

# **Atlas AVM System Administrator's Manual**

**Key System US  
West Palm Beach, Florida**

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# 1



## Introduction to Atlas AVM

### *About This Manual*

The purpose of this manual is to guide a system administrator in setting up a Atlas AVM system once it has been installed. After the system is set up, this manual should be used as a reference guide for modifying the system.

#### **SUMMARY OF THIS MANUAL**

The various sections of this Atlas AVM System Administrator's Manual contain the following information:

**Chapter 1** explains how to use this manual and provides an overview of Atlas AVM.

**Chapter 2** is a quick guide to system administration.

**Chapter 3** takes you through all of Atlas AVM's screens and menus, except for those in System Installation and describes each menu option and field name.

**Chapter 4** is an alphabetized list of Atlas AVM features with their descriptions and programming information.

**Chapter 5** explains what the auto attendant is and how to program it. This chapter also contains information on the Directory of Owner Names.

**Chapter 6** explains AMIS-Analog Networking and how to program your local site.

**Chapter 7** explains what Call Out Lists are and how to program them.

**Chapter 8** explains what System Reports are and how to run them.

**Chapter 9** explains Master Boxes and how to copy their parameters to other boxes.

**Chapter 10** explains Message Notification and how to program notification plans.

**Chapter 11** contains forms you can use to plan your Atlas AVM system.

**Chapter 12** contains troubleshooting information.

**Glossary**

**Index**

# Conventions

## CONVENTIONS

The following table shows the conventions for presenting information in this manual.

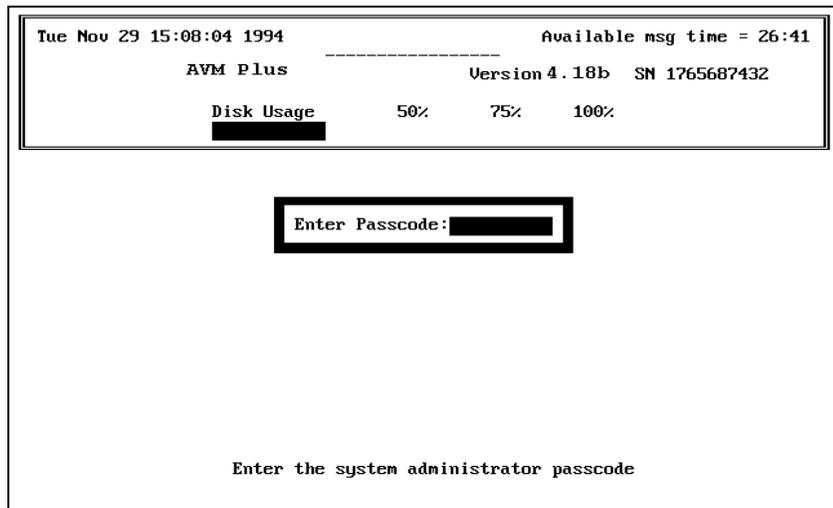
Convention	Meaning
ALL CAPS	File or directory paths. example: C:\Atlas\FAX
<b>lowercase bold</b>	Commands or data to be typed at the keyboard. example: <b>a:install</b>
< <i>italics</i> >	Variable or place holder. example: <filename>
lowercase "x"	Variable in a file, version, etc. example: NetWare 4.x
 <b>Note</b>	Information vital to the success of a process.
 <b>Tip</b>	Shortcut or helpful hint.
 <b>Caution</b>	Possible damage to equipment.
<b>Screen Path</b>	Lists the series of selections necessary to access a given screen.

## Accessing Atlas AVM

Atlas AVM generally starts automatically when you turn the computer on. However, you can also start Atlas AVM by going to the <Atlas> subdirectory and, at the C:\Atlas> prompt, typing:

**AVM <Enter>**

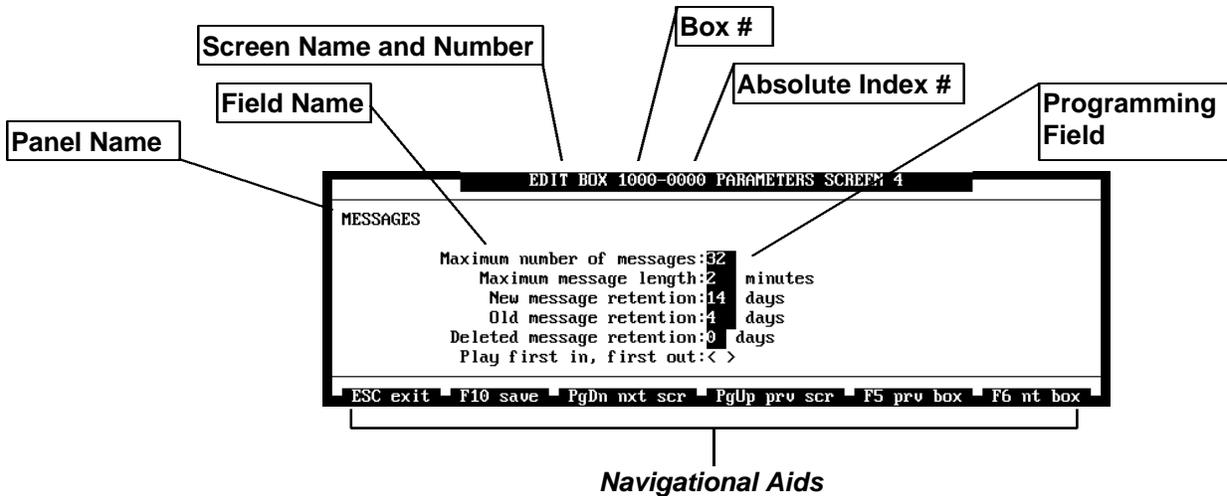
The Atlas AVM Main Status Screen appears.



**Figure 1 -1: The Main Status Screen**

## Atlas AVM Screens

The screens shown in this manual are examples of actual screens that you see on the PC monitor when working in your Atlas AVM system. In order to understand these screens, you need to be able to identify their different parts.



**Figure 1 -2: The Parts of the Programming Screen**

The name of the programming screen appears along the top border with the number, if any, at the end. Both the box number and absolute index number (where applicable) are part of the name.

The screen in Figure 1 -2 could be called the Edit Box Parameters screen 4; however, in this manual, screens are generally referred to by their panel names, for example, the Messages screen. (The box numbers shown on the example screens in this manual are not significant.)

The bottom of the screen displays navigational aids that you can use to exit, save, and move to different screens and boxes.

## ACCESSING MENUS AND SCREENS

As you work in your Atlas AVM system, you need to make selections from menus and submenus, and enter information in fields.

A menu or submenu contains items to choose from. To select an item, use your arrow keys to highlight the item and press <Enter>.

A screen contains fields that require entries. A field is a location on a screen where you enter information to define your box. Some fields must be filled in, some have a default value, some have a submenu, and some are left blank. To enter information into a field, use your arrow keys to highlight the field then type in the information.

### ***Enabling and Disabling Fields***

Some fields, such as those on the Services Parameters screens, must be either enabled or disabled. Use the spacebar to toggle these fields between enabled <\*> and disabled <>.

### **SAVING YOUR ENTRIES**

To save any information in Atlas AVM, press <F10>. Be sure to save desired changes before exiting a screen because changes are not saved automatically.

# 2



## Quick Guide to System Administration

### *Understanding System Administration*

This chapter is an overview of what you, as a system administrator, need to do to implement and maintain your Atlas AVM system. If your Atlas AVM system is new, you will be helping to lay out the basic system design and plan how incoming calls will be routed. After the system is in place, you will be responsible for making modifications and additions as you administer the system.

Before beginning, you need to understand a few of the basic terms used in Atlas AVM.

## **BASIC ATLAS AVM TERMS**

**Audiotext Box** A box used in Atlas AVM to greet callers, play audio menus, transfer calls as defined by the caller's choices from an audio menu, and implement the auto attendant. Audiotext boxes do not record voice messages.

**Audio Menu** A menu (heard over the telephone) that gives verbal options which are associated with keypad keys. Pressing the key associated with an option performs the action described for the option.

**Voicemail Box** A box that holds messages from callers. Voicemail boxes are assigned mailbox numbers that usually match the box owners' extension numbers.

**Auto Attendant** A type of audiotext box that acts as an operator for the Atlas AVM system. This box enables callers to direct their calls by making selections from an audio menu. The auto attendant is sometimes called the company greeting box and defaults to the first box in the system (the box that has the absolute index number of zero).

**Greeting** A message that is created under the direction of a box owner by speaking into the telephone after the appropriate voice prompts. Callers who access an audiotext box, such as the auto attendant, hear the greeting that was recorded for that box. Callers accessing a voicemail box hear that box owner's personal greeting.

*See* the Glossary for explanations of additional Atlas AVM terms.

## *System Administrator's Responsibilities*

As system administrator, you are responsible for initialization and the continuing management of the system. Your duties include:

- Helping the installer design your system
- Planning and implementing the auto attendant
- Recording greetings for the auto attendant and other audiotext boxes
- Programming boxes for new users in the system
- Recording a global distribution message—a message that is sent to all mailboxes in your organization
- Modifying or disabling boxes
- Customizing services for individual boxes

- Maintaining the user database
- Producing system reports
- Creating and authorizing personalized menus for audiotext boxes

## *Designing the Basic System*

Initially, you and the installer can work together to draw up a basic AVM system design. Then, after the installation is complete, you should confirm that the system matches the design that you planned. Then, design a detailed plan for boxes on your system.

Considerations for designing a system are outlined below.

- Designing how the auto attendant will handle calls. This includes:
  - Greetings—which can be set for different times (business hours vs. non-business hours), days of the week, or ports.
  - Caller Options—which give callers options for transferring from the auto attendant box to an extension, the operator, or another audiotext box. Callers also hear caller options when they enter an invalid digit or fail to respond to a voice prompt.
- Planning audiotext boxes
  - Planning the audiotext menu structure
  - Planning audiotext messages
- Planning individual voicemail boxes

The diagram in Figure 2-1 shows an example of how calls could be routed in a Atlas AVM system. When a call comes in to Box 1000 (the auto attendant) the caller hears the audio menu represented by the text in the ovals. The numbers below the ovals represent the keypresses a caller can press to select from the options. These keypresses are Caller Options. You can set up caller options either over the telephone interface or from the Atlas AVM screens.

## Detailed System Design

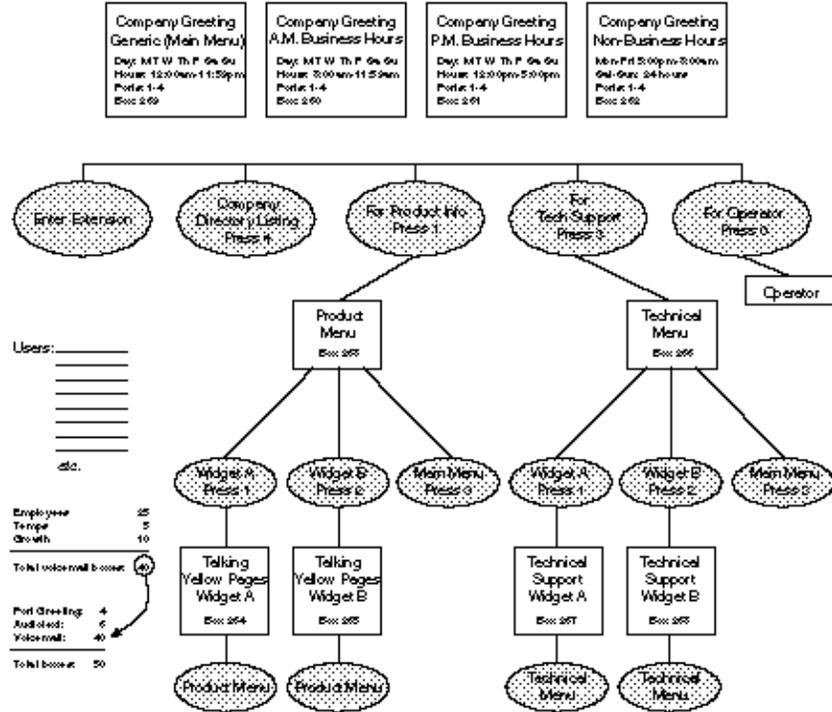


Figure 2 -1: An Example of a Atlas AVM System Design

## Auto Attendant and Port Greetings

You can configure each Atlas AVM port so that incoming calls are directed either to voicemail or to an auto attendant or port greeting box. If you set up Atlas AVM to send incoming calls to voicemail, callers will not be able to reach a live person. However if you set up an auto attendant, callers have the flexibility to choose where their calls will be directed. Either way, you must record a greeting for each port.

To set up auto attendant or port greetings, follow this path: Administration → Greetings → Edit Greetings → Select Greeting Port → Select Greeting Day → Select

Greeting Time Block. For detailed information on setting up greetings, *see also* Chapter 5, “The Auto Attendant.”

After you have programmed the greeting parameters, you also need to record the audio portion of the greetings.

## *Recording Audiotext Greetings*

The greeting that a caller hears when reaching an audiotext box is recorded over the telephone by the owner of the box. The system administrator is considered the owner of audiotext boxes for the system. However, it is possible for box owners to have personal audiotext boxes.

Before you record any greeting, plan carefully what you are going to say. You may even want to write and follow a script, especially if the greeting includes an audio menu. When you are ready to record the greeting, follow these steps:

1. Call Atlas AVM.
2. Access the audiotext box for which you want to record a greeting by following these steps:
  - Press #.
  - Enter the box number.
  - Enter the passcode.

If this is the first time you’ve entered this box, Atlas AVM plays a tutorial over the telephone. Be prepared to record your greeting during the tutorial.

### **PROGRAMMING AUDIOTEXT OPTIONS**

To program audiotext options:

1. After the tutorial, you hear an audio menu that includes the prompt:  
“To assign Caller Options, press 1.”

After you press 1, you hear:

“To add Caller Options, press 2.”

2. After you press 2, you hear:

“Enter an option number followed by the pound key.”

After following the above prompt, you hear:

“Enter a destination mailbox number.”

The destination mailbox number is the number of the box where callers are sent when they press the corresponding caller option.

## *Programming Atlas AVM Boxes*

There are eight types of active boxes in Atlas AVM—Voicemail, Audiotext, ACD, Fax/OC, Fax/CBA, Fax/SCA, Fax/BC, and FM/XFER and Q&A. Boxes that are not in use are called Disabled boxes. The default for all boxes on your system is Disabled.

### *Audiotext Boxes*

Audiotext boxes can do the following:

- Greet callers.
- Transfer calls, via audio menus or directories, to other boxes.
- Play information you have recorded, such as a message explaining that the office is closed for a holiday.
- Offer callers audio menus detailing choices they can make by pressing keypads on their touch-tone phones.



**Tip**

Even if an audiotext box menu does not specifically offer the caller a prompt to dial another extension or consult the Directory of Owner Names, these options are available to callers within audiotext boxes. However, if these choices are not mentioned in the menu, callers might not know they are available.

### **PROGRAMMING AUDIOTEXT BOXES**

Before programming a voice mailbox, go to the Box Status panel on the Main Status screen to find a box number that isn't already in use. The Main Status screen is the screen that opens when you first start Atlas AVM. Press <F2> and <F3> to toggle between the Box Status and Port Status panels on the Main Status screen.

To setup and customize an audiotext box, fill in the following screens:

- User Parameters
- Caller Options Parameters

Do not fill in the following screens:

- Options Parameters
- Message Parameters
- Services Parameters
- Notification Parameters
- AMIS-Analog Networking Parameters

**Note**

The parameters on the screen required for audiotext boxes are explained in Chapter 3.

## USER PARAMETERS SCREEN

(Boxes  Edit  <F2>  <Enter>)

The User Parameters screen contains general information about a specific box.

```

EDIT BOX 1000-0000 PARAMETERS SCREEN 1
USER
Number:1000
Type:Disabled
Name:
Passcode:1000
Account number:0
Private account mapping:< >
Extension:1000
Message waiting light extension:1000
Maximum greeting length:60 seconds
Maximum number of greetings:1
Switch to alternate language:< >
ESC to exit F10 to save PgDn next screen F5 prev box F6 next box

```

*Figure 2 -2: The User Parameters Screen*

## CALLER OPTIONS

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 3)

The Caller Options screen is where you define the keypresses used in an audio menu and the boxes to which callers are transferred.

EDIT BOX 2000-0000 PARAMETERS SCREEN 3					
CALLER OPTIONS					
Option	Box	Option	Box	Option	Box
█	█	█	█	█	█
█	█	█	█	█	█
█	█	█	█	█	█

Maximum number of digits: 4  
 Greeting replay time: 7 seconds  
 Number of greeting plays: 2  
 Transfer on timeout box: █  
 Transfer on error box: █

ESC exit   F10 save   PgDn nxt scr   PgUp prv scr   F5 prv box   F6 nt box

Figure 2 -3: The Caller Options Parameters Screen

## VoiceMail Boxes

VoiceMail Boxes can do the following:

- Receive and store messages and faxes from both inside and outside callers
- Record and send messages to other box owners
- Give a copy of a received message to another box owner
- Notify a box owner of a newly received message via a message waiting indicator, pager, or telephone
- Transfer a caller to an extension
- Provide alternate call handling if an extension is busy or doesn't answer.

**Tip**

Set up 'dummy' boxes for people who do not have personal extensions. To do this, program a voice mailbox like you normally would, but leave the Extension field on the User Parameters screen blank.

**Note**

The parameters on the screen required for voicemail boxes are explained in Chapter 3.

## PROGRAMMING VOICEMAIL BOXES

Before programming a voicemail box, consult the Box Status panel on the Main Status screen for a box number that isn't already in use. The Main Status screen is the screen that opens when you first start Atlas AVM. Press <F2> and <F3> to toggle between the Box Status and Port Status panels on the Main Status screen.

To set up and customize a voicemail box, fill in the following screens:

- User Parameters
- Options Parameters
- Message Parameters
- Services Parameters
- Notification Parameters

Do not fill in the following screen:

- Caller Options Parameters

### USER PARAMETERS SCREEN

(Boxes  Edit  <F2>  <Enter>)

The User Parameters screen contains general information about a specific box.

```

EDIT BOX 1000-0000 PARAMETERS SCREEN 1
USER
Number:1000
Type:Disabled
Name:
Passcode:1000
Account number:0
Private account mapping:< >
Extension:1000
Message waiting light extension:1000
Maximum greeting length:60 seconds
Maximum number of greetings:1
Switch to alternate language:< >
ESC to exit F10 to save PgDn next screen F5 prev box F6 next box

```

Figure 2 -4: The User Parameters Screen

## OPTIONS PARAMETERS SCREEN

(Boxes>Edit<F2> <Enter> <Page Down> to screen 2)

The Options Parameters screen contains information about how Atlas AVM handles calls when a box owner's extension is busy or isn't answered.

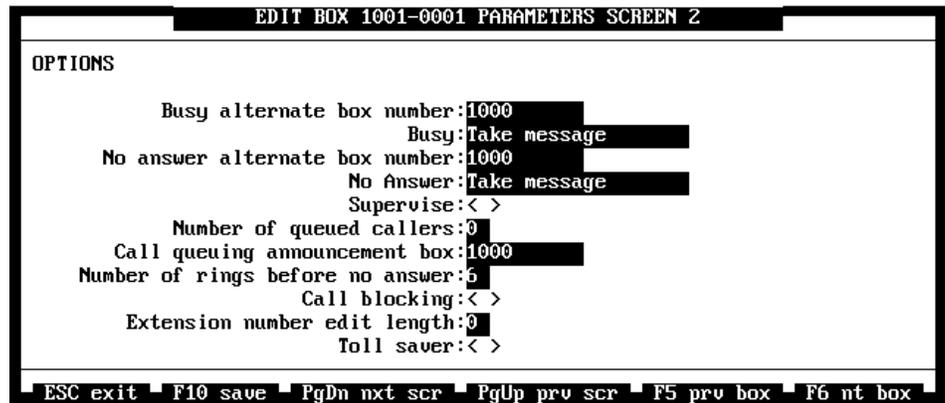


Figure 2 -5: The Options Screen

## MESSAGES

(Boxes>Edit<F2> <Enter> <Page Down> to screen 4)

The Messages Parameters screen contains information about how Atlas AVM handles messages for a specific box.



Figure 2 -6: The Messages Parameters Screen

## SERVICES

(Boxes **Edit** **<F2>** **<Enter>** **<Page Down>** to screen 7)

There are two Services Parameters screens, with voice processing features that can be enabled **<\*>** or disabled **<>** for each box individually. Use the spacebar to toggle the fields in the Services Parameter screens between enabled/disabled

```

EDIT BOX 1001-0001 PARAMETERS SCREEN 7
SERVICES 1
    Make a message:< >
    Give copy of message:< >
    Reply to message:< >
    Distribution lists:< >
    Wakeup control:< >
    Call screening:< >
    Exit to another mailbox/extension:< >
    Caller priority message control:< >
    Caller message editing:< >
    User options control:< >
    Save message:< >
    Send message once:< >
    Notification control:< >
    No passcode/Auto message retrieve:< >
    Confirm before deleting message:< >
    Play date/time before message:< >
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box

```

```

EDIT BOX 1001-0001 PARAMETERS SCREEN 8
SERVICES 2
    No Passcode:< >
    Skip and play next message:< >
    Greetings 2 & 3 as B/NA prompts:< >
    Play box number in directory:< >
    Fax Store & Forward:< >
    Play user name on Xfer:< >
    For future use:< >
    For future use:< >
    Save call screen recording as msg:< >
    For future use:< >
    For future use:< >
    System administrator:< >
    Tutorial on box reset:< >
    Zero key for passcode:< >
    Audiotext Options control:< >
    Fax box get passcode before send:< >
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box

```

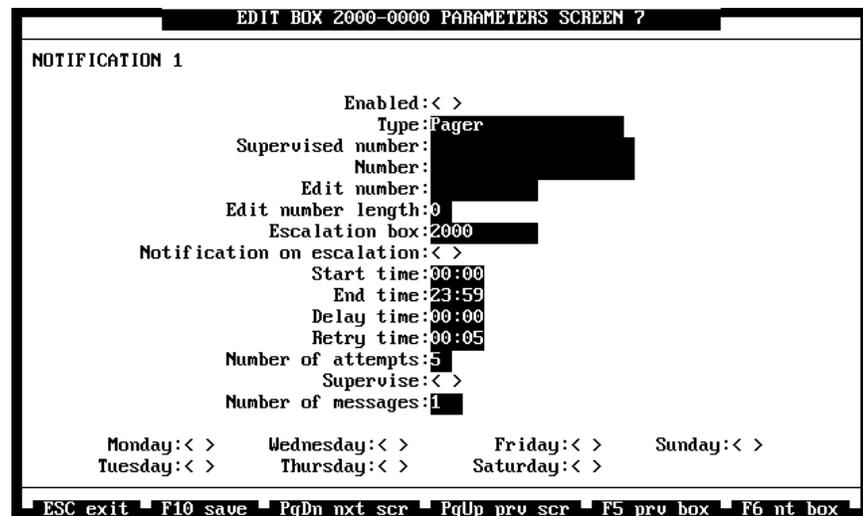
Figure 2 -7: The Services Parameters Screens

## NOTIFICATION

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screens 7-8)

The Notification screens contain information about how box owners are notified of messages they receive. For more information about notification, *see* Chapter 10, "Notification."

Notification screens 2, 3, and 4 are not shown in this manual because they appear the same as Notification screen 1.



*Figure 2 -8: The Notification Screen*

## *Maintaining Your Atlas AVM System*

Some of the tasks required in the maintenance of a Atlas AVM system are listed below:

- Modify boxes as needs change.
- Program boxes for new users or disable ones no longer needed.
- Record new audiotext greetings or modify existing ones.
- Set up or modify notification plans for box owners.
- Troubleshoot problems.

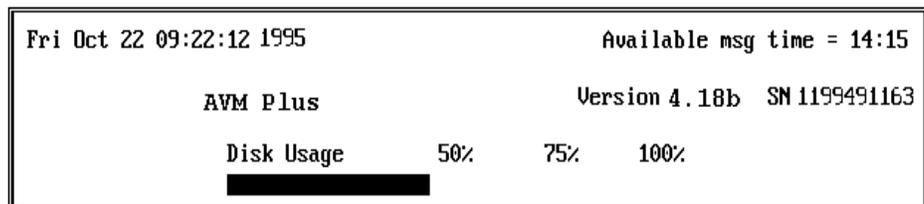
# 3



## Atlas AVM Menus and Screens

### *The Main Status Screen*

This is the first screen you see when starting up your Atlas AVM.



**Figure 3 -1: The Main Status Screen**



**Caution**

Make sure your serial number is not zero. If it is, your lock may be missing or defective. Reattach your lock or, if necessary, get a new one. Call your dealer if you need help.

The top panel of the Main Status screen displays system information such as:

- System Date and Time
- Message Time (hours, minutes, and seconds of disk space available)
- Customer Name
- AVM Version
- Serial Number
- Disk Usage bar graph

The only item you can modify is the Customer Name. You can change the customer name on the General Application Parameters screen.

For information about adding or changing your customer name, *see* “General Parameters” on page 3-42 of this manual.

Available Message Time shows the amount of free disk space in hours, minutes, and seconds. The maximum number of hours is 999. This currently corresponds to 108 GB of free disk space.

Disk Usage shows the percentage of remaining free disk space. This simply provides a graphical view of the Available Message Time.

The bottom panel of the Main Status screen displays either the Port Status or Box Status panel.

To see the Box Status panel, press <F2>.

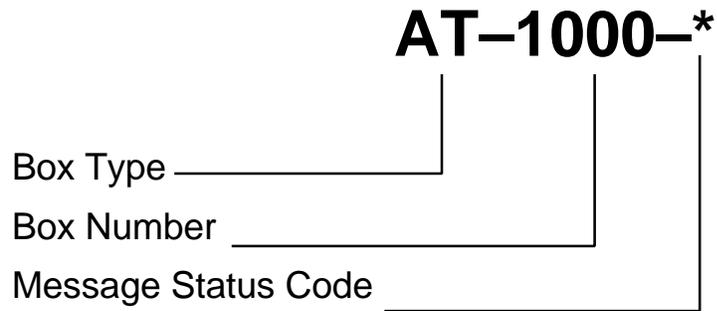
To see the Port Status panel, press <F3>.

## **BOX STATUS PANEL**

The Box Status panel displays information about the boxes on your system:

- Box type
- Box number
- Message status (old, new, or none)

Information about each mailbox in the Box Status panel is displayed as follows:



**Figure 3 -2: An Example of a Status Entry**

The information about a single box includes the following:

- Box type:
  - DS (disabled)
  - AT (audiotext)
  - VM (voicemail)
  - FAX/OC (fax offer choice)
  - FAX/SCA (fax same call always)
  - FM/XFER (fax mail transfer box)
  - ACD box (ACD—Automatic Call Distribution)
  - FAX/CBA (fax call back always)
  - FAX/BC (fax broadcast)
  - QA (question & answer)
- Box number:
  - 2 to 10 digits long
- Message status code:
  - M (new messages)
  - m (old messages)
  - \* (no messages)

## PORT STATUS PANEL

The Port Status panel shows the status of each port on your system. The possible port status conditions are:

- **DIALING**—This status is displayed when DTMF tones are generated by the voice board to dial an extension or trunk line. This status could also be described as **SENDING DTMF**.
- **DISABLED**—This status is displayed when a voice board port has been disabled.

A port should be disabled if it is not connected to a line from the telephone switch. A disabled port is inactive. Disabling a port, and then re-enabling it, resets the port.

- **IDLE**—This status is displayed when there is no activity on a port. During off-peak hours this is the most likely state of the enabled ports. If your system seldom has idle ports, then voicemail users are probably being denied access to their voice messages in a timely manner. You may want to add more ports if this situation occurs.
- **PAUSED**—This status is displayed when a port is in use, but is waiting for an event.
- **RECEIVING**—This status is displayed when a port is waiting to receive DTMF tones or telephone keypad input.

This state is usually seen when the system prompts the telephone user to press a key for an action. The system defaults to waiting 4 seconds for DTMF tones before changing states.

- **RECORDING**—This status is displayed when a message is being recorded or appended to.

Voice and other sounds are entering the voice board port from a telephone and are being sampled, digitized, and saved to a file in the user's voicemail box.



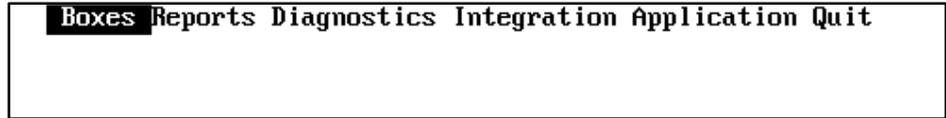
**Note**

To open the Passcode Entry Box, press <Esc> or <F10>.

To access other Atlas AVM administration screens. You must first enter the administration passcode.

## *The System Administration Menu*

After you enter a passcode in the Passcode Entry Box, the System Administration screen appears, with the System Administration menu bar at the top.

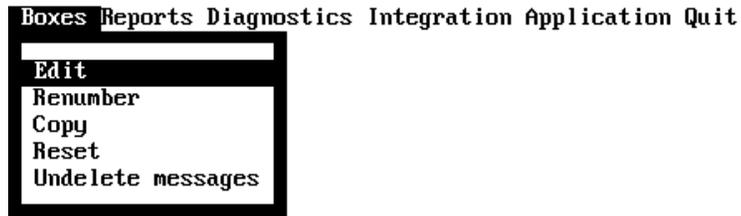


**Figure 3 -3: The System Administration Menu Bar**

The Boxes, Reports, Diagnostics, Integration, Application, and Quit menus are explained in the sections that follow.

## *Boxes Menu*

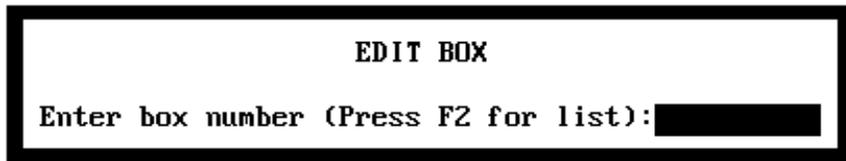
The Boxes menu provides features for configuring individual box settings.



Select Edit from the Boxes menu to program or modify box parameters.

### ***Edit Boxes***

Edit allows you to select a box and set up or change the parameters for that box. Highlight Edit from the Boxes menu and press <Enter>. The Edit Box screen appears.



**Figure 3 -4: The Edit Box Screen**

Press <F2> to bring up a list of boxes. Select the number of the box you want to edit. The User Parameters screen appears, which is the first box configuration screen.

The Edit selection in the Boxes menu brings up the following box configuration screens:

- User Parameters Screen
- Options Parameters Screen
- Caller Options Parameters Screen
- Messages Parameters Screen
- Question and Answer Parameters Screen
- Faxes Parameters Screen
- Services Parameters Screens
- Notification Parameters Screens
- Report User Address and Numbers Parameters Screen
- Networking Parameters Screen
- Box Port Map Parameters Screen

## USER

(Boxes  Edit  <F2>  <Enter>)

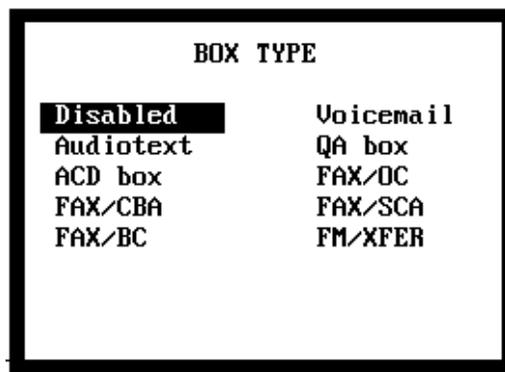
The User Parameters screen is where you enter information about a specific box.

```
EDIT BOX 1000-0000 PARAMETERS SCREEN 1
USER
Number:1000
Type:Disabled
Name:
Passcode:1000
Account number:0
Private account mapping:< >
Extension:1000
Message waiting light extension:1000
Maximum greeting length:60 seconds
Maximum number of greetings:1
Switch to alternate language:< >
ESC to exit F10 to save PgDn next screen F5 prev box F6 next box
```

Figure 3 -5: The User Parameters Screen

**Number** specifies the number of the box that you are modifying. The box number can be from 0 to 10 digits long. This number does not change the box's absolute index number, which is used internally by AVM to represent each box.

**Type** specifies the box type. The default box type is Disabled. To choose a different box type, highlight Type. The Box Types submenu appears. To select an item from the Box Types submenu, use the space bar to highlight the item and press <Enter>.



**Figure 3 -6: The Box Type Submenu**

The box types used in Atlas AVM are explained below:

- **Disabled**—A box that is not currently programmed for use, and cannot be accessed by callers or box owners.
- **Voicemail**—A box that plays a box owner's greeting and receives messages and faxes from callers. Callers can record private messages in, or send faxes to, an owner's voicemail box. The owner can later play back messages, forward messages to another box owner, and retrieve faxes from any fax machine, local or remote.
- **Audiotext**—A box that is programmed to play a greeting for callers but does not record their voice messages. An audiotext box can greet callers, play audio menus, and transfer calls based on caller options choices.
- **QA Box**—A question and answer box can ask callers up to 20 pre-recorded questions. After each question is asked, the caller may respond by voice or by pressing telephone buttons. The responses are stored as a message in the question and answer box.

