

System Administrator's Manual

Key System US West Palm Beach, Florida

Legal Notice

Key System US provides this document "as is," with no representations or warranties, either explicit or implied, including but not limited to the implied warranties of merchantability, title, or fitness for a particular purpose.

Key System US reserves the right to make changes in product software, hardware, or documentation at any time, with no obligation to inform any persons or entities of such changes. Every attempt has been made to ensure the accuracy of this document. However, Key System US assumes no responsibility for any losses, whether electronic, financial, or other, that might accrue from inadvertent inaccuracies that the software or documentation might contain.

Some states or jurisdictions do not allow disclaimer of explicit or implicit warranties in certain situations. Therefore, this statement might not apply to you.

Copyright © 2000. Key System US. All rights under copyright reserved.

The WAV engine is covered by patent pending and copyright protection.

The contents of this document may not be duplicated by any means, whether electronic, graphic, or mechanical, including, but not limited to, photocopying, recording, taping, or information recording and retrieval systems, for any purpose but the original purchaser's personal use, without prior written permission of Key System US.

Trademark Information

WAV, Key System US, and Atlas IIE are trademarks of KS Telecom Inc. All other trademarks are the property of their respective owners.



Key System US 4910 Dyer Blvd., West Palm Beach, Florida 33407

Table of Contents

<u>CHAPTER 1</u> Overview of the WAV

The Purpose of this manual	1
Information Contained in this manual	1
Conventions used	2
Using the Atlas WAV	2
Starting the Atlas WAV	2
Exiting the Atlas WAV	2
Types of Screens in the Atlas WAV	3
Menu	3
List	3
Form	4
Confirmation Box	4
Information Box	5
Atlas WAV Runtime Help	5
Saving Your Changes	6

<u>CHAPTER 2</u> Quick Guide to System Administration

Basic Atlas WAV Terms	1
System Administrator Responsibilities	2
Auto Attendant Greetings	2
Setting Up Atlas WAV Boxes	3
Programming a Subscriber or Department Box	3
Programming an Information Box	7
Programming a Group Box	9
Programming a Uniform Call Distribution Box	10
Programming a Visual Tree Box	11
Maintaining Your Atlas WAV	18

<u>CHAPTER 3</u> The Automated Attendant

What is the Automated Attendant?	2
How Audio Menus Work	2
Setting Up the Automated Attendant	3
Programming the Hours of Operation	3
Defining Which Prompts to Play	3
Naming the Prompts to Play	4
Defining Times of Day to Play Prompts	4
Enabling Levels	4
Selecting Day of the Week	5
Copying Prompts to Different Days	5
Changing the Current Company	5
Saving Changes	5
Exiting the Hours of Operation Form	5
Recording Prompts	5
Defining Main Greeting Audio Options	6

<u>CHAPTER 4</u> Setting Up a BASIC Atlas WAV System

Basic Information Requirements	2
Basic WAV Setup	2
Integrating the WAV to the Atlas Phone System Programming the Atlas Phone System for WAV Operation Voice Mail Ports	3
Programming the Atlas Phone System for WAV Operation	3
Voice Mail Ports	3
Station Hunt Group	4
Ringing Assignments	4
Entering System Administration	4
Logging On	5
Set Up the Operator	5
Edit Subscriber	6
Select As Operator	7
Set Type	7
Set up Company Fax Machine	9
Set Up Subscriber Mailboxes	11
Subscriber Setup	12
Activate Menu	14
Auto Station Log On	14
Activate Message Center	15
Gender Menu	16
Device Setup	16
Set Up Hours of Operation	18
Record Your Company Greetings	20
Dialing Options in the Main Menu	23
In Band General System Interface	24
Main Greeting	25

<u>CHAPTER 5</u> Using Advanced WAV Features

Client Box	1
Information Box	1
Group Box	2
Uniform Call Distribution Box	5
Visual Tree Box	8
Call Control	11

CHAPTER 6 Atlas WAV Main Screen

Atlas WAV Main Screen	1
Main Dialog	2
File Menu	3
Password	3
Set Menu	4
Select Menu	4
Edit Menu	5
View Menu	5
Update Menu	6
Restart Menu	6

Schedule Menu	7
Channel Dialog	7
Channel Menu	7
Actions Menu	8
Prompts Menu	9
Schedule Dialog	9
File Menu	10
Edit Menu	10
Log Menu	11

