

SYSTEM ADMINISTRATION MANUAL

Before You Start

Customizing Your System

Additional Information

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OR SYSTEM
* 412

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Contact Systems

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I: Before You Start

Welcome to Contact™, the complete voice messaging system designed to improve communication between your company, clients, customers, and employees.

Some of the features provided by Contact include:

- An Automated Attendant that plays different greetings during open and closed business hours, provides a company directory using station numbers or last names as the dialing method, and allows single-digit option selection.
- Subscriber mailboxes that are passcode protected.
- A tutorial that assists new subscribers with mailbox setup such as recording personal greetings.
- Simple message retrieval.
- Easy to use menus that allow subscribers to send urgent, private, and certified messages.
- Notification of waiting messages whether subscribers are in or out of the office.

Contact's Automated Attendant provides two immediate benefits for your company:

- Your receptionist has more time for calls requiring special assistance and to help you with other aspects of your business.
- All telephone calls are answered automatically. Even when an employee is not available, callers can conduct their business and hang up feeling that they accomplished what they set out to do.

Contact includes unique tools to help get your voice mail up and running quickly. After that, you can customize the system to meet your specific business needs.

Intended Audience

This document was written to assist the person responsible for administration of the Contact voice mail system.

As the System Administrator, you are the link between your company and Contact. Whenever there is a need to change the system, you are the person who will make the necessary modifications. When employees need help, they'll come to you. Some of your typical duties include:

- Adding and changing mailboxes. Mailboxes are where employees send and listen to messages.
- Recording company greetings and announcements.
- Setting up outside notification numbers for pagers, cellular phones, etc.
- Backing up the system.
- Answering employee questions.

Document Organization

Below is a brief description of the information contained in each section of this manual.

□ Customizing Your System

2: About Mailboxes

Section 2 describes all the different types of mailboxes you can set up for your voice mail system.

3: Making Modifications

Section 3 is the section you will refer to most often. It contains most of the information you will need to manage your Contact system. This section contains procedures for adding and deleting mailboxes, recording system greetings, and establishing automatic message notification, among others.

Read section 2 before section 3 to fully understand the topics described.

□ Additional Information

4: Useful Tips

Section 4 contains useful information that will help you to:

- Make voice mail a welcome change to your employees.
- Explain to employees how they can use voice mail most efficiently.
- Understand why some Contact features behave as they do.

5: System Maintenance, Configurations, and Upgrades

Section 5 gives a brief description of how to maintain the Contact hardware, what system configurations are available, and how to upgrade Contact to meet increasing voice mail demands.

6: Troubleshooting

Refer to Section 6 if Contact is not working properly. Find the symptom that most closely matches what is happening and try to resolve the problem by performing the suggested corrective action.

7: Specifications

Section 7 provides the physical specifications and recommended operating environment for Contact plus compliance and safety information.

□ Appendices

A: Key System Programming Procedures

Refer to this section for simple key system and telephone programming procedures. Your Contact dealer can assist you if necessary.

B: Glossary

Refer to the Glossary for a definition of terms used in this manual. It may be helpful to review these terms before customizing your Contact system.

How To Use This Document

A Contact dealer has already installed Contact on your key system and performed the necessary system programming to make it work for you. Read the System Administration Manual from beginning to end to find out how you can tailor Contact to suit your unique business needs.

Use the glossary in Appendix B if you are unsure of any terminology used here. The index at the end of the manual will help you when specific questions arise.

□ Conventions

The System Administration Manual uses the following conventions.

Procedures

Numbers precede steps that you should perform in a certain order. For example:

1. First Step
2. Second Step
3. Third Step

Bullets

- Bullets precede lists of items that have no implied order.

Voice Prompts and Responses

Italics represent references to the spoken word, such as examples of the company and mailbox greetings.

Boxes

A box surrounds important notes that provide additional information about a topic or refer you to other material.