- **ACD Box**—An Automatic Call Distribution box distributes calls to boxes assigned to the list within that ACD box. An unlimited number of boxes can be assigned to this list. The first caller that dials the ACD box number is routed to the first box on the list. The second caller that dials the ACD box number is routed to the second box on the list, and so on. After a caller dials the ACD box number and is routed to the last box on the list, the next caller who dials the ACD box number is sent to the first box on the list, and the process continues.

The following boxes are all types of Fax on Demand boxes. Fax on Demand boxes store faxes that may be accessed by callers. (Fax on Demand is an optional feature available at additional cost.)

- **Fax/OC**—Fax Offer Choice boxes prompt callers to enter the number of their fax machine so Atlas AVM can call the fax machine to send the fax. Or, if callers are calling from their fax machine, they are prompted to press the start/send button on their fax machines to receive the fax immediately.
- **Fax/CBA**—Fax Call Back Always boxes prompt callers to enter the number of their fax machine so Atlas AVM can call the fax machine to send the fax.
- **Fax/SCA**—Fax Same Call Always boxes prompt callers to press the start/send button on their fax machines to receive the fax immediately. To receive faxes from Fax/SCA boxes, callers must be calling from their fax machines.
- **Fax/BC**—Fax Broadcast boxes allow you to send a fax to several fax machines in one operation.
- **FM/XFER**—One box only may be designated as the Fax Mail Transfer box. The purpose of this box is to give the Fax Mail feature to users on a Atlas AVM system with only one fax port.



**Note**

Only the Atlas AVM installer may assign the FM/XFER box type.



**Note**

Box owners can change their passcodes at any time from a telephone. New passcode numbers then appear in the passcode field.

To choose an item from the Box Types submenu, use the right arrow key to highlight the item and press <Enter>.

**Name** contains the box owner's name or the purpose of the box.

**Passcode** specifies a number, up to eight digits long, that allows the owner private access to this box. The default passcode is 1234.

**Account Number** specifies a number used to keep track of box usage, such as the number of messages received or the number of notification attempts. This number can also be used as a sorting mechanism for the Directory of Owner Names when Global Directory Search is not enabled.

If this box has an account number, this box can only interact with (transfer calls to or send messages to) boxes that have the same account number. If this box does not have an account number, this box can interact with any other box on the Atlas AVM system.

**Private Account Mapping** allows access from this box to other boxes with the same account number only.

**Extension** specifies the number dialed by Atlas AVM to transfer a call to the owner's extension. Ordinarily, the extension number matches the box number. If no extension number is entered in this field, the mailbox does not attempt to transfer the caller to another extension, and the caller immediately hears the owner's box greeting.

**Message Waiting Light Extension** specifies the extension number where the box owner wants to receive indications of messages.

A message waiting indicator is a light or display on the telephone (and sometimes a ring) that notifies the box owner of a message. This indicator is activated by Atlas AVM when the box owner receives a message, and likewise deactivated when the message has been retrieved. Not all telephone systems support a message waiting indicator.

**Maximum Greeting Length** specifies the maximum time length of a box owner's personal greeting. The largest amount of time that can be entered in this field is 9999 seconds.

**Maximum Number of Greetings** specifies the maximum number of greetings that can be recorded for this box. The largest number that can be entered in this field is 9.

**Switch to Alternate Language** allows the box owner to access prompts other than English, if this feature has been purchased. Key System US currently has prompts for English, English and French, and English and Spanish. Prompts under development include English and German and English and Italian.

If your system does not support an additional language, you will not be able to access this field with the cursor. If your system does support an alternate

language, enable this field to play alternate language prompts for this box, or disable this field to play English prompts for this box.

## OPTIONS

(Boxes **Edit** **<F2>** **<Enter>** **<Page Down>** to screen 2)

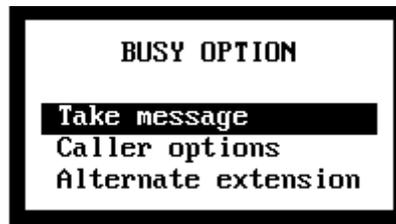
The Options Parameters screen contains information about how Atlas AVM handles incoming calls when the owner's extension is busy or does not answer.

```
EDIT BOX 1001-0001 PARAMETERS SCREEN 2
-----
OPTIONS
  Busy alternate box number:1000
                             Busy:Take message
  No answer alternate box number:1000
                             No Answer:Take message
                             Supervise:< >
  Number of queued callers:0
  Call queuing announcement box:1000
  Number of rings before no answer:5
                             Call blocking:< >
  Extension number edit length:0
                             Toll saver:< >
-----
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box
```

Figure 3 -7: The Options Parameters Screen

**Busy Alternate Box Number** specifies the alternate extension to transfer a call to when the owner's extension is busy. This number is only valid if Alternate Extension is selected as the Busy Option.

**Busy** allows you to specify how Atlas AVM should handle incoming calls if the owner's extension is busy. To select a different busy option, highlight Type. The Box Types submenu appears. To choose an item from the Box Types submenu, use the space bar to highlight the item and press <Enter>.



*Figure 3 -8: The Busy Option Submenu*

The Busy Options submenu has three items to choose from:

- Alternate Extension—AVM transfers the call to another extension. Enter the number of this extension in the Busy Alternate Box field.
- Caller Options—AVM plays options that callers can choose from among to select alternate routes for their calls. Callers hear three system prompts from an audio menu, as shown in Figure 3 -9.
- Take Message—AVM plays the box owner's greeting and records the caller's message in the owner's box.

**"If you wish to leave a message, press 1."**

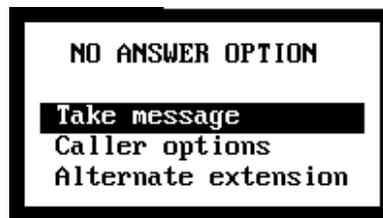
**"To reach another box, press 3."**

**"To exit the system, press #."**

*Figure 3 -9: Caller Options Audio Menu*

**No Answer Alternate Box Number** specifies the number of an alternate box to transfer the call to when the owner's extension is not answered. This number is only valid if Alternate Extension is selected as the No Answer Option.

**No Answer** allows you to specify how Atlas AVM handles incoming calls when this extension is not answered. To choose a different box type, highlight No Answer. The No Answer Option submenu appears. To choose an item from the Box Types submenu, use the space bar to highlight the item and press <Enter>.



**Figure 3 -10: The No Answer Option Submenu**

The No Answer Options submenu has three items to choose from:

- Alternate Extension—AVM transfers the call to another box. Enter the number of this box in the No Answer Alternate Box field.
- Caller Options—AVM plays options that callers can choose from to select alternate routes for their calls. Callers hear three system prompts from an audio menu as shown in Figure 3 -9.
- Take Message—AVM automatically plays the box owner's greeting and records the caller's message in the owner's box.

**Supervise** Enable this field only if you want the auto attendant to be able to determine whether an extension that a call is transferred to is busy or not answered. Do not enable Call Supervision if your telephone system has the capability of supervising call transfers. Check with your Atlas AVM installer before enabling this field.

**Number of Queued Callers** specifies the number of calls that can simultaneously hold for this box. For example, if this number is set to 2, and two callers are holding for this box, subsequent callers will not be offered the option to hold. Instead, subsequent callers will hear the box owner's personal greeting and can leave a message, try another extension, etc.

To disable the queuing option, enter 0 in this field. Consult your system installer prior to entering a number value of 1 or greater in this field. This field is only valid if the Supervise field on the User Parameters screen is enabled.

**Call Queuing Announcement Box** specifies the box that contains the greeting played to callers while they are holding in the queue.

**Number of Rings Before No Answer** specifies the number of rings allowed before an extension is considered not answered.

Enter a number between 3 and 99.

**Call Blocking** allows box owners to have their callers sent to voicemail where they will immediately hear the box owner's personal greeting.

The box owner can also enable or disable call blocking over the telephone by selecting the Change Call Transfer Feature from the Options Menu.

**Extension Number Edit Length** specifies the maximum number of digits of the extension number a box owner is allowed to edit over the telephone. The box owner can edit the extension number by selecting the Change Call Transfer Feature from the User Options Menu.

Enter a number between 0 and 10.

**Toll Saver** allows box owners who call their DID number to receive a signal that there are no new messages in their box. If there are no new messages, the box owner hears the telephone company's DID ringing tone followed by a higher pitched ring tone. This higher pitched ring tone is the signal for no new messages.



**Note**

The toll saver feature works only with DID (Direct Inward Dialing).

## CALLER OPTIONS

(Boxes  $\square$  Edit  $\square$  <F2>  $\square$  <Enter>  $\square$  <Page Down> to screen 3)

The Caller Options screen is only valid for audiotext boxes or voicemail options boxes with one exception. The Transfer on Timeout Box field is valid for voicemail boxes, and is used for the Personal Operator feature.

Use the Caller Options screen to define the keypresses used in an audio menu and the boxes to which the calls are transferred.

The screenshot shows a terminal window titled "EDIT BOX 2000-0000 PARAMETERS SCREEN 3". Inside, the "CALLER OPTIONS" screen has a table with three columns of "Option" and "Box" pairs. Below the table are several configuration parameters: "Maximum number of digits: 4", "Greeting replay time: 7 seconds", "Number of greeting plays: 2", and "Transfer on timeout box: [redacted]". At the bottom, a navigation bar lists keys: ESC exit, F10 save, PgDn nxt scr, PgUp prv scr, F5 prv box, and F6 nt box.

Option	Box	Option	Box	Option	Box
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

Maximum number of digits: 4  
 Greeting replay time: 7 seconds  
 Number of greeting plays: 2  
 Transfer on timeout box: [redacted]  
 Transfer on error box: [redacted]

ESC exit F10 save PgDn nxt scr PgUp prv scr F5 prv box F6 nt box

Figure 3 -11: The Caller Options Parameters Screen

### Conflicts with Box Prefix Numbers

Do not offer a keypad selection that has the same prefix number as the Atlas AVM system's box numbers.

For example, suppose the Atlas AVM system's box prefix number is 1 and you offer a menu selection numbered 1. If a caller selects 1 from the menu, Atlas AVM interprets the caller's keypress as part of a box number and pauses for the timeout period, waiting for the caller to enter the rest of the number.

### Option/Box Fields

**Option** specifies the keypress (digits) you want callers to use for this option. The maximum number of keypresses is 10.

**Box** specifies the box number you want the caller to be transferred to when the specified keypress is entered.

The maximum number of options per box is 500, even though you only see nine on the screen at one time. If you fill in all nine of the Option and Box fields, nine more Option and Box fields appear in their place. Press the right or left arrow keys to move between the different screens.

**Maximum Number of Digits** specifies the number of audiotext digits (keypresses) Atlas AVM listens for before transferring a call to a box. To expedite calls, enter the same number of digits that the numbers in the Options fields contain.

Enter a number between 1 and 10.

**Greeting Replay Time** specifies the number of seconds Atlas AVM waits for a response from a caller before repeating the box greeting or transferring the call to the Transfer on Timeout Box.

Enter a number between 1 and 60.

**Number of Greeting Plays** specifies the total number of times Atlas AVM plays the greeting when there is no response from the caller.

Enter a number between 1 and 9.

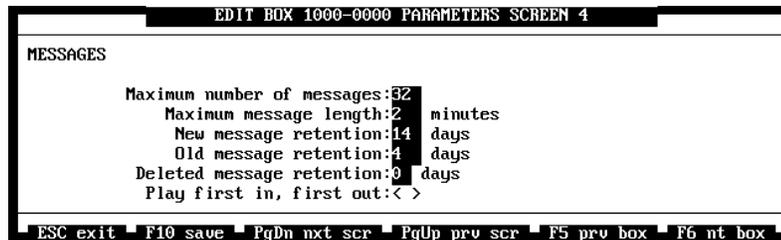
**Transfer on Timeout Box** specifies the box number that a call is transferred to after the timeout is exceeded. If this field is blank, Atlas AVM will disconnect the caller when the timeout is exceeded.

**Transfer on Error Box** specifies the box number where you want the caller to be transferred to after making an error. If this field is blank, Atlas AVM will disconnect the caller when an error is made.

## MESSAGES

**(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 4)**

The Messages Parameters screen contains information about how Atlas AVM handles messages.



**Figure 3 -12: The Messages Parameters Screen**

**Maximum Number Of Messages** specifies the number of messages that can be stored in this box.

Enter a number between 1 and 255.

**Maximum Message Length** specifies the maximum number of minutes a single message can be.

Enter a number between 1 and 255.

**New Message Retention** specifies how many days new messages are stored in the owner's box.

Enter a number between 1 and 255.

**Old Message Retention** specifies how many days messages that have been played and saved are stored in the owner's box.

Enter a number between 1 and 255.

**Deleted Message Retention** specifies the number of days deleted messages are archived. To recover archived messages, see the Undelete Messages field on p. 3-31.

Enter a number between 0 and 99.

**Play First In, First Out** refers to the order in which messages are played. If this field is enabled <\*>, the default message play order is "Last In, First Out" (LIFO). This means that the last message the box owner received is played first.

## QUESTION AND ANSWER

**(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 5)**

The Question and Answer Parameters screen contains parameters for question and answer boxes.

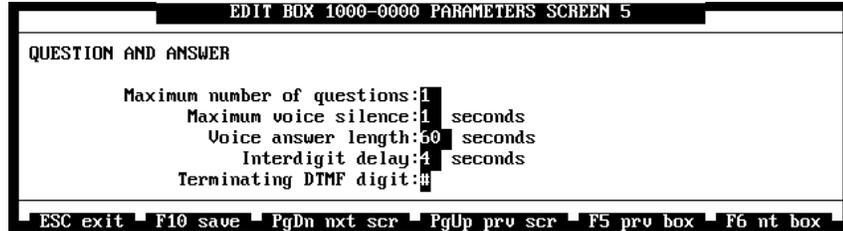


Figure 3 -13: The Question and Answer Parameters Screen

**Maximum Number of Questions** specifies the maximum number of questions that can be recorded for this box.

Enter a number between 1 and 20.

**Maximum Voice Silence** specifies the maximum number of seconds Atlas AVM allows during a caller's response to a question before proceeding to the next question.

Enter a number between 1 and 10.

**Voice Answer Length** specifies the maximum number of seconds a caller's response to a question can be. Enter a number between 1 and 240.

**Interdigit Delay** specifies the maximum number of seconds a caller can pause, between pressing digits on the keypad, when entering menu choices or a box number. When a caller pauses longer than the amount in this field, AVM assumes that the caller is finished pressing digits. Enter a number between 1 and 10.

**Terminating DTMF Digit** specifies the telephone keypad digit (usually the # sign) that callers must press to indicate they are finished answering a question. Enter a number between 0 and 9, \*, or #.

## FAXES

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 6)

The Faxes Parameters screen contains parameters used with fax boxes.



### Tip

The recommended value for the Maximum Voice Silence field is 3 to 5 seconds. The recommended value for the Interdigit Delay field is 3 seconds.



### Note

Be sure to prompt callers to press the terminating digit when they finished recording a message.

```

EDIT BOX 1000-0000 PARAMETERS SCREEN 6
FAXES
Customer subscriber id:FaxMail
Maximum number of faxes:32
Fax retention enabled:< >
New retention:14 days
Old retention:4 days
Local fax number:
ESC exit F10 save PgDn nxt scr PgUp prv scr F5 prv box F6 nt box

```

Figure 3 -14: The Faxes Parameters Screen

**Customer Subscriber ID** specifies the customer's ID name. If this box owner is allowed fax store and forward, the name in this field will be displayed on a fax sender's fax machine display. Enter a number between 1 and 250 characters.

**Maximum Number of Faxes** specifies the maximum number of faxes that can be stored in this box. Enter a number between 1 and 255. This parameter applies to fax mail only.

**Fax Retention Enabled** specifies whether retained faxes will be deleted automatically or manually. When enabled, faxes are deleted automatically based on the New Retention and Old Retention field values on this screen. Enable this field if this is a voice mailbox that has the Fax Store and Forward field enabled on the Services Parameters screen.

When disabled, faxes remain in this box until deleted manually. Disable this field if this is a Fax on Demand box.

**New Retention** specifies how many days new faxes are stored in this box. Enter a number between 1 and 255.

**Old Retention** specifies how many days old faxes are stored in this box. Enter a number between 1 and 255.

**Local Fax Number** specifies the extension or telephone number of the fax machine to which you want your faxes sent. If your usual fax number is a long distance call from your Atlas AVM system, enter the area code and number. If your usual fax number is an extension, the number must be six digits or less.

## SERVICES

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 7)

There are two Services Parameters screens, with features that are programmed on a box level. When a service feature is enabled, the telephone prompts that go



### Tip

Using the local fax number parameter makes it easier to retrieve fax mail because the box owner only has to make one keypress instead of entering an entire fax number.

with that feature are activated. Use the spacebar to toggle the fields in the Services Parameter screens between enabled <\*> and disabled<>.

```

EDIT BOX 1001-0001 PARAMETERS SCREEN 7
SERVICES 1
    Make a message:< >
    Give copy of message:< >
    Reply to message:< >
    Distribution lists:< >
    Wakeup control:< >
    Call screening:< >
    Exit to another mailbox/extension:< >
    Caller priority message control:< >
    Caller message editing:< >
    User options control:< >
    Save message:< >
    Send message once:< >
    Notification control:< >
    No passcode/Auto message retrieve:< >
    Confirm before deleting message:< >
    Play date/time before message:< >
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box

```

```

EDIT BOX 1001-0001 PARAMETERS SCREEN 8
SERVICES 2
    No Passcode:< >
    Skip and play next message:< >
    Greetings 2 & 3 as B/NA prompts:< >
    Play box number in directory:< >
    Fax Store & Forward:< >
    Play user name on Xfer:< >
    For future use:< >
    For future use:< >
    Save call screen recording as msg:< >
    For future use:< >
    For future use:< >
    System administrator:< >
    Tutorial on box reset:< >
    Zero key for passcode:< >
    Audiotext Options control:< >
    Fax box get passcode before send:< >
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box

```

**Figure 3 -15: The Services Parameters Screens**

**Make a Message** allows box owners to record and forward messages to other box owners or distribution lists.



**Note**

Reply to Message works only with messages sent from other box owners from within their box, not with messages left by outside callers.

**Give Copy of Message** allows box owners to give a copy of a message he has received and forward the copy to other box owners or distribution lists. The copied message can be forwarded with or without a comment from the box owner.

**Reply to Message** allows box owners to record a reply to the sender of a message without pressing the sender's box number on the telephone keypad. Atlas AVM detects the sender's box number and automatically sends the reply to the message sender.

**Distribution Lists** allows box owners to build up to 99 lists containing as many boxes as are active in their Atlas AVM system. This enables the owner to make a message then send it to all boxes on the distribution list without dialing each owner's box number.

Distribution lists are created by box owners from their telephone interfaces.

**Wakeup Control** allows box owners can remotely access their wakeup settings, play the time for which the wakeup call is programmed, change the programmed time, and turn wakeup on or off.

**Call Screening** allows box owners to hear their callers' names before they answer their calls. When a call is received, Atlas AVM asks for the name of the caller before dialing the owner's extension number. If the extension is answered, Atlas AVM plays the caller's name and offers the box owner choices on how to handle the call, as shown in Figure 3 -16.

"To accept the call, press 1."

"To take a message, press 2."

"To transfer the call, press 3."

**Figure 3 -16: Call Screening Menu**

**Note**

Do not enable both the Exit to Another Mailbox/Extension and the Zero Key for Passcode fields for a box at the same time. If you do, Zero Key for Passcode will override Exit to Another Mailbox/Extension.

**Exit to Another Mailbox/Extension** allows callers to access another extension, either during the box owner's personal greeting or after leaving a message, by first dialing 0. After dialing 0, the caller hears the prompt, "Enter a box number."

**Caller Priority Message Control** allows Atlas AVM to send notification to box owners only for messages marked 'priority' by callers. When this field is disabled, Atlas AVM notifies the box owner of all messages. All message notification attempts for messages marked priority or regular follow the pre-set notification screen parameters.

This parameter does not affect the operation of message waiting indicators.

**Caller Message Editing** allows Atlas AVM offers callers the opportunity to listen to and edit a message they have just recorded.

"To deliver your message, press 1."

"To play your message, press 2."

"To discard your message and record over, press 3."

"To append to your message, press 5."

"To cancel making a message, press 4."

**Figure 3 -17: An Example of the Caller Message Editing Menu**

**User Options Control** must be enabled for a box owner to have access to the User Options menu through the telephone interface. User options allow box owners to record their names and greeting prompts, change their passcodes, etc.

**Save Message** must be enabled for box owners to be able to save their messages. If this field is disabled, box owners can play their messages as many times as they want, but they cannot save messages.

**Send Message Once** allows box owners can send a message they create to only one mailbox. Thus, box owners will not hear the prompt asking if they want to send a message they just recorded to another box.

**Notification Control** allows box owners to remotely turn on and off message notification and change the number where they will be notified.



**Note**

No Passcode/Auto Message Retrieve is valid only for phone systems that offer the auto message retrieve feature.

**No Passcode/Auto Message Retrieve** allows box owners calling in to Atlas AVM from *their extension* to bypass the prompt to enter a passcode to access their messages.

**Confirm Before Deleting Messages** gives box owners the chance to confirm or cancel the deletion of a message after pressing 4 to delete a message. The box owner can press 9 to confirm or # to keep the message. When this field is disabled, Atlas AVM does not ask the box owner to confirm the deletion of a message.

**Play Date/Time Before Messages** allows box owners to hear the date and time of receipt before each message is played. If this field is disabled, box owners can press 5 during or after a message to hear the date and time the message was received.

**No Passcode** allows box owners to access their mailboxes without entering a passcode.

**Skip and Play Next Message** gives box owners a prompt allowing them to skip a message and play the next one.

**Greetings 2 and 3 as Busy/No Answer Prompts** allows box owners to override the system prompts for busy or no answer calls to their extension and record their own greetings. Greeting 2 is the busy greeting and greeting 3 is the no answer greeting.

**Play Box Number in Directory** enables the Directory of Owner Names to play box owner's names and box numbers for callers. When this field is disabled, the directory plays only the name, keeping the box number private.

**Fax Store and Forward** enables a box owner to receive faxes. When a caller accesses this box, Atlas AVM assumes that the caller is at a fax phone and prompts the caller to press <Start> on the fax machine to send the fax to this box.

**Play User Name on Transfer** enables Atlas AVM to announce to callers the name of the box owner they are being transferred to. When this field is disabled, Atlas AVM says only, "One moment please."

**Save Call Screen Recording as Message** allows Atlas AVM to record the voice of a screened caller, even when no message is left, and save it as a message. This feature is valid only when Call Screening is also enabled on the Services 1 Parameters screen.

**System Administrator** should be enabled for the System Administrator's box only. When this field is enabled, the system administrator can call into this box to make changes to any box on the system through the telephone interface.

Box 9999 is designed to be the system administrator's box. When this field is enabled and the system administrator calls this box, extra prompts at the end of the User Options menu ask for the system administrator's level one passcode. The default passcode is 9999. After that passcode is entered, another prompt asks for the level two passcode. The default for the level two passcode is 1234.

After the second passcode is successfully entered, a prompt asks for the box number to be edited. The system administrator can then access the User Options for that box and make modifications.

**Tutorial on Box Reset** allows the owner of this box to hear the tutorial after the box is reset. When this box has been reset, the box owner hears the tutorial once, the first time the box is accessed.

**Zero Key for Passcode** can be used when Atlas AVM is installed with a telephone system that does not have a \* key available for use. The \* key is ordinarily the key a box owner presses to interrupt a box greeting.

When this field is enabled, the owner of this box can use the 0 key to interrupt and bypass the greeting within this box. If the owner presses the 0 key during the box greeting, AVM asks for the owner's passcode.

**Audiotext Options Control** allows an audiotext box owner to edit the greetings and options for this box. When this field is disabled, the box owner can still change the greeting but can not change the options.

**Fax Box Get Passcode before Send** can be used for a fax-on-demand box, callers must enter the correct passcode before Atlas AVM allows the fax to be sent.

## NOTIFICATION

**(Boxes Edit <F2> <Enter> <Page Down> to screens 7-8)**

The Notification screens contain information on how box owners will be notified when new messages are received. Each box owner can have up to 4 methods of notification. These methods are called notification selections. For more information about notification, *see also* Chapter 10, "Notification."

Notification screens 2, 3, and 4 are not shown in this manual because they appear the same as Notification screen 1.



### Note

Do not enable both the Exit to Another Mailbox/Extension and the Zero Key for Passcode fields for a box at the same time. If you do, Zero Key for Passcode will override Exit to Another Box.

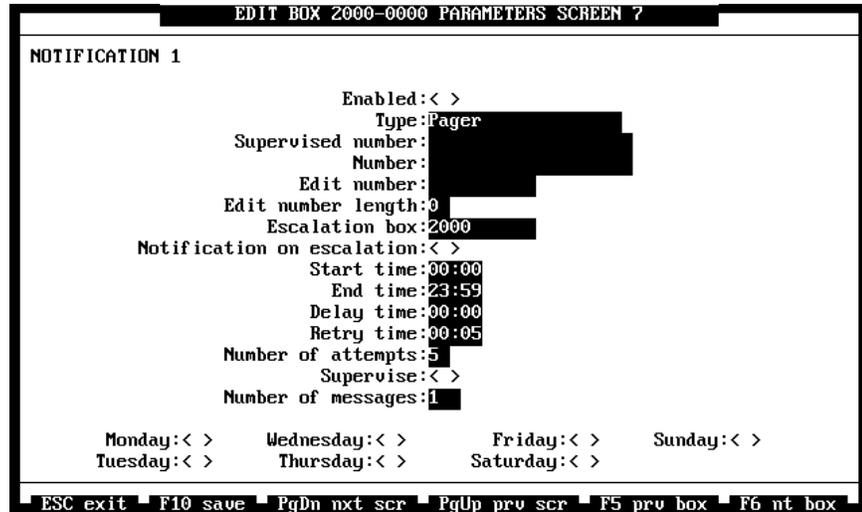


Figure 3 -18: The Notification Screen

**Enabled** specifies whether Notification is enabled or disabled for this box.

**Type** indicates the type of notification desired for this selection. Highlight this field to see the Notification Type submenu.

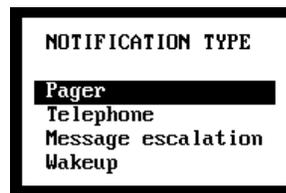


Figure 3 -19: Notification Type Submenu

The Notification Type submenu allows you to choose from four notification types.

- Pager—notification is sent to a pager.
- Telephone—notification is sent to a telephone number.
- Message escalation—sends a message to another box.
- Wakeup—sends a wakeup call to a box owner at a specified time.

Use the spacebar to toggle between the various notification types. Select the type of notification the box owner wants.



**Note**

If you enter a phone number in the Edit Number field, type <@> in the Supervised Number field instead of typing the phone number. Atlas AVM recognizes the @ as a substitute for the value in the Edit Number field.

**Supervised Number** specifies the telephone number that Atlas AVM dials to initiate a notification. If Atlas AVM needs to dial a digit to get an outside line, that digit should be typed here.

For example: **9,5552134**

In the above example, Atlas AVM dials a 9 to get an outside line followed by a comma, which represents a 2 second pause. The pause is necessary to give your phone system and local phone company time to send outside line dial tone to Atlas AVM before it starts to dial. Atlas AVM then dials the telephone number, pager company number, or the @ sign to initiate the notification.

**Number** specifies the additional digits that Atlas AVM dials when you have selected Pager as the notification type. These digits are displayed on the digital pager. It is recommended that you include the pound sign <#> at the end of the number. Doing this terminates the phone call and sends the page.

**Edit Number** specifies the number is the notification dialing string that the box owner can change via the telephone if Notification Control is enabled on the Services Parameters screen. (The owner can change the Edit Number from a remote telephone.)

The @symbol is used as a substitute for the value of the Edit Number in the Supervised Number field.

**Edit Number Length** specifies the maximum number of digits from the Edit Number field that the owner can program.

Enter a number between 0 and 10.

**Escalation Box** contains the number of the box to which you want the message escalated (forwarded) if you selected Message Escalation as the notification type, this field. If you selected a different notification type, leave this field blank.

**Notification on Escalation** allows box owners receiving escalated messages to be paged.



**Tip**

You can set Edit Number Length to prevent the box owner from activating notification to long-distance telephones. Do this by limiting the number length to allow for local calls only.

**Note**

Remember to use 24-hour time format for all time entries.

24-Hour Time Chart					
Standard Time	24-Hour Time	Standard Time	24-Hour Time	Standard Time	24-Hour Time
1:00 AM	01:00	9:00 AM	09:00	5:00 PM	17:00
2:00 AM	02:00	10:00 AM	10:00	6:00 PM	18:00
3:00 AM	03:00	11:00 PM	11:00	7:00 PM	19:00
4:00 AM	04:00	12:00 PM	12:00	8:00 PM	20:00
5:00 AM	05:00	1:00 PM	13:00	9:00 PM	21:00
6:00 AM	06:00	2:00 PM	14:00	10:00 PM	22:00
7:00 AM	07:00	3:00 PM	15:00	11:00 PM	23:00
8:00 AM	08:00	4:00 PM	16:00	12:00 AM	24:00

**Figure 3 -20: 24-Hour Time Chart**

**Start Time** specifies the start time for this notification selection.

**End Time** specifies the end time for this notification selection.

**Delay Time** specifies the number of minutes Atlas AVM waits before notifying the box owner that messages are waiting.

**Retry Time** specifies the number of minutes Atlas AVM waits between notification attempts.

**Number of Attempts** specifies how many times you want Atlas AVM to attempt this notification. Enter a number between 1 and 99.

#### Resetting the Number of Attempts Counter

If the specified number of attempts have been made to notify the box owner of a particular message, but the box owner has not responded, no additional attempts can be made if additional messages arrive. The box owner must respond to a notification attempt to reset the “number of attempts” counter.

**Supervise** enables Atlas AVM to detect when a notified party answers. If Atlas AVM supervises the call and detects a busy or no answer condition, the call is not considered an attempt.

**Number of Messages** specifies the number of messages Atlas AVM waits for, along with the amount of time in the Delay Time field, before beginning notification. After these conditions have been met, if the messages have not been played, Atlas AVM begins trying to notify the box owner. Enter a number between 1 and 150.

**Days of the Week for Notification** allows the box owner to specify the day or days of the week for this notification selection.

## REPORT USER ADDRESS AND NUMBERS

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 13)

The screenshot shows a terminal window titled "EDIT BOX 2000-0000 PARAMETERS SCREEN 11". It is divided into two main sections: "REPORT USER ADDRESS" and "REPORT NUMBERS".

**REPORT USER ADDRESS**

Address 1:	[REDACTED]
Address 2:	[REDACTED]
Address 3:	[REDACTED]
Address 4:	[REDACTED]

**REPORT NUMBERS**

Numeric report number 1:	0.00
Numeric report number 2:	0.00
Numeric report number 3:	0.00
Numeric report number 4:	0.00
Numeric report number 5:	0.00
Numeric report number 6:	0.00
Numeric report number 7:	0.00
Numeric report number 8:	0.00
Numeric report number 9:	0.00
Numeric report number 10:	0.00

At the bottom of the screen, there is a navigation bar with the following options: ESC exit, F10 save, PgDn nxt scr, PgUp prv scr, F5 prv box, F6 nt box.

*Figure 3 -21: The Report User Address and Numbers Screen*

**Address 1–4** are fields that can be used for additional address information about a box owner.

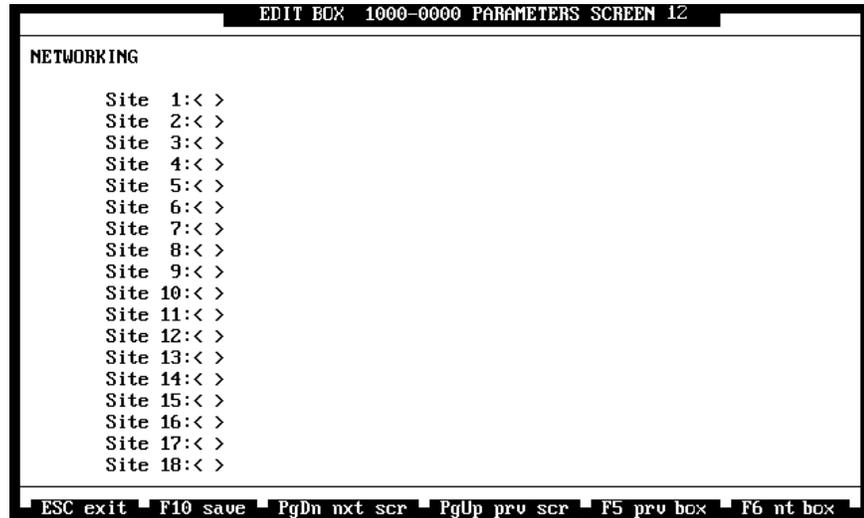
**Numeric Report Numbers 1–10** display the values for ten reports. You can specify the parameters for these reports in the ASCII file VXVRTSPT.CFG.

## NETWORKING

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 14)

On the Networking Screen you can enable up to 18 different sites that this box can dial out to using the AMIS networking method. This is an optional feature which is available at additional cost.

Enable <\*> each remote site on this screen that you want this box to be networked with.



**Figure 3 -22: The Networking Screen**



## BOX PORT MAP

**(Boxes Edit <F2> <Enter> <Page Down> to screen 15)**

**Note**

A box can receive and send calls only through ports that are enabled on this screen. By default, your system is set up with all ports enabled for all boxes. Your system may not have as many ports as are listed on the screen.

