distribution Mailbox (805) (8005 in the Protegé XTX). The voice mail lets the caller record a message that will be automatically distributed to all subscriber mailboxes.

Caller-Dialed Go to a Mailbox (CG, 24)

This feature lets the caller dial mailbox numbers to go to those mailboxes. Assign CG to Key 8, which is the first digit of the available mailbox numbers in the system. There is no need to assign a number to the CG action. See action MG (above) for the types of mailboxes that the caller can dial.

The CG action is frequently used to let a caller dial 800, 801 or 808 (during the Main Greeting) to listen to the Announcement Message that is recorded for Announcement Mailbox 800, 801 or 808. If you use CG in this way, make sure that you record an announcement for the Announcement Mailbox.

Setting Up a Dialing Options Menu (cont'd)

The difference between screened and unscreened transfers is in how an incomplete transfer is handled. An incomplete transfer is the transfer of an incoming call to an extension that does not pick it up. The phone system handles an incomplete unscreened transfer, such as an unanswered transfer. Sprint Digital Voice handles an incomplete screened transfer.

Pre-Defined Extension Transfer [Screened] (ET, 38)

This feature lets the caller press one key to make a screened transfer to a pre-defined Subscriber extension.

If the transfer is incomplete, the voice mail will retrieve the call after approximately three rings and lets the caller leave a message or return to the Automated Attendant Main Greeting Menu. A screened transfer will not ring an extension at all if:

- The extension's subscriber mailbox has Auto Attendant Do Not Disturb on. To turn it off, *see Recording a Mailbox Greeting* in the User's Guide.
- The Subscriber extension blocks Automated Attendant Transfers. To block these transfers, *see Blocking Automated Attendant Calls* in this guide.
- The extension is busy, not installed or in Do Not Disturb. If the extension is busy, the voice mail says **Extension XXX** (or recorded mailbox name) **is busy. To leave a message, press one. For other options, press two.** If the extension is in Do Not Disturb, the voice mail says **Extension XXX is not available. To leave a message, press one. For other options, press two** (plays the Automated Attendant Main Greeting).

Caller-Dialed Extension Transfer [Screened] (CT, 28)

This feature lets the caller dial the extension number to which to transfer the call. You can assign CT to the key that corresponds to the first digit of the phone system extension numbers. There is no need to assign a number to the CT action. For example, assigning CT to Key 3 lets a caller dial 3XX to make a screened transfer to extensions 3XX.

If the transfer is incomplete, the voice mail retrieves the call after approximately three rings and lets the caller leave a message or return to the Main Menu. A screened transfer will not ring an extension at all if:

- The extension has Auto Attendant Do Not Disturb on. To turn it off, *see Recording a Mailbox Greeting* in the User's Guide.
- The Subscriber extension blocks Automated Attendant Calls. *See Blocking Automated Attendant Calls For An Extension* in this guide.

The extension is busy, not installed, or in Do Not Disturb. If the extension is busy, the voice mail says **Extension XXX** (or recorded mailbox name) **is busy. To leave a message, press one. For other options, press two.** If the extension is in Do Not Disturb, the voice mail says **Extension XXX is not**

Setting Up a Dialing Options Menu (cont'd)

available. To leave a message, press one. For other options, press two.

Unscreened (Blind) Transfer to a Pre-Defined Extension (UX, 89)

This feature lets the caller press one key to make an unscreened transfer to a specific Subscriber extension. If the transfer is incomplete, the phone system will handle the call.

Unscreened Transfers to Caller-Dialed Extensions (UC, 82)

This feature lets the caller dial extension numbers to make unscreened transfers to those extensions. Assign UC to the first digit of the extension numbers. There is no need to assign a number to the UC action. If the transfer is incomplete, the phone system will handle the call.

Message Recording For a Pre-Defined Subscriber Mailbox (MR, 67)

This feature lets the caller press one key to leave a message in a specific subscriber mailbox. The voice prompt for assigning this key action is **Record a message for a pre-defined mailbox**. The number for this action is simply the desired subscriber mailbox number.

After pressing a key with this assignment, a caller hears **At the tone, you can leave a message for extension XXX**.

Message Recording 2 For a Pre-Defined Subscriber Mailbox (CR, 27)

This feature lets the caller press one key to leave a message in a specific subscriber mailbox. You will **not** hear a voice prompt for assigning this key action. The number for this action is simply the desired subscriber mailbox number.

After pressing a key with this assignment, a caller hears **Recording** followed by a beep.

Directory Dialing Using First Names (DF, 33) or Last Name (DL, 35)

This feature lets the caller press one key to access Directory Dialing **either** by First Names **or** by Last Names. There is no need to assign a number to the DF or DL action. After pressing the key, the voice mail lets the caller dial the first few letters of a Subscriber's first name or last name to transfer to the Subscriber's extension. The voice mail's voice prompts guide the caller through the name-dialing process. Only one Directory Dialing scheme is available per system, so that you can select Direct Dialing **either** by First **or** by Last Names, but you cannot use both.

The voice mail makes the type of transfer (screened or unscreened) that you have selected in the Dial Action Table.

Make sure that you assign (program) a name for each subscriber mailbox. Otherwise Directory Dialing simply will not work.

In addition, if you assign the same name to two or more subscriber mailboxes, you will also have to record a name for each subscriber mailbox. If someone dials one of these names,

Setting Up a Dialing Options Menu (cont'd)

the voice mail will say **For person A, dial ____**, **For person B, dial ____**, where **person A** and **person B** are the recorded names for each Subscriber's Mailbox.

Hang up (HU, 48)

This feature allows a caller to press one key to terminate the call. You do not assign a number to the HU action.

You will **not** hear voice prompt for assigning this key action.

Undefined Key (UK, 85)

This feature removes the action and number assigned to a key.

Restore Default Parameters (RD, 73)

This feature restores the default actions to the keys. See default settings on the next page.

Enter these codes For this special entry:

*F	Flash
*S	Wait for any type of sound
*P	Non-monitored pause (the voice mail pauses two seconds, dials next digit.)
**	* (star key)
*#	# (pound key)
*1	[(open bracket)
*5] (close bracket)
*6	X (use *6 to enter an X for an extension number. For example, for three-digit extension numbers, enter *6*6*6.

Setting Up a Dialing Options Menu (cont'd)

Default

The actual defaults for Keys 1-8 depends on the phone system that you integrate with Sprint Digital Voice.

- Key 0 (UX) Unscreened transfer to the lowest numbered extension (for Dialing Options Menu 1,4, and 5)
(MR) Message Record for lowest numbered extension (for Dialing Options Menu 2 and 3).
- Key 1-8 Either Unscreened transfer (UX) or Undefined (UK) to any extension the caller dials. Unscreened Transfer is assigned only to the keys that match the first digit of the extension numbers. For example, if the extensions are 10-26, Unscreened transfer is assigned to Keys 1 and 2. Keys 3-8 are assigned with Undefined (UK).
- Key 9 Hang up call.
- Key * Leave "Quick Message" in caller-dialed mailbox. That is, the caller dials * (star), then a subscriber mailbox number to leave a message in that mailbox. The call goes directly to the Subscriber's greeting.
- Key # Log onto a subscriber mailbox. That is, the caller dials #, then a subscriber mailbox number to log onto that mailbox and listen to their messages and/or use other voice mail User Features.
- Time-out (UX) Unscreened transfer to the lowest numbered extension (for Dialing Options Menu 1, 4, and 5).
(CR2) Message Record for the lowest numbered extension (for Dialing Options Menu 2 and 3). This means that after Time-Out, an Automated Attendant caller hears, **Recording**, followed by a beep.

Example

Extension 22 is for your Sales person, and you want callers to be able to press 1 to make a transfer to that extension. To set this up in Dial Action Table programming, you would do the following:

1. Select the action UX. The code UX is for **Unscreened (Blind) Transfer to a Pre-Defined Extension**.
2. Select the number: 22.
3. Press the key for the action: one

The result is as follows: When the caller presses key 1, the Automated Attendant transfers the call to Extension 22. In the Instruction Menu, you would typically say, **For sales, press one**.

Setting Up a Dialing Options Menu (cont'd)

Notes

- The actions for Keys 9, * and # cannot be changed.
- To assign an action and number to the Time-out function, you must press the * key when the voice mail asks you to **Please press the key for this action.**
- If a caller records a message using a Distribution Mailbox, the message goes into each subscriber mailbox whether or not there is an associated extension. You should set the Message Storage Limit to zero (0) for subscriber mailboxes that do not have extensions.
- The default actions for Key 0 and Time-Out are different in Dial Action Tables 1, 4, and 5 than in Dial Action Tables 2 and 3. In Dial Action Tables 1, 4, and 5, Key 0 is set up so that when callers press Key 0, they are transferred to the lowest numbered extension. The Time-Out function is set up so that if callers do not press a touchtone digit at the end of the Main Greeting, they are transferred to the lowest numbered extension.