CHAPTER 7 Atlas WAV Main Dialog – Edit / Subscriber Menu

Atlas WAV Main Di	ialog	1
Menu Bar	-	1
Edit Menu		2
Edit / Subsci	riber	2
Subscriber S	Setup Field Definitions	3
	-	4
Duplicate Su	ubscriber	5
Select Menu	L	6
Com	npany	6
Toll	Restriction	7
		7
Edit Menu		8
Dev	ice Setup	10
	Field Definitions	10
	Msg. Delivery Definitions	10
	File Menu	11
	Edit Menu	12
	Transfer Type Menu	12
	Define As Menu	13
	Options Menu	14
	Supervision Menu	14
Call	Control	15
	Field Definitions	15
	File Menu	16
	Select Menu	16
	Reset Menu	17
Call	Screening	17
	Field Definitions	18
	File Menu	19
	View Menu	20
	Prompts Menu	20
	Sequence Menu	20
Call	Routing	21
	View Menu	21
	Detail Tree	22
	Expanded Detail Tree	22
Acti	vate	23
Acti	vate Message Center	24
	VAX System	25

26
27
27

CHAPTER 8 Main Dialog Additional Edit Menus

Main Dialog Edit Menus	1
Schedule	
Field Definitions	2
File Menu	2
Select Menu	3
Hours of Operation	3
Field Definitions	3
File Menu	4
Select Menu	4
Day of Week Menu	4
Copy From Menu	4 5 5
Holiday Schedule	
File Menu	6
Select Menu	6
Clear Menu	7
Month Menu	7
In / Out Status	8
Field Definitions	8
File Menu	8
Company Database	9
Field Definitions	
File Menu	10
Trunk Database	10
Field Definitions	11
File Menu	11
InnFone	11

<u>CHAPTER 9</u> Main Dialog – Additional File / Edit Menus

Switch Integration	1
Field Definitions	2
Switch Integration Setup Symbols	5
File Menu	6
Setup Menu	6
Edit Menu	7
Tone Definition Tables	8
File Menu	9
Update Menu	9
Main Greeting	9
Field Definitions	10
File Menu	11
View Menu	12
Prompt Menu	12
Call Screening	13
In Band System Signaling	13

In Band Play Message Control	13
In Band Define Phone Numbers	13
Activate Menu	14
Voice Detection	14
Conference	15
VAX Call Back on Trunk	15
System Signaling Definitions	16
Main Greeting Signaling Definitions	18
Call Screening Signaling Definitions	19
Message Play Control Signaling Definitions	20
Define Phone Number Signaling Definitions	20

CHAPTER

1 Overview of WAV

ABOUT THIS MANUAL

Purpose of this manual

This manual guides a system administrator in setting up and maintaining an Atlas WAV system after installation by a certified professional. This manual provides a valuable reference guide for making changes to the system.

Information contained in this manual

The chapters of this Atlas WAV contains the following information:

Chapter 1 explains how to maneuver through Atlas WAV.

Chapter 2 is quick guide to system administrating.

Chapter 3 explains what the Auto Attendant is and how to program the Atlas WAV as an Auto Attendant.

Chapter 4 explains how to set up a basic Atlas WAV system.

Chapter 5 describes some of the more advanced features.

Chapter 6 describes the Atlas WAV Main Screen, Port Status Screens and Scheduler screen.

Chapter 7 describes all forms, menus and lists found under the subscriber field.

Chapter 8 describes additional edit menus found in the main dialog.

Chapter 9 describes additional edit menus found in the file area of the main dialog and also explains all signaling definitions.

Chapter 10 contains troubleshooting information.

Chapter 11 contains technical tips about the Atlas WAV.

Chapter 12 contains useful forms for planning your Atlas WAV system.

Conventions

nvention	Key Information
Lowercase <i>x</i>	indicates a variable in a file, version, etc.
ALL CAPS	indicates a file or directory
< italics >	indicates a variable or place holder
	example of a "path" that a user can follow to get to a particular screen or field.
<>	indicates a keyboard command such as < Enter >
Lowercase bold	used for commands or data to be typed at the keyboard
Note:	information that is vital to the success of a process
Tip:	a shortcut or helpful hint
Caution:	possible damage to equipment

USING ATLAS WAV

The Atlas WAV is a computer telephony solution that integrates with Microsoft's Windows operating systems. The Atlas WAV uses standard computer hardware to integrate electronic data and voice messages in an accessible format. In addition, The Visual CTI interface, a Windows based "visual voicemail" application, allows end users to initiate voicemail commands from the desktop.