The Box Port Map Screen allows you to specify which port or ports this box can be accessed from and allowed to outdial on for notification.

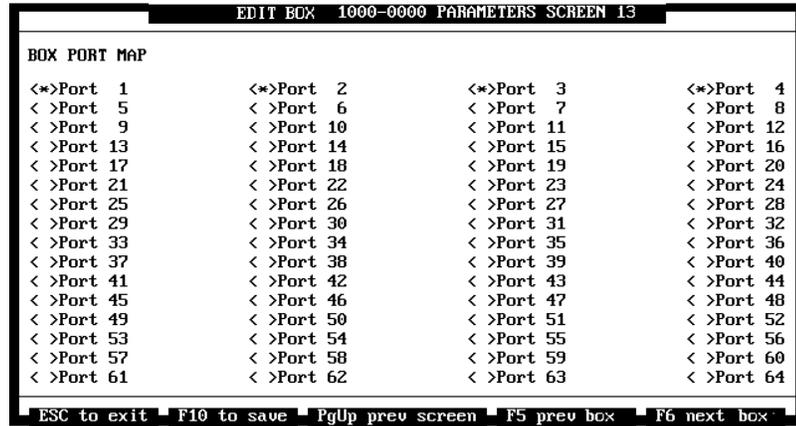


Figure 3 -23: The Box Port Map Screen

## RENUMBER BOXES

### (Boxes Menu $\square$ Renumber)

Renumbering allows you to renumber a group of boxes in one operation. The minimum number of boxes that must be renumbered is two. To renumber a series of boxes, highlight Renumber from the Boxes menu and press <Enter>.

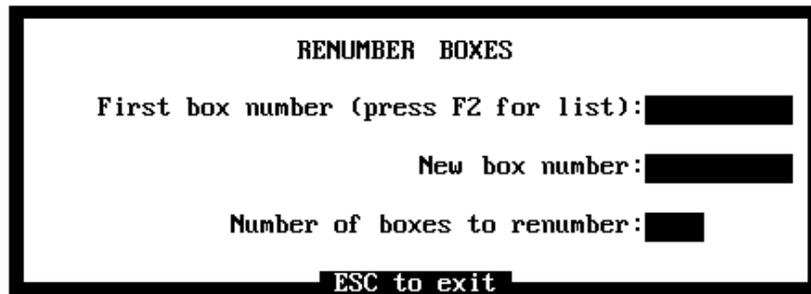


Figure 3 -24: The Renumber Boxes Screen



**Tip**  
Renumbered boxes appear on the Status screen in the order that they were originally created. This order, called absolute index number order, may not be the same as numerical order.

**First Box Number** specifies the box number where you want the renumbering to start.

**New Box Number** specifies the new box number that you want assigned to the first renumbered box.

**Number of Boxes to Renumber** contains the number of boxes you want to renumber, including the first box. You can specify from 1 to 9999 boxes.

## COPY BOXES

### (Boxes Menu $\square$ Copy)

Copy allows you to copy information from one box (called the master box) to one or more other boxes.

**COPY BOXES**

Master box number (press F2 for list):

First box number (press F2 for list):

Last box number (press F2 for list):

**ESC to exit    F10 to verify**

*Figure 3 -25: The Copy Boxes Screen*

**Master Box Number** specifies the number of the master box you want to copy.

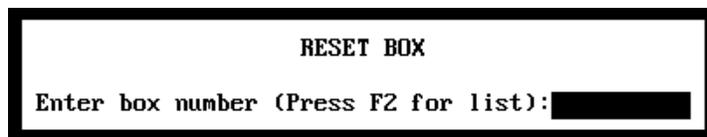
**First Box Number** specifies the number of the first box in the group to which you are copying parameters from the master box.

**Last Box Number** specifies the number of the last box in the group to which you are copying parameters from the master box.

## RESET

### (Boxes Menu $\square$ Reset)

The Reset function clears the settings in a box, changing the box passcode to the box number, deleting the box greetings and name, and erasing all box messages.



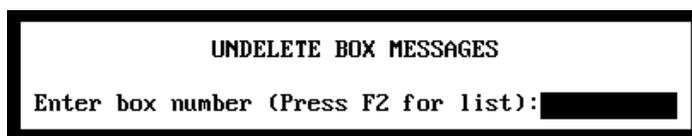
*Figure 3 -26: Reset Box Screen*

Enter a box number or press F2 to select one from the pop-up list of boxes.

## **UNDELETE MESSAGE**

### **(Boxes Menu □ Undelete messages)**

The Undelete Message feature is a method of archiving and retrieving messages before they are permanently deleted. On the Message Parameter screen, set the Deleted Message Retention field to the number of days you want messages to be archived. Then the system administrator can use this screen to recover deleted messages if the messages are still archived.

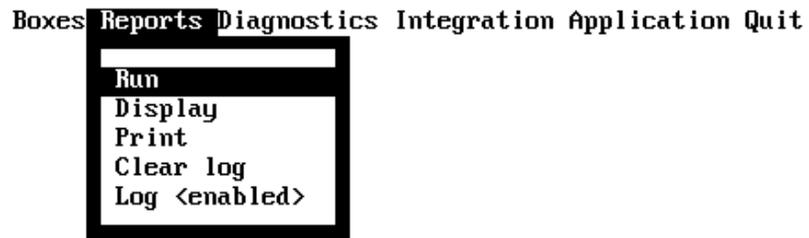


*Figure 3 -27: Undelete Box Messages Screen*

Enter the number of the box that you want to recover all deleted (archived) messages from.

## *Reports Menu*

You can use the Reports functions to run reports providing information about your Atlas AVM system.



## RUN REPORTS

(Reports Menu  $\square$  Run)

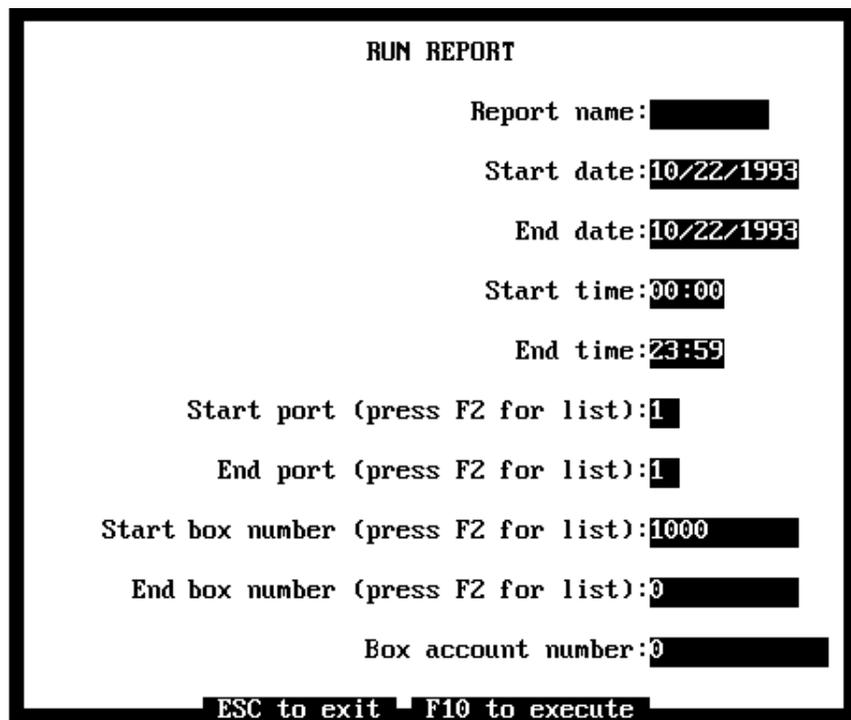


Figure 3 -28: The Run Report Screen

**Report Name** specifies the name of the report you want to generate. For example, for a box report, type BOX.



**Tip**  
See the 24-hour time chart in **Figure 3 -20**.

**Start Date** specifies the date from which you want Atlas AVM to begin collecting your report data. (Date format: MM/DD/YYYY)

**End Date** specifies the date you want Atlas AVM to stop collecting your report data. The end date must be equal to or later than the start date. If you want a report for a single day only, enter that date as both the start and end dates.

**Start Time** specifies the time of day from which you want Atlas AVM to begin collecting your report data. Use 24-hour time format.

**End Time** specifies the time of day you want Atlas AVM to stop collecting your report data. Use 24-hour time format.

**Start Port** specifies the port number from which you want report data collected. Press <F2> for a list to select from.

**End Port** specifies the port number of the final port you want Atlas AVM to collect report data on. This number must be equal to or greater than the start port number.

Atlas AVM collects data for ports numbered sequentially from the start port to the end port.

### Port Numbering and Reports

If you want a report involving ports not sequentially numbered, you must run more than one report. For example, if you want a report on ports 1 and 2, Atlas AVM can gather this data in one operation. If you want a report on ports 1 and 4, you must run two separate reports—one for port 1 and one for port 4.

**Start Box Number** specifies the first box number for which you want report data collected. Press <F2> for a list to select from.

**End Box Number** specifies the last box number for which you want report data collected. Press <F2> for a list to select from.

**Box Account Number** specifies the box account number.

## DISPLAY REPORT

### (Reports Menu Display)

After your report has finished generating, you can look at the collected data by using Display Report.



*Figure 3 -29: The Display Report Screen*

Enter the name of the report you want to display, then press <Enter>.

To return to the Reports Menu, press <Esc>.

## **PRINT REPORT**

**(Reports Menu □ Print)**

Atlas AVM sends ASCII text to your printer through LPT1. To print, make sure you have a printer connected to the back of the Atlas AVM system Hardware Lock on LPT1. Consult your system installer prior to printing reports to verify that connections were made properly.



*Figure 3 -30: The Print Report Screen*

Enter the name of the report you want to print, and press <Enter>.

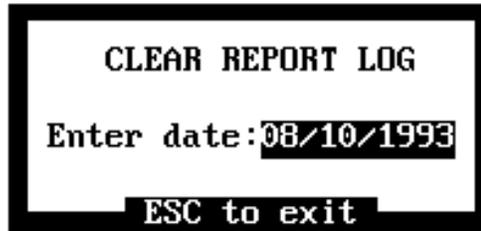
To return to the Reports Menu, press <Esc>.

## **CLEAR REPORT LOG**

**(Reports Menu □ Clear log)**

Clear Report Log deletes any data in the data log buffer, from the date of the earliest data currently in the buffer to the date you enter on the Clear Report Log Screen.

This feature does not clear out old reports, but deletes old data that the report information was drawn from.



*Figure 3 -31: The Clear Report Log Screen*

Enter the earliest date for data you would like to keep, and press <Enter>.

To return to the Reports Menu, press <Esc>.

## **LOG**

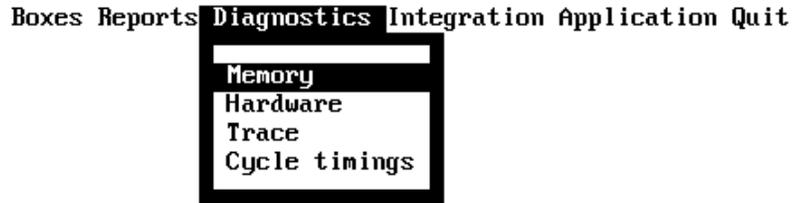
### **(Reports Menu Log)**

Enable or Disable the report feature by selecting Log from the Reports Menu.

## *Diagnostics Menu*

The Diagnostics Menus can be used by the system administrator to:

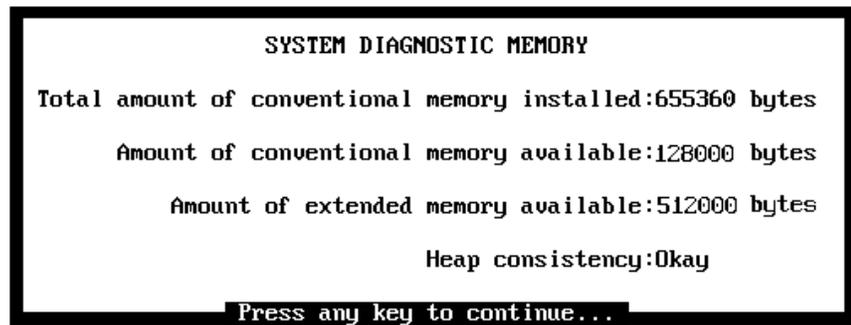
- Check system memory (installed and available).
- Check hardware (drive and port) status.
- Check system cycle times.



## MEMORY

(Diagnostics Menu  $\square$  Memory)

This screen displays information about the memory in your system.



*Figure 3 -32: The System Diagnostic Memory Screen*

## HARDWARE

(Diagnostics Menu  $\square$  Hardware)

This screen displays information about the hardware in your system.

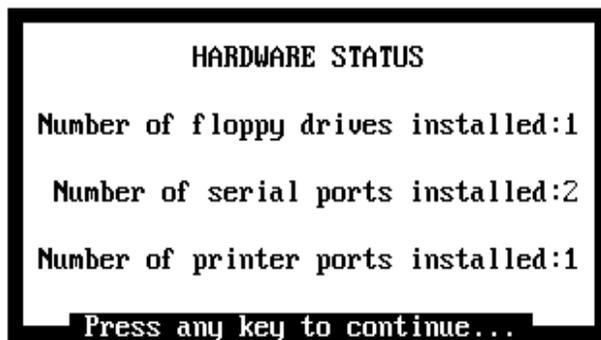
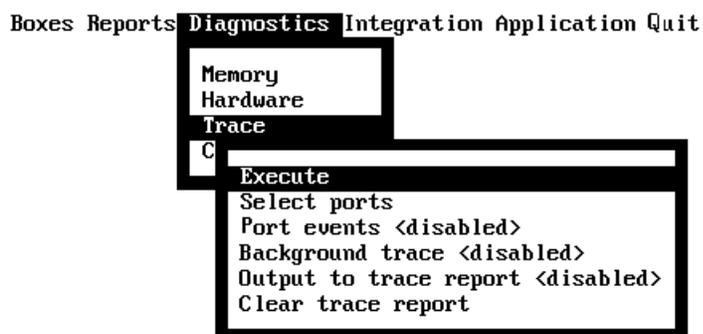


Figure 3 -33: The Hardware Status Screen

## TRACE

### (Diagnostics Menu □ Trace)

Trace allows you to see what programming commands Atlas AVM is executing. This feature is designed to help you monitor your system and aid in troubleshooting any problems you encounter.



### *Execute*

#### (Diagnostics Menu □ Trace □ Execute)

Select this option to execute your trace. When you select Execute from the Trace menu, the Diagnostic Trace screen appears.

```
DIAGNOSTICS TRACE
Wed Dec 13 15:51:01 1995
01-Command=jump(2233), offset=2217

Wed Dec 13 15:51:01 1995
01-Jumped to offset=2233

Wed Dec 13 15:51:01 1995
01-event=system, state=execute command, status=active, data=0

Wed Dec 13 15:51:01 1995
01-Command=get_caller_option(0,8,92358), offset=2233

Wed Dec 13 15:51:01 1995
01-Caller option not found

Wed Dec 13 15:51:01 1995
01-event=system, state=execute command, status=active, data=0

Wed Dec 13 15:51:01 1995
01-Command=test_dtmf(8,1,*,2386), offset=2241

Press any key to continue...
```

**Figure 3-34: The Diagnostic Trace Screen**

The Diagnostic Trace screen displays the various types of traces Atlas AVM performs. However, at least one port must be enabled for this screen to display information. For information on enabling your port, *see* “Select Ports,” on page 3-39.

The Trace screen display varies depending on which options have been selected.

The number ‘01’ tells which port the information is coming in on—in this case, port 1. Lines of text in lower case are script functions. Other lines are layman terms used to describe the actual events.

The <F2> key can be pressed to pause and resume the trace output to the trace screen.

You can run one or more kinds of traces at the same time on the Diagnostic Trace screen.

The *Atlas AVM Script AppTool*, which may be purchased from Key System US describes all script functions.

### ***Color of Diagnostic Trace Text***

The color of the text on the Diagnostic Trace screen is designed to help you identify what kind of information is being displayed. There are three different colors of text:

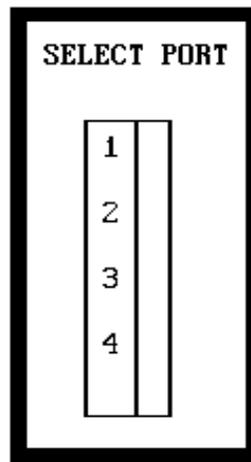
**Note**

Any kind of port error causes the text on the Diagnostic Trace screen to blink.

- White—indicates port events and script commands (Port Events)
- Yellow—indicates main tasks that the AVM engine is performing (Port Events)
- Inverse video—indicates when the AVM engine is checking for background information at timed intervals (Background Events)

**Select Ports****(Diagnostics Menu ▶ Trace ▶ Select Ports)**

The Select Ports option allow you to select the ports that you want to perform traces on.



**Figure 3 -35: The Select Port Screen**

To enable or disable a port:

1. Highlight Select Ports from the Trace menu. The Diagnostic Trace Port Selection screen appears.
2. Toggle the ports on this screen between enabled <\*> and disabled <> by moving the cursor to the port you want to enable or disable and pressing the spacebar.

3. When you are finished toggling ports on this screen, press <F10> to save your modifications. You return to the System Administration screen.

### ***Port Events***

#### **(Diagnostics Menu □ Trace □ Port Events)**

A port events trace allows you to see all the events that are associated with the selected port or ports.

To run a port events trace:

1. Enable the port or ports you want to trace.
2. Enable a port events trace by toggling the Port Event option to <enabled> on the Trace menu.
3. Select Execute from the Trace Menu. The Diagnostic Trace screen appears.

The port number of each event is the first piece of information that is listed on each line of text.

### ***Background***

#### **(Diagnostics Menu □ Trace □ Background)**

A background events trace shows the AVM engine checking at timed intervals for tasks the engine needs to initiate. Notifying a box owner of messages, when the start time for that notification selection is reached, is an example of a task that needs to be initiated.

To run a background events trace:

1. Enable the port or ports you want to trace.
2. Enable a background events trace by toggling the Background option to <enabled> on the Trace menu.

Select Execute from the Trace Menu. The Diagnostic Trace screen appears.

### ***Output to trace report***

#### **(Diagnostics Menu □ Trace □ Output to trace report)**

Output Trace to Text File copies a trace to the ASCII text file, TRACE.LOG, which is found in the Atlas AVM directory.

To copy a trace to a text file:

1. Enable the port or ports you want to trace.

2. Enable Output to trace report by toggling the Output to trace report to <enabled> on the Trace menu.
3. Enable one or more types of traces you want to perform (port events, and/or background events) on the Trace menu.
4. To run the trace, select Execute from the Trace menu.
5. When you are finished running the trace, the trace is saved in TRACE.OUT in the Atlas directory, unless you have specified that the trace be saved to a different file.

### ***Clear Trace Report***

**(Diagnostics Menu □ Trace □ Clear Trace Report)**

Select this option to clear the trace output file.

### **CYCLE TIMINGS**

**(Diagnostics Menu □ Cycle Timings)**

The cycle timing information can be used to check the amount of time the system takes to complete different tasks during the day.

MAXIMUM SYSTEM PROCESS CYCLES	
12:00am-12:59am:0.06 Seconds	12:00pm-12:59pm:1.01 Seconds
01:00am-01:59am:0.06 Seconds	01:00pm-01:59pm:0.97 Seconds
02:00am-02:59am:0.19 Seconds	02:00pm-02:59pm:0.54 Seconds
03:00am-03:59am:0.09 Seconds	03:00pm-03:59pm:0.28 Seconds
04:00am-04:59am:0.13 Seconds	04:00pm-04:59pm:0.79 Seconds
05:00am-05:59am:0.09 Seconds	05:00pm-05:59pm:1.21 Seconds
06:00am-06:59am:0.06 Seconds	06:00pm-06:59pm:0.96 Seconds
07:00am-07:59am:0.16 Seconds	07:00pm-07:59pm:0.32 Seconds
08:00am-08:59am:0.86 Seconds	08:00pm-08:59pm:0.19 Seconds
09:00am-09:59am:0.54 Seconds	09:00pm-09:59pm:0.06 Seconds
10:00am-10:59am:1.16 Seconds	10:00pm-10:59pm:0.12 Seconds
11:00am-11:59am:1.19 Seconds	11:00pm-11:59pm:0.06 Seconds

Press any key to continue...

**Figure 3 -36: The Maximum System Process Cycles Screen**

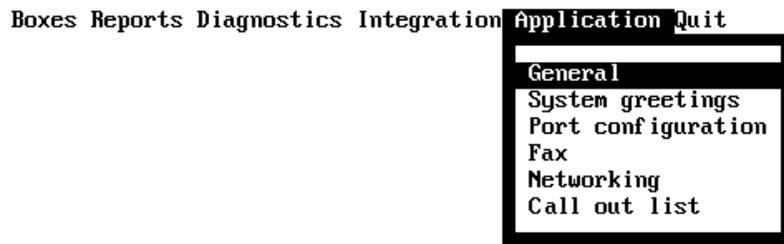
## *Integration Menu*



Information about the Integration menu is contained in the *Atlas AVM Installer's Manual*.

## *Application Menu*

This menu contains miscellaneous Atlas AVM functions.



### **GENERAL PARAMETERS**

#### **(Application Menu □ General)**

This function allows you to set the customer name, the system administration password, and the system date and time for the Atlas AVM system.

GENERAL PARAMETERS	
ADMINISTRATION	
Name:	
Administrator passcode:	VOICEMAIL
Installation passcode:	DEMO
OPTIONS	
Minimum recording length:	3 seconds
Interdigit delay time:	4 seconds
Digitization and playback rate:	0ki 24 Kbits/sec. ADPCM
Auto message waiting light time:	0 seconds
DATE AND TIME	
System date:	01/18/1996
System time:	14:22
ESC to exit F10 to save	

Figure 3 -37: The General Parameters Screen

### Administration

#### (Application Menu General Administration)

**Name** specifies the name of the Atlas AVM system owner. The name you enter here is also displayed on the Call Processing Status screen.

**Administration Passcode** specifies up to an eight character string used by the system administrator to access the Atlas AVM system. The default is 1234.

**Installation Passcode** can be changed in this field only if Atlas AVM was accessed using the installation passcode. If Atlas AVM was accessed using the administration passcode, this field will not be displayed and cannot be changed.

### Options

#### (Application Menu General Options)

**Minimum Recording Length** specifies the minimum length allowed for messages. Atlas AVM records only those messages that are as long or longer than the minimum recording length.

Enter a number between 0 and 10. The recommended value for this field is 2.

**Interdigit Delay Time** specifies the length of any pause that Atlas AVM will accept during dialing. If a caller does not press a digit within the specified number of seconds, Atlas AVM consults the Greeting Replay Time and Number of Greeting Plays parameters set on the Caller Options Screen.

Enter a number between 1 and 10. The recommended value for this field is 2.

**Digitization and Playback Rate** specifies this rate for your system.

**Auto Message Waiting Light Time** specifies the number of seconds between automatic updates of message waiting lights for all mailboxes.



**Note**

All parameters that include a time or date setting rely on the System Date and Time fields. If System Date and Time are incorrect, scheduled events will take place at incorrect times or days.



**Note**

Even if you do not use the auto attendant feature, you must have a box designated as a greeting box for each port.

## *Date and Time*

**(Application Menu ▸ General ▸ Date and Time)**

**System Date** specifies the current date.

**System Time** specifies the current time.

## **SYSTEM GREETINGS**

**(Application Menu ▸ System Greetings)**

The System Greetings menu allows you to define different greetings for the auto attendant port greetings.

The auto attendant is an audiotext box that functions as an operator for your Atlas AVM system. The auto attendant plays a greeting for callers but does not allow them to leave a message. This greeting that callers hear includes an audio menu that tells callers how they can direct their calls.

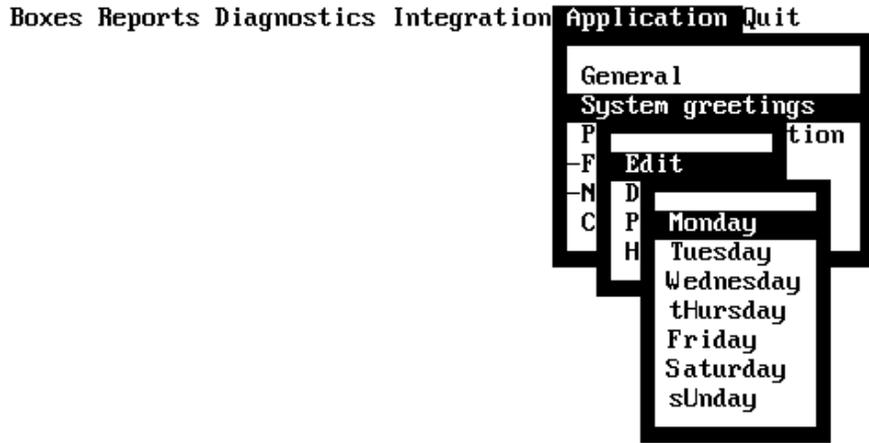
For more information on the auto attendant see Chapter 5.

From the System Greetings menu, you can set up and edit greetings and copy them to other ports and days.

## *Edit*

**(Application Menu ▸ System Greetings ▸ Edit)**

To configure your port greetings, select Edit from the System Greeting Menu, then select the day of the week you want to edit the greeting for.



After you have selected a day, the Select Port menu appears.

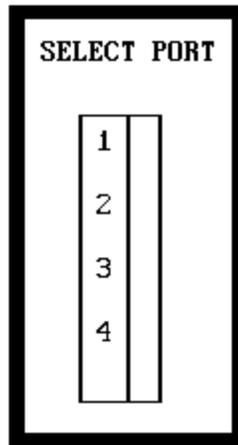


Figure 3 -38: The Select Port Menu

Select the desired port. The Port Greeting Time Block screen appears.

The Port Greeting Time Block screen is divided into six panels, one for each time block. Each block represents a period of time. You can set a maximum of six different greetings per day for each port. At least one Time Block must be configured per port.

EDIT PORT 01 MONDAY GREETING TIME ZONES	
<b>TIME BLOCK 1</b> Start time: 00:00 Box number: 1000 Number of rings: 1 Operator box:	<b>TIME BLOCK 4</b> Start time: 00:00 Box number: Number of rings: 1 Operator box:
<b>TIME BLOCK 2</b> Start time: 00:00 Box number: Number of rings: 1 Operator box:	<b>TIME BLOCK 5</b> Start time: 00:00 Box number: Number of rings: 1 Operator box:
<b>TIME BLOCK 3</b> Start time: 00:00 Box number: Number of rings: 1 Operator box:	<b>TIME BLOCK 6</b> Start time: 00:00 Box number: Number of rings: 1 Operator box:
ESC exit   F10 save   F5 prv prt   F6 nxt prt   F7 prv day   F8 nxt day	

Figure 3 -39: The Edit Port Time Blocks Screen

**Start Time** specifies the time of day when you want this time block to begin. Be sure to use 24-hour time format.

The greeting defined for this Time Block panel remains in effect until the Start Time indicated for another Time Block begins.

### Greetings Change by Start Time

Atlas AVM determines when to change greetings by Start Time, not by Time Block number. The greetings defined in numerically adjacent Time Block panels need not be continuous in real time. For example, Time Block 1 can define an afternoon or evening greeting, while Time Block 5 defines a morning greeting.

**Box Number** specifies the number of the box that answers calls and plays a welcome/informational greeting for callers. It can be an audiotext box (which is the recommended box type), a voice mailbox, an ACD box, a Q&A, or a Fax box. The recording in this box is played for callers during the specified Time Zone period on the specified day.

**Number of Rings** specifies the number of rings Atlas AVM waits for before answering calls during this time block.

**Operator Box** specifies the box to which a call is transferred when a caller presses 0 during this time block.

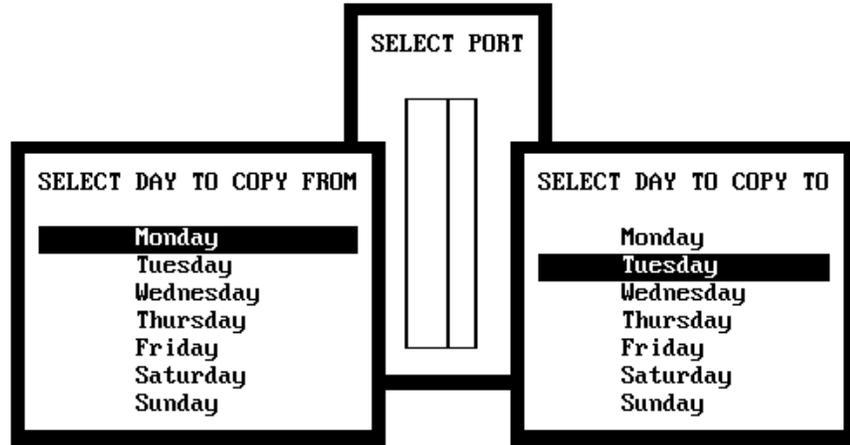
### ***Day Copy***

#### **(Application Menu □ System Greetings □ Day Copy)**

This function allows you to copy the settings from one day to another on the same port.

To copy a greeting from one day of the week to another:

1. Select Day Copy from the System Greetings menu. The Select Port screen appears.
2. Select the number of the port you are setting up a greeting for.
3. The Select Day To Copy From screen appears.  
Select the day you want to copy a greeting from.
4. The Select Greeting Day To Copy To screen appears.  
Select the day you want to copy a greeting to. The Day Greetings Copied message appears.
5. Press any key. The Day Greetings Copied message disappears.
6. If there is another day you want to copy the greeting to, select that day now.



*Figure 3 -40: The Copy Greeting Day Screen*

### ***Port Copy***

**(Application Menu □ System Greetings □ Port Copy)**

This function allows you to copy greeting settings from one port to another.

To copy settings from one port to another:

1. Select Port Copy From the System Greetings screen. The Select Port to Copy From screen appears.
2. Select the port you want to copy greeting information from. The Select Port To Copy To screen appears.
3. Select the port number you want to copy greeting information to. The Port Greeting Copied message appears.
4. Press any key. The Port Greeting Copied message disappears.
5. If there is another day you want to copy the greeting to, select that day now.

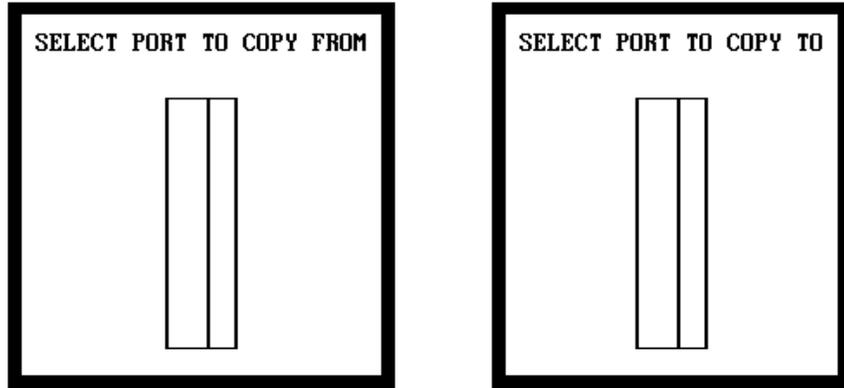


Figure 3 -41: The Copy Greeting Port Screen

## *Holiday*

### (Application Menu □ System Greetings □ Holiday)

This function allows you to set special greetings and parameters for holidays. You can program four different holiday greetings.

EDIT PORT 01 HOLIDAY GREETINGS	
<b>HOLIDAY GREETING 1</b> Start date month: 1 Start date day: 1 Number of days: 1 Box number: <input type="text"/> Number of rings: 1 Operator box: <input type="text"/>	<b>HOLIDAY GREETING 3</b> Start date month: 1 Start date day: 1 Number of days: 1 Box number: <input type="text"/> Number of rings: 1 Operator box: <input type="text"/>
<b>HOLIDAY GREETING 2</b> Start date month: 1 Start date day: 1 Number of days: 1 Box number: <input type="text"/> Number of rings: 1 Operator box: <input type="text"/>	<b>HOLIDAY GREETING 4</b> Start date month: 1 Start date day: 1 Number of days: 1 Box number: <input type="text"/> Number of rings: 1 Operator box: <input type="text"/>
ESC exit    F10 save    F5 previous port    F6 next port	

Figure 3 -42: The Holiday Greetings Screen

**Start Date Month** specifies the month of the holiday. Enter a number between 1 and 12.

**Start Date Day** specifies the day you want to begin using the holiday greeting.

**Number of Days** specifies how many days you want the holiday greeting to be in effect.

**Box Number** specifies the number of the box where the holiday greeting is stored.

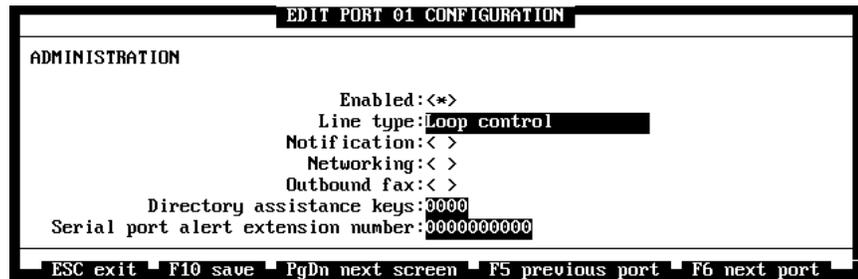
**Number of Rings** specifies the number or rings that Atlas AVM waits for before answering with the holiday greeting.