Dialing Options Menus 2 and 3 are used with Call Routing Mailboxes 803 and 804. The schedule for playing the Main Greeting for these Call Routing Mailboxes is Monday-Friday, starting at 5 p.m. This is after regular business hours for many companies. As a result, an operator may not be present to answer the phone. For this reason, in Dial Action Tables 2 and 3, Key 0 is set up so that when callers press the key, they can record a message for the lowest numbered extension. They hear either the recorded greeting for that the Subscriber or, the default prompt, **At the tone, record a message for extension XXX.** The Time-Out function is set up so that if callers do not dial a touchtone digit at the end of the Main Greeting, they can record a message for the lowest numbered extension. They hear, **Recording**, followed by a beep.

Setting Up a Dialing Options Menu (cont'd)

Programming Instructions

To set up the dialing options in a Dial Action Table:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management Menu.
6. Press DA (3 2) for Automated Attendant Dial Action Tables.
7. Select a Dial Action Table number (1, 2, 3, 4 or 5).
8. Follow the voice prompts.

Related Programming

- To record the Announcement Message for an Announcement Mailbox (that is part of the CM or CG action), see *Recording an Announcement Message* in this chapter.
- For Directory Dialing, make sure that you have assigned either a first or a last name to each Subscribers Mailbox. For instructions, see *Assigning a Mailbox Name* in this guide. For Directory Dialing by First Names, assign to each mailbox the **first name** of the Subscriber to whom it belongs. For Directory Dialing by Last Names, assign to each mailbox the **last name** of the Subscriber to whom it belongs. If you assign the same name to two or more mailboxes, record a name for each subscriber mailbox. For instructions, see *Recording a Subscriber's Mailbox Name* in this guide.
- To let callers know about the options in a Dial Action Table, you must record a Main Greeting for the corresponding Call Routing Mailbox. For instructions, see *Recording the Main Greetings* in this chapter.

Recording an Announcement Message

Description

An Announcement Message is recorded for an Announcement Mailbox or the UCD Overflow Announcement Mailbox. An Announcement Message typically plays some type of information (movie schedules, sales promos, insurance rates, directions) for Automated Attendant callers. When the Announcement finishes playing, the caller goes back to the Automated Attendant Instruction Menu.

Default

No Announcement Messages

Example

It is common to record your business hours or directions to your business in an Announcement Message.

Notes

- There are three Announcement Mailboxes in the system: 800, 801, and 808. However, Announcement Mailbox 808 is intended for UCD Overflow. **Therefore, after the announcement recorded for Mailbox 808 plays, the voice mail hangs up.** The caller remains in the UCD group.
- If your phone system supports and you have set up UCD Overflow, use 808 for that feature.
- The Announcement Message can be up to five minutes long.
- Protegé® XTX has four digit extension numbers (Announcement Mailboxes are 8000, 8001, and 8008).

Programming Instructions

To record an Announcement Message:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial Sprint Digital Voice outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator menu.
6. Press AN (2 6) for Announcement Message.
7. Follow voice prompts.

Related Programming

To let an Automated Attendant caller access the Announcement, you must assign the Announcement Mailbox to a key in a Dial Action Table. See *Setting Up a Dialing Options Menu* in this chapter.

Setting Up UCD Overflow Announcement/Reroute

You can customize Sprint Digital Voice for UCD.

If you program the Protegé® system for UCD Overflow to the voice mail, callers waiting in a UCD group hear an announcement (such as, **All agents are currently busy. Please stay on the line and the first available agent will be with you shortly**). After the announcement is played, the voice mail hangs up, and the caller remains in the group.

If you program the Protegé system with the voice mail as the UCD rerouting destination, callers in a UCD group are then rerouted to a voice mail Call Routing Mailbox. The Dial Options Menu (Dial Action Table or DAT) that corresponds to the Call Routing Mailbox can be set up so that callers can press a key to leave a message for a specific mailbox, transfer to a specific mailbox, or transfer to another group.

Default

UCD Overflow is not set up.

Notes

- Program your Protegé system with the voice mail hunt group as the overflow destination
- Use Announcement Mailbox 808 for the UCD Overflow Announcement Message.
- The Announcement Message can be up to five minutes long.
- Use Call Routing Mailbox 809 for the UCD Re-Route.
- The Dial Action Table 5 is used with Call Route Mailbox 809 (8009 for XTX).
- Protegé XTX has four digit extension numbers (the Announcement Mailbox is 8008 and the Call Routing Mailbox is 8009).

Programming Instructions

To set up the UCD Overflow Announcement

1. Set up your phone system for UCD hunting. The voice mail should be set up as the overflow.
2. Record an announcement message for Announcement Mailbox 808 (8008 in the Protegé XTX). See page 22 for instructions.

To set up the UCD Rerouting

1. Set up your phone system for UCD hunting. The voice mail should be set up as the rerouting destination.
2. The destination will be Call Routing Mailbox 809 (8009 in the Protegé XTX). Its corresponding Dial Action Table is five. Set up DAT 5 with the options that should be available to callers. See page 15 for instructions.

Creating a System Administrator Programming Extension

Description

Sprint Digital Voice lets you convert any Subscriber extension into a Sprint Digital Voice Administrator extension. A System Administrator extension can be used to program all the voice mail system features in this guide. In addition, a System Administrator extension has access to all features of a subscriber mailbox.

Default

The lowest numbered extension is automatically set up as a permanent System Administrator extension.

Example

Suppose it is more convenient to program Sprint Digital Voice from Extension 11 than Extension 10. Simply use the programming instructions below to make Extension 11 into a System Administrator extension. Then you can log onto subscriber mailbox 11 (in the normal way), and use the instructions in this guide to access the programming menus. These menus let you record Main Greetings, assign names to mailboxes, set up dialing menus for callers, etc.

Notes

- You cannot remove the System Administrator capabilities from the lowest numbered extension.
- System Administrators should program their mailboxes with security codes.
- Set up a System Administrator mailbox for use by your vendor for emergency purposes.

Programming Instructions

To set up another System Administrator extension from the lowest numbered extension:

1. Log onto System Administrator Mailbox (the lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press SA (7 2) for System Administrator.
8. Follow the voice prompts.

Related Programming

To assign a Security Code to any subscriber mailbox (including one that has been converted into a System Administrator), see the User's Guide.

Enabling or Disabling a Message Lamp

Description

The Message Lamp feature determines whether or not the voice mail will inform Subscribers that they have received new messages in their mailboxes. Sprint Digital Voice may light the Message Lamp on key phones.

Default

Message Lamp is enabled for all Subscriber extensions.

Example

If you disable the Message Lamp at an extension, that extension user will not know that the mailbox has new messages. Instead, extension users will have to periodically log onto their mailbox to check their messages.

Notes

In order for the Message Lamp to light, a port from the Phone System must be connected to voice mail port two on Sprint Digital Voice cabinet. See the Quick Start Guide for details.

Programming Instructions

To enable or disable the Message Lamp:

1. Log onto System Administrator Mailbox (the lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press MW (6 9) for Message Wait lamp.
8. Follow the voice prompts.

Related Programming

None

Blocking Automated Attendant Calls

Description

This feature prevents an Automated Attendant caller from reaching the Subscriber extension. Sprint Digital Voice lets the caller leave a message. Or, voice mail can automatically re-route the blocked caller to another extension.

Default

Automated Attendant calls are not blocked.

Example

You may want to block Automated Attendant calls to the company president's extension and re-route them to an assistant's phone.

Notes

- The voice mail will re-route the blocked caller only if you assign a Next Call Routing Mailbox to the Subscriber extension. See *Related Programming* below.
- When a Next Call Routing Mailbox is set up for the Subscriber extension, the voice mail re-routes the caller using the Key zero (0) assignment in the Next Call Routing Mailbox's Dial Action Table. See *Related Programming* below.
- You should block Automated Attendant calls for any subscriber mailbox that does not have a physical extension or for any extension that does not have a Subscriber mailbox connected to it.

Programming Instructions

To Block Auto Attendant calls for an extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox programming.
7. Press BA (2 2) for Block Auto attendant calls.
8. Follow the voice prompts.

Related Programming

To ...	See... in this guide
assign a Next Call Routing mailbox to a subscriber extension	Re-routing a Subscriber's Callers
assign Key 0 to reach another extension	Setting Up a Dialing Options Menu
set the Message Limit to 0 for subscriber mailboxes that will not have access to voice mail.	Setting the Message Limit for a Subscriber's Mailbox

Using Forced Unscreened Transfer

Description

In Sprint Digital Voice when it is set up for screened Automated Attendant transfers to all extensions, you can use the Forced Unscreened Transfer feature to force an extension to receive unscreened (blind) Automated Attendant transfers instead of screened ones.

Default

Forced Unscreened Transfers are disabled.

Example

You may want to assign Forced Unscreened Transfers to the receptionist's extension or to an extension that is connected to a fax machine.