Starting the Atlas WAV

To start the Atlas WAV click on the Start button on the Windows toolbar, select Programs, select Key System US and then select AVM.

The second way you may start the program by clicking on Start, selecting Run and then typing in "C:\Program Files\Key System US\WAV".

Exiting the Atlas WAV

To exit the system, select File from the main toolbar and then select Exit. The system will ask you if you are sure you want to shut down the system, select Yes.



You must be logged into the system before exiting.



Figure 1-1: The System Exit Window

Types of Screens in the Atlas WAV

There are five type of graphical boxes, or screens, used in the Atlas WAV. These are menus, lists, forms, confirmation boxes and information boxes. These Windows type screens provide information about the system and contain fields where the installer or administrator may modify system parameters.

Menu

- Offers choice among dissimilar items.
- Can be navigated by using cursor movement keys or a mouse.
- You can jump to a line by typing the first letter of that line.
- Any item that is enabled will have a check mark next to it.

Subscriber S	etup - DONALD DUC	к 💶 🗵
File Select	Type Edit View Act	tivate Gender Say
First Name	 Subscriber 	Last Name
DONALD	Client	DUCK
Primary Ext.	Department Information Box	PIN Number XXX
When Ask Fo	Group Msg. Box	ALD
Prompt With	Uniform Call Dist.	
Password	Visual Tree	Conference Prioriity 0

Figure 1-2: Example of Menu

List

- Offers a choice among like items.
- Can be navigated by using cursor movement keys or a mouse.
- You can jump to a line by typing the first letter of that line.
- May have up or down arrows if lists extend beyond

screen.

Select Subscriber - Atlas Wav		×
BENJAMIN FRANKLIN DONALD DUCK GEORGE WASHINGTON JAMES DEAN JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES	105 120 130 140 150 160 170 180	

Figure 1-3: Example of a List

Form

- Has Fields where you can enter or change information.
- Fields can contain sub-menus.
- Can be navigated using the TAB key or a mouse.
- Has both read only information and variables.

Subscriber Se	tup - BEN	JAMIN FRANK	LIN	_ 🗆 🗙
File Select 1 First Name BENJAMIN		View Activate 1iddle Name	Gender Say Last Name FRANKLIN	
Primary Ext.	110			
When Ask For	BENJAMI	NJAMIN		
Prompt With	BENJAMI	N FRANKLIN		
Password	******		Conferen	ce Prioriity 0

Figure 1-4: Example of a Form

Confirmation Box

- Appears when the system requests an input from the administrator.
- Offers a choice of Yes or No only.
- Although confirmation boxes are referred to as needed, they are not generally shown in this document.



Figure 1-5: Example of a Confirmation Box

Information Boxes

- Displays read-only information.
- Has multiple levels. (Indicated by a "+" sign next to a particular option.)

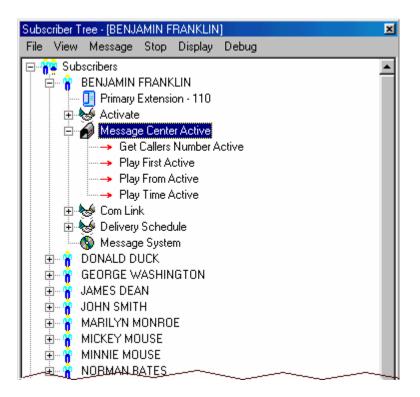


Figure 1-6: Example of an Information Box

Atlas WAV Runtime Help

The Atlas WAV was designed with a built in online help option. If you require information on any particular item of field simply select, or go to, that field and press the F1 key. This will bring up a help box on that particular item. You may also refer to the online manual for a more detailed explanation of that particular field/option.

Saving Your Changes

Note: If you make a mistake in a form you can simply close that form and the changes will be discarded if you have not saved them. After you have finished editing parameters in a form or making changes on a menu, you must save your changes for them to take effect. To save your changes click on File, or press the \langle ALT \rangle key followed by the \langle F \rangle key, and then select Save, or press the \langle S \rangle key. If you close the current screen before saving changes the changes will not be made to the system.

CHAPTER

2 Quick Guide to System Administration

This chapter is an overview of what you, as a system administrator, need to do to implement and maintain your Atlas WAV. If your system is new, you will be helping to lay out the basic system design and to plan how to route incoming calls. 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 basic terms used in the Atlas WAV.