**Operator Box** specifies the operator's mailbox number. This field defines the box to which a call is transferred when the caller presses 0 for the operator.

## PORT CONFIGURATION

### (Application Menu ▣ Port Configuration)

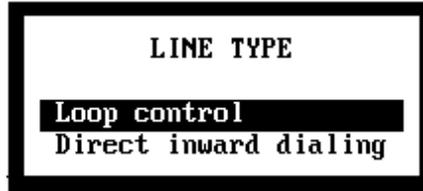
This function allows you to set configuration parameters for each of your ports.



**Figure 3 -43: The Port Configuration Screen**

**Enabled** must be enabled for this port to handle inbound or outbound calls.

**Line Type** specifies the type of telephone lines used by this port. Use the <Spacebar> to toggle between Loop control and Direct inward dialing in the Line Type submenu.



*Figure 3 -44: The Line Type Submenu*

- Direct Inward Dialing (DID)— allows a caller outside a company to call an internal extension directly without having to pass through an operator or attendant.
- Loop Control—“starts” a telephone line or trunk by giving it a supervisory signal. Typically, this signal takes your phone off-hook.

**Notification** specifies whether this port is to be enabled for Notification. If you are using notification on your system, at least one port must be enabled. (This also includes notification in the form of message waiting lights and call out lists.)

**Networking** specifies whether this port is to be enabled for Networking. This field must be enabled <\*> for Atlas AVM to exchange messages with remote networking sites through this port. If more than one port is enabled for networking, Atlas AVM tries the port with the highest number first.

**Outbound Fax** specifies whether this port is enabled for Outbound Fax.

**Directory Assistance Keys** specifies the telephone keys you want callers to press in order to access the Directory of Owner Names on this port.

**Serial Port Alert Extension Number** specifies the extension number of the port that receives information about serial ports.

Press <PgDn> once to bring up the Port Configuration Services screen.



can bypass transferring to an extension and instead go directly into a box owner's voicemail box to leave a message.



**Note**  
If you have not purchased and installed the fax features, you will not be able to access this screen.

**FAX**  
**(Application Menu  $\square$  Fax)**

This screen contains parameters your Atlas AVM system needs to send faxes that are stored in boxes.

Figure 3 -46: The Fax Parameters Screen

**General**

**Local Area Code** specifies your local Atlas AVM site area code.

**Dialing Prefix** specifies any prefix your telephone system requires to dial out, such as 9. You can indicate a pause by including a comma, for example “9,”.

**Long Distance Prefix** specifies the long distance prefix. Include the dialing prefix number in the long distance prefix. For example, if your (dialing prefix is 9) and your (long distance prefix is 1) enter “9,1” in this field.

**Maximum Number of Faxes Per Call** specifies the maximum number of requested faxes that may be retrieved during one call.

**Maximum Number of Attempts** specifies how many times Atlas AVM should try to send a fax to the destination telephone number.



**Note**

The fax options for an individual box are set in the Faxes and Services screens. These screens are accessed from the Boxes menu.

### ***Local Prefixes Fields***

Enter in these fields all the three-digit telephone prefixes in your local calling area. For example, the prefix for 372-8876 is 372. Refer to your local telephone book or telephone company for a list of local prefixes.

#### **Shortcut for Entering Prefixes**

If the three-digit telephone prefixes in your local calling area include a group of prefixes that has the same first two digits and all of the digits 0-9 as third digits, you can enter just the first two digits of the three-digit telephone prefix in a Local Prefixes Field. Doing this prevents you from having to input all ten of the three-digit prefixes.

For example, entering the two digits **25** would cover prefixes 250, 251, 252, 253, 254, 255, 256, 257, 258, and 259.

If the number you are sending a fax to does not begin with one of the prefixes you enter in these fields, Atlas AVM will treat that number as a long distance number.

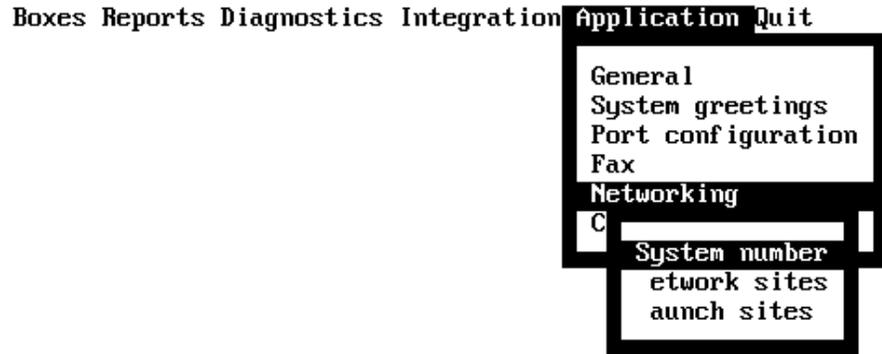
## **NETWORKING**

### **(Application Menu □ Networking)**

Atlas AVM can use the AMIS (Audio Message Interchange Specification) standard to network with any other voicemail system that also uses AMIS.

For an expanded description of Atlas AVM networking, *See* Chapter 6, "AMIS Analog Networking."

To set your networking configurations, select Networking from the Application menu.



### *System Number*

(Application Menu → Networking → System Number)

Use this screen to program your local site.

The screenshot shows the 'NETWORKING SYSTEM NUMBER PARAMETERS' screen. The screen is titled 'SYSTEM NUMBER' and contains the following fields:

- Enabled: < >
- Country code: 00
- Area code: 000
- Phone number: 0000000

At the bottom of the screen, there are two options: 'ESC to exit' and 'F10 to save'.

**Figure 3 -47: The Networking System Number Parameters Screen**

**Enabled** must be enabled in order to use AMIS-Analog Networking.

**Country Code** specifies a one or two-digit identifier assigned to this local site by the system administrator.

**Area Code** specifies a one, two, or three-digit identifier assigned to this local site by the system administrator.

**Phone Number** specifies an identifier, from one to seven digits long, for this local site. The identifier is assigned by the system administrator.

### Network Site Identification Number

Together the Country Code, Area Code, and Phone Number fields make up an identification number for this network site. The Country Code, Area Code, and Phone Number fields must match exactly with the networking system number (Country Code, Area Code, and Phone Number) of the networked site. If these fields don't match, networking will not work between these sites.

The identification number that is made up by the Country Code, Area Code and Phone Number fields should have as few digits as possible. A lower identification number shortens the amount of time it takes two network sites to identify each other when they pass information.

### *Network Sites*

#### (Application Menu □ Networking □ Network Sites)

Use the Networking Site Parameters screens to program up to 18 remote sites.

```

NETWORKING SITE PARAMETERS SCREEN 18
NETWORK SITE 18
Enabled:< >
Open access network:< >
Description:
Country code:00
Area code:000
Phone number:00000000
Dialing number:
Box prefix:0
High priority interval time:00:00
Low priority start time:00:00
Low priority end time:00:01
ESC to exit  F10 to save  PgUp previous screen

```

**Figure 3 -48: The Networking Site Parameters Screen**

**Enabled** must be enabled to network with this remote site.

**Open Access Network** specifies whether this remote site is part of an open access network. An open access network is a group of two or more different brands of voice messaging systems that are networked together. All of the

systems in the network must be compatible with the AMIS standard. If this field is disabled < >, this remote site is part of a closed network.

**Description** can contain a brief description of this remote site.

**Country Code** specifies the country code of this remote site.

**Area Code** specifies the area code of this remote site.

**Phone Number** specifies the phone number of this remote site.

**Dialing Number** specifies the actual number you dial to reach this remote site.

If you want to network with a site outside the United States, enter the North American Dialing Plan Country Code found in your local telephone book, along with an applicable city code or area code, and telephone number in the Dialing Number field on the Networking Site Parameters screen.

Remember to allow for any access codes, pauses for connection, etc.

**Box Prefix** specifies the first 1 to 4 digits of the box numbers at this remote site. The numbers that you enter in this field should be different than the Box Prefix digits entered for any of the other remote sites.

The information in this field is used to speed up the transfer of messages.

**High Priority Interval Time** specifies the interval at which messages waiting in the high priority queue are sent to their destinations. The interval time is set in minutes and seconds. Enter a number between 00:00 and 23:59.

**Low Priority Start and End Time** specify the start and end times when low priority messages are sent to their destinations.

Messages waiting in the low priority queue are sent every minute, starting at the time specified as the start time, and ending at the time specified as the end time.



**Note**

Each box enabled for AMIS-analog networking must have a greeting and name recorded.

## *Launch Sites*

### **(Application Menu □ Networking □ Launch Sites)**

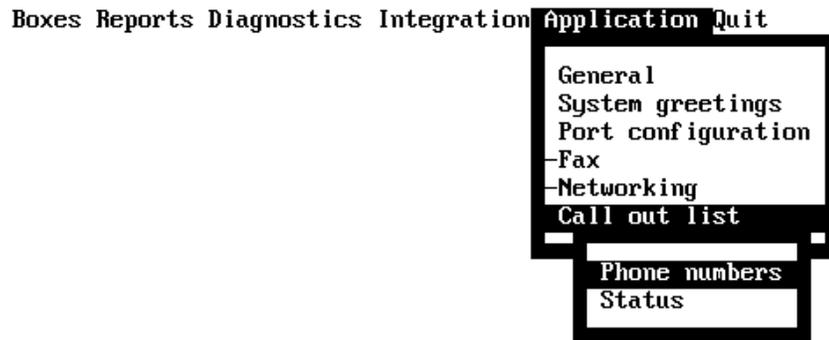
Select the Launch Sites option on the Networking menu to immediately send the names of the box owners on your local site to enabled remote networking sites.

Launch Sites does not send recorded voice messages to other sites.

## CALL OUT LIST

### (Application Menu → Call Out List)

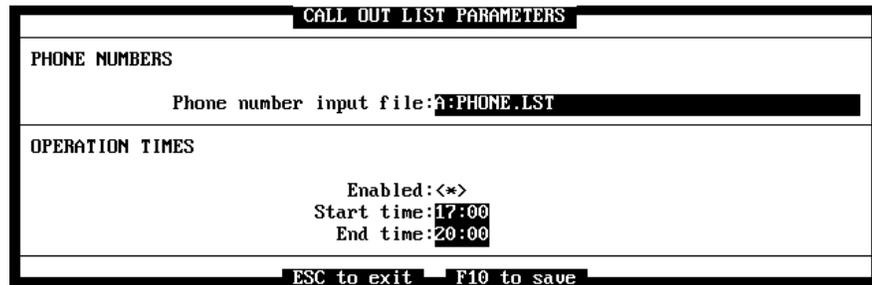
Call Out Lists allow a box owner to send the same message to many off-premise recipients. For example, Call Out can be used by a corporation to call all employees at home if there is an unscheduled meeting.



For more information on Call Out, *see* Chapter 7, “The Call Out Utility.”

### *Phone Numbers and Operation Times*

#### (Application Menu → Call Out List → Phone Numbers)



**Figure 3 -49: The Call Out List Parameters Screen**

**Phone Number Input File** specifies the name of the ASCII file which contains all of the telephone numbers you want a recorded message to be delivered to.



**Note**  
See the 24-Hour Time  
Chart on p. 3-26

**Enabled** must be enabled <\*> in order for Call Out to function.

**Start Time** indicates the time you want Atlas AVM to begin attempting Call Out. (Use 24-hour time format.)

**End Time** This field indicates the time you want Atlas AVM to stop attempting Call Out. (Use 24-hour time format.)

### ***Call Out List Status***

#### **(Application Menu → Call Out List → Status)**

The Call Out List Status screen displays information about each phone number that Atlas AVM has attempted to call.

CALL OUT LIST STATUS SCREEN			
PHONE NUMBER 94818975,,,,			
STATUS Answered	BOX 2010	TIME 19:07	DATE 01/21/1994
PHONE NUMBER 94818951,,,,			
STATUS Answered	BOX 2010	TIME 19:14	DATE 01/21/1994
PHONE NUMBER 94818975,,,,			
STATUS No answer	BOX 2010	TIME	DATE
ESC exit PgUp prev page PgDn next page ↑ line up ↓ line down			

**Figure 3 -50: The Call Out List Status Screen**

**Phone Number** displays the phone number Atlas AVM dialed to make this Call Out attempt.

**Status** displays the status of the last Call Out attempt. Possible statuses are:

- Answered
- Busy
- No Answer
- Not Called

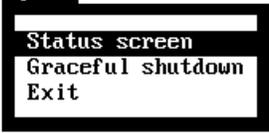
**Box** displays the number of the box containing this callout message.

**Time** displays the time, in 24-hour format, of the last Call Out attempt.

**Date** displays the date of the last Call Out attempt. The format is month/day/year.

## Quit Menu

Boxes Reports Diagnostics Integration Application **Quit**



```
Status screen
Graceful shutdown
Exit
```

### STATUS SCREEN

#### (Quit Menu □ Status Screen)

Select Status screen to view the Main Status screen with either the port status or the box status panel displayed . This selection allows the administrator to assess the activity on the system before shutting it down.

Press <F2> to view the Box Status panel.

Press <F3> to view the Port Status panel.

For more information on box and port status, *see* “The Main Status Screen” in Chapter 3.



#### Caution

Always use Graceful Shutdown or Exit to terminate Atlas AVM. Never turn the Atlas AVM computer off while Atlas AVM is running.

### GRACEFUL SHUTDOWN

#### (Quit Menu □ Graceful Shutdown)

Graceful Shutdown allows calls that are in-process to be completed before the system shuts down.

Graceful Shutdown is the recommended way to exit Atlas AVM.

### EXIT

#### (Quit Menu □ Exit)

Exit allows you to exit your Atlas AVM system immediately. As a result, any calls that are in-process are immediately terminated.



# Atlas AVM Features

This chapter contains an alphabetized list of Atlas AVM features. Under each feature name are detailed categories of information that are relevant for that feature. *Definition* describes the feature. *Conditions* describes pre-existing requirements that must be met for the feature to work properly. *Programming* describes how to set up the feature. *Operation* describes how this feature is used. *Related Features* lists other items that are associated with the feature. Features that have only a Definition refer you to another chapter in this manual for information.

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## Absolute Index Number

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**Definition:** An internal number Atlas AVM assigns to a box when the box is created. This number may be different from the box number that the owner uses. Atlas AVM processes information about individual boxes in absolute index order, not in box number order.

Absolute index numbers, on a new system, begin with 0000; box numbers usually begin with 1000. You can change a box number, but you cannot change the absolute index number.

The absolute index number determines the position of each box on the Main Status screen (**Figure 3 -1**). However, the numbers displayed on these screens are box numbers, not absolute index numbers.

Because the absolute index number never changes, the box always stays in the same position on the Box Automatic and Box Manual Status screen. If the numbers on these screens are not in numerical order, it is because some boxes have been renumbered.

**Programming:** The absolute index number appears on the Main Status screen (**Figure 3 -1**).

You can only view the absolute index number from this screen; you cannot change it.

**Operation:** Remember that boxes remain in absolute index number order on the Box Status Screen, even when you renumber boxes or use the Copy feature.

**Related Features:** Copy, Master Box, Box Programming by Block, Group, or Range

---

## Account Codes

---

**Definition:** Account codes can be used as a sorting mechanism for the Directory of Owner Names.

**Conditions:** If Global Directory Search is not enabled, Atlas AVM's search for matching names in the Directory of Owner Names is limited to boxes with the account code number that matches the audiotext box from where the directory is activated.

**Programming:** Select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen. The User Parameters screen appears (**Figure 3 -5**). Enter the account number you are assigning to the box in the Account field.

**Related Features:** Directory of Owner Names, Global Directory Search

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## ACD Box

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**Definition:** ACD (Automatic Call Distribution) boxes automatically distribute calls to other boxes in a distribution list. A group of extensions (ACD agents) is assigned to a phone number. When that phone number is dialed, the first call is routed to the first box on the list. The second call is connected to the second box on the list, and so on.

**Conditions:** ACD agents cannot dial out on the line they receive calls on.

**Programming:** Select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen. The User Parameters screen appears (**Figure 3 -5**). Highlight the Type field to bring up the Box Type menu. Select ACD box.

**Operation:** The first call that comes in on an ACD extension is routed to the first box on the list. The second call is connected to the second box on the list, and so on.

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## AMIS Networking

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**Definition:** Audio Message Interchange Specification (AMIS) standards allow voice messaging systems on different networks to work together. Atlas AVM can network with any other vendor's voice mail system that has AMIS standard networking. Using AMIS standard networking, box owners can send messages to, as well as receive messages from, other network nodes. Outside callers can send messages to box owners located on different network nodes.

**Conditions:** Box numbers must be unique across all of the networks.

---

## Archive Messages

---

**Definition:** Message Archive is a feature that can be enabled to archive deleted messages for a specified number of days. Archived messages can be restored to a box by the system administrator.

This feature uses storage space, but puts an end to the “If I could only get that message back” scenario.

**Conditions:** The Deleted Message Retention field on the Messages screen must be enabled.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box you want to modify. Page down three times to the Messages screen. Enter the number of days you want messages to be archived in the Deleted Message Retention field.

---

## Audio Menu

---

**Definition:** A recorded message in an audiotext box that offers callers choices. Callers make choices by pressing specific keys on their telephone keypads.

**Conditions:** Do not use menu numbers that are the same as the box prefix numbers in your system. If you offer a menu selection that is the same as a prefix number, Atlas AVM interprets the caller's first keypress as part of a box number and pauses, waiting for the caller to enter the rest of the number. Atlas AVM connects callers to their selected boxes after the timeout period has elapsed, but the operation is slower.

**Programming:** Select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen. Page down three times to Screen 3, the Caller Options Parameters Screen (**Figure 3 -11**). Under the Option column, type in the number a caller should press to access the box number that you insert under the Box column.

**Operation:** System administrators set up audio menus for the Automated Attendant. Callers hear audio menus when their calls are not answered by box owners. Callers decide how their calls will be handled by choosing options and pressing the respective keys on their telephones.

**Related Features:** Audiotext Box, Automated Attendant, Transfer, Greeting

---

## Audiotext Box

---

**Definition:** A type of box that plays a message for callers but does not record their voice messages. An audiotext box can do the following:

- Greet callers
- Play an audio menu
- Transfer calls as directed by callers based on selections made from an audio menu
- Implement the auto attendant

**Programming:** Select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen. The User Parameters screen appears (**Figure 3 -5**). Highlight the Type field. Select Audiotext from the Box Types submenu. (**Figure 3 -6**).

Fill out the following screens:

- User Parameters (**Figure 3 -5**)
- Options Parameters (**Figure 3 -7**) (if you enter a number in the Extension field on the User Parameters screen)
- Caller Options Parameters (**Figure 3 -11**)
- Box Port Map (**Figure 3 -23**)

**Operation:** Callers accessing an audiotext box hear a recorded message, which may include an audio menu.

**Related Features:** Auto Attendant, Audio Menu, Greeting, Transfer

---

## Audiotext Options

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See Caller Options—Audiotext

---

## Auto Attendant

---

**Definition:** Atlas AVM's auto attendant answers and transfers calls in a manner similar to a receptionist.

The auto attendant has the flexibility to be used in several ways. The most common way is to use the auto attendant to answer calls during business hours, freeing the receptionist to perform other, more productive, tasks. Others use the auto attendant after hours to provide 24-hour access to the company for customers and off-site employees.

For more information, *see also* Chapter 5, "The Auto Attendant."

---

## Automatic Default Integration Setup

---

**Definition:** When the telephone system is selected for your Atlas AVM system, the default parameters for the telephone system and voice board are automatically loaded.

**Programming:** This is done by an authorized Atlas AVM installer.

**Related Features:** Telephone Integration.

---

## Automatic Network Administration and Updating

---

**Definition:** Modifications to the Atlas AVM network are all done automatically by each node on the network. This eliminates the need for network system administrators and additional hardware and software. Any changes made on one node are automatically updated on other nodes in the network by the systems themselves and at the most cost-effective time.

When you add a new site to the Atlas AVM AMIS analog network, Atlas AVM broadcasts the change to all other sites on the network during the low priority time period. The updated information includes new box numbers and recorded names, but not recorded voice messages.

**Conditions:** A networked Atlas AVM system.

**Related Features:** Networking—AMIS Standard, Local Site, Remote Site

---

## Box

---

**Definition:** The portion of a Atlas AVM system that is assigned to an owner or is specified for a particular job. The box is where messages are recorded, stored, retrieved, and distributed. Box owners, working through the system administrator, can choose and direct some of the functionality of their boxes. Atlas AVM offers a wide range of ways in which boxes can handle messages.

**Conditions:** Not applicable.

**Programming:** To set up boxes or make changes to existing boxes, select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen.

To change the numbers of two or more boxes on your system, select Renumber from the Boxes menu.

To copy the parameters of one box to other boxes, select Copy from the Boxes menu.

**Related Features:** Voice Mailbox, Audiotext Box, Disabled Box, ACD Box

---

## Box Owner Passcode

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*See* Passcode.

---

## Box Status

---

**Definition:** The Box Status screen contains detailed information about each box in your system, which includes box type, box number, and messages waiting.

**Operation:** Select Status screen from the Quit menu. The Main Status screen appears. Press <F2> to view the Box Status screen.

**Related Features:** Main Status screen

---

## Busy Extension

---

**Definition:** Atlas AVM can detect the difference between a call that is busy and a call that is not answered. You can set up a separate program for handling calls when a box owner's extension is busy.

**Conditions:** The Extension field on the User Parameters screen (**Figure 3 -5**) must contain a valid extension number. In addition, you must have Call Supervision turned on <\*> on the Options Parameters screen (**Figure 3 -7**), or have integration with a telephone system that can detect the outcome of calls.

**Programming:** Select Edit from the Boxes menu, then enter the box number you want to edit in the Edit Box screen. Page down once to the Options Parameters screen (**Figure 3 -7**). Highlight the Busy Options field and select the way you want Atlas AVM to handle calls when the box owner's extension is busy.

**Operation:** Box owners, working through the system administrator, can choose how they want incoming calls directed if their extensions are busy.

When callers reach a busy extension, they will either be transferred to another extension, hear choices from an audio menu, or be able to record a message.

---

## Caller Error—Audiotext

---

**Definition:** A box where a call is transferred when a caller has pressed an invalid key. Atlas AVM can be programmed to transfer error calls to this box.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>, then page down twice to the Caller Options screen (**Figure 3 -11**). Enter a box number in the Transfer on Error Box field.

**Operation:** Callers who make an error can be transferred to another box. This box can give an error message such as:

“You have entered an invalid response. Press # to return to the Main Menu.”

If you do not create an error message box, when callers press an invalid key they hear:

“Thank you for calling. Good-bye.”

---

## Caller Message Editing

---

**Definition:** Atlas AVM offers callers an audio menu after they have recorded a message. This gives them the opportunity of reviewing, changing, forwarding, or canceling the message.

**Programming:** Enable “Caller message editing” on the Services 1 Parameters screen. (

**Figure 3 -15).**

*See Services for more information.*

**Operation:** After callers record a message, they are given the following options:

- To deliver your message, press 1.
- To play your message, press 2.
- To discard your message and record over, press 3.
- To append to your message, press 5.
- To cancel making a message, press 4.

---

## Caller Notification Control

---

**Definition:** Atlas AVM offers a caller the option of having a box owner notified after the caller leaves a message.

**Programming:** Enable “Caller notification control” on the Services 1 Parameters screen. (

**Figure 3 -15).**

*See Services for more information.*

**Operation:** After a caller makes a message and sends it, Atlas AVM asks, “Would you like this party notified?”

---

## Caller Options—Audiotext

---

**Definition:** Choices that callers hear on an audio menu and make by pressing keys on their telephone keypads. These choices allow callers to direct their own calls.

**Conditions:** Audiotext options can range from 1 to 10 digits, and hold 500 transfer options per box. These may be altered by telephone or at the system administrator's console.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>, then page down twice to the Caller Options Parameters screen (**Figure 3 -11**).

Caller Options can also be programmed from the telephone interface.

**Operation:** Callers select options from an audio menu and press the corresponding keys on their telephone keypads. For example:

- Press 4 for information about company products.
- Press 5 to reach the sales department.
- Press 0 to speak to the operator.

**Related Features:** Audio Menu

---

## Caller Priority Message Control

---

**Definition:** When this feature is enabled, Atlas AVM offers callers the option of having box owners notified after they leave a message. When this feature is enabled, box owners are not notified of messages unless callers choose this option.

**Conditions:** The Caller priority message control field must be enabled on the Services Parameters screen.

**Programming:** "Caller priority message control" on the Services Parameter screen.

**Operation:** Atlas AVM offers callers the option of having box owners notified after they leave messages. When this feature is enabled, box owners are not notified of messages unless callers choose this option.

---

## Caller Timeout—Audiotext

---

**Definition:** A box set up to handle calls which are transferred when a caller does not respond to an audio menu after the maximum number of replays. This is usually either the owner's box or an operator's extension.

**Conditions:** Atlas AVM waits a certain amount of time, called the timeout period, for a response from a caller before proceeding to a default or alternate program.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Page down twice to the Caller Options screen (**Figure 3 -11**). Enter a box number in the Transfer on Timeout Box field.

**Operation:** Callers who do not respond to an audio menu after the maximum number of replays are transferred to another box.

---

## Call Out

---

**Definition:** Enables the box owner to send the same message to many off-premise recipients. Because any box type can be used for Call Out, companies can use the Call Out feature for everything from soliciting customers to calling employees at home to tell them about an unscheduled meeting.

For more information, *see also* Chapter 7, "Call Out."

---

## Call Blocking

---

**Definition:** When call blocking is enabled for a box, any calls that come in are routed directly to voicemail without ringing the extension. This feature allows box owners to be uninterrupted by phone calls and keeps callers from having to wait 3 to 6 rings before being routed to the box owner's mailbox.

**Conditions:** The Call Blocking field on the Option Parameters screen must be enabled <\*>.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>, then page down once to the Option Parameters screen. Enable <\*> the Call Blocking field.

**Operation:** When callers dial a box that has call blocking enabled, they are sent directly into voicemail.

---

## Call Queuing

---

**Definition:** Call queuing offers a caller the option of holding for a specific extension when it is busy. While on hold, callers are informed of their holding position (the number of calls ahead of them). Call Queuing gives callers periodic opportunities to either leave a voice message, try another extension, or continue to hold. Call Queuing is optional for each box owner and is not available on all telephone systems.

For more information, *see also* Chapter 12 “Call Queuing.”

---

## Call Screening

---

**Definition:** Atlas AVM asks for the name of a caller before transferring a call to a box owner. The box owner hears the caller's name and can decide how to handle the call before answering it.

Call Screening enables a box owner to selectively take calls that are important and direct other calls to voicemail.

**Conditions:** Functionality depends on the capability of the telephone system.

**Programming:** Enable “Call screening” on the Services Parameters 1 screen (

Figure 3 -15).

**Operation:** Callers are asked to give their names when they reach an extension. Then Atlas AVM calls the box owner, plays the name of the caller, and allows the owner to decide to take the call, have the caller leave a message, or transfer the call to another extension.

---

## Call Supervision

---

**Definition:** Atlas AVM transfers a call, stays on the line, and detects whether the line is busy or doesn't answer.

**Conditions:** The Extension field on the User Parameters screen (**Figure 3 -5**) must contain a valid extension number. In addition, you must have Call Supervision enabled <\*> on the Options Parameters screen (**Figure 3 -7**), or have integration with a telephone system that allows the outcome of calls to be detected.

If the telephone system supervises calls instead of Atlas AVM, the Extension field should be left blank and Call Supervision should be turned off <> on the Options Parameters screen.

**Programming:** To program Atlas AVM to supervise caller transfers, select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Enter a valid extension number in the Extension field. Page down once to the Options Parameters screen. Enable the Call Supervision field <\*>.

To program your phone system to supervise call transfers, the Extension field and Call Supervision field must be disabled <> on the Options Parameters screen.

---

## Call Transfer Options

---

**Definition:** Box Owners can choose how busy or no answer calls are handled. Calls can be transferred to another box, callers can be asked to leave a message, or callers can be offered three choices from an audio menu.

**Conditions:** The Extension field on the User Parameters screen (**Figure 3 -5**) must contain a valid extension number. In addition, you must have Call Supervision enabled <\*> on the Options Parameters screen, or have integration with a telephone system that can detect the outcome of calls.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Enter a valid number in the Extension field on the User Parameters screen.

Page down once to the Options Parameters screen. Enable the Call Supervision field <\*>.

**Operation:** If Alternate Extension is selected as the transfer option, calls are directed to another box.

If Caller Options is selected as the transfer option, callers hear the following menu upon transfer:

- If you wish to leave a message, press 1.
- To reach another box, press 3.
- To exit the system, press #.

If Take Message is selected as the transfer option, Atlas AVM automatically plays the box owner's greeting and records the caller's message in the owner's box.

**Related Features:** Busy Extension, No Answer Extension, Call Supervision on Transfer

---

## Clear Report

---

**Definition:** Deletes any data in the data log buffer, from the date of the earliest data currently in the buffer to the date you enter on the Clear Report Date screen. This will not clear out old reports, but will delete old data that the report information was drawn from.

**Programming:** Select Clear Log from the Reports menu. The Clear Report Log screen appears (**Figure 3 -31**). Enter the date up to which you want to clear the report log.

**Operation:** Clear Reports deletes all data that precedes the date entered on the Clear Reports screen.

---

## Confidential Messages

---

**Definition:** By marking a message confidential, the recipient is not allowed to give the message to another user.

**Conditions:** Not applicable.

**Programming:** From your telephone, dial your mailbox number and enter your passcode. Enter the mailbox number that you want to send a message to. Record the message, then press any key. Access the Message Addressing Options menu by pressing 6. Mark the message confidential by pressing 2.

---

## Confirm Before Deleting Messages

---

**Definition:** When this feature is enable, Atlas AVM asks twice for confirmation before deleting messages.

**Conditions:** The Confirm before deleting message field must be enabled <\*> on the Services Parameters screen.

**Programming:** Enable “Confirm before deleting message” on the Services Parameters 1 screen (

Figure 3 -15).

**Operation:** When a box owner deletes a message, Atlas AVM asks twice for confirmation before deleting the message.

---

## Copy

---

**Definition:** To minimize repetitive programming for boxes with similar features, you can copy the parameters from one box to a group of boxes by using the Copy feature. The box you want to copy parameters from is called a master box. You may select from the master box only the parameters you want to copy to the other boxes. You can modify the parameters for the new boxes at any time after using the Copy feature.

**Conditions:** You can copy any parameter except the box number. If the boxes that will have parameters copied from the master box are in contiguous numerical order, you can copy parameters for that group of boxes in one operation. If the boxes are out of numerical order, you will have to copy them in groups of boxes that *are* in numerical order.

**Programming:** Select Copy from the Boxes menu. Enter the master box number to copy and the first and last numbers of the group of boxes you want to copy to. Press <F10>. From the thirteen screens that follow, you can select the parameters that you want to copy by marking them with an asterisk <\*>.

**Related Features:** Master Box, Renumbering

---

## Database Lookup

---

**Definition:** Calls can be routed to an audiotext box that contains a database list of up to 500 different alphanumeric entries. Each entry can be up to 10 digits long.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Page down twice to the Caller Options Parameters screen. Fill in the Option and Box fields.

**Operation:** Callers are prompted to enter certain data, such as their area code and phone number, and Atlas AVM routes calls to certain boxes based on the numbers callers enter.

**Related Features:** Audio Menu, Audiotext Box

---

## Default to Operator

---

**Definition:** A timeout box that can be set up to default to an operator.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>, then page down twice to the Caller Options Parameters screen (**Figure 3 -11**). In the Transfer on Timeout Box field, enter a box number where callers can be transferred when they do not respond to an audio menu after the maximum number of replays. This box is set up to send callers to an operator.

**Operation:** Callers who do not respond to prompts are sent to the operator for assistance.

**Related Features:** Caller Timeout—Audiotext

---

## Diagnostic Trace

---

**Definition:** A program designed to help installers and system administrators monitor their systems and aid in debugging problems they may encounter.

Trace allows installers and system administrators to see what programming commands Atlas AVM is following while it is executing them.

**Programming:** Select Trace from the Diagnostics menu. From the pull-down menu that appears, select the type of diagnostic trace you want Atlas AVM to perform.

---

## Direct Inward Dialing

---

**Definition:** A type of telephone line that routes calls directly to extensions in a company without having to go through an operator.

**Programming:** Select Direct inward dialing from the Line Type field on the Port Configuration Parameters screen. (**Figure 3 -43**)

---

## Directory of Owner Names

---

**Definition:** A list of owner names built by Atlas AVM that allows callers to select a box owner by name if they do not know the party's extension.

**Conditions:** Select Global Directory Search Enabled on the Port Configuration Administration screen (**Figure 3 -43**) for all ports on the system if you want Atlas AVM to search the entire data base for matching names.

If Global Directory Search is not enabled, the search for matching names will only include names that have the same account code as the audiotext box from where you initiated the search.

**Programming:** Select Port Configuration from the Application menu. The Select Port screen appears. Select a port. The Port Configuration screen appears. In the Directory assistance keys field, enter the digits you want people to press to access the Directory of Owner Names.

Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Enter the box owner's name in the Name field.