CAUTION

Cautions alert you to the possibility of damage to equipment or software.

WARNING

Warnings alert you to the possibility of personal injury.

Telephone Keys

Square brackets always surround numbers or letters that you enter from the telephone keypad. For example:

[1] [2] ... [0] [#] [*]

If you need to press several keys in succession, the square brackets surround all the numbers. For example:

[123]

Mailbox Numbers

Depending on the system type, mailbox numbers can be 2 or 3 digits. Parentheses always surround the extra digit, where applicable. For example:

Enter your mailbox number: [(n)nn]

Buttons and Flexible Buttons

Angle brackets always surround telephone button names and flexible button functions. For example:

<Intercom> <Redial> <Speed Dial>

Additional References

❑ Installation Guide

There is an Installation Guide that your Contact dealer used to install Contact into your key system. You should not need to reference this document unless you are very familiar with key system programming. Ask your dealer for a copy of the Installation Guide if you think you would like access to this information.

❑ Contact User Guide

Each Contact subscriber should have a User Guide for daily message management. It provides step-by-step instructions on how to call Contact, set up a personal mailbox, and how to send and retrieve messages.

That information is not repeated in this manual. You should reserve a copy of the User Guide for your own use as a regular subscriber and to help answer subscribers' questions.

❑ Contact Wallet Card

Each subscriber should also have a Wallet Card for quick reference to the Contact Menu system.

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2: About Mailboxes

Contact uses different types of mailboxes. Some are reserved for system functions and others are available for general use. Each mailbox type has different characteristics and is used in a variety of ways. All mailboxes have numbers that normally correspond to a telephone's station number.

This section of the manual describes the different mailbox types. It also describes a situation where the mailbox number is not the same as the station number and how Contact's Auto Attendant handles it.

Read this section and determine if and how you might use the different mailbox features. Refer to the next section, Making Modifications, for step-by-step instructions on how to add, edit, or delete mailboxes and how to enable or disable other Contact features.

Reserved Mailboxes

The Operator

Mailbox 0 is reserved for the Operator's mailbox. Callers will leave messages in this mailbox when:

- They do not know who to contact.
- They are calling from a rotary phone and cannot access menus or mailboxes.

Someone should check the messages left in the Operator's mailbox every day. The default passcode for the operator's mailbox is [123]. If the passcode length has been changed, add the appropriate number of zeros to the end of the

passcode. For example, if the system passcode length is five digits, the default passcode for mailbox 0 is now [12300].

The Directory

Mailbox 9 is reserved for the personnel directory. This mailbox cannot take messages. Callers use it to reach an employee by dialing the first two letters of their last name.

Administrative Functions

Mailboxes (9)90 through (9)97 are reserved for Contact self-administrative functions.

The Modem

Mailbox (9)98 is reserved for the modem. Contact has a built-in modem used for remote administration or maintenance only. It is not meant to replace a regular computer modem.

The System Administrator's Mailbox

Mailbox (9)99 is reserved for the system administrator. It is not associated with a station and does not take messages. You can access this mailbox from any touch-tone telephone in your company. The default passcode is [123] which you should change to preserve system security.

General Usage Mailboxes

Contact has four types of mailboxes available for general use:

- Extension
- Message-Only
- Transfer-Only
- Information-Only

The system administrator assigns these mailbox types. Each type serves a different purpose and has its own characteristics. The following pages describe these mailbox types.

These examples assume that your installer has programmed the key system so the Contact Auto Attendant answers your primary business number(s).

If that is not true, then the Operator sends calls to Contact only when the caller wants to leave a voice message.

□ Extension Mailbox

An extension mailbox is the default mailbox type. The mailbox number is usually the same as the subscriber's station number.

Figure 2-1 shows what happens when an outside caller reaches an extension mailbox.