BASIC ATLAS WAV TERMS

Group Box	A type of mailbox that takes messages and uniformly distributes them to other boxes.
Subscriber	A type of mailbox that is used for a individual.
Department	A type of mailbox used for a group of phones.
Information	A type of box that is used to provide pre-recorded
mormation	information to an outside caller.
ACD	A type of mailbox used to evenly distribute the
	call volume between several subscribers.
Visual Tree	A type of box used to create a "Tree" for callers to
	get to a more specific option. (i.e. Press 1 for
	Technical Support Press 1 for telephone
	technical support or 2 for voicemail technical
	support.)
Auto Attenda	A set of prompts that are recorded to be
	played back to the outside callers when the
	voicemail answers an incoming call.
Greeting	A message recorded by a box owner to be played
Greening	when a caller reaches their mailbox.
PIN Number	Allows box owners private access to their boxes
	and provides security for box owners' messages.
Log On/Off	Allows private access to the system administration
	and the installation and integration portions of the
	Atlas WAV. Only authorized personnel should have
	access to these passwords.
Prompt	A pre-recorded instruction played by the system
	over a telephone to a box owner or caller.

Acronyms

CO	Central Office
CPE	Customer Premise Equipment
CTI	Computer Telephone Integration
DID	Direct Inward Dial
DTMF	Dual Tone Multi Frequency
PBX	Private Branch Exchange

POTS Plain Old Telephone System

PSTN Public Switched Telephone Network

SMDI Simplified Message Desk Interface

SMDR Station Message Detailing Report

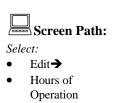
SYSTEM ADMINISTRATOR RESPONSIBILITIES

As a system administrator, you are responsible for the setup and continuing management of your Atlas WAV. Your duties include:

- Helping the installer design your system.
- Planning and implementing the Auto Attendant.
- Planning and setting up Visual Trees.
- Planning and setting up Subscribers and other type of boxes.
- Recording greeting for the Auto Attendant as well as any other Visual Trees and Information Boxes.
- Maintaining and modifying the Atlas WAV.

AUTO ATTENDANT GREETINGS

You can configure the Atlas WAV to work as an auto attendant to handle all of your incoming calls. When you set up the auto attendant, callers have the flexibility to choose where their calls will be directed. Callers may listen to pre-recorded Greetings, Information Boxes or Visual Tree Boxes. The auto attendant can be configured to allow for single digit dialing options if required and also allows the caller the opportunity to transfer to an operator. With the Voice Recognition option installed callers may simply ask for the person they wish to speak with.



To set up auto attendant greetings, you must first decide what prompts need to be recorded and select a name for each prompt. You can string together several prompts to form a greeting. For example you may want to have Good Morning, Main Day Greeting for the morning greeting and Good_Afternoon, Main_Day_Greeting for the afternoon greeting. In this example the same main prompt is used just the first prompt is changed to indicate the time of day. There are six different levels of greetings per day, so you may have up to six different greetings on any given day of the week. For detailed information on setting up greetings, see "Setting Up the Auto Attendant" on page 3-3.

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

SETTING UP ATLAS WAV BOXES

There are eight type of active boxes in the Atlas WAV. They are Subscriber, Client, Department, Information, Group Box, Automatic Call Distribution, Visual Tree and Extension Only.

Subscriber and Department Boxes

Subscriber and Department boxes can be used for the following:

- Record and store messages from both inside and outside callers.
- Make and send messages to other box owners.
- Give a copy of a message to another box owner.
- Notify a box owner of newly received messages
- Transfer a call to an extension.
- Provide alternate call handling if an extension is busy or doesn't answer.
- Forward callers to other subscribers automatically.

Programming a Subscriber or Department Box

You may either program an existing box or create a new box. When you select Edit – Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new subscriber. To set up and customize a subscriber box, use the following forms and menus. The only difference between Subscriber and Department Boxes is that Department Boxes only allow for First name while Subscriber boxes allow for First and Last name.

- Subscriber Setup Form
- Activate Menu
- Activate → Message Center Menu
- Type Menu
- Call Control Form
- Device Setup Form

Subscriber Setup Form

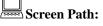
The Subscriber Setup Form contains general information about the box.