Notes

- An incomplete transfer is the transfer of an incoming call to an extension that does not pick it up. The difference between screened and unscreened transfers is in how an incomplete transfer is handled. The phone system handles an incomplete unscreened transfer. The voice mail handles an incomplete screened transfer. In a voice mail screened transfer, the caller hears the voice prompts, **To leave a message, press one. For other options, press two.**
- At default, Protegé[®] does not perform screened transfers. The phone system, through its programming, determines how a call is transferred. If there is an application that would use Forced Unscreened Transfer, then this feature is available.

Programming Instructions

To enable or disable Forced Unscreened Transfer for an extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press UX (8 9) for forced Unscreened Transfer.
8. Follow the voice prompts.

Related Programming

To ...	See... in this guide
set up unscreened or screened Automated Attendant transfers on a system-wide basis	Setting Up a Dialing Options Menu

Assigning a Mailbox Name

Description

This feature assigns a name to a subscriber's voice mailbox. The mailbox number is often the subscriber's extension. The name is used for Directory Dialing (dialing by name). When Automated Attendant callers dial the first few letters of a mailbox name, they transfer to the extension corresponding to the name they dialed.

Default

No subscriber mailboxes have names.

Example

Suppose Directory Dialing by first name is set up in your Sprint Digital Voice. If you assign the name **Michael** to extension 11, Automated Attendant callers can dial **M I C** on the dial pad to transfer to his extension.

Notes

If Directory Dialing by first name is enabled, make sure to assign the extension users' first names to their mailboxes. Likewise, if Directory Dialing by last name is enabled, assign extension users' last names to their mailboxes.

Programming Instructions

To assign a name to a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press NP (6 7) for mailbox Name Programming.
8. Follow the voice prompts.

Related Programming

To ...	See... in this guide
enable Directory Dialing	Setting Up a Dialing Options Menu

Re-Routing a Subscriber's Callers

Description

Sprint Digital Voice can re-route a caller who tries to reach a Subscriber extension. There are two different scenarios:

- If the caller tries to reach a Subscriber extension and that extension has blocked Automated Attendant calls, the voice mail can automatically re-route the caller to another extension.
- If the caller actually enters the subscriber mailbox to leave a message, the voice mail can let the caller manually dial 0 (before or after the beep) to re-route the call to another extension.

Sprint Digital Voice allows this type of re-routing only if a Call Routing Mailbox (802, 803, 804, 807, 809) is assigned to the subscriber mailbox. This Call Routing Mailbox is referred to as a Next Call Routing Mailbox. Then you must work with the Next Call Routing Mailbox's Dial Action Table (1, 2, 3, 4, or 5 respectively). The voice mail will re-route the caller, using the action and number that is assigned to Key 0 in that Dial Action Table.

Default

- Call Routing Mailbox 802 using Dial Action Table 1 is assigned to each subscriber mailbox.
- The voice mail will automatically re-route a blocked Automated Attendant caller to the lowest numbered extension.
- If a caller enters the subscriber mailbox to leave a message, the voice mail will let a caller manually dial 0 to re-route the call to the lowest numbered extension.

Call Routing Mailbox 802 (with Dial Action Table 1) (8002 in Protege[®] XTX) is assigned as the Next Call Routing Mailbox for each subscriber mailbox. Key 0 is set up for unscreened transfer, which is the Extension Transfer (ET) action, to the lowest numbered extension.

Example

If you assign Call Routing Mailbox 803 as the Next Call Routing Mailbox, you will have to program Key 0 in Dial Action Table 2.

Notes

- If the same Call Routing Mailbox is used as an Answering Schedule and as a Next Call Routing Mailbox, the Key 0 action will be available for incoming Automated Attendant callers as well as callers who try to reach the Subscriber who has the Next Call Routing Mailbox.
- To prevent both re-routing scenarios described above, make sure that Key 0 is undefined in the Next Call Routing Mailbox's Dial Action Table.

Programming Instructions

To assign a different Next Call Routing Mailbox to a Subscriber extension:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press NC (6 2) for Next Call routing mailbox.
8. Follow the voice prompts.

Related Programming

To ...	See... in this guide
assign an action and number to Key 0 in a Dial Action Table	Setting Up a Dialing Options Menu
block Automated Attendant calls to a Subscriber extension	Blocking Automated Attendant Calls

Setting the Message Limit for a Subscriber's Mailbox

Description

This feature allows the System Administrator to change the maximum number of messages that are stored in a subscriber mailbox.

This feature is useful when you have a mailbox that does not have an extension associated with it. The message limit on an unassigned mailbox should be set to zero (0). Since the Distribution Mailbox is set up to distribute a message to all subscriber mailboxes (even those without corresponding extensions), setting the Message Limit to zero (0) prevents unused mailboxes from receiving these messages.

For the limit, you can specify a value from to zero (0) to 300.

Default

25 Messages

If you have a phone system with less than 50 extensions, you still have 50 subscriber mailboxes available. The remaining Mailboxes are set up with a Message Limit of zero (0).

Example

A subscriber mailbox is not used and does not have an extension associated with it. Setting the Message Limit to zero (0) will prevent this mailbox from receiving messages. Later when the mailbox is used and a Subscriber logs on for the first time, the mailbox will not contain old messages from the Distribution Mailbox.

Notes

- **For each extension that will not have access to voice mail, set the corresponding Subscriber Mailbox Message Limit to 0.**
- If a mailbox (which was previously not used) is finally installed, remember to change the Message Limit from zero (0) to a positive value (one to 300) so that the mailbox will receive messages.
- If you use a FAX machine, be sure to set the Message Limit to zero (0) for the extension connected to it.
- Protege® 3x8 mailboxes numbered 810 to 844 are defaulted to zero (0).

Programming Instructions

To change the message limit of a particular Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.

Setting the Message Limit for a Subscriber's Mailbox (cont'd)

5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press ML (6 5) for Message Limit.
8. Follow the voice prompts.

Related Programming

To ...	See...
erase all the messages of a Subscriber by logging onto his/her mailbox	Logging Onto Your Mailbox and Using the Listening Options in the User's Guide.
prevent an invalid extension from receiving Automated Attendant calls	Blocking Automated Calls in this guide.
set up or change the number for the FAX machine	Changing the FAX Extension in this guide.

Removing an Extension

Description

If you no longer need a particular Subscriber extension, remove it from service in your Protegé[®] system. Perform the following steps for the subscriber mailbox associated with the extension:

- Erase the recorded Mailbox Greeting and Mailbox Name, if any, after logging onto the subscriber mailbox.
- Erase any messages in the subscriber mailbox.
- Change the mailbox message limit to 0.

After you unplug the phone, the corresponding subscriber mailbox will still be associated with the port, since removing a Subscriber extension does not remove the subscriber mailbox from Sprint Digital Voice.

Default

N/A

Example

If you unplug a phone that corresponds to extension 11, subscriber mailbox 11 is still associated with extension 11.

Notes

For any invalid (uninstalled) extension, you should enable Block Auto Attendant for that extension, and assign Key 0 to transfer calls to the operator (in the Next Call Routing Mailbox's Dial Action Table). Then callers who dial invalid mailbox numbers will be routed to the operator.

Programming Instructions

N/A

Related Programming

To ...	See...
erase all of a Subscriber's messages without logging onto the Subscriber's mailbox	Erasing All Subscriber Messages in this guide.
erase all of a Subscriber's messages by logging onto the Subscriber's mailbox	Logging Onto Your Mailbox and Using the Listening Options in voice mail User's Guide.
prevent an invalid extension from receiving Automated Attendant calls	Blocking Automated Attendant Calls in this guide.
re-route a caller who has dialed an extension	Re-routing a Subscriber's Callers in this guide.
set up Key 0 to route to the operator	Setting Up a Dialing Options Menu, in this guide.

Deleting a Subscriber Mailbox Security Code

Description

This feature lets you delete the Security Code of a subscriber mailbox.

Default

No Security Code.

Example

You will need to delete Mailbox Security Codes if Subscribers forget them, and therefore cannot log onto their mailboxes. Once you delete the Security Code, the Subscriber can log onto the mailbox and select a new Security Code.

Notes

N/A

Programming Instructions

To delete a Mailbox Security Code:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management menu.
6. Press MP (6 7) for subscriber Mailbox Programming.
7. Press DS (3 7) for Delete Security code.
8. Follow the voice prompts.

Related Programming

To ...	See...
assign a Security Code to a subscriber mailbox	the User's Guide.

Erasing All Subscriber Messages

Description

This feature erases all the messages in a specific subscriber mailbox.

Default

N/A

Example

- This feature is handy when an installed extension is no longer needed, or a new person is taking over the mailbox. If there are any messages left in its subscriber mailbox, you can erase them to free up message storage space.
- You can also use this feature to erase all messages in subscriber mailboxes that do not have extensions/users associated with them. Unless the Message Limit is set to zero (0), these subscriber mailboxes will continue to receive any messages sent to the Distribution Mailbox. (The Distribution Mailbox distributes a message to each subscriber mailbox, regardless of whether an extension is associated with it.)