**Operation:** Callers dial the Directory Assistance keys for the applicable port. Then they hear a prompt asking them to press telephone keys to enter the first few letters of the person's last name. Atlas AVM translates the caller's

keypresses into letters of the alphabet, then compares all of the possible spelling combinations of those letters against its internal list of box owner names.

If there is only one match for the name, Atlas AVM tells the caller that there is one match and, if the owner has recorded a name, plays the owner's name and extension number.



**Note**

When recording their names, owners should speak their names in First, Last order; for example, "Jennifer Hunt," since that is the way that most people naturally say their own names and expect to hear the names of others.

Then Atlas AVM plays a menu for the caller. The menu choices are:

- Transfer to the extension owned by the matching name.
- Look up another extension number.
- Exit the Directory.

**Related Features:** Auto Attendant, Directory Assistance Keys, Global Directory Search, Directory of Owner Names by First Name

---

## Directory of Owner Names by First Name

---

**Definition:** A list of owner names built by Atlas AVM that allows callers to select a box owner by *first* name if they do not know the party's extension.

**Conditions:** The prompt that callers hear when they select the Directory of Owner Names option must be replaced with a prompt telling callers to enter the first few digits of the box owner's *first* name.

**Programming:** The software needed to replace a prompt is available from Key System US technical support.

Select Port Configuration from the Application menu. The Select Port screen appears. Select a port. The Port Configuration screen appears. In the Directory assistance keys field, enter the digits you want people to press to access the Directory of Owner Names.

Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Enter the box owner's name, first name first, in the Name field.

**Operation:** When callers select the Directory of Owner Names option, callers hear a prompt asking them to input the first few digits of the box owner's *first* name. Atlas AVM translates the caller's keypresses into letters of the alphabet, then compares all of the possible spelling combinations of those letters against its internal list of box owner names.

If there is only one match for the name, Atlas AVM tells the caller that there is one match, and if the owner has recorded his name, plays the owner's name and extension number.

Then Atlas AVM plays a menu for the caller. The menu choices are:

- Transfer to the extension owned by the matching name.
- Look up another extension number.
- Exit the Directory.

**Related Features:** Auto Attendant, Directory Assistance Keys, Global Directory Search, Directory of Owner Names

---

## Directory Assistance Keys

---

**Definition:** Keys callers can press to access the Directory of Owner Names.

**Conditions:** There must be a value entered in the Directory Assistance Keys field in order for calls routed through a port to have access to the Directory of Owner Names.

**Programming:** Select Port Configuration from the Application menu. Select a port. The Administration screen appears. Program the Directory Assistance Keys field.

**Operation:** You must give the numbers for the Directory Assistance Keys in the auto attendant greeting or callers will not know that the Directory of Owner Names is available.

When callers dial the specified Directory Assistance Keys, they hear a prompt asking them to enter a few letters of the last name of the party they are calling.

**Related Features:** Directory of Owner Names, Auto Attendant

---

## Disabled Box

---

**Definition:** A box that is not currently programmed for use. Disabled is the default for boxes on your Atlas AVM system.

**Conditions:** Not applicable.

**Programming:** Select Edit from the Boxes menu, then type the number of the box you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Highlight the Type field. Select Disabled from the Box Type submenu.

**Operation:** You can see which boxes on your system are disabled by viewing the Box Status screen.

Boxes that have been disabled retain messages until they have been purged at 2:00 A.M. the next day. Until messages are purged from the disabled box, they can be retrieved by selecting any other type from the Box Type submenu to reactivate the box.

---

## Disable Report

---

**Definition:** Does not allow data to be collected for reports.

**Programming:** Select Disable from the Reports menu. The Display Report screen (**Figure 3 -29**) appears. Type the report name in the Enter Report Name field.

---

## Distribution Lists

---

**Definition:** A compilation of box owner numbers. A message can be made, then sent to all box owners on a distribution list in one operation. This prevents creating and sending duplicate messages to multiple box owners.

Each box owner can create up to 99 distribution lists, with each list containing as many box numbers as are active on the system.

**Conditions:** Distribution Lists must be enabled on the Services 1 parameters screen.

If the box sending the message via a distribution list has an account number programmed on the User Parameters screen, the message will be sent only to boxes that have the same account number.

**Programming:** Distribution lists are created over the telephone. Dial your mailbox number and enter your passcode. To access the User Options menu, press 8, then press 5 to change a distribution list. When Atlas AVM asks for a distribution list number, enter the number (between 1 and 99) chosen for that

list. Then you are prompted to enter the box numbers for the list, if the list is new, or add box numbers if the list already exists.

---

## DNIS (Dialed Number Information Service)

---

**Definition:** A feature of 800 and 900 lines. Your long distance carrier sends a DNIS for each call you receive. The DNIS tells you the number your caller dialed to reach you.

---

## Error Call Transfer

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*See Caller Error—Audiotext*

---

## Escape to Operator

---

*See Message Escalation or Default to Operator*

---

## Exit to Another Mailbox

---

**Definition:** Allows callers to dial a different box number, if they do not want to leave a message for the original party called, while the greeting is playing.

**Conditions:** Do not have Exit to Another Box and Zero Key for Passcode turned on for a box at the same time. If you do, Exit to Another Box will not function.

**Programming:** Enable “Exit to another mailbox/extension” on the Services Parameters screen (

Figure 3 -15).

**Operation:** If a caller presses 0 while the greeting is playing, the greeting stops, and the prompt, "Enter a mailbox number," is heard.

---

## Fast Forward

---

**Definition:** Allows box owners to move forward through their messages in five second increments.

**Operation:** Box owners can press # to fast forward a message five seconds while it is playing.

**Related Features:** Rewind

---

## Fax Broadcast Boxes

---

**Definition:** A Fax Broadcast Box is a type of Fax on Demand box that allows you to send a fax to several boxes at one time.

**Conditions:** The Fax Broadcast box must be selected as the box type on the User Parameters screen.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select Fax/BC as the Box Type.

**Related Features:** Fax Call Back Always Boxes, Fax Mail Transfer Boxes, Fax Offer Choice Boxes, Fax on Demand, Fax Same Call Always Boxes

---

## Fax Call Back Always Boxes

---

**Definition:** Fax Call Back Always boxes prompt callers to enter the number of their fax machine so that Atlas AVM can call back to send the fax.

**Conditions:** The Fax/CBA box must be selected as the box type on the User Parameters screen.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select Fax/CBA as the Box Type.

**Related Features:** Fax Broadcast Boxes, Fax Mail Transfer Boxes, Fax Offer Choice Boxes, Fax on Demand, Fax Same Call Always Boxes

---

## Fax Mail Transfer Boxes

---

**Definition:** Fax Mail Transfer Boxes give the Fax Mail feature to users on a Atlas AVM system with only one fax port.

**Conditions:** Only one box can be designated as the Fax Mail Transfer box on each Atlas AVM system.

**Programming:** Only the Atlas AVM installer should assign this box type.

Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select FM/XFER as the Box Type.

**Related Features:** Fax Broadcast Boxes, Fax Call Back Always Boxes, Fax Offer Choice Boxes, Fax on Demand, Fax Same Call Always Boxes

---

## Fax Offer Choice Boxes

---

**Definition:** Fax Offer Choice Boxes prompt callers to either enter the number of their fax machine so that Atlas AVM can call back to send the fax or, if they are calling from their fax machine, press the <Start> button on their fax machine to receive the fax immediately.

**Conditions:** The Fax/OC box must be selected as the box type on the User Parameters screen.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select Fax/OC as the Box Type.

**Related Features:** Fax Broadcast Boxes, Fax Call Back Always Boxes, Fax Mail Transfer Boxes, Fax on Demand, Fax Same Call Always Boxes

---

## Fax on Demand

---

**Definition:** This feature allows callers to access faxes that you have saved in mailboxes. Callers follow voice prompts to choose which faxes they want sent to them.

**Conditions:** Fax on Demand is available for your Atlas AVM system at additional cost.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select any of the Fax on Demand boxes (Fax/OC, Fax/CBA, Fax/SCA, Fax/BC, or FM/XFER) as the Box Type.

**Related Features:** Fax Broadcast Boxes, Fax Call Back Always Boxes, Fax Mail Transfer Boxes, Fax Offer Choice Boxes, Fax Same Call Always Boxes

---

## Fax Same Call Always Boxes

---

**Definition:** This box type allows you to offer faxes during the original telephone call only. If callers are calling from their fax phone, they can press the <Start> key on their fax phone to receive the fax. This feature reduces long distance costs because callers receive faxes during the same call that they request the fax.

**Conditions:** The Fax/SCA box must be selected as the box type on the User Parameters screen.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. Select Fax/SCA as the Box Type.

**Operation:** When callers dial a Fax Same Call Always box from a fax phone, they can press the <Start> key on their fax machine to receive the fax.

**Related Features:** Fax Broadcast Boxes, Fax Call Back Always, Fax Mail Transfer Boxes, Fax Offer Choice Boxes, Fax on Demand

---

## Fax Storage and Forward

---

**Definition:** Allows a box to receive faxes and store faxes and makes fax prompts available to callers. All of the features that can be used on voicemail messages can be used on faxed documents, including archiving and message delivery.

**Conditions:** Fax Storage and Forward is available for your Atlas AVM system at additional cost.

**Programming:** Enable “Fax store and forward” on the Services 2 Parameters screen.

Enable “Fax retention enabled” on the Faxes Parameters screen (**Figure 3 -14**).

---

## Future Delivery

---

**Definition:** Allows users to record a message, and specify a future date and time the system will deliver it.

**Operation:** After recording a message, access the Message Addressing Options menu by pressing 6. Mark the message for future delivery by pressing 3.

---

## Give Copy of a Message

---

**Definition:** Box owners can give a copy of a message they have received to other box owners or distribution lists. The copied message is forwarded with a comment from the box owner.

**Conditions:** The copied message must be forwarded with a comment from the box owner. If the recorded comment is not at least as long as the parameter in the Minimum recording length field on the General Parameters screen, you hear the message “Your comment was not recorded” and Atlas AVM will not forward the original message.

**Programming:** Enable “Give copy of message” on the Services 1 Parameters screen (

Figure 3 -15).

**Operation:** When box owners give a message, Atlas AVM prompts them to record a comment which will be played immediately before the copy of the message being forwarded. The recipient first hears the recorded comment, for example:

“Hi, Cynthia. Here’s a report from Mike on the Orion account. Will you please follow up to see if Orion has any additional questions?”

After playing the comment, Atlas AVM plays the forwarded copy of the message.

---

## Global Directory Search

---

**Definition:** Enables the Directory of Owner Names to search the entire box data base for matching names.

**Conditions:** If Global Directory Search is not enabled, the directory search is limited to the boxes with the account code number that matches the audiotext box from where you activated the Directory.

**Programming:** Select Port Configuration from the Application menu. Select a port. The Administration screen appears. Enable <\*> Global Directory Search.

**Related Features:** Account Code, Directory of Owner Names

---

## Global Prompt Override

---

**Definition:** Users can press 1 to override the Atlas AVM greeting.

**Operation:** A caller or box owner can interrupt the Atlas AVM greeting at any time by pressing 1.

---

## Graceful Shutdown

---

**Definition:** The recommended method of exiting Atlas AVM. Calls in process are completed but no new calls are accepted before shutdown.

**Programming:** Select Graceful Shutdown from the Exit Options menu.

**Operation:** Used by system administrators when they want to exit the Atlas AVM system.

**Related Features:** Shutdown, Immediate Shutdown

---

## Greeting Replay Time

---

**Definition:** The number of seconds you want Atlas AVM to wait for a response from the caller before repeating the box greeting or transferring the call.

**Programming:** Select Caller Options from the Box Parameters menu, then Greeting Replay Time from the Caller Options Parameters screen (Figure 3.15).

**Operation:** When a caller does not respond to a greeting, Atlas AVM waits this amount of time before the caller hears the greeting again or is transferred to another extension.

---

## Greetings

---

*See* Port Greetings

---

## Holiday Greetings

---

**Definition:** Each port can have four time periods programmed as holidays. Each holiday greeting is activated for callers during the time period set for the holiday.

**Programming:** Select System Greetings from the Application menu. Select Holiday from the System Greetings menu. The Select Port screen appears. Select a port. The Port Holiday Greeting screen appears.

Use the telephone to record your holiday greetings.

---

## Hot Key to New Messages

---

**Definition:** Box owners can press 4 immediately after entering their password (or at the Main Menu prompt) to play the first new message in the mailbox.

---

## In-Band Signaling

---

**Definition:** A type of integration between AVM and the telephone system in which control signals, in the form of DTMF tones, are sent along the same physical channel as the voice signals.

*See also the Atlas AVM Installation Manual.*

---

## Interdigit Delay Time

---

**Definition:** The length of time a caller can pause between pressing digits on the keypad when entering menu choices or a box number. You can program Atlas AVM to accept pauses of a specified length during dialing.

**Programming:** *See* "General Parameters" in the Atlas AVM Installation Manual.

**Operation:** If the caller pauses longer than the interdigit delay time, Atlas AVM assumes that the caller is finished entering digits and transfers the call to the Transfer on Timeout or Transfer on Error box.

**Related Features:** Caller Error-Audiotext, Caller Timeout-Audiotext

---

## Line Type

---

**Definition:** The type of line that connects to the voice board port.

**Conditions:** Select Loop Start when Atlas AVM is to interface with standard inside or outside telephone lines. Select Direct Inward Dialing when Atlas AVM is to route incoming calls directly to the owner's box.

**Programming:** Select Port Configuration from the Application menu. Select a port. The Administration screen appears. Highlight the Line Type field.

**Related Features:** Loop Start, Direct Inward Dialing

---

## Loop Start

---

**Definition:** The type of line used when Atlas AVM is to interface with standard telephone lines.

**Programming:** Select Port Configuration from the Application menu. Select a port. The Administration screen appears. Highlight the Line Type field. Select Loop Start from the Line Type submenu that appears.

---

## Make a Message

---

**Definition:** Box owners can record messages to be sent to other box owners or distribution lists.

**Conditions:** Make Message must be enabled.

**Programming:** Enable “Make message” on the Service 1Parameters screen.

**Operation:** Box owners can press 2 from the main telephone menu to make a new message.

---

## Make Single Message

---

*See Send Message Once*

---

## Master Box

---

**Definition:** A box that serves as a template from which parameters can be copied to other boxes. It is used when several box owners need identical or similar parameters.

*See also* Chapter 9, "Master Boxes."

---

## Maximum Greeting Length

---

**Definition:** The maximum length that a greeting can be.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Enter an amount in the Maximum Greeting Length field.

**Related Features:** Audiotext Box, Greeting

---

## Maximum Message Length

---

**Definition:** The maximum time length for a single message. The maximum message length per box is 255 minutes.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down three times to the Messages Parameters screen (**Figure 3 -12**). Enter an amount in the Maximum Message Length field.

---

## Maximum Number of Messages Per Box

---

**Definition:** The maximum number of messages a box can store, which is up to 250.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down three

times to the Messages Parameters screen. Enter an amount in the Maximum Number of Messages field.

---

## Message Addressing Options

---

**Definition:** Allows the box owner to label a message confidential, to have a message sent in the future, or to receive a receipt when the message is delivered.

**Operation:** After making a message, press 2 to access the message addressing options.

- To mark a message confidential, press 1.
- To mark a message for future delivery, press 2.
- To receive a return receipt for a message, press 3.

**Related Features:** Make a Message

---

## Message Escalation

---

**Definition:** A type of notification that forwards unplayed messages to a pre-determined mailbox after a specified amount of time. The message may be retained in the original mailbox or deleted after it is forwarded.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears. <PgDn> to one of the four Notification Parameters screens. Select Message escalation as the Type. Enter the box number to which you want messages escalated in the Escalation Box field.

**Operation:** When a box owner does not respond to any of the notification attempts, Atlas AVM forwards a copy of the messages in the recipient's box to a specified owner's box.

---

## Message Notification

---

**Definition:** Notifies the box owner when messages are waiting. Box owners can have up to four different notification plans, which control how and when they are notified of messages.

For more information, *see also* Chapter 10, “Notification.”

**Conditions:** Notification must be enabled and at least one port must be enabled for notification.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Type the number of the box you want to edit and press <Enter>. <PgDn> to one of the four Notification Parameters screens (**Figure 3 -18**). Enable <\*> the Enabled field.

Select Port configuration from the Application menu. Enable <\*> the Notification field.

**Operation:** When a caller leaves a message in a box, the box owner is notified of the message.

---

## Message Play Order

---

**Definition:** The order in which messages are played back to the box owner. The default message play order is “Last In, First Out” (LIFO). This means that the last message the box owner received will be played first. The message play order can be changed to “First In, First Out” (FIFO).

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down three times to the Message Parameters screen . Enable <\*> or disable < > the Play First In, First Out field.

---

## Message Priority

---

**Definition:** After a box owner makes a message to be sent to another box owner, Avm prompts the person who made the message to define whether that

message should be forwarded to the remote networking site as a High Priority Message.

Messages that are being sent to a remote network site can be sent high priority or low priority.

High priority messages are sent throughout the day in time intervals set on the High Priority Interval Time field on the Networking Site Parameters screen. If a message is defined as high priority, it goes to a high priority message queue where it waits until the next high priority interval time. When this time has elapsed, all messages in the queue are sent to the designated recipients.

Low priority messages are given start and end times instead of time intervals. If you do not choose high priority for a message, AVM automatically assumes it is low priority, and the message is sent to a low priority message queue. Messages waiting in the low priority queue are sent every minute, starting at the time specified as the start time, and ending at the time specified as the end time.

If a connection to the remote site cannot be established, the messages are kept in the queue. The next minute, AVM tries to send them again. Once a message is delivered successfully, it is removed from the queue.

By using the low priority designation for messages that are not time-critical, you can economize by sending them at a time of day when telephone rates are lowest.

**Conditions:** You must be on a networked Atlas AVM system.

**Programming:** Select Networking from the Application menu. From the pull-down menu, select Networking Sites. The Network Site screen appears. Fill in the High Priority Interval Time, Low Priority Start Time, and Low Priority End Time fields. The format for these fields is hours:minutes.

We recommend that you set the high priority interval time in minutes. For example, if you want Atlas AVM to check for and forward any waiting high priority messages every 10 minutes, enter:

**00:10**

If message volume is high, set the high priority time interval to a relatively shorter amount of time to keep high priority messages from backing up. If message volume is low, set the time interval for a longer amount of time.

Set the low priority start and end times for a period when telephone rates are lowest.

**Operation:** After a box owner records a message to be sent to a remote network site, Atlas AVM gives the following prompt:

If you wish to send this high priority message, press 1.

**Related Features:** Networking

---

## Message Replay

---

**Definition:** An option that allows box owners to replay messages they are listening to.

**Operation:** After box owners have played a message, they can press 1 to play the message again.

---

## Message Retention Periods

---

**Definition:** The number of days that messages will be stored in an owner's box. You can program different amounts of time for new messages (those the owner has not specifically saved or deleted) and saved messages (those the owner has played and kept).

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down three times to the Messages Parameters screen (**Figure 3 -12**). Fill in the New Message Retention field.

---

## Message Rewind

---

**Definition:** Allows box owners to rewind the message they are listening to.

**Operation:** While listening to a message, a box owner can press 8 at any time to rewind the message five seconds.

**Related Features:** Not applicable.

---

## Message Scan

---

**Definition:** Allows box owners to scan the messages in their boxes without listening to each entire message.

**Operation:** Box owners can press 3 while a message is playing to skip to the next message.

---

## Message Storage

---

**Definition:** All messages are stored as individual files on a hard disk.

This unique message storage and retrieval system insures message file integrity. This also eliminates the traditional problems associated with index data files that can cause corruption of data, which results in lost or misplaced messages.

---

## Message Waiting Indicator (MWI)

---

**Definition:** A light or signal on a telephone that can be turned on by Atlas AVM through the telephone system to tell box owners that messages are waiting in their boxes.

*See also the Atlas AVM Installers Manual.*

**Conditions:** Availability depends on the type of telephone system Atlas AVM is interfacing with.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Fill in the Message Waiting Light Extension field.

---

## Multiple Box Addressing

---

**Definition:** Box Owners can send the same message to more than one box without using a distribution list.

**Conditions:** The Send message once field must be disabled.

**Programming:** Disable “Send message once” on the Service 1 Parameters screen (

Figure 3 -15).

**Operation:** After a box owner sends a message, Atlas AVM gives the following prompt:

“To deliver this message to another box or distribution list, press 6.”

**Related Features:** Distribution List, Make Single Message

---

## Multiple Language Prompts

---

**Definition:** Atlas AVM is available with prompts in English and additional languages.

**Conditions:** English is the default language. With an additional charge Atlas AVM prompts are available in additional languages.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Enable the Alternate Language field.

---

## Multiple Levels—Audiotext

---

**Definition:** Audiotext boxes can be set up so that an audio menu option calls up another audio menu. There is no limit to how many levels of audio menus can be accessed. Each audio menu may have up to 500 options. Each option may be up to 10 digits long.

The menus and choices help to narrow down all the possibilities to a specific need. Keep in mind that callers can get frustrated when asked to listen to a very

long menu and make too many choices. An average menu lists three or four choices each. An average number of menu levels is two or three.

**Conditions:** Not applicable.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down twice to the Caller Options Parameters screen (**Figure 3 -11**).

**Related Features:** Audio Menu, Caller Options—Audiotext

---

## Multiple Message Capability

---

**Definition:** An outside caller can leave a message for more than one box owner during each call, rather than having to call back to leave each message.

**Operation:** After a caller has delivered a message to one box owner, the caller hears, “To reach another mailbox, press 3.”

---

## Multiple Telephone System Capability

---

**Definition:** Atlas AVM can be programmed to operate on different types of telephone systems. Each port can be programmed for a different telephone system.

**Programming:** See the *Atlas AVM System Installer’s Manual*.

---

## MWI (Message Waiting Indicator) Output to Printer

---

**Definition:** Used for telephone systems that do not support a message waiting light or ring as a way to indicate that a message is waiting for the box owner. Atlas AVM sends a message to the printer telling the attendant that a message is waiting for a certain box owner. When the message is received by the box owner, Atlas AVM sends another message to the printer telling the operator that the message has been received.

---

## Networking

---

See AMIS Networking.

---

## No Answer Extension

---

**Definition:** Atlas AVM can detect the difference between a call that is busy and a call that is not answered. You can set up a specific program for handling calls when a box owner's extension does not answer.

**Conditions:** The Extension field on the User Parameters screen (**Figure 3 -5**) must contain a valid extension number. In addition, you must have Call Supervision enabled <\*> on the Options Parameters screen (**Figure 3 -7**), or have integration with a telephone system that can detect the outcome of calls.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down once to the Options Parameters screen (**Figure 3 -7**). Highlight No Answer to access the No Answer submenu.

**Operation:** Box owners can choose how they want incoming calls directed if their extensions do not answer. The system administrator sets this up for individual box owners.

---

## No Password

---

**Definition:** Enable this field in the Services screens for boxes that do not require passwords.

---

## No Password/Auto Message Retrieve

---

**Definition:** Enable this field in the Services 1 Parameters screen for box owners who do not want to be prompted to enter a passcode when they access their messages.

---

## Notification Control

---

**Definition:** Box owners can access and change their notification settings from any telephone.

**Programming:** Enable Notification control on the Services 1 Parameters screen.

**Operation:** Box owners can turn on and off message notification and change the notification supervised number.

**Related Features:** Message Notification

---

## Notification Flexibility

---

**Definition:** Voice mailboxes contain notification options that allow a person to be notified at different times of the day or week, or at different locations. Each box owner can have up to four different notification selections.

*See also* Chapter 10, “Notification.”

---

## Off-Premise Call Transfer

---

**Definition:** Atlas AVM can be programmed to transfer calls to an off-premise location.

**Conditions:** The off-premise telephone number must be entered in the Extension field in the User Parameters screen.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears (**Figure 3 -5**). Fill in the Extension field.

**Related Features:** Call Transfer Options

---

## On-line System Administration

---

**Definition:** Technical, system, and box parameters may be programmed or modified while Atlas AVM is answering and processing calls. On some other systems, calls can not be processed while the administrator or technician is making necessary changes or edits.

---

## Open Access Network

---

**Definition:** A group of two or more sites that use AMIS-compatible voice messaging equipment, and who have completed the programming required to allow them to exchange voice mail messages with each other.

**Conditions:** Equipment used at an open access site does not have to be Atlas AVM.

**Related Features:** AMIS Standard Networking

---

## Outbound Notification

---

**Definition:** Allows you to be notified of phone messages when you are away from your Atlas AVM system, for example at your home or car.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down eight times to the Notification Parameters screen (**Figure 3 -18**).

---

## Passcode

---

**Definition:** There are three kinds of passcodes. The first kind allows a box owner private access to his box. It provides security for the box owner's messages. This passcode's default is the box owner's box number. The second kind of passcode allows the system administrator private access to the system administration portions of Atlas AVM. The third kind of passcode is for the installation and integration portions of Atlas AVM. (The default for both of these passcodes is Atlas AVM.)

**Programming:** To change a box owner's passcode, select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. The User Parameters screen appears (**Figure 3 -5**). Fill in the Passcode field.

To change the system administration passcode, select General from the Application menu. Then select General from the Applications menu to access the General Parameters screen, where you can change the Installation Passcode field.

To change the system installation passcode, use the current installation passcode access Atlas AVM.

**Operation:** The system administrator must enter the correct passcode in the Passcode Entry screen when accessing System Administration or System Installation.

Box owners can also change their passcodes at any time from a telephone. They must press 3 for User Options and 3 for Change Passcode. The new passcode will appear on the User Parameters screen so that the system administrator knows what it is.

**Related Features:** Not applicable.

---

## Pause

---

**Definition:** An option that allows a box owner to pause a message while listening to it.

**Operation:** Box owners can press 0 to pause and restart message play. When a message is restarted after a pause, the message restarts at the beginning, not

where the pause left off. The pause option is available even though it is not part of the voice prompts that box owners hear.

---

## Personal Operator

---

**Definition:** The system administrator can assign a different operator to each mailbox. If a caller presses 0 after reaching an individual mailbox, the caller is transferred to the personal operator of that box rather than the system operator.

**Programming:** Select Voicemail in the Type field on the User Parameters screen. Then page down twice to the Caller Options Parameters screen. In the Transfer on Timeout box field, enter the number of the extension that you want calls transferred to when a caller presses 0.

**Operation:** When callers reach a box with such a greeting, they hear a prompt telling them what number to dial to reach an operator.

**Related Features:** Caller Options, Audiotext, Greeting

---

## Play Box Number in Directory

---

**Definition:** If this field is enabled in the Services 2 Parameters screen, the Directory of Owner Names plays the box owner's name and box number for callers. If it is off, the directory plays only the name, keeping the box number private.

---

## Play Date/Time Before Messages

---

**Definition:** If this field is enabled in the Services screens, box owners hear the date and time of receipt before each message is played. If the field is disabled, box owners must press 8 while a message is playing in order to hear the date and time.

---

## Play User Name on Transfer

---

**Definition:** When this field is enabled in the Services 2 Parameters screen, Atlas AVM verifies a transferred call for callers by playing the name of the box owner being transferred to.

If this field is disabled, callers enter an extension number from the auto attendant and go straight to a box, without hearing the prompt telling them that the call is being transferred and to whom it is being transferred.

---

## Port Greetings

---

**Definition:** Each Atlas AVM port can be programmed to answer with a different greeting (six per day). Mailboxes and audiotext boxes can be associated with a port (or ports) and only allowed access to other boxes associated with the same port(s).

**Conditions:** At least one greeting is required for each day and each port.

**Programming:** Select System Greetings from the Application menu.

**Operation:** Callers hear a company greeting when their calls are answered by this audiotext box.

**Related Features:** Audiotext Box, Audio Menu, auto attendant, Port

---

## Port Map

---

**Definition:** Each voice mailbox has a port map that allows the system administrator to enable or disable each port for a specific box.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down twelve times to the Box Port Map screen (**Figure 3 -23**).

**Related Features:** Port Status, Port Configuration.

---

## Port Status

---

**Definition:** Displays the status of each port in your Atlas AVM system.

**Programming:** Select Status Screen from the Quit menu. The Main Status Screen appears. Press <F3> to view the Port Status panel.

**Related Features:** Port Configuration, Port Map

---

## Question and Answer Box

---

**Definition:** A question and answer box collects information from callers by asking questions and recording their responses. The responses can be in either voice or digit form, and are stored as a voice message. Digit responses can be sent to a line printer or stored to a data file for further processing by using a spreadsheet or database-type program.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Highlight the Type field. Select QA Box from the Box Type submenu that appears. <PgDn> four times to the Question and Answer Parameters screen. Fill out this screen.

From your telephone, dial the extension number that calls Atlas AVM. From the auto attendant main greeting, press #. Enter the QA box number and its passcode. You now hear the voice menus for the QA box. Press 2 to record greetings for this box. There are two greetings, numbered 1 & 2, that may be recorded. Greeting number 1 plays to callers before the questions are played. For example, "To place your order, please answer the following questions." Greeting number 2 plays to callers after the questions are played. For example, "Thank you for your order. If you need further assistance, press 0." When you are finished recording greetings, press # to go back to the Main Menu.

To record a question, press 2. Then press the number of the question you want to record. If this question requires a voice response, you are done with this question. Press # to go back to the Main Menu.

If this question requires a DTMF response, press 3 to edit the response parameters, then press 2. To set the number of digits you require for this response, press 4. Continue pressing # until you return to the Main Menu. You can program other questions following the above instructions.

---

## Remote Greeting Programming

---

**Definition:** Greetings can be recorded and single-digit call routing can be programmed from any touch-tone phone. This feature is especially useful during situations when the administrator can't get to the system to make emergency changes.

---

## Remote Administration

---

*See System Administrator.*

---

## Renumber

---

**Definition:** Any boxes on your Atlas AVM system can be renumbered.

**Conditions:** Boxes can be renumbered only in groups that are in sequential numerical order.

**Programming:** Select Renumber from the Boxes menu (**Figure 3 -24**).

---

## Replay

---

*See Message Replay.*

---

## Reply (to a Message)

---

**Definition:** Allows box owners to answer a message they have received by sending an answer back without entering a box number.

**Conditions:** Works only with messages sent from other box owners, not with messages left by outside callers.

**Programming:** Enable Reply to Message on the Services 1 Parameters screen (Figure 3 -15).

**Operation:** When callers receive a message, they are given the option to answer the message. The caller presses 2, records an answer, and presses # to exit. Atlas AVM sends the recorded answer back to the box the message came from.

---

## Reset Box

---

**Definition:** When the you reset a box, new and saved messages are immediately archived (if the archive feature is enabled for that box). The message counter is set to zero, name and greeting prompts are deleted, the password is defaulted back to the box number, and the new user tutorial is set to play the first time the box is accessed.

**Programming:** Select Reset from the Boxes menu. The Reset Box screen appears. Enter the number of the box you want to reset.

---

## Rewind

---

**Definition:** Allows box owners to rewind the message they are listening to.

**Operation:** While listening to a message, a box owner can press 8 at any time to rewind the message five seconds.

**Related Features:** Fast Forward

---

## Return Receipt

---

**Definition:** When a box owner sends a message and requests a return receipt, Atlas AVM leaves the box owner a message stating the date and time the message was played.

**Programming:** From your telephone, dial your mailbox number and enter your passcode. Enter the mailbox number that you want to send a message to. Record the message, then press any key. Access the Message Addressing Options menu by pressing 2. To request a return receipt, press 3.

---

## Save Call Screening Recording as Message

---

**Definition:** When this feature is enabled, Atlas AVM captures the voice of a screened caller, even when no message is left, and saves it as a message.

**Programming:** Enable “Save call screen recording msg” on the Services 2 Parameters screen (

Figure 3 -15).

---

## Save Message

---

**Definition:** When this feature is enabled, box owners can save their messages. If the save message feature is not enabled, box owners can play their messages as many times as they want, but they cannot save them.

**Programming:** Enable Save Message on the Services 1 Parameters screen (

Figure 3 -15).

---

## Send Message Once

---

**Definition:** When this feature is enabled, Atlas AVM sends a message only once. Box owners do not hear the prompt asking if they want to send the same message to another box owner.

**Programming:** Enable Send message once on the Services 1 Parameters screen (

Figure 3 -15).

---

## Services

---

**Definition:** Atlas AVM has many optional features that can be enabled by the system administrator on a box-by-box basis. When a service is enabled, the telephone prompts that are used with that feature are activated for the box.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Page down six times to the Services Parameters screens 1. (

Figure 3 -15). Page down again to access the Services 2 Parameters screen. Use the <Spacebar> to toggle between Enabled <\*> and Disabled <>.

---

## Single Digit Call Routing

---

**Definition:** During a greeting, callers can be prompted to enter a single digit to be transferred to their desired destination. For example, "Press 1 for sales, press 2 for service. . ."

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box you want to modify. Page down twice to the Caller Options screen.

**Related Features:** Ten Digit Call Routing

---

## Skip to Next Message

---

**Definition:** During or after message play, users can press 3 to skip the current message and go to the next message. If a new message is skipped, it is kept as a new message. If a saved message is skipped, it is kept as a saved message.

---

## SMDI Serial Integration

---

**Definition:** Atlas AVM can read and write serial data to and from your telephone switch using the SMDI (Simplified Message Desk Interface) protocol. The serial data communicated includes switch information such as on-hook, off-hook, etc.

---

## System Administration Passcode

---

See Passcode.

---

## System Administrator Feature

---

**Definition:** The system administrator can call into his personal mailbox to make changes to any box on the system through the telephone interface.