	Subscriber Se	tup - BEI	NJAMIN	FRANKI	LIN		_ 🗆 🗙
Screen Path: Select: • Edit →	File Select 1 First Name BENJAMIN		View /iddle N	Activate ame	Gender Last N FRAN	lame	
• Subscriber →	Primary Ext.	110			PIN	Number	XXX
 Choose Subscriber → Or Close Choose 	When Ask For	BENJAMIN FRANKLIN BENJAMIN					
Subscriber Window For New Subscriber	Prompt With	BENJAM	IN FRAN	IKLIN			
Tor New Subscriber	Password	******				Conferen	ce Prioriity 0

Figure 2-1: The Subscriber Setup Form

Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.



Select:

- Edit→
- Subscriber→
 Choose Subscriber→
- Choose Subscriber 4
 Or Close Choose Subscriber Window
- For New Subscriber→
 Select Activate From Toolbar

	ype Edit View	Activate	Gender	Say	
First Name BENJAMIN Primary Ext.	Middle Na	Vax S	age Cente iysten Station Lo	•	***
When Ask For Prompt With Password	BENJAMIN FRAN BENJAMIN FRAN	Anno Get C Perso Intero Page Notify No D	f Office unce Tran allers Nan inal Greeti om Paging On Trans By Pager irectory Er ser Option	ne ng j fer	ce Prioriity 0

Figure 2-2: The Activate Window

Activate→Message Center Menu

The Activate→ Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

Screen Path:	File Select 1	Type Edit View A	ctivate Gender Say		
<i>lect:</i> Edit→ Subscriber→ Choose Subscriber→ Or Close Choose Subscriber Window For New Subscriber→ Select Activate From Toolbar→ Select Message Center	First Name BENJAMIN Primary Ext. When Ask For Prompt With Password	Middle Nar Middle Nar 110 BENJAMIN FRANK BENJAMIN FRANK	Message Center Vax Systen Auto Station Log on Out of Office Announce Transfer ✓ Get Callers Name ✓ Personal Greeting Intercom Paging Page On Transfer Notify By Pager	* * * * *	Verbose Quick and Dirty Play First Message Play Time Received Play Callers Name Exit to Main Prompt
]	No Directory Entry No User Options	_ •	Skip Deleted Messages Favor Take a Message Just Take a Message Play Message Control

Figure 2-3: The Activate Message Center Menu

Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for either Subscriber or Department.)

	Subscriber S	etup - BENJAMIN FR	ANKLIN
 Screen Path: Select: Edit→ Subscriber→ 	File Select	Type Edit View Act	tivate Gender Say
	First Name	✔ Subscriber	Last Name
	BENJAMIN	Client	FRANKLIN
 Choose Subscriber→ Or Close Choose Subscriber Window 	Primary Ext. When Ask Fc	Department Information Box Group Msg. Box	PIN Number *** I BENJAMIN
 For New Subscriber→ Select Type From	Prompt With	Uniform Call Dist.	Conference Prioriity 0
Toolbar	Password	Visual Tree	

Figure 2-4: The Type Menu

Message Call Control Form

The Message Call Control Form allows you to change message and call delivery for the current subscriber.

	Message & Control - (Atlas \	Vav) - BENJAMIN FRANKLIN		×
Screen Path:	File Select Reset			
Select: • Edit→	Escalation Messages To	NO MESSAGE ESCALATION	After 0	Min.
• Subscriber ->	Forward All Messages To	NO MESSAGE TRANSFER		
 Choose Subscriber→ Or Close Choose 	Forward All Calls To	NO CALLS POSTED TO		
Subscriber Window For New Subscriber→	If Active Try this phone first	OFFICE		
 Select Edit→ 	The Current Active Phone	OFFICE		
Select Message Call Control	Current Message Delivery	OFFICE		
	Maximum Message Length	0 Min.		
	Keep New Messages For	0 DAYS		
	Keep Saved Messages For	15 DAYS		
	Keep Deleted Messages Fo	5 DAYS		

Figure 2-5: The Message Call Control Form

Device Setup Form

The Communications Link Form allows you to change advanced options of the call transfer features for the current subscriber. You may also create new devices for transfer purposes.