Notes

N/A

Programming Instructions

To erase all the messages in a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press EM (3 6) for Erase All Subscriber Messages.
7. Follow the voice prompts

Related Programming

To ...	See... in this guide.
erase all messages (including Instruction Menus, Announcement Messages, etc.),	Initializing (Erasing) All System Messages
set a limit on the number of messages	Setting the Message Limit for a Subscriber's Mailbox

Recording a Subscriber Mailbox Name

Description

You can record a name for a subscriber mailbox. A mailbox name replaces the mailbox number (or corresponding extension number) in Sprint Digital Voice prompts. Subscribers should record their own names through their mailboxes (see the User's Guide for instructions). However, you may want to record their names for them.

Default

No names are recorded.

Example

If you record the name John Smith for extension 12, and John does not answer an Automated Attendant call, Sprint Digital Voice will say **John Smith does not answer** instead of **Extension 12 does not answer**.

Notes

The maximum interval for recording a name is 10 seconds.

Programming Instructions

To record a name for a Subscriber Mailbox:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press N (6) for Mailbox Names.
7. Follow the voice prompts.

Related Programming

None

Changing the FAX Extension

Description

You can connect a FAX machine to one of the phone system extensions (if your phone system allows it). When an outside party calls in and the voice mail detects FAX calling tone (CNG 1100Hz), the FAX call is transferred to the extension connected to the FAX machine. Seven seconds is required to give the voice mail enough time to detect FAX calling tone.

Default

None

Example

You want to connect extension 12 to the FAX machine.

Notes

- You can use only one extension for a FAX machine on the Protege[®] 3x8.
- Set the Message Storage Limit to zero (0) to disable the mailbox.

Programming Instructions

To change the extension that is connected to a FAX machine:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management Menu.
6. Press FT (3 8) for FAX Transfer.
7. Follow the voice prompts.

Related Programming

To ...	See... in this guide
change the Message Storage Limit	Setting the Message Storage Limit of a Subscriber's Mailbox

Setting the System Time

Description

This feature sets the time in the voice mail system.

Default

The System Time is not set.

Example

N/A

Notes

The System Time in Sprint Digital Voice and the phone system must be set to the same value.

Programming Instructions

To set the System Time:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press TI (8 4) for System Time.
7. Follow the voice prompts.

Related Programming

To ...	See... in this chapter
set the System Date	Setting the System Date

Setting the System Date

Description

This feature sets the date in Sprint Digital Voice.

Default

The System Date is not set.

Example

N/A

Notes

The System Date in Sprint Digital Voice and the phone system must be set to the same value.

Programming Instructions

To set the System Date:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press DT (3 8) for System Date.
7. Follow the voice prompts.

Related Programming

To ...	See... in this chapter
set the System Time	Setting the System Time

Getting the System Version Number

Description

This feature plays the system version number for Sprint Digital Voice.

Default

You will hear a recorded message telling you the software version in Sprint Digital Voice.

Example

You may need to know the System Version Number for troubleshooting purposes.

Notes

N/A

Programming Instructions

To get the System Version Number:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press SA (7 2) for System Administrator Menu.
6. Press SV (7 8) for System Version.
7. Follow the voice prompts.

Related Programming

None

Initializing (Erasing) All System Messages

Description

This feature initializes (erases) the message database. All personal (Subscriber) messages and system recordings, such as a Main Greeting/Instruction Menu, will be erased. The default prompt, if any, will be replaced.

Default

N/A

Example

If you initialize the system messages, your customized Main Greeting will be erased. The voice mail will replace it with the default Main Greeting with **Thank you for calling. If you are calling from a touchtone phone . . .**

Notes

The System Administrator's mailbox must have a security code in order to initialize the message database.

Programming Instructions

To initialize the system messages:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (3 6) for Database Management Menu.
6. Press SI (7 4) for System Initialization.
7. Follow the voice prompts for initializing the message database.

Related Programming

To	See... in this guide.
erase only messages in a specific subscriber mailbox	Erase All Subscriber Messages

Restoring the Initial (Default) System Settings

Description

This feature initializes the entire Sprint Digital Voice database. All personal (Subscriber) messages and system recordings, such as a Main Greeting, will be erased. The default prompt, if any, will be replaced. In addition, all programmable options will be set to their default values.

Default

N/A

Example

You may have to initialize the system if it does not operate correctly due to improper programming.

Notes

The System Administrator's mailbox must have a security code in order to initialize Sprint Digital Voice database.

Programming Instructions

To restore the initial (default) system settings:

1. Log onto System Administrator Mailbox (lowest numbered extension) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Wait for the voice mail to answer. Dial Security Code, if requested.
6. Press DM (3 6) for Database Management Menu.
7. Press SI (7 4) for System Initialization.
8. Follow the voice prompts.

Related Programming

To ...	See... in this chapter.
initialize (erase) only the personal (Subscriber) and system messages	Initializing (Erasing) All System Messages

Changing the Phone System Integration and Starting Extension Number

Description

This feature changes the Protegé® system used with Sprint Digital Voice. It also changes the starting extension number in the numbering plan.

Default

In a new installation, the default phone system is the Protegé 3x8. If you enter a code for the Protegé CTX/MTX/LTX or XTX phone systems, Sprint Digital Voice prompts you with the starting extension and trunk numbers for that phone system.

Example

You are installing a Protegé CTX phone system. You must change from the Protegé 3x8 system that Sprint Digital Voice recognizes as installed.

Notes

- If the system is a new installation, you **must** log onto extension 10 no matter which Protegé system you are installing.
- You will hear the default starting trunk number. It is recommended that you do not change the numbering unless the trunks start with a different number. Sprint Digital Voice software uses these mailboxes for processing inbound call information.

Programming Instructions

To change the phone system integration:

1. Log onto System Administrator Mailbox (the lowest numbered extension, which is Extension 10 in the Protegé 3x8) as follows:
Dial voice mail outside number or extension number.
2. If you hear Main Greeting, dial # (or other logon code).
Otherwise, go to step three.
3. If requested, dial mailbox number.
4. If requested, dial Security Code.
5. Press DM (36) for Database Management Menu.
6. Press SI (74) for System Initialization.
7. Press 3 to Initialize Sprint Digital Voice database for a particular phone system. Enter the number corresponding to the correct Protegé system:
 - 1 - Protegé 3x8
 - 2 - Protegé CTX/MTX/LTX
 - 3 - Protegé XTX
8. Dial #, and follow the voice prompts.
A voice prompt will provide you with the starting extension number of the phone system that you are installing. You will be told to change this number if desired.

You will also hear a prompt for the starting trunk number. It is recommended that you do not change these.

Related Programming

None

Changing Ranges of Mailboxes in the Numbering Plan

Description

This feature allows you to change several ranges of mailbox numbers upon installation. When you first install Sprint Digital Voice, the system automatically assigns numbers to the subscriber mailboxes. Generally, these numbers start at the lowest numbered extension and continue in sequence until the total number of mailboxes reaches 50.

However, some phone systems have fewer than 50 extensions. For these systems, Sprint Digital Voice provides subscriber mailbox numbers that correspond to the current phone system numbering plan. Since the total number of subscriber mailboxes equals 50, remaining mailboxes should be equal to the difference between 50 and the actual number of extensions in your system. Generally these mailboxes are placed in the 800 range, starting with extension 810.

The Changing the Range of Mailboxes in the Numbering Plan feature allows you to modify the default numbering as described above if you desire to do so.

To create a range of mailboxes, you must use the System Configuration Management Program. You cannot change the range of mailboxes through a System Administrator Mailbox.

Default

In a new installation, the default phone system is the Protegé® 3x8. When you install a particular phone system, Sprint Digital Voice prompts you with the starting extension for that phone system. You then hear a prompt to change the phone system if you desire, followed by the prompt for the starting extension.

Example

You would use this feature if you want your mailboxes numbered 10 -15, 20 - 25 and 30 - 35 but Sprint Digital Voice automatically assigned your mailbox numbering as 10 through 59.

Notes

- You need a laptop computer or terminal to access the System Configuration Management Program. You cannot access this program through a System Administrator's Mailbox.
- After you create the ranges, you must re-initialize Sprint Digital Voice. Therefore, be sure to create all the ranges you require upon initial installation. If you add/change ranges at a later date, you will have to re-program the system. All users will then have to re-record their greetings, names, etc.

Programming Instructions

After you install Sprint Digital Voice, select the integration that you desire. Refer to Using a Laptop with the voice mail for instructions on accessing and using the System Configuration Management Program.

Chapter 5: Using Administrative and Maintenance Features

Related Programming

To ...	See...
change the phone system integration	Changing the Phone System Integration and Starting Extension Number in this chapter
access the System Configuration Management Program and create ranges of mailbox numbers	Using the Configuration Management Program in the Integration Guide
initialize the voice mail database	Restoring the (Initial (Default) System Settings in this chapter
initialize (erase) only the personal (Subscriber) and system messages	Initializing (Erasing) All System Messages

Monitoring Future Delivery Mailboxes

Description

Subscribers can record a message and have Sprint Digital Voice send it to other mailboxes at a future date and time. Future Delivery Messages are designed to remind subscribers of appointments.