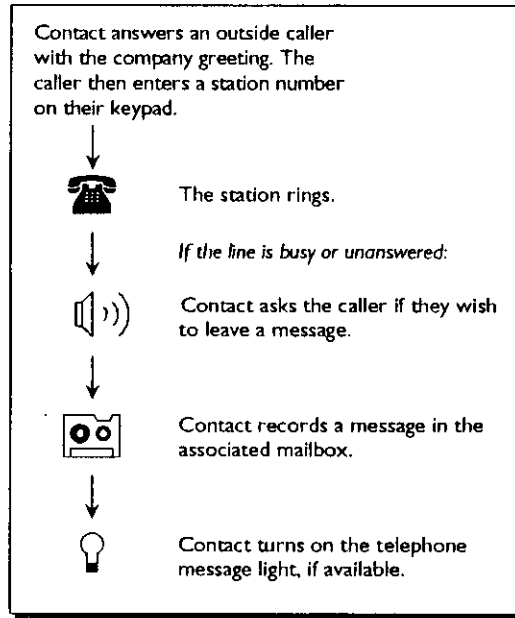


Figure 2-1. Extension mailbox calling sequence.

For telephones without message lights, you can set up message notification to the subscriber's station number. See Section 3 for more information on the Message Notification feature.

□ Message-Only Mailbox

A message-only mailbox takes messages and turns on the message light of the associated station. Unlike an extension mailbox, the phone does not ring after the caller enters the station number. Instead, Contact immediately asks the caller to leave a message.

A message-only mailbox does not have to have an associated station. In this case, Contact cannot turn on a message light; the mailbox owner must periodically check his/her mailbox for messages.

Message-only mailboxes are for people in your organization who do not have telephones or who are not in the office very often.

Examples: Out-of-town sales representatives
Delivery drivers
Part-time and seasonal employees
Frequent customers

Figure 2-2 illustrates how a message-only mailbox works.

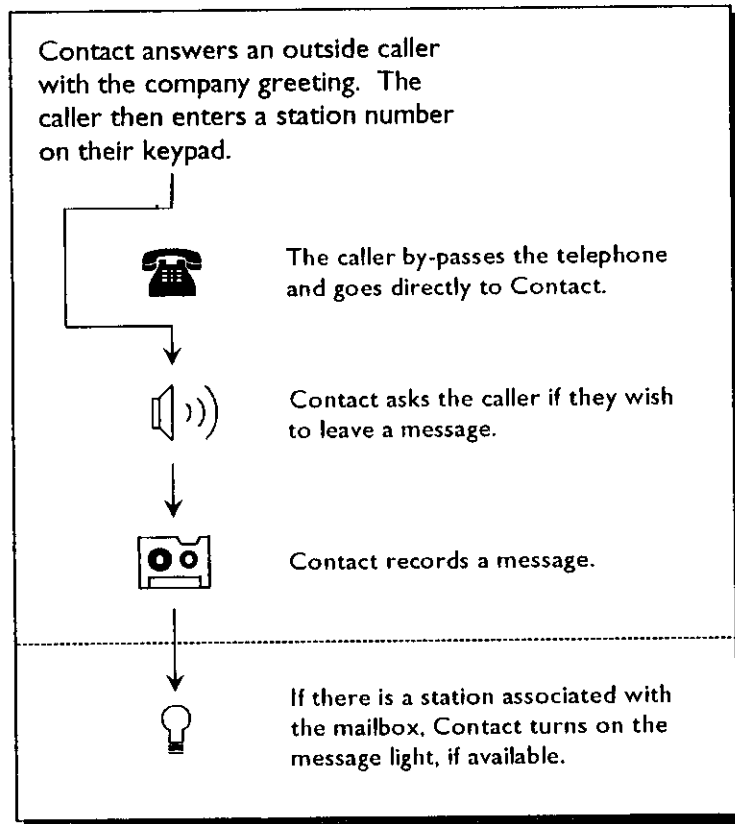


Figure 2-2. Message-only mailbox calling sequence.