Screen Path:

- Select:
- Edit→
 Subscriber→
- Subscriber →
 Choose Subscriber →
- Or Close Choose Subscriber Window
- For New Subscriber→
 Select Edit From Toolbar→
- Select Communications Link

Device Setup	- BENJAMIN FR	ANKLIN		
File Edit Trai	nsfer Type Define	As Options Su	ipervision	
OFFICE	Label	OFFICE		-
	Number	110		
	Prompt	OFFICE EXTEN	SION	
	Access Code	1	Pager ID	Delay 0 M
	Rings No Answe	r <mark>5 Queuing</mark>	1 MWL Comma	nd
	Call Deli	very - All Hours	Message De	livery - Inactive
	From 08:30 A	M Sunday Monday	From 08:30 AM	- Sunday Monday
	To 05:30 P	M Tuesday Wednesday	To 05:30 PM	Tuesday Wednesday
	Retry 0 Ti	imes Thursday	Retry 3 Tim	es Thursday Friday
	Delay 0 S	ec. Saturday	Delay 15 Mir	

Figure 2-6: The Device Setup Form

Client Boxes

Client boxes are currently not used for anything. They will eventually be used for speed dial type purposes through voicemail.

Information Boxes

Information boxes are used to provide information to a caller. This is in the form of a pre-recorded message. The information box can then transfer a caller to an extension after the message is played and/or take a message from the caller.

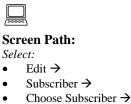
Programming an Information Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new information box. To set up and customize an Information box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Activate → Message Center Menu
- Type Menu
- Device Setup Form

Subscriber Setup Form

The Voice Link Form contains general information about the box.



 Or Close Choose Subscriber Window For New Subscriber

	tup - BENJAMIN FRANKI	
File Select T First Name BENJAMIN	ype Edit View Activate Middle Name	Gender Say Last Name FRANKLIN
Primary Ext.	110	PIN Number ***
When Ask For	BENJAMIN FRANKLIN BEN	JAMIN
Prompt With	BENJAMIN FRANKLIN	
Password	******	Conference Prioriity

Figure 2-7: The Subscriber Setup Form

Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.

Screen Path:	Subscriber Se	tup - BENJAMIN	FRANKLIN	
Select: • Edit→ • Subscriber→ • Choose Subscriber→ • Or Close Choose Subscriber Window For New Subscriber→ • Select Activate From Toolbar	File Select T First Name BENJAMIN Primary Ext. When Ask For Prompt With Password	ype Edit View Middle Na 110 BENJAMIN FRAN BENJAMIN FRAN	Vax Systen Auto Station Log on Out of Office Announce Transfer	ce Prioriity 0

Figure 2-8: The Activate Menu

Activate→Message Center Menu

The Activate \rightarrow Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

Edit→ Subscriber→	File Select 1		Activate Gender Say	
Choose Subscriber \rightarrow	First Name	Middle Nan		Activate
Or Close Choose	BENJAMIN		Vax Systen	 Get Callers Number
Subscriber Window For New Subscriber→	Primary Ext.	110	Auto Station Log on	▶ Verbose
Select Activate From	When Ask For	BENJAMIN FRANK	Out of Office	 Quick and Dirty
Toolbar→ Select Message Center	Prompt With Password	BENJAMIN FRANK	Announce Transfer	 Play First Message
		******	✓ Get Callers Name	 Play Time Received
	1 0354010		✓ Personal Greeting	 Play Callers Name
			Intercom Paging	Exit to Main Prompt
			Page On Transfer	✓ Use Touch Tone
			Notify By Pager No Directory Entry	Confirm Delete Message
			No User Options	Skip Deleted Messages
			No Osci opdons	🗕 🖌 Favor Take a Message 🛛
				Just Take a Message
				Play Message Control

Figure 2-9: The Activate Message Center Menu

Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Information.)

Screen Path

Screen Path:	Subscriber S	etup - BENJAMIN FR	ANKLIN
Select:	File Select	Type Edit View Ac	
• Edit→	First Name	 Subscriber 	Last Name
• Subscriber→	BENJAMIN	Client	FRANKLIN
• Choose Subscriber→	Primary Ext.	Department	PIN Number
Or Close Choose		Information Box	
Subscriber Window For New Subscriber→	When Ask Fc	Group Msg. Box	IBENJAMIN
 Select Type From 	Prompt With	Uniform Call Dist.	
Toolbar	Password	Visual Tree	Conference Prioriity 0

Figure 2-10: The Type Menu

Device Setup Form

The Device Setup Form allows you to change advanced options of the call transfer features for the current subscriber. You may also create new devices for transfer purposes.