The Future Delivery Message gets stored in Mailbox 806 until the date and time for delivery. Messages can be recorded and saved for up to one year in the future. The System Administrator can log onto the Future Delivery mailbox and erase the message before Sprint Digital Voice sends it when necessary.

Default

Mailbox 806 is empty.

Example

For instance, suppose you just found out that you must attend a meeting in two weeks. You can record a reminder message today and have the voice mail send it to you the day before the meeting.

Notes

- The System Administrators must assign a Security Code to this mailbox to gain access.

Programming Instructions

To log onto a Future Delivery Mailbox to listen to and/or erase a Future Delivery Message:

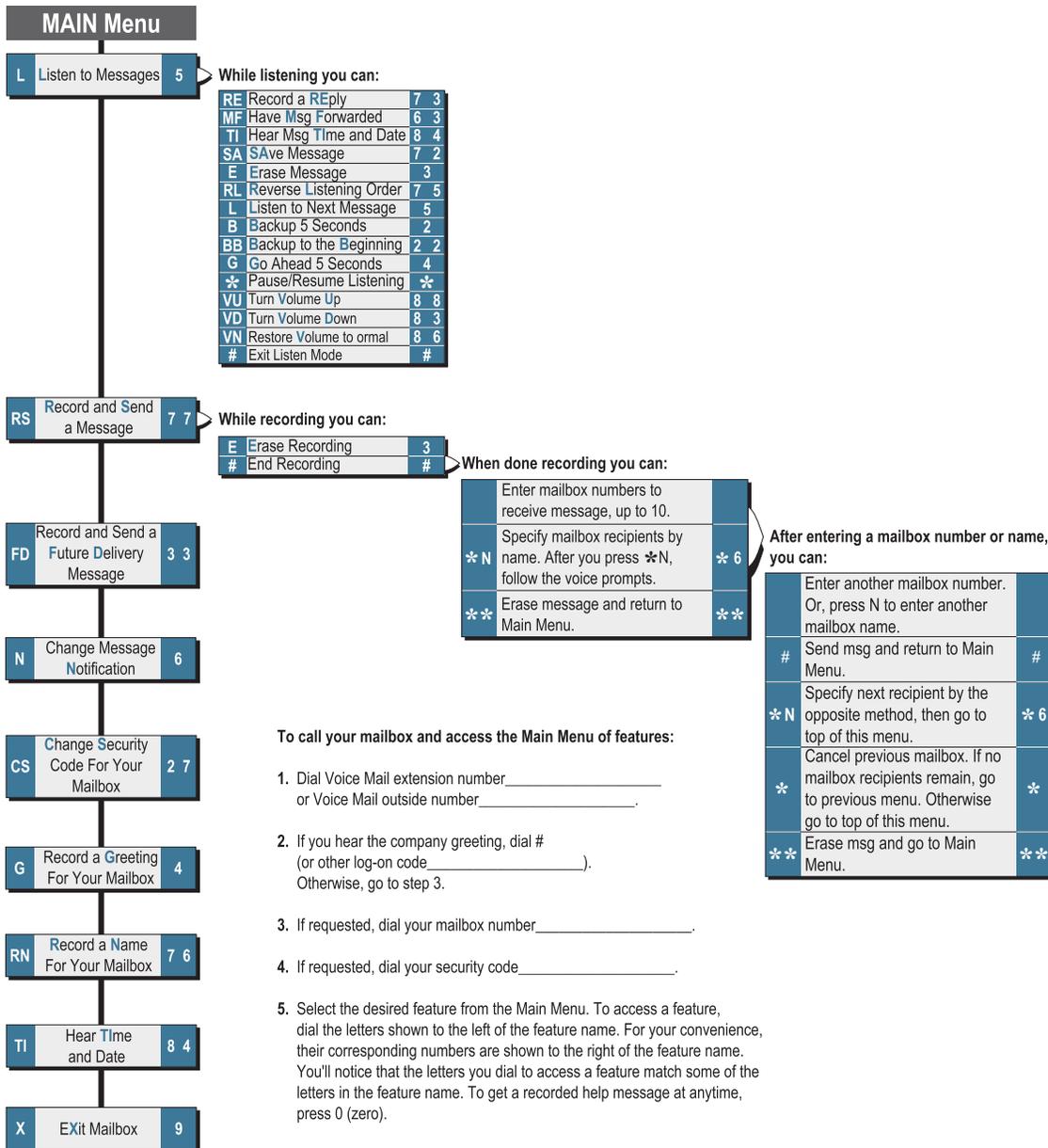
1. **From a System Administrator's Mailbox that has a Security Code:** Get intercom dial tone, dial Sprint Digital Voice extension, wait for the prompt *Please enter your Security Code*, then dial *.
From outside: Dial Sprint Digital Voice telephone number, wait for the Automated Attendant main greeting, dial #.
2. Dial Future Delivery Mailbox number (806).
3. Press L to listen to the messages. Press E to erase the desired message.

Related Programming

None

Appendix A, User Menu Tree

User's Menu



Appendix B, System Administrator Menu Tree

System Administrator Menu

System Administrator Menu	
I	<p style="text-align: center;">Instruction Menus</p> <p>An Instruction Menu is recorded for a Call Routing Mailbox, which answers your incoming calls. The Instruction Menu should do the following:</p> <ul style="list-style-type: none"> • Greet the caller. To figure out what an appropriate greeting should be, look at the Answering Schedule for that particular Call Routing Mailbox. For example, if the Call Routing Mailbox is placed in a schedule for weekday mornings, perhaps the Instruction Menu can start out with <i>Good Morning, thank you for calling XYZ company</i>. For more information on Answering Schedules, see the Database Management Menu. • List the available dialing options (e.g., <i>Press 1 for Sales, 2 for Technical Support</i>). The dialing options come from the Dial Action Table that is assigned to the Call Routing Mailbox. For more information on the Dial Action Table, see the Database Management Menu. <p>To record an Instruction Mailbox Menu, you have to enter a Call Routing Mailbox number. For your convenience, the Call routing Mailbox numbers (and their Dial Action Table assignments) are shown below.</p> <ul style="list-style-type: none"> Call Routing Mailbox 802 has Dial Action Table 1 Call Routing Mailbox 803 has Dial Action Table 2 Call Routing Mailbox 804 has Dial Action Table 3 Call Routing Mailbox 807 has Dial Action Table 4 Call Routing Mailbox 809 has Dial Action Table 5
AN	<p style="text-align: center;">Announcement Messages</p> <p>An Announcement Message is recorded for an Announcement Mailbox. An Announcement Message typically plays some type of information (movie schedule, sales promos, insurance rates) for Auto Attendant callers. When the Announcement finishes playing, the caller goes back to the Automated Attendant Instruction Menu. To record an Announcement Message, you will have to enter an Announcement Mailbox number (800, 801, or 808). (To let a caller hear the Announcement, you will have to assign the Announcement Mailbox to a key in a Dial Action Table. See the Database Management Menu.)</p>
N	<p style="text-align: center;">Mailbox Names</p> <p>A Subscriber Mailbox name replaces the mailbox number (or corresponding extension number) in voice prompts.</p>
EM	<p style="text-align: center;">Erase All Messages</p> <p>This feature erases all the messages in a specific Subscriber Mailbox.</p>
SO	<p style="text-align: center;">Answering Schedule Override</p> <p>This feature lets you change the Call Routing Mailbox (and therefore Instruction Menu) that is answering incoming calls. The selected Call Routing Mailbox (802, 803, 804, or 807) will answer calls until you turn Answering Schedule Override off. See also Answering Schedules on the Database Management Menu.</p>
TI	<p style="text-align: center;">System Time</p> <p>This feature sets the time in the Voice Mail system.</p>
DT	<p style="text-align: center;">System DaTe</p> <p>This feature sets the date in the Voice Mail system.</p>
SV	<p style="text-align: center;">System Version</p> <p>This feature plays the software version number for your Voice Mail system.</p>
#	<p style="text-align: center;">Exit Menu</p>