**Programming:** Enable the System Administrator field on the Services Parameters screen (

Figure 3 -15).

**Operation:** Access the System Administration mailbox, and press 8 for the Options Menu. From the Options Menu, press \*. Atlas AVM asks for the Level One administrator passcode, which is 9999 by default.

After the Level One passcode is entered correctly, Atlas AVM asks for the Level Two passcode. The Level Two passcode is by default, 1234. This passcode can be changed by entering a new passcode in the Passcode field on the User Parameters screen. (Thus, the passcode for box 9999 is also the Level Two administrator passcode.)

After the second passcode is successfully entered, a prompt asks for the box number to be edited. The system administrator can then access all box menus for that box and make modifications.

**Related Features:** Remote Administration and Diagnostics

---

## System Interface

---

**Definition:** The type of physical connection from the telephone system to Atlas AVM. Different types of interface are: Loop Start, T1, and DID.

*See also the Atlas AVM Installers Manual.*

**Conditions:** Hardware must be capable of handling the specified type of system interface.

---

## System Reports

---

**Definition:** the Atlas AVM system administrator can generate vital report information concerning peak telephone usage, expansion needs, and other statistics to determine communication needs.

Examining daily incoming call traffic, messaging, frequency of users accessing their mailboxes, and message notification is important to optimize communications efficiency.

*See also Chapter 8 “System Reports.”*

---

## Telephone Integration

---

**Definition:** Atlas AVM can be programmed to interact intelligently with many major telephone systems. Atlas AVM can allow different telephone integrations for each port of the system. Call progress parameters, message waiting lights, transfer sequences, maximum silence and non-silence recording terminators, etc. are all port independent.

**Programming:** *See the Atlas AVM Installer’s Manual.*

**Operation:** The Atlas AVM installer integrates the voice board and driver to the telephone switch by collecting the necessary information from the switch vendor and inputting this information during the Atlas AVM installation.

---

## Telephony Services Application Programming Interface (TSAPI)

---

**Definition:** A software product from Novell, Inc. that provides an industry standard method for computer telephony integration. TSAPI allows a NetWare network to functionally integrate to a telephone switch without having to gather signaling information from that particular switch. Atlas AVM complies with TSAPI.

*See also the Atlas AVM Installers Manual.*

---

## Ten-Digit Call Routing

---

**Definition:** During a greeting, callers can be prompted to enter up to 10 digits to transfer to their desired destination.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box you want to modify. Page down twice to the Caller Options screen.

**Related Features:** Single Digit Call Routing

---

## Termination on Tone

---

**Definition:** Atlas AVM terminates calls that callers do not terminate. Atlas AVM responds to different tones such as silence, fast busy, and howler for terminating calls.

*See Caller Timeout & Audiotext*

---

## Toll Saver

---

**Definition:** When a box owner calls to retrieve messages, the toll saver feature indicates whether or not there are messages in an owner's box. When a box owner calls long-distance, this feature can save the box owner unnecessary long-distance charges.

**Condition:** This feature can only be used on ports using DID lines.

**Programming:** Select Edit from the Boxes menu. The Edit Box screen appears. Enter the number of the box you want to modify. Page down once to the Options Parameters screen. Enable the <\*> Toll Saver field.

**Operation:** When users call their DID number they hear the phone company's DID ringing tone followed by a higher pitched ring tone. Atlas AVM plays that higher pitched ringing tone as the signal that there are no new messages in their mailbox.

---

## Tutorial

---

**Definition:** Atlas AVM provides a tutorial for box owners the first time they enter their box. The tutorial gives them instructions over the phone on how to record their name and greeting and how to change their password.

**Operation:** Box owners need to know their box numbers and temporary passcodes when they enter their box for the first time and follow the tutorial. During the tutorial, they are prompted to change their passcode, record a greeting, and give their name.

---

## Tutorial on Box Reset

---

**Definition:** Enable this field in the Services 2 Parameters screens if you want the owner of this box to hear the tutorial after the box has been reset. Box owners hear the tutorial once, the first time the box is accessed.

---

## User Options Control

---

**Definition:** This field must be enabled in the Services 1Parameters screens in order for a box owner to have access to the user options prompts through the telephone interface. User options allow box owners to change their greetings and passcodes, record their names, etc.

---

## Voicemail box

---

**Definition:** Records messages from callers. Box owners can listen to their messages and, if desired, forward them to another box with an attached comment. If the message is from another box owner on the same Atlas AVM system, the recipient can reply to the sender.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>. The User Parameters screen appears. Highlight the Type field. Select Voicemail from the Box Type submenu that appears.

Fill out the following screens:

- User Parameters (**Figure 3 -5**)
- Options Parameters (**Figure 3 -7**)
- Message Parameters (**Figure 3 -12**)
- Services Parameters (**Figure 3 -15**)
- Notification Parameters (**Figure 3 -18**)
- Box Port Map (**Figure 3 -23**)

**Related Features:** Greeting Replay Time

---

## Wakeup Calls

---

**Definition:** Atlas AVM can be programmed to call an owner's telephone at the time the box owner specifies for a wakeup call. This call can function as a

morning alarm clock or can remind box owners of appointments. Wakeup calls can be scheduled up to one year in advance.

**Programming:** Select Edit from the Boxes menu, then type the box number you want to edit in the Edit Box screen. Press <Enter>, then page down to the Notification Parameters screens. Program one of the notification screens to be a wakeup alarm.

**Operation:** Box owners can press 8 for User Options when they hear the Main Menu on the telephone, and they press 2 to change the Wakeup alarm.

---

## Zero Key for Passcode

---

**Definition:** When Atlas AVM is installed with a telephone system that does not offer a \* key, a box owner can use the 0 key to interrupt and bypass the greeting within the owner's box.

**Conditions:** Do not have Exit to Another Box and Zero Key for Passcode enabled for a box at the same time. If you do, Zero Key for Passcode overrides Exit to Another Box.

**Programming:** Enable the Zero Key for Passcode field on the Services 2 Parameters screen.

**Operation:** When box owners access their own boxes, they can press the 0 key during a box greeting. This causes Atlas AVM to skip the rest of the greeting and ask for the owner's passcode.

**Related Features:** Exit to Another Box

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# 5



## The Auto Attendant

### *What Is the Auto Attendant?*

The auto attendant is an audiotext box that allows callers to direct their own calls without the assistance of an operator. When calls come in, the auto attendant greets callers and tells them how to make different selections by pressing keys on their telephones.

When programmed correctly, the auto attendant can:

- Receive incoming telephone calls.
- Greet callers.
- Offer callers an audio menu of forwarding destinations to select from.
- Play recorded information, based on caller responses to an audio menu.

- Direct calls to an operator.

## *What an Audio Menu Does*

An audio menu is a recorded message that gives a caller verbal options which are associated with keypad numbers. Pressing the corresponding key initiates the action described for the option.

Below is an example of an audio menu.

“To hear about company products, press 1.”

“To reach the Sales department, press 2.”

“To speak to the operator, press 0.”

**Figure 5 -1: An Example of an Audio Menu**

### **CHOOSING AUDIO MENU ITEM NUMBERS**

Do not offer a menu selection that is the same as the first digit of the Atlas AVM system's box numbers. Suppose the first digit of the Atlas AVM system's box numbers is 1 and you offer a menu selection numbered 1. If a caller selects 1 from the menu, Atlas AVM interprets the caller's keypress as part of a box number, and pauses for a timeout period, waiting for the caller to enter the rest of the number.

## *Programming the Auto Attendant*

In Atlas AVM systems, Box 1000 is the default for the auto attendant. This means that calls coming in on all ports go first to that box.

To set up the auto attendant, you must program the User Parameters screen, program the greeting(s) and audio menu, and record the greeting(s).

### **PROGRAMMING THE USER PARAMETERS SCREEN**

#### **(Boxes Edit Box Number)**

To program the User Parameters screen for an auto attendant box:

1. Select Edit from the Boxes menu. The Edit Box screen appears.

2. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears.
3. Fill out the fields on this screen. Be sure to select Audiotext from the Box Types submenu.
4. To save your modifications on this screen, press <F10>.

## PROGRAMMING A GREETING (Application[System Greetings>Edit)

To program a greeting:

1. Select System Greetings from the Application menu.
2. Select Edit from the System Greetings menu.
3. Select a day of the week from the Edit menu. The Select Port screen appears.
4. Select the port you want to program a greeting for. The Edit Port Time Block screen appears.

EDIT PORT 01 MONDAY GREETING TIME BLOCK	
<b>TIME BLOCK 1</b> Start time:00:00 Box number:1000 Number of rings:1 Operator box:	<b>TIME BLOCK 4</b> Start time:00:00 Box number: Number of rings:1 Operator box:
<b>TIME BLOCK 2</b> Start time:00:00 Box number: Number of rings:1 Operator box:	<b>TIME BLOCK 5</b> Start time:00:00 Box number: Number of rings:1 Operator box:
<b>TIME BLOCK 3</b> Start time:00:00 Box number: Number of rings:1 Operator box:	<b>TIME BLOCK 6</b> Start time:00:00 Box number: Number of rings:1 Operator box:
ESC exit F10 save F5 prv prt F6 nxt prt F7 prv day F8 nxt day	

**Figure 5 -2: The Edit Port Time Block Screen**

The Port Greeting Time Block screen (your screen may say “Time Zone” instead of “Time Block”) is divided into six panels, one for each block of time

that you can program. Your auto attendant greeting can be changed a maximum of six different times during any selected day for each port. At least one time block must be configured.

**Start Time** specifies the time of day you want this time block to begin.

The greeting defined for this time block remains in effect until the start time indicated for another time block begins. Atlas AVM determines when to change a greeting by Start Time, not by Time Block number.

Use 24-hour format when you enter a time. See the 24-hour time chart on page 3-26.

**Box number** specifies number of the box that answers calls and plays the greeting for this time block. This box can be either an audiotext box or a voicemail box.

The default box for the auto attendant is 1000.

**Number of Rings** specifies the number of rings Atlas AVM waits before transferring a call to the auto attendant.

The default number of rings is 1.

**Operator Box** specifies the number of the box to which a call is transferred when the caller presses 0 in response to the prompt, "Press zero for an operator."

**Description** contains a description of the greeting you are defining.

To save your modifications on this screen, press <F10>.

After you have programmed the greeting parameters, you also need to record a greeting for each audiotext box you have configured for the auto attendant.

### ***Programming Multiple Greetings***

Atlas AVM allows you to define up to 42 different auto attendant greetings. Each port can have greetings for six different times of the day for every day of the week. The following guidelines apply when defining greetings for different times and days:

- Greetings are defined for Atlas AVM systems that use the auto attendant feature, but not for voicemail boxes or systems that use DID.
- Greeting definitions are delineated by time of day, day of week, and port.
- Define at least one greeting for each day and each port.

- Program all active time blocks to specify audiotext or voicemail boxes that will play messages for callers.

## PROGRAMMING AN AUDIO MENU

To program an audio menu from the Atlas AVM computer interface:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the number of the box that you want to edit and press <Enter>. The User Parameters screen appears.
3. Page down twice to the Caller Options parameters screen.

EDIT BOX 2000-0000 PARAMETERS SCREEN 3

**CALLER OPTIONS**

Option	Box	Option	Box	Option	Box

Maximum number of digits: 4  
 Greeting replay time: 7 seconds  
 Number of greeting plays: 2  
 Transfer on timeout box: [redacted]  
 Transfer on error box: [redacted]

ESC exit   F10 save   PgDn nxt scr   PgUp prv scr   F5 prv box   F6 nt box

Figure 5 -3: The Caller Options Parameters Screen

4. Fill in the Option and Box fields.

### Option/Box Fields

**Option** Enter the keypresses (digits) you want callers to use for this option. The maximum number of keypresses is 10.

**Box** Enter the box number you want the caller to be transferred to when the specified keypress is entered.

The maximum number of options per box is 500 (even though you see only nine on the screen at one time.)



**Note**

If you have filled in all of the first 9 Option and Box fields, 9 more Option and Box fields appear in their place. To view the first 9 fields, press the left arrow key.

## The Directory of Owner Names

The Directory of Owner Names is the main feature a caller can access through the auto attendant. It is a list of owner names automatically built by Atlas AVM as boxes are set up and callers record their names. Callers can select a party by name from this list if they do not know the party's extension.

Atlas AVM gathers the necessary name and extension information from the User Parameters screen. Each time a new owner's name is entered in the name field of the User Parameters screen, Atlas AVM automatically updates the Directory of Owner Names to include the new owner's name, unless the name is preceded by a comma or slash character.

### HOW THE DIRECTORY OF OWNER NAMES OPERATES

A caller dials the Directory Assistance keys for the applicable port. Then they hear a prompt asking the caller to press telephone keys to spell out the first few letters of a last name. Atlas AVM translates the caller's keypresses into letters of the alphabet, then compares all of the possible spelling combinations of those letters against its internal list of box owner names. If there is only one match for the name, Atlas AVM tells the caller that there is one match, and, if the owner has recorded his name, plays the owner's name and extension number.

Atlas AVM then plays a menu for the caller, giving the following menu choices:

- Transfer to the extension owned by the matching name.
- Look up another extension number.
- Exit the Directory.



#### Note

Callers need to hear the numbers for the Directory Assistance keys in the auto attendant greeting, or they may not know that the Directory of Owner Names is available.

If there is more than one match for the name, Atlas AVM plays each match for the caller to choose from.

### Recording Owner Names

Atlas AVM can play owners' names only if the box owners have previously recorded their names. Box owners' names are recorded by Atlas AVM when the owners speak their names into the telephone in response to the system voice prompt. This is how Atlas AVM acquires the names it plays for callers to select from.



**Note**

If no value is entered in the Directory Assistance Keys field for a port in your system, callers routed through this port will not have access to the Directory of Owner Names.

## **PROGRAMMING DIRECTORY ASSISTANCE KEYS**

Directory Assistance keys are keys callers can press to access the Directory of Owner Names.

To program the Directory Assistance keys:

1. Select Port Configuration from the Application menu. The Select Port screen appears.
2. Select the port that you want to program the Directory Assistance Keys for. The Port Configuration screen appears.
3. Enter the number that you want to be the Directory Assistance Keys in the Directory assistance keys field.

## **GLOBAL DIRECTORY SEARCH**

If you want Atlas AVM to search the entire data base for names in the Directory, enable Global Directory Search on the Port Configuration Parameters screen.

If Global Directory Search is not enabled, the search for matching names includes only names that have the same account code as the audiotext box from where you initiated the search.

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# 6

---



## AMIS-Analog Networking

### *Understanding AMIS-Analog Networking*

Atlas AVM can use the AMIS (Audio Message Interchange Specification) standard to network with any other voicemail system that also uses AMIS. Using AMIS standard networking, box owners can send messages to, as well as receive messages from, other network systems, which are called nodes.

### **WHAT IS AN OPEN ACCESS NETWORK?**

An open access network is a group of two or more different brands of voice messaging systems that are networked together. All of the systems must be compatible with the AMIS standard.

### **WHAT IS A CLOSED NETWORK?**

A closed network is a group of two or more voice messaging systems belonging to the same product line that are networked together. For Atlas AVM to network in a closed network, all the other voice messaging systems must be Atlas AVM systems. A closed network is used by Atlas AVM to support extended features not necessarily defined by the AMIS standard.

### **UNDERSTANDING MESSAGE PRIORITY**

After a box owner makes a message to be sent to another node, Atlas AVM prompts the person who made the message to define whether that message should be forwarded as a high priority message.

Messages that are being sent to a remote network site can be sent high priority or low priority.

High priority messages are sent throughout the day in time intervals set on the High Priority Interval Time field on the Networking Site Parameters screen. If a message is defined as high priority, it goes to a high priority message queue where it waits until the next high priority interval time. When this time has elapsed, all messages in the queue are sent to the designated recipients.

Low priority messages are given start and end times instead of time intervals. If you do not choose high priority for a message, Atlas AVM automatically assumes it is low priority, and the message is sent to a low priority message queue. Messages waiting in the low priority queue are sent every hour, starting at the time specified as the start time, and ending at the time specified as the end time.

If a connection to the remote site cannot be established, the messages are kept in the queue. The next hour, Atlas AVM tries to send them again. Once a message is delivered successfully, it is removed from the queue.

By using the low priority designation for messages that are not time-critical, you can economize by sending them at a time of day when telephone rates are lowest.

# Programming for AMIS-Analog Networking

## PROGRAMMING YOUR LOCAL NETWORK SITE

Use the System Number Parameters screen to define your local networking site.

(Application Menu▣Networking▣System Number)

```

NETWORKING SYSTEM NUMBER PARAMETERS
-----
SYSTEM NUMBER

Enabled: < >
Country code: 00
Area code: 000
Phone number: 0000000

-----
ESC to exit   F10 to save
  
```

Figure 6 -1: The Networking System Number Parameters Screen

**Enabled** must be enabled <\*> to receive messages forwarded by Atlas AVM across the network.

**Country Code** specifies the two-digit identifier assigned to your local site by the system administrator. This code serves as an identifier, and is not related to various telephone dialing codes for different countries.

**Area Code** specifies the area code for your local site. This code serves as an additional identifier. It is not necessarily the telephone company area code.

**Phone Number** specifies the phone number of your local site. The phone number serves as an additional identifier. It is not necessarily the actual telephone number of your site.



### Note

The system number, which identifies your local site, consists of the country code, area code, and phone number.

## PROGRAMMING REMOTE NETWORK SITES

(Application Menu▣Networking▣Network Site)

Your Atlas AVM system can network with up to 18 remote networking sites. There are 18 Networking Site Parameters screens available that can be programmed for each remote site you want to network with.

Select Networking from the Application menu. Then select System number from the Networking menu. The Networking Site Parameters screen appears.

```

NETWORKING SITE PARAMETERS SCREEN 01
-----
NETWORK SITE 01
      Enabled:<*>
Open access network:<*>
      Description:CONTINENTAL ARMADILLO
      Country code:01
      Area code:317
      Phone number:5559922
      Dialing number:
      Box prefix:3
High priority interval time:00:10
Low priority start time:23:00
Low priority end time:07:00
-----
ESC to exit  F10 to save  PgDn next screen
  
```

**Figure 6 -2: The Networking Site Parameters Screen**



**Note**

The Country Code, Area Code, and Phone Number fields must match exactly with the networking system number (Country Code, Area Code, and Phone Number) of the networked site. If these fields don't match, networking will not work between these sites.

**Enabled** must be enabled <\*> for Networking to work with this remote site.

**Open Access Network** specifies if this remote site is part of an open or closed access network. Enabled = open and disabled = closed.

An open access network is a group of two or more different brands of voice messaging systems that are networked together. All of the systems in the network must be compatible with the AMIS standard.

**Description** can contain a brief description of this remote site.

**Area Code** specifies the area code of this remote site.

**Phone Number** specifies the phone number of this remote site.

**Dialing Number** specifies the actual phone number you dial to reach this remote site.

If you want to network with a site outside the United States, enter the North American Dialing Plan Country Code found in your local telephone book (along with an applicable city code or area code, and telephone number) in the Dialing Number field on the Networking Site Parameters screen.

Remember to allow for any access codes, pauses for connection, etc.

**Box Prefix** specifies the first 1 to 4 digits of the box numbers at this remote site. The numbers that you enter in this field should be different than the Box Prefix digits entered for any of the other remote sites.

The information in the Box Prefix field is used to speed up the transfer of messages.

**High Priority Interval Time** specifies the interval at which messages waiting in the high priority queue are sent to their destinations. The interval time is set in minutes and seconds. Enter a number between 00:00 and 23:59.

**Low Priority Start and End Time** specify the start and end times when low priority messages are sent to their destinations.

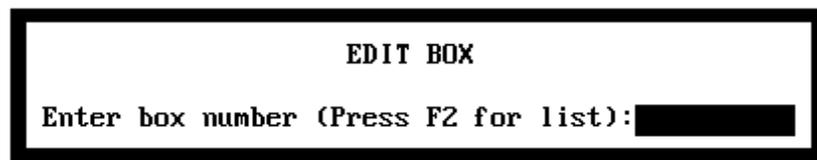
Messages waiting in the low priority queue are sent every minute, starting at the time specified as the start time, and ending at the time specified as the end time.

## *Enabling Boxes to Network with Remote Network Sites*

**(Boxes  $\rightarrow$  Edit  $\rightarrow$  <F2>  $\rightarrow$  <Enter>  $\rightarrow$  <PgDn> to screen 14)**

Your Atlas AVM system has the capability to network individual boxes with remote networking sites.

Select Edit from the Boxes menu. The Edit Box screen appears.



*Figure 6 -3: The Edit Box Screen*



**Note**

Your local site can network only with network sites that have the Enabled field enabled and the Open access network field disabled on the Networking Site Parameters screen.



**Note**

Each box enabled for AMIS-analog networking must have a greeting and name recorded.

Enter the number of the box that you want to enable to network with remote networking sites and press <Enter>. Page down 13 times to the Networking screen.

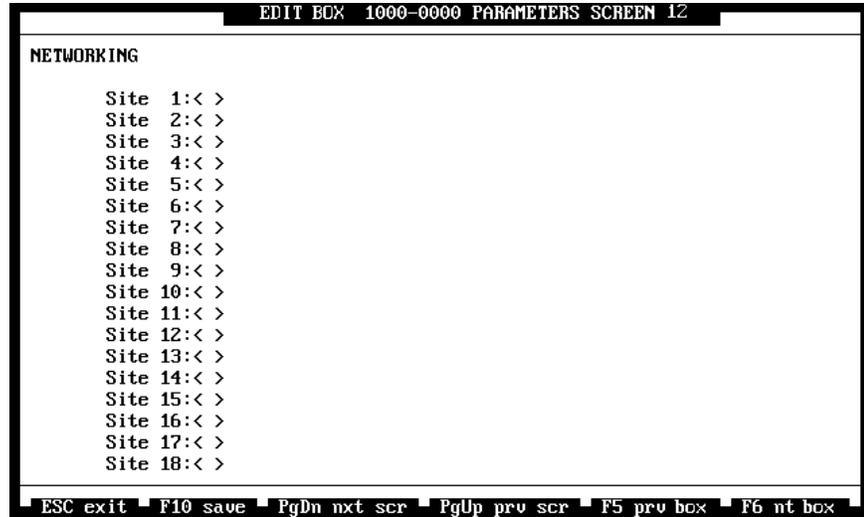


Figure 6 -4: The Networking Screen

On the Networking screen, enable each remote site that you want this box to network with.

## Launch Sites



**Note**

Only network sites that have the Enabled field enabled and the Open Access Network field disabled on the Networking Site Parameters screen can be launched.

**(Application Menu □ Networking □ Launch Site)**

Launch Sites is used to immediately send the names of the box owners on your local site to all of your enabled remote sites.

You do not have to manually update information to the remote sites each time the information is edited because all enabled remote sites are automatically updated nightly.

Launch Sites does not send recorded voice messages to other sites.

# 7



## The Call Out Utility

### *How You Can Use Call Out*

Call Out enables box owners to send the same message to multiple off-premise recipients. The Call Out utility has many applications. For example, the Call Out utility can be used by a corporation to call employees at home if the office has an unscheduled meeting.

## *Programming the Call Out Utility*

To program the Call Out utility, you must:

1. Select a box to set up for Call Out.
2. Record your Call Out message.
3. Create an ASCII text file for the phone list and copy it to a floppy disk.
4. Program the Call Out List Parameters screen.

### **CHOOSING A BOX IN WHICH TO RECORD YOUR MESSAGE**

You can record the message for your Call Out feature in either a voice mailbox or an audiotext box, depending on whether you want the recipients of the message to record a reply.

If you record your message in a voice mailbox, the recipient can leave a reply. If you record your message in an audiotext box, you can program the box to enable recipients of the message to record a reply, or to simply deliver your message and hang up.

### **RECORDING YOUR CALL OUT MESSAGE**

To record the message you want to play for your Call Out List, follow the procedure below.

1. Determine the box number of an unused voice or audiotext box which can be set up for Call Out use.
2. Use your telephone to dial the number of the box you want to use.
3. Press 3 for User Options.
4. Press 2 to change the greeting.
5. Follow the prompts to record the message you want the Call Out List to play.
6. Save your message by pressing #.

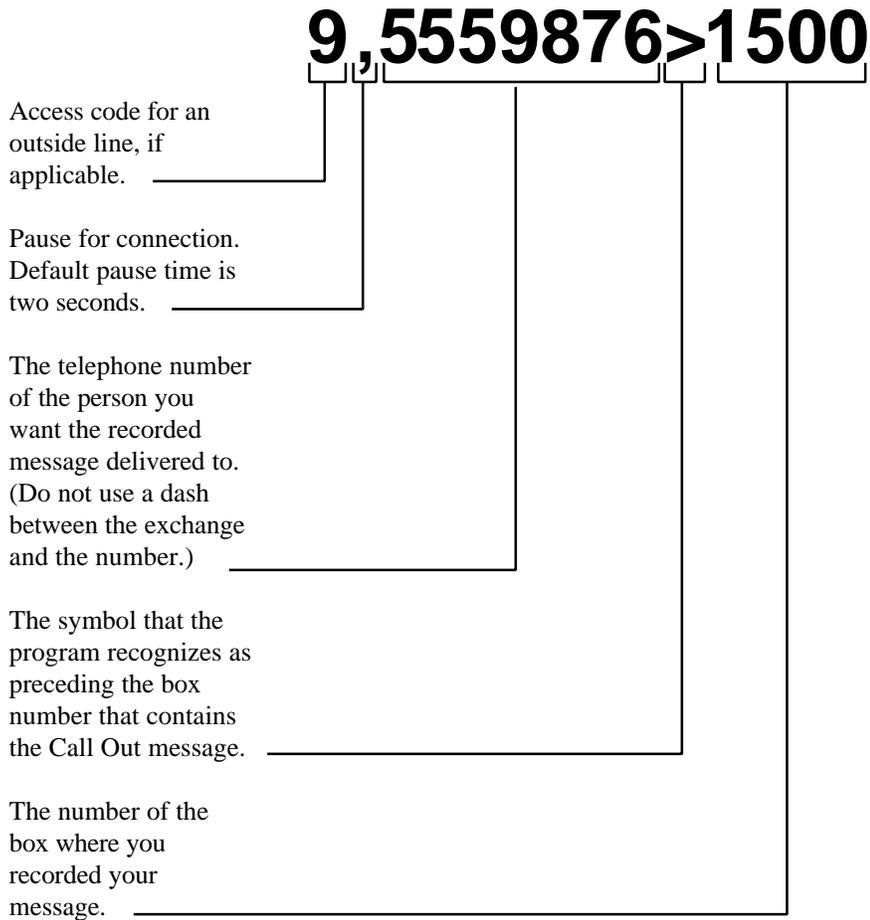
### CREATING THE ASCII CALL OUT LIST

The ASCII Call Out List must contain all of the telephone numbers you want a recorded message to be delivered to.

The following figure explains the information required for each entry on the Call Out List:



**Note**  
Your telephone system might not require a special access code for an outside line. If you can dial out directly, do not use the access code or the pause character shown in



**Figure 7 -1: The Required Format for a Call Out List**

Create a new line in the Call Out List for each telephone number you want to dial. Every line must end with a carriage return.

You can have the Call Out utility access more than one voice or audiotext box from the same Call Out List by creating additional lines that contain the required information.

**Figure 1 -1** illustrates how Call Out uses the information you type in the Call Out List to place calls to various telephones and play messages that have been recorded in various boxes.

You can have the Call Out utility deliver more than one message to a given recipient by creating two or more lines with the same phone number, but with different box numbers. Call Out dials the phone number to play each recording.

When you are finished with your list, copy the ASCII file onto a floppy disk. Name the file PHONE.LST.

To make its calls, Call Out uses any ports that have been designated for the Call Out feature.

When a port is being used for Call Out, calls can be received only if they coincide exactly with the time between Call Out attempts.



**Tip**  
To avoid degradation of your system's ability to handle incoming calls, do not enable all ports for Call Out.

## PROGRAMMING THE CALLOUT LIST PARAMETERS SCREEN

Access the System Administrator's Menu and select Application. From the Application menu, select Call Out List, then Phone Numbers.

The Call Out List Parameters Screen appears.

CALL OUT LIST PARAMETERS	
PHONE NUMBERS	
Phone number input file: <input type="text" value="A:PHONE.LST"/>	
OPERATION TIMES	
Enabled: <input checked="" type="checkbox"/>	
Start time: <input type="text" value="17:00"/>	
End time: <input type="text" value="20:00"/>	
ESC to exit    F10 to save	

**Figure 7 -2: The Call Out List Parameters Screen**

On the Call Out List Parameters Screen, enter the name of your ASCII Call Out file, including the drive letter where the floppy disk resides. Press <Spacebar> to toggle the Enabled field on.

Enter a start and end time (in 24-hour format) for Atlas AVM to call the numbers listed in the file. Make sure to allow enough time to call all of the numbers in the file and play the message for each phone number called.

Press <F10> to save your Call Out List parameters. Atlas AVM copies the file to your PC's hard drive.

When the start time arrives, Atlas AVM begins a graceful shutdown. This means that any ports not in use at the time are "locked," and cannot process either incoming or outgoing calls until the Call Out feature completes its calls. If ports are in use at the start time, the Atlas AVM program monitors the port and, when the call is finished, locks the port.

When all ports are locked, the Call Out feature begins making calls according to the Call Out List you have created.

If a number is not reached, Atlas AVM makes additional passes through the list, trying any unreached number(s) until the end time is reached. If the end time is reached before a number answers, that number will be tried again when the start time comes around again the next day, if Call Out is still enabled.

## **CHECKING YOUR CALL OUT RESULTS**

If you want to check the results of your Call Out program, return to the Call Out List Menu and select Status.

The Call Out List Status Screen displays information about each phone number the program has tried to call, including the status, the message box number, and the time and date of the last attempt.

CALL OUT LIST STATUS SCREEN			
PHONE NUMBER 94818975, , , ,			
STATUS Answered	BOX 2010	TIME 19:07	DATE 01/21/1994
PHONE NUMBER 94818951, , , ,			
STATUS Answered	BOX 2010	TIME 19:14	DATE 01/21/1994
PHONE NUMBER 94818975, , , ,			
STATUS No answer	BOX 2010	TIME	DATE
ESC exit PgUp prev page PgDn next page ↑ line up ↓ line down			

**Figure 7 -3: Results of the Call Out Program**

When the Call Out program has completed the calls, remember to toggle the Enabled field to off on the Call Out List Parameters Screen. If a reasonable period of time has elapsed and there are still some numbers that have not answered, decide whether you still want to send the message. If not, disable Call Out and end the process by toggling off the <\*> in the Enabled field. Press <F10> to save and to deactivate Call Out.



# Generating Reports

## *About Reports*

By using Atlas AVM's reporting utilities, you can keep track of mailbox usage for cost accounting or other internal purposes. Several types of reports are explained in this chapter.

### **Box Numbering Order For Reports**

The series of box numbers from which you want to collect data and generate a report must be continuous in Atlas AVM's absolute index number list. The absolute index number list is the order in which boxes are created; it may not be the same as numerical order. Boxes are listed in their absolute index number order on the Box Status screen. For more information on absolute index numbers, *see* "Understanding Atlas AVM's Box Numbering Scheme" on page 9-2.

The Reports Menu offers you five choices. You can run, display, print, and log reports, or use Clear Log to delete unwanted data and to free space on your hard disk.

### **REPORT TYPES**

The types of reports available are:

- BOX
- NOTIF
- NETWORK
- MBOXUSE
- USE
- LOG

## *Preparing to Run a Report*

When you want to run a report, you must first enable the Log. When the Log is enabled, the Atlas AVM program searches the database for the information you specify. This data is put into special files in the <Atlas> directory. These files are called <REPORT.OUT>, where REPORT stands for the name of your report. For example, the file containing data for a box report is named <MAILBOX.OUT>.

### **ENABLING THE DATA LOG**

From the Reports Menu, you can enable or disable Log by selecting Log, then pressing <Enter>.

When Log is enabled, Atlas AVM can collect data for reports. If Log is disabled, data cannot be collected for reports.

## *Deciding What Type of Report to Run*

The different types of reports collect different types of information. The report types are explained and illustrated in the following sections. Type the name of the report that you want to run in the Report Name field on the Run Report screen.

### **THE BOX REPORT**

The box report gathers information about both incoming and outgoing calls on the boxes you specify. A report header, containing the name of the BOX, current date, and reporting period appears at the top of the report. Usage summaries for each box are included in this report.

At the end of the report is a total summary of usage figures for all boxes included in the report.

The <BOX.OUT> file contains information for the reporting period.

### **THE NOTIF REPORT**

The NOTIF report provides detailed information about notification to box owners.

The <NOTIF.OUT> file contains the following information:

- Box number
- Box/Owner's name
- Account number (if assigned)
- Type of box
- Time, type, and port used for each notification
- Notification totals by type

The summary at the end of the Notification report lists the total number of all types of notifications made to all box owners included on the report during the reporting time period.

The <NOTIF.OUT> file contains information for the reporting period.

### **THE NETWORK REPORT**

The Network Report gathers information about messages exchanged and other activity between network sites. In addition to information about calls to exchange messages, the Network Report includes information about call and message status, and about possible problems that might have been encountered.

A report header, containing the name of the system owner, current date, and reporting period appears at the top of the report.

The <NETWORK.OUT> file contains information for the reporting period.