Screen Path:

Select:

- Edit→
- Subscriber→
- Choose Subscriber
- Or Close Choose Subscriber Window For New Subscriber ->
 Select Edit From
- Select Date From • Select Device Setu

File Edit Tr	ansfer Type Define.	As Options Supe	ervision	
OFFICE	Label	OFFICE	_ <u>_</u>	-
	Number	110		
	Prompt	OFFICE EXTENSI	ON	
	Access Code	F	Pager ID	Delay 0 Min
	Rings No Answer	5 Queuing	MWL Comm	hand
	Call Deliv	ery - All Hours	Message [Delivery - Inactive
	From 08:30 AN	1 Sunday Monday	From 08:30.4	KM Sunday Monday
	To 05:30 PM	This is a second second	To 05:30 F	Tuesdau
	Retry 🕛 Tir	mes Thursday Friday	Retry 3 T	imes Thursday Friday
	CONTRACTOR OF THE OWNER	The second se	Delay 15 N	

Figure 2-11: The Device Setup Form

Group Boxes

Group Boxes are used to distribute messages among a group of two or more boxes. The group box may contain all active subscribers and/or departments in the system. These type of boxes are popular in Customer Support departments to distribute messages to the technicians.

Programming a Group Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Information box. To set up and customize an Information box, use the following forms and menus.

- Subscriber Setup Form
- Activate → Message Center Menu
- Type Menu
- Subscriber Group Selection List

Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.

	Subscriber Se	tup - BE	NJAMIN	FRANKL	.IN		_ 🗆 🗙
	File Select T	ype Edi	t View	Activate	Gender	Say	- 22 - 52 M
Screen Path:	First Name		Middle Na	ame	Last N	ame	
Select:	BENJAMIN			_	FRANK	KLIN	
 Edit → Subscriber → Choose Subscriber → Or Close Choose Subscriber Window 	Primary Ext.	110			PIN	Number	XXX
	When Ask For	BENJAM	IN FRAN	KLIN BEN	JAMIN		
	Prompt With	BENJAMIN FRANKLIN					
For New Subscriber	Password	******				Conferen	ce Prioriity 0

Figure 2-12: The Subscriber Setup Form

Activate→Message Center Menu

The Activate \rightarrow Message Center Menu allows you to enable or disable options the user will have while inside their mailbox.

Screen Path:			Activate Gender Say		7.6 (11)
ect: Edit→ Subscriber→ Choose Subscriber→ Or Close Choose Subscriber Window For New Subscriber→ Select Activate From Toolbar→ Select Message Center	First Name BENJAMIN Primary Ext. When Ask For Prompt With Password	Middle Nan 110 BENJAMIN FRANK BENJAMIN FRANK		* · · · · · · · · · · · · · · · · · · ·	Activate Get Callers Number Verbose Quick and Dirty Play First Message Play Time Received Play Callers Name Exit to Main Prompt Use Touch Tone Confirm Delete Message Skip Deleted Message Favor Take a Message

Figure 2-13: The Activate Message Center Menu

Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Group Box.)

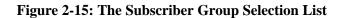
	Subscriber S	ANKLIN	
 Screen Path: Select: Edit → Subscriber→ 	File Select First Name BENJAMIN	Type Edit View Act ✔ Subscriber Client	ivate Gender Say Last Name FRANKLIN
Or Close Choose Subscriber Window When Asl	Primary Ext. When Ask Fo	Department Information Box Group Msg. Box	PIN Number *** I BENJAMIN
 For New Subscriber→ Select Type From Toolbar 	Prompt With Password	16 OTE	Conference Prioriity 0

Figure 2-14: The Type Menu

Subscriber Group Selection List

The Subscriber Group Selection List allows you to add or remove subscribers from the group box.

File		
Active Group	Selection List	
DONALD DUCK JAMES DEAN	BENJAMIN FRANKLIN CO DIRECTIONS CO INFORMATION GEORGE WASHINGTON JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES OFFICE HOURS OPERATOR SALES	



Uniform Call Distribution Boxes

Uniform Call Distribution Boxes are used to send callers to a group of two or more subscribers using a circular hunt method. This type of box is useful if you have a department(s) and you wish to evenly distribute calls among the personnel in that department.

Programming a Uniform Call Distribution Box

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Uniform Call Distribution box. To set up and customize an Uniform Call Distribution box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Type Menu
- Uniform Call Distribution Selection List

Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.