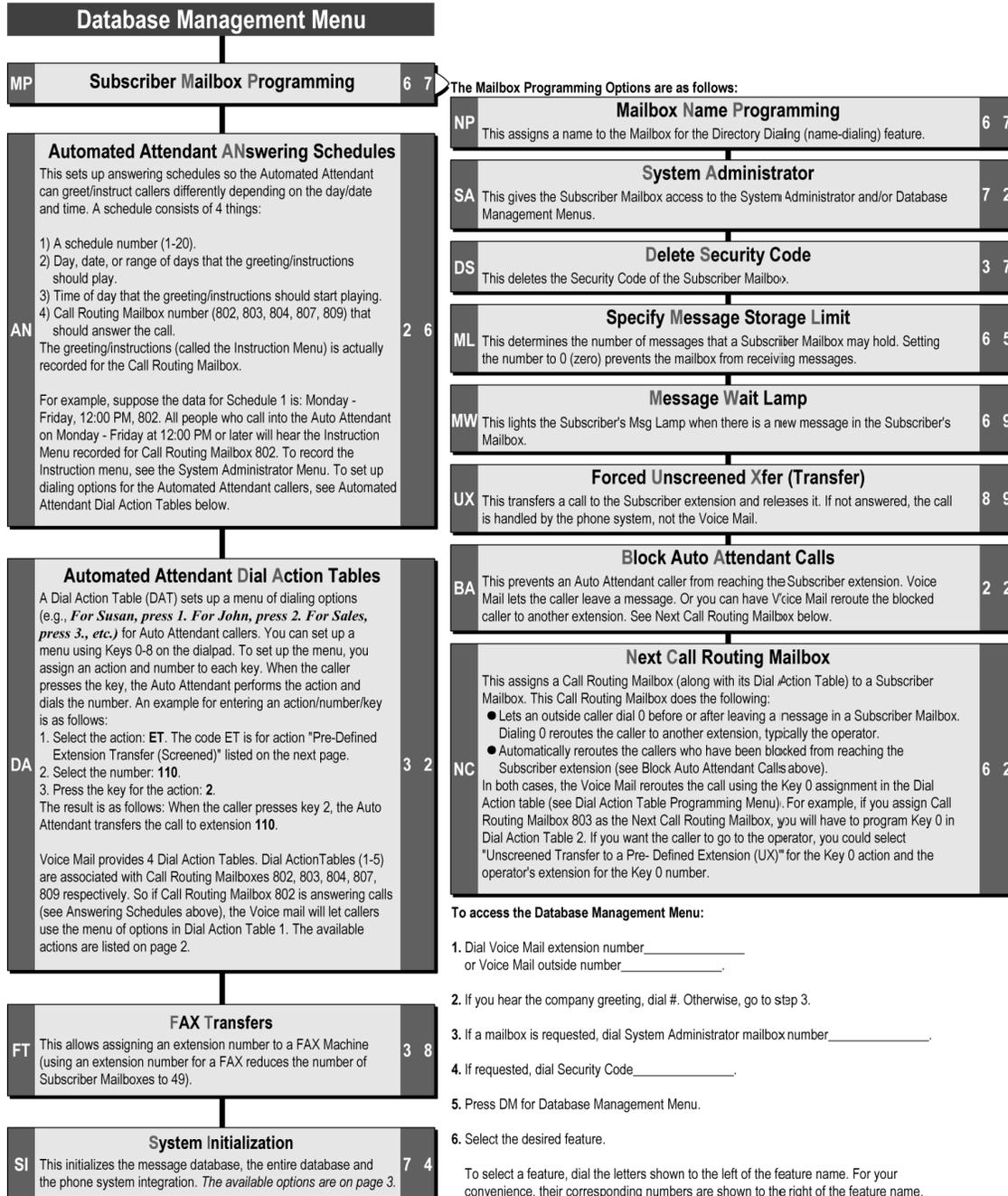
To access the System Administrator Menu:

1. Make sure you call into a System Administrator Mailbox. To convert a Subscriber Mailbox into a System Administrator Mailbox, see the Database Management Menu. By default, the lowest numbered extension is a System Administrator Mailbox.
2. Dial Voice Mail extension number _____ or Voice Mail outside number _____ or press Voice Mail Key _____.
3. If you hear the Instruction Menu, dial #. Otherwise, go to step 4.
4. If a mailbox is requested, dial System Administrator mailbox number _____.
5. If requested, dial Security Code _____.
6. Press SA for System Administrator Menu.
7. Select the desired feature.

To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

Appendix C, Database Management Menu Tree (1 of 3)

Database Management Menu



PN SPRINTDBM-1, MAY 2000

Appendix C, Database Management Menu Tree (2 of 3)

Dial Action Table Programming

Database Management Menu

**Automated Attendant
Dial Action Tables**

A Dial Action Table (DAT) sets up a menu of dialing options (e.g., *For Susan, press 1, For John, press 2, For Sales, press 3,* etc.) for Auto Attendant callers. You can set up a menu using Keys 0-8 on the dialpad. To set up the menu, you assign an action and number to each key. When the caller presses the key, the Auto Attendant performs the action and dials the number.

An example for entering an action/number/key is as follows:

DA 1. Select the action: **ET**. The code ET is for the action "Pre-Defined Extension Transfer (Screened)" listed to the right. 3 2

2. Select the extension number (for example, 110), press #.

3. Press the key for the action: 2.

The result is as follows: When the caller presses key 2, the Auto Attendant transfers the call to extension 110.

Voice Mail provides 5 Dial Action Tables. Dial Action Tables (1-5) are associated with Call Routing Mailboxes 802, 803, 804, 807 and 809 respectively. So if Call Routing Mailbox 802 is answering calls (see Answering Schedules), the Voice mail will let callers use the menu of options in Dial Action Table 1.

The available actions are as follows:

HP	<p style="text-align: center;">Hear Current Parameters For Keys</p> <p>This plays the current dial action assignments for the dialpad keys.</p>	4 7
MG	<p style="text-align: center;">Go to a Pre-Defined Mailbox</p> <p>This lets the caller press one dialpad key to go to a specific mailbox. You can enter the following mailbox numbers:</p> <ul style="list-style-type: none"> ● Announcement Mailbox (800, 808). Voice Mail plays the Announcement that is recorded for the Announcement Mailbox. To record the Announcement Message, see the System Administrator Menu. ● Call Routing Mailbox (802, 803, 804, 807 and 809). Voice Mail plays the Instruction Menu for the Call Routing Mailbox then lets the caller press a dialpad key to route their call. The dialing options are programmed in Dial Action Tables 1, 2, 3, 4 or 5 respectively. To record the Instruction Menu, see the System Administrator Menu. ● Distribution Mailbox (805). Voice Mail lets the caller record a message that will automatically be distributed to all Subscriber Mailboxes. ● Subscriber Mailboxes (50 total). Voice mail logs the caller onto that mailbox so the caller can listen to the messages in the mailbox and use other Voice Mail features. 	6 4
CG	<p style="text-align: center;">Caller-Dialed Go to a Mailbox</p> <p>This lets the caller dial mailbox numbers to go to those mailboxes. Assign CG to the 1st digit of the mailbox numbers. There is no need to assign a number to this action. See MG for the types of mailboxes that the caller can go to.</p>	2 4
ET	<p style="text-align: center;">Pre-Defined Extension Transfer (Screened)</p> <p>This lets the caller press one dialpad key to make a screened transfer to a specific Subscriber extension. If the transfer is incomplete, Voice Mail retrieves the call and lets the caller leave a message or return to the Auto Attendant Instruction Menu.</p>	3 8
CT	<p style="text-align: center;">Caller-Dialed Extension Transfer (Screened)</p> <p>This lets the caller dial extension numbers to transfer to those extensions. Assign CT to the 1st digit of the extension numbers. There is no need to assign a number to this action. If the transfer is incomplete, Voice Mail retrieves the call and lets the caller leave a message or return to the Auto Attendant Instruction Menu.</p>	2 8
UX	<p style="text-align: center;">Unscreened Xfer (Transfer) to a Pre-Defined Extension</p> <p>This lets the caller press one dialpad key to make an unscreened transfer to a specific Subscriber extension. If the transfer is incomplete, the phone system handles the call.</p>	8 9
UC	<p style="text-align: center;">Unscreened Transfers to Caller-Dialed Extensions</p> <p>This lets the caller dial extension numbers to make unscreened transfers to those extensions. Assign UC to the 1st digit of the extension numbers. There is no need to assign a number to this action. If the transfer is incomplete, the phone system handles the call.</p>	8 2
MR	<p style="text-align: center;">Message Recording For a Pre-Defined Subscriber Mailbox</p> <p>This lets the caller press one key to leave a message in a specific Subscriber Mailbox. The caller hears the subscriber's greeting followed by a beep tone.</p>	6 7
CR	<p style="text-align: center;">Message Recording 2 For a Pre-Defined Subscriber Mailbox</p> <p>This lets the caller press one key to leave a message in a specific Subscriber Mailbox. The caller only hears the subscriber's prompt, Recording, followed by a beep tone. You will not hear a voice prompt for this key action.</p>	2 7
DF	<p style="text-align: center;">Directory Dialing Using First Names</p> <p>This lets the caller press one key to access Directory Dialing by First Names. There is no need to assign a number to this action. After pressing the key, the caller can dial the first few letters of a Subscriber's first name to make a screened transfer to the Subscriber's extension. Make sure you have entered the Subscriber's name in the Name Programming feature on the Database Management Menu. Enter their first name first.</p>	3 3
DL	<p style="text-align: center;">Directory Dialing Using Last Names</p> <p>This lets the caller press one key to access Directory Dialing by Last Names. There is no need to assign a number to this action. After pressing the key, the caller can dial the first few letters of a Subscriber's last name to make a screened transfer to the Subscriber's extension. Make sure you have entered the Subscriber's name in the Name Programming feature on the Database Management Menu. Enter their last name first.</p>	3 5
HU	<p style="text-align: center;">Hang Up</p> <p>This lets a caller press the selected key to terminate the call. You will not hear a voice prompt for this key action.</p>	4 8
UK	<p style="text-align: center;">Undefined Key</p> <p>This removes the action assigned to a key.</p>	8 5
RD	<p style="text-align: center;">Restore Default Parameters</p> <p>This restores the default actions to the keys. For DATs 1, 4 & 5, Key 0 is unscreened transfer to the lowest extension number. For DATs 2&3, Key 0 is record a message for the lowest extension number. Keys 1-8 are either undefined or unscreened transfer to any extension the caller dials. Unscreened transfer is assigned only to the keys that match the first digit of the extension number. For example, if the extensions are 100-119, unscreened transfer is assigned to Key 1. Key 9 is hang up. Key * is record a message in a caller-dialed Subscriber Mailbox. Key # is log onto a Subscriber Mailbox. Timeout is unscreened transfer to the lowest extension number. For DATs 2&3, when Timeout occurs, the caller hears a prompt for recording a message for the lowest numbered extension.</p>	7 3