## **THE MBOXUSE REPORT**

The <MBOXUSE.OUT> file contains information about the activity taking place in the mailboxes you specify for your report. This report can be defined to calculate charges based on time and usage. The charging rates can be set to your specifications. For more information about this service, contact your authorized Atlas AVM installer.

### ***Understanding the MBOXUSE Report***

The name of the Atlas AVM system owner appears at the top of the report, along with the current date and time and the dates and times for which the MBOXUSE report is gathering data.

The report displays the number of each mailbox selected for the report, the owner's name, an account number (if one has been assigned), and the mailbox type. Details of mailbox activity appear below the identifying information. These details show time and duration of calls originating both inside and outside, and information about owner notification events.

When a message is received, the program assigns an internal identification number to the message. The report includes details of each call by its identification number, for example, when the message was received, played, and deleted.

A summary of each mailbox owner's activity is included with the report.

## **THE USE REPORT**

The USE report produces a report on an individual box.

## **THE LOG REPORT**

The LOG report provides a listing of the complete Atlas AVM log (the LOG.DAT file).

## Running a Report

After enabling the log and deciding what type of report to run, you must define the data that you want to run a report on. When you run the report, Atlas AVM sorts through all available data. When it identifies data that matches your specifications, it flags that data for your report. Any data that does not fit all four parameters listed below is ignored. The Port and Account Number fields are optional.



### Tip

Running a report can take a long time. While the report is being processed, you can access other Atlas AVM screens, but you can only run one report at a time.

If you do not specify a parameter, value is considered a match.

Atlas AVM can sort data for reports based on several parameters:

- Time period (date and hour to start and end)
- Mailbox number(s)
- Port number(s) on which activity occurred (optional)
- Account number (optional)
- 

### (Reports Menu $\square$ Run)

```

RUN REPORT
Report name: ██████████
Start date: 10/22/1993
End date: 10/22/1993
Start time: 00:00
End time: 23:59
Start port (press F2 for list): 1
End port (press F2 for list): 1
Start box number (press F2 for list): 1000
End box number (press F2 for list): 0
Box account number: 0
ESC to exit  F10 to execute

```

Figure 8 -1: The Run Report Screen

**Report Name** specifies the type of report you want to generate. For a box report, type BOX.

**Start Date** specifies the date from which you want Atlas AVM to begin collecting your report data. (Date format: MM/DD/YYYY)

**End Date** specifies the date you want Atlas AVM to stop collecting your report data. The end date must be equal to or later than the start date. If you want a report for a single day only, enter that date as both the start and end dates.

**Start Time** specifies the time of day from which you want Atlas AVM to begin collecting your report data. Use 24-hour time format. (See the chart on p. 3-26.)

**End Time** specifies the time of day you want Atlas AVM to stop collecting your report data. Use 24-hour time format.

**Start Port** specifies the port number from which you want report data collected. Press <F2> for a list to select from.

**End Port** specifies the port number of the final port you want Atlas AVM to collect report data on. This number must be equal to or greater than the start port number.

Atlas AVM collects data for ports numbered sequentially from the start port to the end port. If you want a report involving ports not sequentially numbered, you must run more than one report. For example, if you want a report on ports 1 and 2, Atlas AVM can gather this data in one operation. If you want a report on ports 1 and 4, you must run two separate reports—one for port 1 and one for port 4.

**Start Box Number** specifies the first box number for which you want report data collected. Press <F2> for a list to select from.

**End Box Number** specifies the last box number for which you want report data collected. Press <F2> for a list to select from.

**Box Account Number** specifies the account number (if needed) for this box.

## **DISPLAY REPORT**

### **(Reports Menu Display)**

After your report has finished generating, you can look at the collected data by using Display Report.



*Figure 8 -2: The Display Report Screen*

Enter the name of the report you want to display, then press <Enter>.

To return to the Reports Menu, press <Esc>.

## **PRINT REPORT**

**(Reports Menu □ Print)**

Atlas AVM sends ASCII text to your printer through LPT1. To print, make sure you have a printer connected to the back of the Atlas AVM system Hardware Lock on LPT1. Consult your system installer prior to printing reports to verify that connections were made properly.



*Figure 8 -3: The Print Report Screen*

Enter the name of the report you want to print, and press <Enter>.

To return to the Reports Menu, press <Esc>.

## CLEAR REPORT LOG

(Reports Menu  $\square$  Clear log)

Clear Report Log deletes any data in the data log buffer, from the date of the earliest data currently in the buffer, to the date you enter on the Clear Report Log Screen.

This feature does not clear out old reports, but deletes old data that the report information was drawn from.

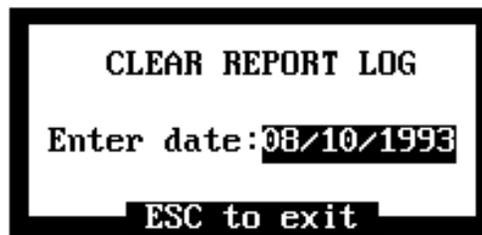


Figure 8 -4: The Clear Report Log Screen

Enter the earliest date for data you would like to keep, and press <Enter>.

To return to the Reports Menu, press <Esc>.

## LOG

(Reports Menu  $\square$  Log)

Enable or Disable the report feature by selecting Log from the Reports Menu.

Boxes Reports Diagnostics Integration Application Quit



## *DOS Extensions*

The Atlas AVM system runs on an IBM compatible computer. Therefore, reports and files are in a format that carries a three-character DOS extension. The DOS file name extensions are explained below.

- .DAT

These are data maintenance files. The file <LOG.DAT> is the main raw data file used in the reports. Do not change or delete DAT files.

- .RPT

These are files that format the reports. Do not change or delete these files.

- .OUT

These are the final reports. Each time a new report is run, it overwrites the previous report of the same name.

The .DAT and .OUT files are the files you may want to save, because they can be recalled and manipulated in the system. To save storage space on your hard drive, you might want to copy these files to a disk and rename them. For example, you could save the November, 1995, <MAILBOX.OUT> file as <MB1195.OUT>.

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# 9



## Using Master Boxes

### *What Master Boxes Do*

A master box is a box that serves as a template from which parameters can be copied to other boxes. You can create a box to be used specifically as a master or you can use an existing box. A master box is used when several box owners need similar or identical parameters.

If a particular owner wants to use most, but not all, of the common parameters contained in the master, Atlas AVM gives you two choices:

- Copy the master box, then edit the fields that are different in the owner's box.
- Copy the master box, selecting from the master only the parameters the owner wants.

## **UNDERSTANDING ATLAS AVM'S BOX NUMBERING SCHEME**

Atlas AVM keeps two internal lists of box numbers. One list contains box numbers as owners know them. The other list contains the absolute index number of each box. Atlas AVM assigns absolute index numbers to boxes in the order that the boxes are created.

On a new Atlas AVM system, box numbers begin with 1000, while the absolute index numbers begin with 0000. You can change an owner's box number, but you cannot change the absolute index number.

The following figure shows an example of how the two numbers for each box correspond.

<b>Owner's Box Number List</b>	<b>Absolute Index Number List</b>
1000	0
1001	1
1002	2
1003	3
1004	4
1005	5
1006	6

**Figure 9 -1: An Example of Atlas AVM's Internal Box Numbering**

It is important to understand that the absolute index number determines the position of each box on the Box Status screen. Because the absolute index number of a box never changes, the box always stays in the same position on the Box Status screen, regardless of how the box number is renumbered.

After you renumber boxes, they may appear out of numerical order on the Box Status screen. This is because, although the owner's box number has been changed, the boxes are still listed in their absolute index number order, which does not change.

### Numbering Groups of Boxes

You might want to number the templates as even “hundreds,” for example 1100, 1200, 1300, etc. Then plan box numbers so that each hundred group can be copied from its corresponding template box. For example, box 1100 might be the template for all boxes numbered in the 1100s.

### HOW BOX NUMBERS AFFECT THE COPY FEATURE

If the boxes you want to copy parameters to are in consecutive order, copying parameters to them is simple. However, if the boxes are not in consecutive order, you will have to copy the boxes in clusters of numbers.

For example, the following list should be copied in two groups.

1141  
1142  
1143  
1219  
1220  
1221  
1222

First group: 1141 through 1143

Second group: 1219 through 1222

### USING THE FORMS IN CHAPTER 15 TO PLAN MASTER BOXES

You can use the Modify Voicemail Box Parameters and Modify Audiotext Box Parameters forms found in Chapter 15 to help you plan and program your template boxes.

## *The Atlas AVM Copy Feature*

To minimize the amount of repetitive programming for boxes with similar or identical features, you can use the Atlas AVM Copy feature.

The Copy feature allows you to copy (from a template or from any other box) any fields (except the box number) associated with the Edit Boxes parameters.



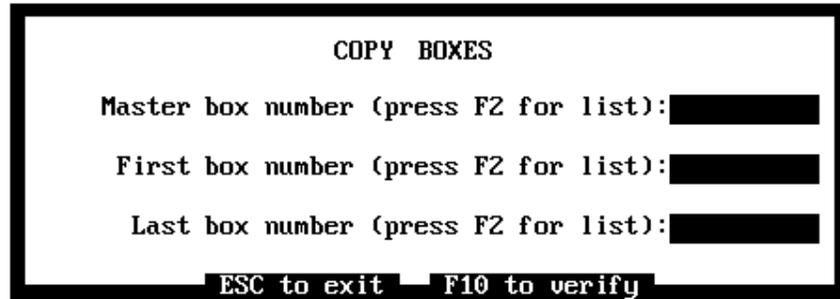
**Note**

To see if the boxes you want to copy parameters to are in consecutive order, view the Box Status screen.

## COPYING MASTER BOXES

### (Boxes → Copy)

1. Choose Copy from the Boxes menu. The Copy Boxes screen appears.



**COPY BOXES**

Master box number (press F2 for list):

First box number (press F2 for list):

Last box number (press F2 for list):

**ESC to exit    F10 to verify**

*Figure 9 -2: The Copy Boxes Screen*

2. Enter the number of the template box you want to copy in the Master box number field, then press <Enter>. (Or press <F2> for a list of the boxes on your system to select from.)
3. Enter the number of the first box in a group that you are copying the template parameters to in the First box number field, then press <Enter>. (Or press <F2> for a list of the boxes on your system to select from.)
4. Enter the number of the last box in the group that you are copying the template parameters to in the Last box number field. (Or press <F2> for a list of the boxes on your system to select from.) The User Parameters screen appears.
5. Press <F10> to save the entries made on the Copy Boxes screen. The Copy User Parameters screen appears. On the left side of the screen, there is a < > next to each parameter. Use the space bar to mark <\*> the parameters you wish to copy.
6. Page down to the other Copy Boxes screens and enable the parameters you want copied.
7. When you have marked all the parameters on all the Copy screens, press <F10> to copy the parameters to the indicated boxes.



**Tip**

If you are copying the master box parameters to only one box, enter that box number in both the First Box and Last Box fields.

# 10



## Message Notification

### *Understanding Notification*

The information in this section helps you understand how Notification works and make decisions about setting Notification parameters.

Atlas AVM can use up to four notification plans to notify a box owner who is away from his local telephone that messages are waiting.

The Notification feature is very flexible. Depending on how you set the parameters, you can:

- Specify that a box owner be notified at a telephone, a cellular phone, or a pager.

- Specify how many calls must be in the box before the owner is notified.
- Specify how long Atlas AVM should wait after the specified number of messages is received before actually performing the Notification.
- Specify different Notification instructions for different times of the day and for different days of the week.
- Program several different types of notification for the same or overlapping periods of time.
- Schedule a wakeup call at a particular time.
- Enable box owners to change their wakeup settings from a remote phone.
- Prevent or enable users from being notified at long distance phone numbers.
- 'Escalate' the message to another box if the intended recipient does not respond to the Notification in the specified length of time.

## *Notification Prerequisites*

For Notification to occur, all of the following conditions must apply:

- Notification must be enabled on one of four Notification screens.
- The current time must be between Notification Start and End Time parameters.
- The number of messages received must be equal to or greater than the number in the Number of Messages field.
- Notification must be enabled for the current day.
- At least one port must be enabled for notification.

## *Programming Notification*

There are four Notification Screens that allow you to program different notification plans.

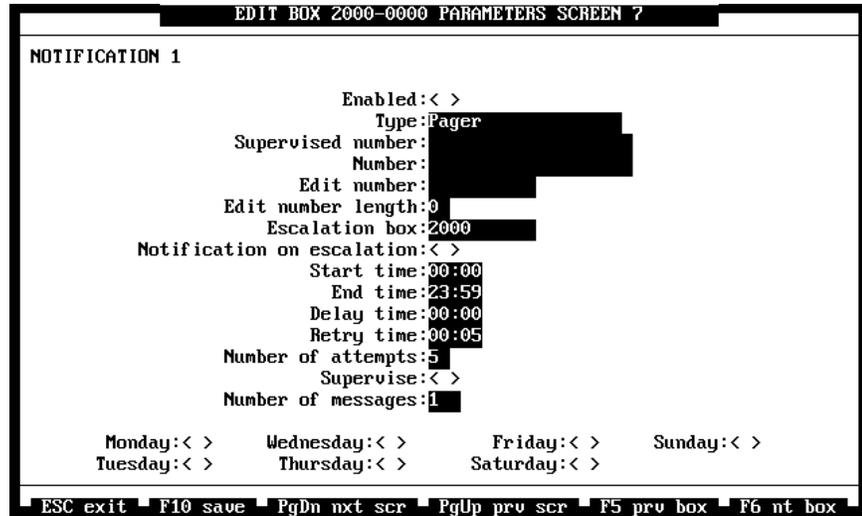


Figure 10 -1: The Notification Screen

**Enabled** must be enabled for the notification defined on this screen to be used.

**Type** allows you to select a notification type from the Notification Type submenu. Use the <Spacebar> to toggle between the types.

The Notification submenu allows you to choose from four notification types:

- Pager—notification is sent to a pager.
- Telephone—notification is sent to a telephone.
- Message escalation—forwards a copy of a message to another mailbox when the message is not retrieved by the owner. If the owner retrieves a message, all further notification attempts cease.
- Wakeup—a wakeup call is sent to box owners at the time they specify.

Highlight one of these notification types and press <Enter>.



**Note**

Do not enable all of your ports for notification. If you do, all of your ports could be tied up notifying, leaving no ports available to receive calls.



**Note**

The message waiting light is another type of notification. Enable the message waiting light in the Message Waiting Light field on the User Parameters screen.



**Note**

If you selected pager as the Notification Type, it is recommended to include the pound sign <#> at the end of the number. Doing this terminates the phone call and sends the page.

**Supervised Number** specifies the telephone number that Atlas AVM dials to initiate a notification. If Atlas AVM needs to dial a digit to get an outside line, that digit should be typed here.

For example: 9,5552134

In the above example, Atlas AVM dials a 9 to get an outside line and a comma, which represents a two second pause. The pause is necessary to give your phone system and local phone company time to send outside line dial tone to Atlas AVM before it starts to dial. Atlas AVM then dials the telephone number, pager company number, or the number represented by the @ sign to initiate the notification.

### Using the @ Symbol for the Edit Number

If you are going to enter a phone number in the Edit Number field, type <@> in the Supervised Number field instead of typing the phone number. Atlas AVM recognizes the @ as a substitute for the value in the Edit Number field.

**Number** If you selected Pager as the notification type, this field specifies the additional digits that Atlas AVM dials that will be displayed on the digital pager.

**Edit Number** specifies the number dialed when the @ sign is specified in the dialing number field. If Notification Control is enabled on the Services screen, the owner can change his notification call phone number from a remote telephone.

**Edit Number Length** specifies the maximum number of digits the owner can remotely program in the Edit Number field.

Enter a number between 0 and 10.

Notification Control must be enabled on the Services Parameters screen for a remote edit to work.

You can set this field to prevent the box owner from activating notification to long-distance telephones. Do this by limiting the number length to allow for local calls only.

**Escalation Box** specifies the number of the box to which you want the message escalated (forwarded). If you selected a different notification type, leave this field blank.

**Notification on Escalation** should be enabled if you want the box owner receiving escalated messages to be paged.

Be sure to use 24-hour time for all time entries.

24-Hour Time Chart					
Standard Time	24-Hour Time	Standard Time	24-Hour Time	Standard Time	24-Hour Time
1:00 AM	01:00	9:00 AM	09:00	5:00 PM	17:00
2:00 AM	02:00	10:00 AM	10:00	6:00 PM	18:00
3:00 Am	03:00	11:00 AM	11:00	7:00 PM	19:00
4:00 AM	04:00	12:00 PM	12:00	8:00 PM	20:00
5:00 AM	05:00	1:00 PM	13:00	9:00 PM	21:00
6:00 AM	06:00	2:00 PM	14:00	10:00 PM	22:00
7:00 AM	07:00	3:00 PM	15:00	11:00 PM	23:00
8:00 AM	08:00	4:00 PM	16:00	12:00 AM	24:00

**Figure 10 -2: A 24-Hour Time Chart**

**Start Time** specifies the start time for this notification selection.

**End Time** specifies the end time for this notification selection.

**Delay Time** specifies the number of minutes Atlas AVM waits before notifying the box owner that messages are waiting.

**Retry Time** specifies the number of minutes Atlas AVM waits between notification attempts.

**Number of Attempts** This field specifies how many times you want Atlas AVM to attempt this notification.

Enter a number between 1 and 99.

### **Counting the Number of Attempts**

If the specified number of attempts have been made to notify the box owner of a particular message, but the box owner has not responded, no additional attempts can be made if additional messages arrive. The box owner must respond to a notification attempt to reset the “number of attempts” counter.

**Supervise** specifies whether you want Atlas AVM to detect if a notified party answers the notification. If Atlas AVM supervises the call and detects a busy or no answer condition, the call is not considered an attempt.

Enable or disable this field.

**Number of Messages** specifies the number of messages Atlas AVM waits for, along with the amount of time in the Delay Time field, before beginning notification. After these conditions have been met, if the messages have not been played, Atlas AVM begins trying to notify the box owner.

Enter a number between 1 and 150.

**Days of the Week for Notification** specifies which day or days of the week this notification plan is enabled.

The screens for Notification Selections 2, 3, and 4 are not shown in this manual because they are the same as the screen for Notification Selection 1.

## *More About Message Escalation*

There may be times that the owner is unable to respond to notification. You can program Atlas AVM to escalate messages if notification is not responded to in a specified period of time. Message escalation forwards a copy of a message in the recipient's box to another owner's box.

You can escalate a message in two different ways, depending on how you program the Notification screens.

- **Immediate Escalation**—If you set the Delay Time to 0:00, a copy of the message will be sent immediately to the escalation box.
- **Delayed Escalation**—If you set an amount of time in the Delay field,

Atlas AVM will wait until that specified amount of time has passed before sending a copy of the message to the escalation box. The message is not escalated if the box owner retrieves the message before the Delay Time elapses.

## *How Start and End Times Affect Notification*

Atlas AVM is designed to detect and count messages received between Start and End Times. If a message is recorded after the Start Time begins, Atlas AVM checks the Number of Messages field. At this time, if the total number of messages waiting (no matter when they were received) is equal to or greater than the value in the Number of Messages field, Atlas AVM begins its Notification procedure.

However, if you do not receive any additional messages after your Start Time, Atlas AVM will not notify you that messages are waiting in your box. For this reason, you should check your box whenever there is a possibility that messages were received during a time you were away from your phone but the Notification 'time window' was not in effect.

## *Notification Attempts*



**Note**

Atlas AVM attempts notification starting with the highest numbered enabled port and goes down from there.

If a box owner does not answer the first notification call, Atlas AVM will try again according to the values in the Retry Time and Number of Attempts field. If the phone is answered on one of the notification attempts, Atlas AVM announces that messages are currently waiting, then prompts for your passcode.

If no passcode is entered, Atlas AVM will assume that someone other than the box owner answered the call and will continue trying the notification according to the Retry and Number of Attempts settings.

### **Call Supervision and Notification Attempts**

If Call Supervision is disabled on the Notification Parameters screen, each notification attempt that is connected is considered an attempt. Even if a passcode is not entered, the attempt counts against the Number of Attempts value.

If you enter your passcode (or if you call in for your messages before the Retry Time has expired) Atlas AVM will flag all the messages waiting at that time as “notification successful,” and you will not be notified of those messages again. When you have additional messages of which you have not been notified, Atlas AVM begins the entire evaluation and notification process again.

## *Caller Notification Control*

Caller Notification Control gives a caller the option of having a box owner notified that there is a message in the owner's box.

### **ENABLING CALLER NOTIFICATION CONTROL**

**(Boxes  $\square$  Edit  $\square$  Box Number  $\square$  <PgDn> 6 times)**

To allow a caller to use the caller notification control feature:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the number of the box that you want to edit. The User Parameters screen appears.
3. Page down six times to the Services Parameters screen.
4. Enable the Notification Control field.



## Question and Answer Boxes

### *What Is a Question and Answer Box?*

A question and answer box collects information from callers by asking questions and recording their responses. The responses can be in either voice or digit form, and are stored as a voice message. Digit responses can be sent to a line printer or stored to a data file for further processing by using a spreadsheet or database-type program.

The responses that question and answer boxes gather are saved as voicemail messages. As a result, question and answer boxes can be programmed to notify a pager or telephone when callers respond to questions.

## Programming a Question and Answer (QA) Box

To program a question and answer box:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the number of the box that you want to program as a question and answer box and press <Enter>. The User Parameters screen appears.
3. Press <PgDn> four times to the Question and Answer Parameters screen.
4. Fill out this screen as described below.

```

EDIT BOX 1000-0000 PARAMETERS SCREEN 5
QUESTION AND ANSWER
Maximum number of questions:1
Maximum voice silence:1 seconds
Voice answer length:50 seconds
Interdigit delay:4 seconds
Terminating DTMF digit:#
ESC exit F10 save PgDn nxt scr PgUp prv scr F5 prv box F6 nt box

```

**Figure 11 -1: The Question and Answer Parameters Screen**

**Maximum Number of Questions** specifies the maximum number of questions that you want to be recorded for this box.

Enter a number between 1 and 20.

**Maximum Voice Silence** specifies the maximum number of seconds you want Atlas AVM to allow during a caller's response to a question before proceeding to the next question.

Enter a number between 1 and 10. The recommended value for this field is 3 to 5 seconds.

**Voice Answer Length** specifies the maximum number of seconds you want a caller's response to a question to be.

Enter a number between 1 and 240.

**Interdigit Delay** specifies the maximum number of seconds you want a caller to pause between pressing digits on the keypad when entering menu choices or a box number. When a caller pauses longer than the amount in this field, AVM assumes that the caller is finished pressing digits.

Enter a number between 1 and 10. The recommended value for this field is 3 seconds.

**Terminating DTMF Digit** specifies the telephone keypad digit (usually the # sign) that callers must press to indicate they are finished answering a question. Be sure to prompt callers to press the terminating digit when they are finished speaking.

Enter a number between 0 and 9, \*, or #.

## **RECORDING GREETINGS FOR A QUESTION AND ANSWER (QA) BOX**

To record greetings for a question and answer box:

1. Dial the extension number that rings Atlas AVM.
2. From the auto attendant main greeting, press #.
3. Enter the QA box number and its passcode. You hear the voice menus for the QA box.
4. To record greetings for this box, press 3. There are two greetings, numbered 1 and 2, that can be recorded. Greeting number 1 plays to callers before the questions are played. Greeting number 2 is played after the questions.
5. When you are finished recording the greetings, press # to go back to the Main Menu.
6. From the Main Menu, go to the Edit Question menu by pressing 1 or the number of the question you want to edit. The Edit Question Menu allows you to play, record, set response parameters for, and delete the question.
7. Record the question. If this question requires a voice response, you are done with question 1. Press # to go back to the Main Menu.

If this question requires a DTMF response, press 3 to edit the response parameters. Then press 2 to set the DTMF response and press 4 to set

the number of digits you require for this response. When you are done, return to the Main Menu by pressing #.

8. At the Main Menu, press 2 to edit a question, then press 2, or the number of the next question you want to edit. Follow steps 6 and 7 until all questions are recorded.

## **TESTING A QUESTION AND ANSWER BOX**

To test a question and answer box:

1. Dial into Atlas AVM.
2. From the auto attendant main greeting, dial the number of the QA box. You hear greeting number 1 followed by question number 1.
3. Respond to all questions, just as your callers will be asked to.
4. After responding to all questions you are asked to accept, review, or re-record your responses. The responses are stored in that QA box in the form of a voice message.

## **RETRIEVING RESPONSES**

To retrieve responses from a question and answer box:

1. Dial the extension number that rings Atlas AVM.
2. From the auto attendant main greeting, press #.
3. Enter the question and answer box number and its passcode. You hear the voice menus for the question and answer box.
4. Press 1 to listen to new messages. These messages can be saved, deleted, etc. just like personal voicemail messages.

# 12



## Call Queuing

### *What is Call Queuing?*

The call queuing feature allows callers to hold in a queue when the extension they dial is busy. Atlas AVM plays recorded messages to callers while they wait in the queue.

## *Call Queuing Guidelines*

- If your Atlas AVM system has only 2 ports, call queuing is not recommended.
- Limit the number of box owners allowed call queuing and limit the number of queued callers per box.
- The more callers allowed to queue, the greater the chance of tying up all the voicemail ports. Each caller that is allowed to hold in a queue ties up a voicemail port. If four box owners are allowed one caller each to hold in the queue, there is a chance that all four ports could be busy handling those callers holding in the queue.

## *Programming Call Queuing*

To program call queuing for a box, you must program a call queuing announcement box, record greetings that the call queuing announcement box plays, and program the call queuing fields on the Options Parameters screen for the call queuing box.

### **PROGRAMMING A CALL QUEUING ANNOUNCEMENT BOX**

To program a call queuing announcement box:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the number of the box that you want to program call queuing for and press <Enter>. The User Parameters screen appears.
3. Select voicemail as the Type.
4. Enter a name in the Name field that describes the type of queuing announcements the box holds or the group or department this box belongs to.
5. Enter the maximum number of greetings allowed for this announcement box in the Maximum number of greetings field.
6. Press <F10> to save the screen changes for that box.

## RECORDING GREETINGS FOR A CALL QUEUING ANNOUNCEMENT BOX

To record greetings for a call queuing announcement box:

1. Dial the extension number that rings Atlas AVM.
2. From the auto attendant main greeting, press #.
3. Enter the call queuing announcement box number and its passcode. You hear the voice menus for that box.
4. From the Main Menu, press 3, then press 2.
5. Follow the menus to record greetings for this box.

You can record up to eight greetings. The greetings are played on a rotating basis. The length of the greeting determines the length of time between attempts to redial an extension.

## PROGRAMMING THE CALL QUEUING BOX

To program call queuing for a box:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the number of the box that you want to enable call queuing for and press <Enter>. The User Parameters screen appears.
3. Press <PgDn> once. The Options Parameters screen appears.

```

EDIT BOX 1000-0000 PARAMETERS SCREEN 2
-----
OPTIONS
Busy alternate box number:1000
                          Busy:Take message
No answer alternate box number:1000
                          No Answer:Take message
                          Supervise:< >
Number of queued callers:0
Call queuing announcement box:1000
Number of rings before no answer:6
                          Call blocking:< >
Extension number edit length:0
                          Toll saver:< >
-----
ESC exit  F10 save  PgDn nxt scr  PgUp prv scr  F5 prv box  F6 nt box

```

*Figure 12 -2: The Options Parameters Screen*

4. Enter a number in the Number of queued callers field.

5. Enter the number of the call queuing announcement box in the Call queuing announcement box field.
6. Press <F10> to save the screen changes for that box.



## Fax Features

### *Atlas AVM Fax Capabilities*

Atlas AVM offers several fax processing features as optional add-ons to the basic system. If you have not installed these fax features, your screens may not contain all of the fields described in this chapter.

If you have installed the fax features, your Atlas AVM system has the following capabilities:

- Fax Storage and Forward—This feature enables a box to receive, store, and forward faxes.

- Fax on Demand—This feature allows callers to access faxes that you have saved in Fax boxes. Callers follow voice instructions to choose which faxes they want sent to them.
- Fax Broadcast—This feature allows you to send a fax to many fax machines in one operation.

## Programming Atlas AVM for Fax

### (Application Menu □ Fax)

To program fax for your Atlas AVM system, select Fax Parameters from the Application menu. The Fax Parameters screen appears.

The screenshot shows the 'FAX PARAMETERS' screen. At the top, it says 'FAX PARAMETERS'. Below that is the 'GENERAL' section with the following settings: 'Local area code:0', 'Dialing prefix:' followed by a blacked-out field, 'Long distance prefix:' followed by a blacked-out field, 'Maximum number of faxes per call:1', and 'Maximum number of attempts:1'. Below the 'GENERAL' section is the 'LOCAL PREFIXES' section, which contains a 3x12 grid of small boxes, each containing a black square. At the bottom of the screen, it says 'ESC to exit' and 'F10 to save'.

Figure 13 -1: The Fax Parameters Screen

### ***General***

**Local Area Code** specifies the local area code for your Atlas AVM site.

**Dialing Prefix** specifies any prefix your telephone switch requires to dial out, such as 9. You can indicate a pause by including a comma, for example “9,”.

**Long Distance Prefix** specifies your long distance prefix. Include the dialing prefix number in the long distance prefix. For example, if your long distance prefix is 1 and your dialing prefix is 9, enter “9,1” in this field.

**Maximum Number of Faxes Per Call** specifies the maximum number of requested faxes that may be retrieved during one call into system mailboxes.

**Maximum Number of Attempts** specifies how many times you want Atlas AVM to attempt to send a fax to the destination telephone number.

### ***Local Prefixes Fields***

Enter in these fields all the three-digit telephone prefixes in your local calling area. For example, the prefix for 372-8876 is 372. Refer to your local telephone book or telephone company for a list of local prefixes.

#### **Shortcut to Entering Prefixes**

If the three-digit telephone prefixes in your local calling area include a group of prefixes that has the same first two digits and all of the digits 0-9 as third digits, you can enter just the first two digits of the three-digit telephone prefix in a Local Prefixes Field. Doing this prevents you from having to input all ten of the three-digit prefixes.

If the number to which you forward a fax does not begin with one of the prefixes you enter in these fields, Atlas AVM will treat that number as a long distance number.

## *Programming Individual Boxes for Fax*

The fax options for individual boxes are set in the Faxes and Services Screens. These screens are accessed from the Boxes menu.

## FAXES

(Boxes **Edit** <F2> <Enter> <Page Down> to screen 6)

The Faxes Parameters screen contains information on faxes.

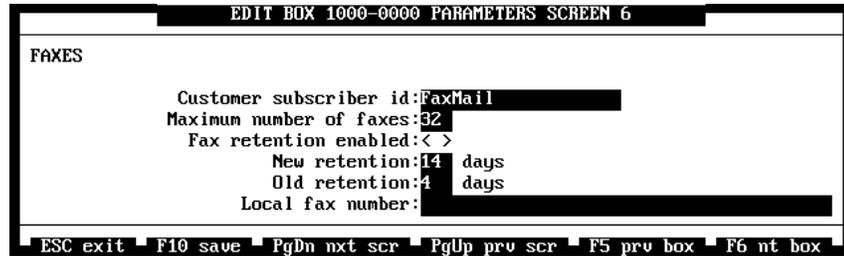


Figure 13 -2: The Faxes Parameters Screen

**Customer Subscriber ID** specifies the customer's ID name. If this box owner is allowed fax store and forward, the name in this field will be displayed on a fax sender's fax machine display. Enter a number between 1 and 250 characters.

**Maximum Number of Faxes** specifies the maximum number of faxes that can be stored in this box.

Enter a number between 1 and 255. (This parameter applies to fax mail only.)

**Fax Retention Enabled** specifies whether faxes retained in this box are deleted automatically or manually. When disabled, faxes remain in this box until deleted manually. Disable this field if this is a Fax on Demand box. When enabled, faxes are deleted automatically based on the New Retention and Old Retention field values on this screen. Enable this field if this is a voice mailbox that has the Fax Store and Forward field enabled on the Services Parameters screen.

**New Retention** specifies how many days new faxes are stored in this box.

Enter a number between 1 and 255.

**Old Retention** specifies how many days old faxes are stored in this box.

Enter a number between 1 and 255.

**Local Fax Number** specifies the extension or telephone number of the fax machine to which you want your faxes sent. If your usual fax number is a long distance call from your Atlas AVM system, enter the area code and number. If your usual fax number is an extension, the number must be six digits or less.

This allows the box owner enter a fax machine number with only one keypress instead of entering an entire fax number.

## SERVICES SCREEN

(Boxes  Edit  <F2>  <Enter>  <Page Down> to screen 7)

Enable the desired fax features on the Services 2 screen.

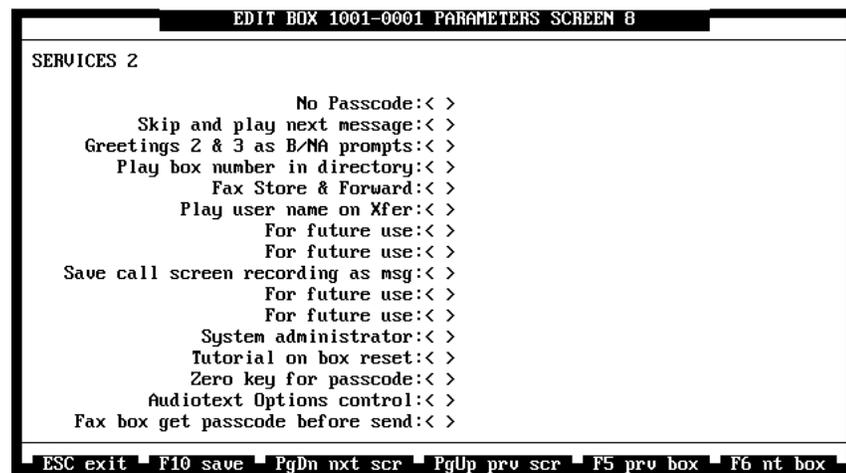


Figure 13 -3: The Services 2 Parameters Screen

**Fax Store and Forward** enables a box to receive, store, and forward faxes. For this feature to function, the Fax Store and Forward field must be enabled for that box on the Services Parameters screen.