To Customize Dial Action Tables:

- Dial Voice Mail extension number _____ or Voice Mail outside number _____.
- If you hear the company greeting, dial #. Otherwise, go to step 3.
- If a mailbox is requested, dial System Administrator mailbox number _____.
- If requested, dial Security Code _____.
- Press DM for Database Management Menu, then DA for Dial Action Table. Select a Dial Action Table number.
- Select the desired feature.

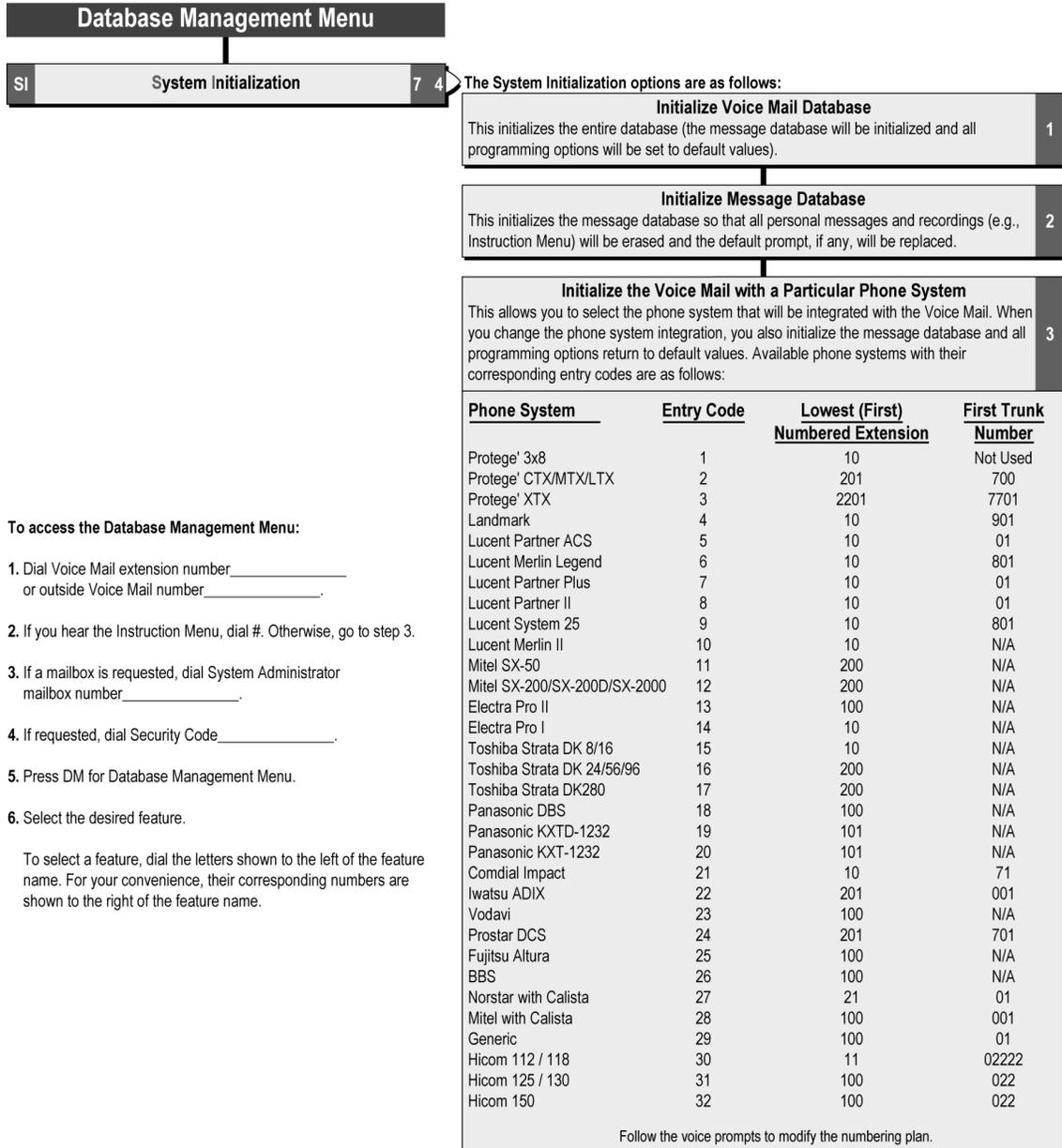
To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

Note 1: The actions for Keys 9, * and # cannot be changed. Key 9 is reserved for hanging up a call. Key * is reserved for Quick Message. After pressing *, the caller dials a Subscriber Mailbox number to leave a message in that mailbox. Key # is reserved for mailbox log on. A caller presses # followed by their Subscriber Mailbox number to log on to their Subscriber Mailbox (and listen to their messages, for example).

Note 2: You can also assign an action and number to the *Timeout* function. The *Timeout* function determines what the Auto Attendant does with a call if the caller does not dial anything after the Instruction Menu finishes playing. By default in DATs 1, 4 & 5, the Auto Attendant sends the caller to the operator extension. By default in DATs 2&3, when Timeout occurs the caller hears a prompt for recording a message for the lowest numbered extension. To assign a *Timeout* function, you must press the * key when Voice Mail asks you to **Please press the key for this action.**

Appendix C, Database Management Menu Tree (3 of 3)

Database Management Menu



To access the Database Management Menu:

1. Dial Voice Mail extension number _____ or outside Voice Mail number _____.
2. If you hear the Instruction Menu, dial #. Otherwise, go to step 3.
3. If a mailbox is requested, dial System Administrator mailbox number _____.
4. If requested, dial Security Code _____.
5. Press DM for Database Management Menu.
6. Select the desired feature.

To select a feature, dial the letters shown to the left of the feature name. For your convenience, their corresponding numbers are shown to the right of the feature name.

Appendix D, Default Numbering Plan

	3x8	CTX/MTX/LTX	XTX
Subscriber Mailbox	10	201	2201
	11	202	2202
	12	203	2203
	13	204	2204
	14	205	2205
	15	206	2206
	16	207	2207
	17	208	2208
3x8 Future Expansion	18	209	2209
3x8 Future Expansion	19	210	2210
3x8 Future Expansion	20	211	2211
3x8 Future Expansion	21	212	2212
3x8 Future Expansion	22	213	2213
3x8 Future Expansion	23	214	2214
3x8 Future Expansion	24	215	2215
3x8 Future Expansion	25	216	2216
	N/A	217	2217
	N/A	218	2218
	N/A	219	2219
	N/A	220	2220
	N/A	221	2221
	N/A	222	2222
	N/A	223	2223
	N/A	224	2224
	N/A	225	2225
	N/A	226	2226
	N/A	227	2227
	N/A	228	2228
	N/A	229	2229
	N/A	230	2230
	N/A	231	2231
	N/A	232	2232
	N/A	233	2233
	N/A	234	2234
	N/A	235	2235
	N/A	236	2236
	N/A	237	2237
	N/A	238	2238
	N/A	239	2239
	N/A	240	2240
	N/A	241	2241
	N/A	242	2242
	N/A	243	2243
	N/A	244	2244
	N/A	245	2245
	N/A	246	2246
	N/A	247	2247
	N/A	248	2248
	N/A	249	2249
	N/A	250	2250
Dial Action Table	1	1	1
	2	2	2
	3	3	3

Appendixes

	3x8	CTX/MTX/LTX	XTX
	4	4	4
	5	5	5
Announcement Mailbox	800	800	8000
Announcement Mailbox	801	801	8001
Call Routing Mailbox Day Greeting 1	802	802	8002
Call Routing Mailbox Day Greeting 2	803	803	8003
Call Routing Mailbox	804	804	8004
Distribution Mailbox	805	805	8005
Future Delivery Mailbox	806	806	8006
Call Routing Mailbox	807	807	8007
UCD Overflow Mailbox	808	808	8008
UCD Re-Route Mailbox	809	809	8009
Additional 3x8 Subscriber Mailboxes	810	N/A	N/A
	811	N/A	N/A
	812	N/A	N/A
	813	N/A	N/A
	814	N/A	N/A
	815	N/A	N/A
	816	N/A	N/A
	817	N/A	N/A
	818	N/A	N/A
	819	N/A	N/A
	820	N/A	N/A
	821	N/A	N/A
	822	N/A	N/A
	823	N/A	N/A
	824	N/A	N/A
	825	N/A	N/A
	826	N/A	N/A
	827	N/A	N/A
	828	N/A	N/A
	829	N/A	N/A
	830	N/A	N/A
	831	N/A	N/A
	832	N/A	N/A
	833	N/A	N/A
	834	N/A	N/A
	835	N/A	N/A
	836	N/A	N/A
	837	N/A	N/A
	838	N/A	N/A
	839	N/A	N/A
	840	N/A	N/A
	841	N/A	N/A
	842	N/A	N/A
	843	N/A	N/A
	844	N/A	N/A

Appendix E, Call Routing Mailbox Numbering Plan

Mailbox Number	Mailbox Name	Mailbox Function Description	Corresponding DAT
800	Announcement Mailbox	To record messages such as address, hours of operation, etc. No action can be taken from this announcement.	N/A
801	Announcement Mailbox	To record messages such as address, hours of operation, etc. No action can be taken from this announcement.	N/A
802	Call Routing Mailbox	Plays the Automated Attendant's Day Greeting. Any dialing action from this table is directed by the programming in the DAT.	1
803	Call Routing Mailbox	Plays the Automated Attendant's Night Greeting. Any dialing action from this table is directed by the programming in the DAT.	2
804	Call Routing Mailbox	Can be programmed to play a Holiday Greeting. Any dialing action from this table is directed by the programming in the DAT.	3
805	Distribution Mailbox	Entering this mailbox number after recording a message sends the message to every mailbox on the system.	N/A
806	Future Delivery Mailbox	To store messages that are marked to be delivered at a later date.	N/A
807	Call Routing Mailbox	Can be programmed to play a mailbox greeting. Any dialing action from this table is directed by the programming in the DAT.	4
808	UCD Overflow Mailbox	To record a message that plays and then disconnects.	N/A
809	UCD Re-Route Mailbox	Can be programmed to play message that allows the caller to transfer out of the UCD hunt group or leave a message. Any dialing action from this table is directed by the programming in the DAT.	5

Appendix F, Dial Options

Action	Access Code	Description	Mailbox Number
Hear Current Parameters For Keys	HP (47)	This feature plays the current Dial Action Table assignments for the touchtone keys. (This is not an action for a key.)	
Go to a Pre-Defined Mailbox	MG (64)	<p>This feature lets the caller press a key to go to a pre-defined mailbox. You can enter the following mailbox types:</p> <p>Announcement Mailbox – For example, you want callers to press Key 5 to listen to recorded directions to your company. First, you record the directions in a Announcement Message. Then, in the Dial Action Table, you assign the MG action and the mailbox number to Key 5.</p> <p>Call Routing Mailbox – The voice mail plays the Main Greeting that you record for the Call Routing Mailbox, then lets the caller use the dialing options in the associated Dial Action Table.</p> <p>Distribution Mailbox – The voice mail lets the caller record a message that will be automatically distributed to all subscriber mailboxes.</p>	<p>800, 801, 808 (8000, 8001, & 8008 in Protegé® XTX)</p> <p>802, 803, 804, 807, 809 (8002, 8003, 8004, 8007, & 8009 in the Protegé XTX)</p> <p>805 (8005 in the Protegé XTX)</p>
Caller-Dialed Go to a Mailbox	CG (24)	<p>This feature lets the caller dial mailbox numbers to go to the mailboxes that are available in the system. There is no need to assign a number to the CG action.</p> <p>During the Main Greeting, the CG action can be used to let a caller dial 800, 801 or 808 to listen to the Announcement Message that is recorded for that mailbox. If you use CG in this way, make sure that an announcement is recorded for that</p>	

Action	Access Code	Description	Mailbox Number
		<p>Mailbox.</p> <p>Screened and unscreened transfers differ in the handling of incomplete transfers. Incomplete transfers occur when incoming calls are transferred to extensions that are either busy or no one answers. The phone system handles an incomplete unscreened transfer, such as an unanswered transfer. Sprint Digital Voice handles an incomplete screened transfer.</p>	
Pre-Defined Extension Transfer [Screened]	ET (38)	<p>This feature lets the caller press one key to make a screened transfer to a pre-defined Subscriber extension. If the transfer is incomplete, the voice mail will retrieve the call after approximately three rings and lets the caller leave a message or return to the Automated Attendant Instruction Menu. See chapter 3 “Customizing Automated Attendant Features” in the Programming Guide for information on when a screened transfer does not ring at an extension.</p>	
Caller Dialed Extension Transfer [Screened]	CT (28)	<p>This feature lets the caller dial the extension number to which to transfer the call. You can assign CT to the key that corresponds to the first digit of the phone system extension numbers. There is no need to assign a number to the CT action. For example, assigning CT to Key 3 lets a caller dial 3XX to make a screened transfer to extensions 3XX.</p> <p>If the transfer is incomplete, the voice mail will retrieve the call after approximately three rings and let the caller leave a message or return to the Automated Attendant Instruction Menu. See chapter 3 “Customizing Automated Attendant Features” in the Programming Guide for information on when a screened transfer does not ring</p>	

Appendixes

Action	Access Code	Description	Mailbox Number
		at an extension	
Unscreened (Blind) Transfer to a Pre-Defined Extension	UX (89)	This feature lets the caller press one key to make an unscreened transfer to a specific Subscriber extension. If the transfer is incomplete, the phone system will handle the call.	
Unscreened Transfers to Caller-Dialed Extensions	UC (82)	This feature lets the caller dial extension numbers to make unscreened transfers to those extensions. Assign UC to the first digit of the extension numbers. There is no need to assign a number to the UC action. If the transfer is incomplete, the phone system will handle the call.	
Message Recording For a Pre-Defined Subscriber Mailbox	MR (67)	This feature lets the caller press one key to leave a message in a specific subscriber mailbox. The voice prompt for assigning this key action is Record a message for a pre-defined mailbox . The number for this action is simply the desired subscriber mailbox number.	
Message Recording 2 For a Pre-Defined Subscriber Mailbox	CR (27)	This feature lets the caller press one key to leave a message in a specific subscriber mailbox. You will not hear a voice prompt for assigning this key action. The number for this action is simply the desired subscriber mailbox number.	
Directory Dialing Using First Names or Last Name	DF (33) DL (35)	This feature lets the caller press one key to access Directory Dialing either by First Names or by Last Names. There is no need to assign a number to the DF or DL action. After pressing the key, the voice mail lets the caller dial the first few letters of a Subscriber's first name or last name to transfer to the Subscriber's extension. The voice mail's voice prompts guide the caller through the name-dialing process. (You can have only one Directory Dialing scheme per system, so that you	

Action	Access Code	Description	Mailbox Number
		<p>can select Direct Dialing either by First or by Last Names, but you cannot use both.)</p> <p>The voice mail makes the type of transfer (screened or unscreened) that you have selected in the Dial Action Table.</p> <p>Make sure that you assign (program) a name for each subscriber mailbox. Otherwise Directory Dialing simply will not work.</p> <p>In addition, if you assign the same name to two or more subscriber mailboxes, you will also have to record a name for each subscriber mailbox. If someone dials one of these names, the voice mail will say For person A, dial ___, For person B, dial ___, where person A and person B are the recorded names for each Subscriber's Mailbox.</p>	
Hang up	HU (48)	<p>This feature allows a caller to press one key to terminate the call. You do not assign a number to the HU action.</p> <p>You will not hear voice prompt for assigning this key action.</p>	
Undefined Key	UK (85)	This feature removes the action and number assigned to a key.	
Restore Default Parameters	RD (73)	This feature restores the default actions to the keys. See default settings found in chapter 3 "Customizing Automated Attendant Features" in the Programming Guide.	
Special Dialing			
	*F	Flash	
	*S	Wait for any type of sound	
	*P	Non-monitored pause (the voice mail pauses 2 seconds, dials next digit.)	
	**	* (star key)	
	*#	# (pound key)	
	*1	[(open bracket)	

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Action	Access Code	Description	Mailbox Number
	*5] (close bracket)	
	*6	X (use *6 to enter an X for an extension number. For example, for three-digit extension numbers, enter *6*6*6.	