**Fax Box Get Passcode before Send** specifies whether you want to require callers requesting a fax to enter a passcode before being able to receive the fax.

## *Sending Fax Mail to a Mailbox*

To send a fax directly to a voice mailbox:

1. Load the fax document into your fax machine.

2. Call Atlas AVM from your fax machine and enter your user's box number.
3. Follow the voice menus and/or the box owner's personal greeting to press the start/send button on their fax machine when instructed, then hang up.

## *Retrieving Fax Mail from a Mailbox*

To retrieve a fax from a mailbox:

1. Dial Atlas AVM.
2. From the auto attendant main greeting, press #.
3. Enter the mailbox number and passcode.
4. Atlas AVM tolls the number of new and saved messages, and the number of new or saved faxes in the box.
5. Press 4 to retrieve faxes.

Depending on the system setup, the box owner may call from a fax machine and receive faxes immediately or enter a telephone number for Atlas AVM to call to send the faxes.

## *Fax on Demand*

This feature allows callers to access faxes that are saved in specific mailboxes. Callers follow voice prompts to choose which faxes they want sent to them. The three types of boxes designed for fax on demand are:

- Fax/OC— Fax Offer Choice boxes prompt callers to enter the number of their fax machine so Atlas AVM can call the fax machine to send the fax. Or, if callers are calling from their fax machine, they are prompted to press the start/send button on their fax machine to receive the fax immediately.
- Fax/CBA— Fax Call Back Always boxes prompt callers to enter the number of their fax machine so Atlas AVM can call the fax machine to send the fax.
- Fax/SCA— Fax Same Call Always boxes prompt callers to press the start/send button on their fax machines to receive the fax immediately. To receive faxes from Fax/SCA boxes, callers must be calling from their fax machines.

## **PROGRAMMING A FAX ON DEMAND BOX**

To program a fax on demand box:

1. Select Edit from the Boxes menu. The Edit Box screen appears.
2. Enter the box number you want to program and press <Enter>. The User Parameters screen appears.
3. Select fax from the Type field, enter a name in the Name field that describes the fax this box will contain or the department the fax will belong to.
4. <PgDn> to screen 6.
5. Disable Fax Retention.
6. Press <F10> to save the screen changes for that box.

If this document contains sensitive information, you can require a caller to input the box passcode before being able to retrieve the document. Enable the "Fax box get passcode before send" field on the Services 2 Parameters screen.

## **INPUTTING A FAX DOCUMENT INTO A FAX ON DEMAND BOX**

To input a fax document into a fax-on-demand box:

1. Load the document into a fax machine.
2. Pick up the handset and dial into Atlas AVM.
3. From the auto attendant main greeting, press # and enter the fax box number and passcode.
4. Press 6 and record the name of the document being stored in this box.
5. To return to the Main Menu, press #.
6. To input the document, press 5. The system tells you that no document is stored.
7. Press 4.
8. Press the start/send button on your fax machine, and then hang up.

### **Keeping Faxes Short**

When you input a fax document into a fax-on-demand box, try to limit each fax document to about 3 pages. There are more chances for “line errors” to occur when faxing a very long document. Also, remember that documents with a lot of dark areas will take longer to fax.

## **RETRIEVING A FAX DOCUMENT FROM A FAX ON DEMAND BOX**

To retrieve a fax document from a fax-on-demand box:

1. Dial into Atlas AVM.
2. From the auto attendant main greeting, dial the number of the fax box.
3. Depending on the fax box type being used (OC, CBA, SCA) you are prompted to either press the start/send button on your fax machine or enter the area code and phone number of your fax machine.



#### **Note**

Retrieving fax documents may differ from the above depending on the number of fax ports on your system and other application variables. Consult your installer for more detailed instructions based on your system size and setup.

## **FAX BROADCAST**

This feature allows you to send a fax to several people at one time using the Call Out utility.

In a text editor, create an ASCII file listing the phone numbers you wish to send the fax to. Name this file and save it on a diskette.

See Chapter 7 for information on using the Call Out utility.



## Atlas AVM Forms

You can use the forms in this chapter to help plan your Atlas AVM system or to keep a record of your system configuration.

Owner/Group/Purpose \_\_\_\_\_ Box \_\_\_\_\_ Absolute  
Index # \_\_\_\_\_

## Modify Voicemail Box Parameters

### USER PARAMETERS

Number: \_\_\_\_\_  
Type:  Disabled  Voicemail  Audiotext  ACD Box  FAX/OC   
FAX/CBA  
 FAX/SCA  FAX/BC  FM/XFER  
Name: \_\_\_\_\_  
Passcode: \_\_\_\_\_ (8 digits)  
Account Number: \_\_\_\_\_  
Private Account Mapping:  Enabled  Disabled  
Extension: \_\_\_\_\_  
Message Waiting Light Extension: \_\_\_\_\_  
Maximum Greeting Length: \_\_\_\_\_ seconds (0-9999)  
Maximum Number of Greetings: \_\_\_\_\_ (1-9)  
Switch to Alternate Language:  Enabled  Disabled

### OPTIONS PARAMETERS

Busy Alternate Box Number: \_\_\_\_\_  
Busy:  Take Message  Caller Options  Alternate Extension  
No Answer Alternate Box Number: \_\_\_\_\_  
No Answer:  Take Message  Caller Options  Alternate Extension  
Supervise:  Enabled  Disabled  
Number of Queued Callers: \_\_\_\_\_  
Call Queuing Announcement Box: \_\_\_\_\_  
Number of rings before no answer: \_\_\_\_\_ (3-99)  
Call Blocking:  Enabled  Disabled  
Extension Number Edit Length: \_\_\_\_\_ (0-10)  
Toll Saver:  Enabled  Disabled

### MESSAGES PARAMETERS

Maximum Number of Messages: \_\_\_\_\_ (1-250)  
Maximum Message Length: \_\_\_\_\_ minutes (1-255)  
New Message Retention: \_\_\_\_\_ days (1-255)  
Old Message Retention: \_\_\_\_\_ days (1-255)  
Deleted Message Retention: \_\_\_\_\_ days (1-255)  
Play First In, First Out:  Enabled  Disabled

## Modify Voicemail Box Parameters cont.

### SERVICES PARAMETERS

- |  |  |
|--|--|
| <input type="checkbox"/> Make a Message                    | <input type="checkbox"/> Confirm before Deleting Msg.      |
| <input type="checkbox"/> Give Copy of Message              | <input type="checkbox"/> Play Date/Time Before Msg.        |
| <input type="checkbox"/> Reply to Message                  | <input type="checkbox"/> No Passcode                       |
| <input type="checkbox"/> Distribution Lists                | <input type="checkbox"/> Skip and Play Next Message        |
| <input type="checkbox"/> Wakeup Control                    | <input type="checkbox"/> Greetings 2 & 3 as B/NA Prompts   |
| <input type="checkbox"/> Call Screening                    | <input type="checkbox"/> Play Box Number in Directory      |
| <input type="checkbox"/> Exit to Another Mailbox/Ext*      | <input type="checkbox"/> Fax Store & Forward               |
| <input type="checkbox"/> Caller Priority Message Control   | <input type="checkbox"/> Play User Name on Xfer            |
| <input type="checkbox"/> Caller Message Editing            | <input type="checkbox"/> Save Call Screen Recording as Msg |
| <input type="checkbox"/> User Options Control              | <input type="checkbox"/> System Administrator              |
| <input type="checkbox"/> Save Message                      | <input type="checkbox"/> Tutorial on Box Reset             |
| <input type="checkbox"/> Send Message Once                 | <input type="checkbox"/> Zero Key for Passcode*            |
| <input type="checkbox"/> Notification Control              | <input type="checkbox"/> Audiotext Option Control          |
| <input type="checkbox"/> No Passcode Auto Message Retrieve | <input type="checkbox"/> Fax Box Get Passcode Before Send  |

\*Do not enable both of these options in any one box.

### NOTIFICATION 1

Enabled:  Yes  No

Type:  Pager  Telephone  Message Escalation  Wakeup

Supervised Number: \_\_\_\_\_

Number: \_\_\_\_\_

Edit Number: \_\_\_\_\_

Edit Number Length: \_\_\_\_\_ (0-10)

Escalation Box: \_\_\_\_\_ Notification on Escalation:  Enabled  Disabled

Start Time: \_\_\_\_:\_\_\_\_ End Time: \_\_\_\_:\_\_\_\_ Delay Time: \_\_\_\_:\_\_\_\_ Retry Time: \_\_\_\_:\_\_\_\_

Number of Attempts: \_\_\_\_\_ (1-99) Supervise:  Enabled  Disabled

Number of Messages: \_\_\_\_\_ (1-150)

Mon  Tue  Wed  Thurs  Fri  Sat  Sun

### NOTIFICATION 2

Enabled:  Yes  No

Type:  Pager  Telephone  Message Escalation  Wakeup

Supervised Number: \_\_\_\_\_

Number: \_\_\_\_\_

Edit Number: \_\_\_\_\_

Edit Number Length: \_\_\_\_\_ (0-10)

Escalation Box: \_\_\_\_\_ Notification on Escalation:  Enabled  Disabled

Start Time: \_\_\_\_:\_\_\_\_ End Time: \_\_\_\_:\_\_\_\_ Delay Time: \_\_\_\_:\_\_\_\_ Retry Time: \_\_\_\_:\_\_\_\_

Number of Attempts: \_\_\_\_\_ (1-99) Supervise:  Enabled  Disabled

Number of Messages: \_\_\_\_\_ (1-150)

Mon  Tue  Wed  Thurs  Fri  Sat  Sun

### NOTIFICATION 3

Enabled:  Yes  No  
Type:  Pager  Telephone  Message Escalation  Wakeup  
Supervised Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Edit Number: \_\_\_\_\_  
Edit Number Length: \_\_\_\_\_ (0-10)  
Escalation Box: \_\_\_\_\_ Notification on Escalation:  Enabled  Disabled  
Start Time: \_\_\_\_:\_\_\_\_ End Time: \_\_\_\_:\_\_\_\_ Delay Time: \_\_\_\_:\_\_\_\_ Retry Time: \_\_\_\_:\_\_\_\_  
Number of Attempts: \_\_\_\_\_ (1-99) Supervise:  Enabled  Disabled  
Number of Messages: \_\_\_\_\_ (1-150)  
 Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**NOTIFICATION 4**

Enabled:  Yes  No  
Type:  Pager  Telephone  Message Escalation  Wakeup  
Supervised Number: \_\_\_\_\_  
Number: \_\_\_\_\_  
Edit Number: \_\_\_\_\_  
Edit Number Length: \_\_\_\_\_ (0-10)  
Escalation Box: \_\_\_\_\_ Notification on Escalation:  Enabled  Disabled  
Start Time: \_\_\_\_:\_\_\_\_ End Time: \_\_\_\_:\_\_\_\_ Delay Time: \_\_\_\_:\_\_\_\_ Retry Time: \_\_\_\_:\_\_\_\_  
Number of Attempts: \_\_\_\_\_ (1-99) Supervise:  Enabled  Disabled  
Number of Messages: \_\_\_\_\_ (1-150)  
 Mon  Tue  Wed  Thurs  Fri  Sat  Sun

**Modify Voice Box Parameters cont.**

**BOX PORT MAP**

\_\_1 \_\_2 \_\_3 \_\_4 \_\_5 \_\_6 \_\_7 \_\_8 \_\_9 \_\_10 \_\_11 \_\_12 \_\_13 \_\_14 \_\_15 \_\_16  
\_\_17 \_\_18 \_\_19 \_\_20 \_\_21 \_\_22 \_\_23 \_\_24 \_\_25 \_\_26 \_\_27 \_\_28 \_\_29 \_\_30  
\_\_31 \_\_32 \_\_33 \_\_34 \_\_35 \_\_36 \_\_37 \_\_38 \_\_39 \_\_40 \_\_41 \_\_42 \_\_43 \_\_44  
\_\_45 \_\_46 \_\_47 \_\_48 \_\_49 \_\_50 \_\_51 \_\_52 \_\_53 \_\_54 \_\_55 \_\_56 \_\_57 \_\_58  
\_\_59 \_\_60 \_\_61 \_\_62 \_\_63 \_\_64

Owner/Group/Purpose \_\_\_\_\_ Box # \_\_\_\_\_ Absolute Index # \_\_\_\_\_

### Modify Audiotext Box Parameters

**USER PARAMETERS**

Number: \_\_\_\_\_  
 Type:  Disabled  Voicemail  Audiotext  ACD Box  FAX/OC  FAX/CBA  
 FAX/SCA  FAX/BC  FM/XFER  
 Name: \_\_\_\_\_  
 Passcode: \_\_\_\_\_ (8 digits)  
 Account Number: \_\_\_\_\_  
 Private Account Mapping:  Enabled  Disabled  
 Extension: \_\_\_\_\_  
 Message Waiting Light Extension: \_\_\_\_\_  
 Maximum Greeting Length: \_\_\_\_\_ seconds (0-9999)  
 Maximum Number of Greetings: \_\_\_\_\_ (1-9)  
 Switch to Alternate Language:  Enabled  Disabled

**OPTIONS PARAMETERS**

(Fill in this screen only if there is an entry in the Extension field on the User Parameters screen.)

Busy Alternate Box Number: \_\_\_\_\_  
 Busy:  Take Message  Caller Options  Alternate Extension  
 No Answer Alternate Box Number: \_\_\_\_\_  
 No Answer:  Take Message  Caller Options  Alternate Extension  
 Supervise:  Enabled  Disabled  
 Number of Queued Callers: \_\_\_\_\_  
 Call Queuing Announcement Box: \_\_\_\_\_  
 Number of rings before no answer: \_\_\_\_\_ (3-99)  
 Call Blocking:  Enabled  Disabled  
 Extension Number Edit Length: \_\_\_\_\_ (0-10)  
 Toll Saver:  Enabled  Disabled

**CALLER OPTIONS PARAMETERS**

Option	Box	Option	Box	Option	Box
	→		→		→
	→		→		→
	→		→		→

Maximum Number of Digits: \_\_\_\_\_ (1-10)  
 Greeting Replay Time: \_\_\_\_\_ seconds (1-60)  
 Number of Greeting Plays: \_\_\_\_\_ (1-9)  
 Transfer on Timeout Box: \_\_\_\_\_  
 Transfer on Error Box: \_\_\_\_\_

**BOX PORT MAP**

\_\_1 \_\_2 \_\_3 \_\_4 \_\_5 \_\_6 \_\_7 \_\_8 \_\_9 \_\_10 \_\_11 \_\_12 \_\_13 \_\_14 \_\_15 \_\_16 \_\_17  
\_\_18 \_\_19 \_\_20 \_\_21 \_\_22 \_\_23 \_\_24 \_\_25 \_\_26 \_\_27 \_\_28 \_\_29 \_\_30 \_\_31 \_\_32  
\_\_33 \_\_34 \_\_35 \_\_36 \_\_37 \_\_38 \_\_39 \_\_40 \_\_41 \_\_42 \_\_43 \_\_44 \_\_45 \_\_46 \_\_47  
\_\_48 \_\_49 \_\_50 \_\_51 \_\_52 \_\_53 \_\_54 \_\_55 \_\_56 \_\_57 \_\_58 \_\_59 \_\_60 \_\_61 \_\_62  
\_\_63 \_\_64

Port Number \_\_\_\_\_ Day \_\_\_\_\_

**Edit Port Greeting Time Blocks**

**TIME BLOCK 1**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**TIME BLOCK 2**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**TIME BLOCK 3**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**TIME BLOCK 4**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**TIME BLOCK 5**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**TIME BLOCK 6**

Start Time: \_\_\_\_:\_\_\_\_  
Box Number: \_\_\_\_\_  
Number of Rings: \_\_\_\_ (1-99)  
Operator Box: \_\_\_\_\_  
Description: \_\_\_\_\_

**NETWORKING**

- Site 1 \_\_\_\_\_
- Site 2 \_\_\_\_\_
- Site 3 \_\_\_\_\_
- Site 4 \_\_\_\_\_
- Site 5 \_\_\_\_\_
- Site 6 \_\_\_\_\_
- Site 7 \_\_\_\_\_
- Site 8 \_\_\_\_\_
- Site 9 \_\_\_\_\_
  
- Site 10 \_\_\_\_\_
- Site 11 \_\_\_\_\_
- Site 12 \_\_\_\_\_
- Site 13 \_\_\_\_\_
- Site 14 \_\_\_\_\_
- Site 15 \_\_\_\_\_
- Site 16 \_\_\_\_\_

Site 17 \_\_\_\_\_

Site 18 \_\_\_\_\_

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# 15



## Troubleshooting

### *Using the Troubleshooting Guide*

This appendix contains information about problems that you might encounter when setting up or using your new Atlas AVM system. The first column describes a possible problem, the middle column offers a possible cause or solution to the problem, and the third column refers to the section that discusses that problem.

Naturally, in order for any feature to work, it must be enabled. These instructions assume that you have made sure that features are selected and enabled correctly.

## Dialing

Problem	Cause	Solution
Callers cannot dial another extension satisfactorily.	Make sure Zero key for Passcode and Exit to Another Box/Extension aren't enabled at the same time. These are mutually exclusive.	Check the Exit to Another Box/Extension and the Zero Key for Passcode fields in the Services Parameters screen. <i>See</i> p. 3-12.
AVM installation problems. After you call a box, you hear the sound of a phone number being dialed, or one owner's messages are recorded in another owner's box.	If the Extension field on the User Parameters Screen contains a box number, Atlas AVM tries to transfer the call to this box instead of recording a message in the original receiving box.	Check the Extension field on the User Parameters Screen. <i>See</i> p. 3-6.

## Directory of Owner Names

Problem	Cause	Solution
When caller accesses the directory, Atlas AVM plays the extension number, but doesn't play the owner's name.	There is no owner name recorded in the owner's mailbox.	Record a name using the telephone keypad interface.
Directory of Owner Names does not work.	The digits in the Directory Assistance Keys field in the Edit Port Configuration Screen must be different from other audiotext options programmed.	Check the Directory Assistance Keys field, p. 3-51
When the caller "spells out" a party's name she wants to talk to, the caller hears "There are no matches for that name."		Check the Name field in the User Parameters screen. Make sure that any owner whose name you want listed in the directory appears last name first. If a comma or other character appears in the name field, the Directory cannot recognize the name. <i>See</i> p. 3-9.

## Messages

Problem	Cause	Solution
Owner messages "given" to another box are not being forwarded.		Make sure there is a comment added to the beginning of the message being "given." If the comment is shorter than the minimum message length, the message cannot be forwarded.
Owner cannot use features such as Answer message, Give message, Make message, etc.		Make sure these features are enabled on the Services Parameters screen. <i>See</i> p. 3-12.
Caller messages are cut off before finished.	Maximum Message Length parameter is set too short on the Message Parameters screen.	Increase the Maximum Message Length parameter in the Messages Parameters screen. <i>See</i> p. 3-9.
Messages are saved with incorrect date or time.		Make sure that system date and time are set correctly. (This is a DOS function.)

## Selecting

Problem	Cause	Solution
Notification doesn't work correctly.	The Notification parameters are not set correctly on the Notification Parameters screen.	Check the Notification Parameters screen. <i>See</i> p. 3-13.
	Caller Notification Control is not enabled on the Services Parameters Screen.	Enable the Caller Notification Control field. <i>See</i> p. 3-12.
	No port is enabled for Notification.	Enable the Notification field in the Port Configuration screen. <i>See</i> p. 3-32.
Messages are escalated at the wrong times or not at all.	Notification parameters are not set correctly.	Check the Notification Parameters screen. <i>See</i> p. 3-13.
Calls are not escalated as specified.	The Escalation Box field on the Notification Parameters screen does not contain a valid box number.	Check the Notification Parameters screen. <i>See</i> p. 3-13.

Outbound Notification does not work.	Enable Notification on the Notification Parameters screen. <i>See</i> p. 3-13.
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Box owners are not notified when the caller activates Caller-controlled Notification.	Caller Notification Control has been defined for this owner's box, but Notification is not enabled.	Make sure the outbound line is plugged into the correct port and that the port is configured as a notification port in the port configuration menu. Call the outbound notification number while watching the Port Status screen to determine which port is ringing. If Notification is working, but the called party hears only partial prompts or messages, or if the connection is terminated before the end of a message, make sure that Notification is enabled on the outbound port in the Port Configuration screen. <i>See</i> p. 3-32.
---	---	--

---

## Selecting

Problem	Cause	Solution
Atlas AVM "hangs" when caller tries to select a menu choice.	In the Caller Options Parameters screen, the number Maximum Number of Digits field should be the same as the maximum digits in the largest Option in the Option/Box fields in the upper portion of the screen.	Check the Maximum Number of Digits field and the Option fields in the Caller Options Parameters screen the same. <i>See</i> p. 3-8.

---

Box owners calling remotely cannot press <0> to interrupt their greeting and enter their passcode satisfactorily.

Make sure Zero key for Passcode and Exit to Another Box/Extension aren't enabled at the same time. These are mutually exclusive.

Check the Exit to Another Box/Extension and the Zero Key for Passcode fields in the Services Parameters screen. *See* p. 3-12.

## Dialing

Problem	Cause	Solution
An owner's phone rings too many times before Atlas AVM transfers the call.	Make sure the Supervise field is enabled in the Options Parameters screen.	Check the Options Parameters screen. <i>See</i> p. 3-6.
When you power up your system, the message "Modem being set to dial-in, wait," appears continually.		Be sure your modem is set for the correct COM port, and that the COM port used has a unique interrupt number that does not conflict with any other in the system.
One owner's messages are recorded in another owner's box.		Check the Extension field in the User Screen ( <i>See</i> p. 3-3.) If this field contains a box number, Atlas AVM tries to transfer the call to this box instead of recording a message in the original receiving box.

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# Glossary

## ***ABSOLUTE INDEX NUMBER***

An internal number assigned to a box when the system is created. This is not necessarily the same as the owner's box number. For example, when a new Atlas AVM system is installed, the first box is numbered 1000. The absolute index number of the first box is 0000, and it never changes.

## ***ACCESS CODE***

A number or numbers that must be dialed from a telephone to access a line out of that system. A common example is dialing 9 to make a call outside an office.

## ***ACCOUNT NUMBER***

An internal bookkeeping number used to track Atlas AVM usage. Account Numbers can also be used as a sorting mechanism for the Directory of Owner Names.

## ***ALTERNATE LANGUAGE***

Atlas AVM is available, at additional cost, with voice prompts in two alternate languages—English and Spanish, English and French, and English and German—Spanish and French. The language for each box can be specified individually.

## ***AMIS-ANALOG NETWORKING***

Audio Message Interchange Specification (AMIS) standards allow voice messaging systems on different networks to work together. Box owners can send messages to, as well as receive messages from, other network nodes. Outside callers can send messages to box owners located on different network nodes.

## ***AUDIO MENU***

A menu of verbal options, associated with keypad keys, that allows callers to choose how their calls are directed. Pressing the key associated with an option performs the action described for that option.

Examples:

“If you would like to speak with the sales department, press 1.”

“To speak with technical support, press 2.”

Audio menus are generally recorded under the direction of the system administrator.

*See also* auto attendant and Audiotext Box.

## ***AUDIOTEXT BOX***

A Atlas AVM box that can be used to greet callers, play audio menus, receive and forward voice messages from other locations on a network, and implement the auto attendant feature. Audiotext boxes do not record voice messages.

*See also* auto attendant and Voice Mailbox.

**AUDIOTEXT MENU**

See Audio Menu.

**AUTO ATTENDANT**

Incoming calls are automatically answered by a recorded greeting and instructions to the caller. Callers can direct their calls by pressing keys on their telephone keypads to make selections from audio menus.

See also Audio Menu.

**AUTOMATIC CALL DISTRIBUTION (ACD) BOX**

A Atlas AVM box that automatically distributes calls to other boxes.

**BOX GREETING**

A recorded message created by a voice mailbox owner that is played for callers when the box owner is unavailable to take the call.

**BOX NAME**

The recorded name associated with a voice mailbox. This name is played in certain prompts to identify a mailbox to a caller.

**BOX NUMBER**

The unique number assigned to a mailbox that identifies the mailbox to Atlas AVM. This identifier allows messages to be 'addressed' to specific boxes. Box numbers and extension numbers are usually the same (but do not have to be) and are often referred to interchangeably by voicemail users.

See also Absolute Index Number.

**BOX PARAMETERS**

A value that controls a certain component of the Atlas AVM program. Atlas AVM offers many possible parameters and combinations of parameters, making it possible to configure boxes to meet the needs of different box owners.

**BOX TYPE**

The types of boxes within Atlas AVM are: Automatic Call Distribution Box, Fax Broadcast Box, Fax Call Back Always Box, Fax Mail Transfer Box, Fax Offer Choice Box, Fax Same Call Always Box, Question and Answer, and Voice Mailbox.

**CALLER**

Anyone whose call is routed through Atlas AVM.

**CALLER OPTIONS**

Options that allow callers to select an alternate route for their calls if the extension they are calling is busy or doesn't answer.

***ATLAS AVM ENGINE***

The program that handles the basic functions needed to run Atlas AVM. The Atlas AVM engine interfaces with the DOS operating system and the voice board driver, and provides the core routines for built-in applications and customized scripts.

***DEFAULT***

A preset value that is used by the software in the absence of over-riding values entered by the user.

***DIALING STRING***

The Supervised Number, Number, and Edit Number are the fields that together make up the dialing string. The dialing string is what Atlas AVM actually dials for outbound notification.

***DIRECTORY OF OWNER NAMES***

A list of box owners on a local Atlas AVM system that callers can access to locate a particular box number. The list can include individuals or groups and is available to callers from any audiotext menu by pressing the programmed Directory Assistance Keys. The Directory is also accessible any time Atlas AVM prompts the caller to enter a box number or press zero for the operator.

***DISTRIBUTION LIST***

A list containing the box numbers of a group of Atlas AVM users. Distribution lists allow you to easily send the same message to a group of people by addressing the message to the group's distribution list.

***ENABLED***

A feature that is activated. Some features within Atlas AVM are optional and must be activated (enabled) in order to function. In a field, <\*> indicates a feature is enabled, and <> indicates it is disabled.

***ESCALATION***

See Message Escalation.

***FAX CALL BACK ALWAYS BOX***

A Atlas AVM Fax on Demand box that prompts callers to enter the number of their fax machine so that Atlas AVM can call back to send a fax.

***FAX MAIL TRANSFER BOX***

A Atlas AVM Fax on Demand box that enables users on a Atlas AVM system with only one fax port to use the Fax Mail feature.

***FAX OFFER CHOICE BOX***

A Atlas AVM Fax on Demand box that prompts callers to either press the <Start> button on their fax machine to receive the fax immediately or to enter the number of their fax machine so that Atlas AVM can call back to send a fax.

***FAX SAME CALL ALWAYS BOX***

A Atlas AVM Fax on Demand box that prompts callers to press the <Start> button on their fax machine to receive the fax immediately.

***FAX STORAGE AND RETRIEVAL***

This feature enables a box to receive, store, and forward faxes. For this feature to function in a box, the Fax Storage and Retrieval field must be enabled <\*> on the Services Parameters screen for that box.

***FAX ON DEMAND***

This feature allows callers to access faxes that you have saved in mailboxes. Callers follow voice prompts to choose which faxes they want sent to them.

***FAX BROADCAST BOX***

A Atlas AVM Fax on Demand box that allows you to send a fax to several boxes at one time.

***FIELD***

An area on a screen where you enter information required by the program. Some fields must be filled in, some have a default value, and others are optional.

*See also* Default.

***INSIDE CALLER***

A caller who owns a box on your Atlas AVM system.

***INTERDIGIT DELAY TIME***

The length of time a caller can pause between pressing digits on the keypad when entering menu choices or a box number. If the caller pauses longer than the Interdigit Delay Time, Atlas AVM assumes that the caller is finished entering digits.

***KEYPAD***

The number and character buttons on a telephone set comprise the telephone keypad.

***MAILBOX***

*See* Voicemail Box.

***MAILBOX GREETING***

*See* Box Greeting.

***MAILBOX NAME***

*See* Box Name.

***MAILBOX NUMBER***

*See* Box Number.

***MASTER BOX***

A box that serves as a template from which other (usually multiple) boxes can be copied. A master box is used when several box owners need identical or similar

parameters. Setting these parameters in the master box and copying them for the individual owners' mailboxes eliminates repetitive programming of boxes.

**MESSAGE**

A recording made using the telephone and stored in a voicemail box. Messages are stored as files on the Atlas AVM server.

**MESSAGE ESCALATION**

A component of Atlas AVM's Notification feature that can forward a copy of a message in the recipient's box to another pre-designated owner's box. Escalation can be programmed to take place immediately, or only if the intended recipient does not respond to message notification after a programmed period of time.

*See also* Notification.

**MESSAGE PLAY ORDER**

The order in which recorded messages are played back to the box owner. The Atlas AVM default is LIFO, Last-In First-Out, which means that the last message recorded will be the first one played. The Message Play Order can be changed to FIFO, First-In First-Out.

**MINIMUM RECORDING LENGTH**

The shortest message that Atlas AVM can recognize and record. Messages shorter than the Minimum Recording Length will not be recorded.

**NEW MESSAGE**

A message that has been recorded in an owner's box, but which has either not yet been played or has been played but neither saved nor discarded.

*See also* Old Messages.

**NOTIFICATION**

A method whereby Atlas AVM notifies an owner that a message is waiting. Notification can be by standard or cellular telephone, or by pager.

*See also* Message Escalation.

**OLD MESSAGE**

A message that a box owner saves after playing.

*See also* New Messages.

**OPEN NETWORK SITE**

Identifies a network site as not having an AVM voice processing system.

**OUTSIDE CALLER**

A person who calls from outside your system (for example, someone calling from outside your office).

***OWNER***

An individual or group to whom a box is assigned. Box owners can access their voice mailboxes from inside or outside the Atlas AVM system to use voice messaging features.

*See also* Caller, Voicemail, and Voice Mailbox.

***PASSCODE***

Allows a box owner private access to a box, the system administrator private access to the system administration portions of Atlas AVM, and the installer access to the installation and integration portions of Atlas AVM. The passcode provides security for the box owner's messages. The box default passcode is the number of the box. The system administration default passcode is **1234**. The installation default passcode is **atlas**.

***PAUSE***

The pause character is a comma. Inserting a comma into a dialing string will cause the system to pause when dialing. The pause is necessary to give your phone system and local phone company time to send outside line dial tone to Atlas AVM before it starts to dial.

*See also* Access Code.

***PORT***

The interface point between Atlas AVM and the telephone system. Within Atlas AVM, a port is generally accessed by a single telephone line.

***PROMPT***

Recorded instructions delivered by Atlas AVM over the telephone to box owners and callers. Prompts may include information that is played each time you get into the system or instructions to box owners or callers on how to use the system.

***REMOTE PHONE***

A telephone located off-site from the Atlas AVM installation. For example, if you call to check for messages from your home or a cellular phone, you are using a remote phone.

***ROTARY TELEPHONE***

A style of telephone set that predates the touchtone design. A rotary telephone has a round, rotating dial mechanism rather than a keypad number entry system. Rotary telephones send different signals than touchtone telephones. Because Atlas AVM cannot interpret signals from a rotary phone, callers cannot make menu selections, but must wait for a live attendant to handle their calls.

*See also* Touch-tone Phone.

***SILENCE COMPRESSION***

System Administrator

The person who is responsible for configuring and maintaining the Atlas AVM voicemail system.

**SYSTEM ADMINISTRATOR'S MENU**

A password-protected menu that allows the system administrator access to the screens used for administering the Atlas AVM system.

*See also* Password and System Administrator.

**TIMEOUT BOX**

A box to which a caller is automatically transferred if he or she does not respond to voice prompts or make a selection from the audio menu within a pre-programmed period of time. Typically, the operator box is defined as the Timeout Box.

**TIMEOUT PERIOD**

A specified period of time Atlas AVM can be programmed to wait for a response from a caller or box owner before proceeding to another operation.

**TOUCHTONE PHONE**

A type of telephone that uses a pushbutton keypad to generate different sounds for each number pushed. The sounds are DTMF (dial tone multi-frequency) codes.

**VOICEMAIL**

A system of computer hardware and special-purpose software that interfaces with a company's phone system to provide phone message record, store, and forward capability. Voicemail is also referred to as voice messaging.

**VOICE MAILBOX**

A box which plays an owner's greeting and then records and stores callers' voice mail messages. Each box can be customized with different features for the individual user.

*See also* Audiotext Box.

**VOICE MESSAGING**

*See* Voicemail.

**WAKEUP CALL**

Atlas AVM can be programmed to send a wakeup call to an owner's telephone or pager number at any time. The Wakeup Call function can be used as a morning alarm clock, appointment reminder, etc.



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