	Subscriber Se	tup - BENJAMIN FRANK	LIN	_ 🗆 🗙
Screen Path: Select: • Edit \rightarrow	File Select T First Name BENJAMIN	ype Edit View Activate Middle Name	Gender Say Last Name FRANKLIN	
 Subscriber → Choose Subscriber → Or Close Choose Subscriber Window For New Subscriber 	Primary Ext.	110	PIN Number	xxx
	When Ask For	BENJAMIN FRANKLIN I BEI	NJAMIN	
	Prompt With	BENJAMIN FRANKLIN		
	Password	*****	Conference	ce Prioriity 0

Figure 2-16: The Voice Link Form

Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.

	Subscriber Setup - BENJAMIN FRANKLIN	
 Screen Path: Select: Edit→ Subscriber→ Choose Subscriber→ Or Close Choose Subscriber Window For New Subscriber→ Select Activate From Toolbar 	File Select Type Edit View Activate Gender Say First Name Middle Na Message Center > Vax Systen > BENJAMIN 110 Auto Station Log on > Auto Station Log on > When Ask For BENJAMIN FRAN Out of Office Announce Transfer Get Callers Name > Prompt With XXXXXXXXX Yersonal Greeting Intercom Paging Page On Transfer Notify By Pager Notify By Pager No Directory Entry No User Options Yersonal Company Yersonal Company	ce Prioriity 0

Figure 2-17: The Activate Menu

Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Uniform Call Dist.)

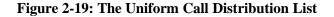
Concer Dethe	Subscriber S	etup - BENJAMIN FR	ANKLIN	
 Screen Path: Select: Edit→ Subscriber→ Choose Subscriber→ Or Close Choose Subscriber Window For New Subscriber→ 	File Select First Name BENJAMIN Primary Ext. When Ask Fo	Type Edit View Act Subscriber Client Department Information Box		
 Select Type From Toolbar 	Prompt With Password	Uniform Call Dist. Visual Tree	Conference	e Prioriity 0

Figure 2-18: The Type Menu

UniformCall Distribution Selection List

The Uniform Call Distribution Selection List allows you to add or remove subscribers in the Uniform Call Distribution group.

Automatic Call Disturbition Selec	tion Box - OPERATOR
Active Group	Subscribers List
BENJAMIN FRANKLIN OPERATOR	DONALD DUCK GEORGE WASHINGTON JAMES DEAN JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES



Visual Tree Boxes

Visual Tree Boxes allow you to set up a multiple level system. The system will play a pre-recorded audio menu offering callers options on how their call will be directed. The Visual Tree box allows you to have dial options for several different types system functions.

Programming a Visual Tree Box

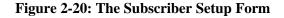
You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new Visual Tree box. To set up and customize a Visual Tree box, use the following forms and menus.

- Subscriber Setup Form
- Activate Menu
- Type Menu
- Visual Tree Interface Form

Subscriber Setup Form

The Subscriber Setup Form contains general information about the box.

	Subscriber Setup - BENJAMIN FRANKLIN		LIN 📃 🗆 🗙
Screen Path:	File Select 1 First Name BENJAMIN	ype Edit View Activate Middle Name	Gender Say Last Name FRANKLIN
Screen Faul: Select: • Edit → • Subscriber → • Choose Subscriber → • Or Close Choose Subscriber Window For New Subscriber	Primary Ext.	110	PIN Number
	When Ask For	BENJAMIN FRANKLIN BEI	NJAMIN
	Prompt With	BENJAMIN FRANKLIN	
	Password	xxxxxxxx	Conference Prioriity 0



Activate Menu

The Activate Menu allows you to enable or disable user features for the current subscriber box.

	Subscriber Setup - BENJAMIN FRANKLIN	
 Screen Path: Select: Edit→ Subscriber→ Choose Subscriber→ Or Close Choose Subscriber Window For New Subscriber→ Select Activate From Toolbar 	File Select Type Edit View Activate Gender Sa First Name Middle Na Message Center Vax Systen Vax Systen Primary Ext. 110 Auto Station Log on Out of Office When Ask For BENJAMIN FRAN Out of Office Announce Transfer Prompt With BENJAMIN FRAN Cet Callers Name V Personal Greeting Password ********* Intercom Paging Page On Transfer No Directory Entry No Directory Entry No User Options	;

Figure 2-21: The Activate Menu

Type Menu

The Type Menu allows you to select the type of box the current subscriber is. (Set this for Visual Tree.)

Screen Path:

Select:

- Edit→
- Subscriber→
- Choose Subscriber→
 Or Close Choose Subscriber Window For New Subscriber→
- Select Type From Toolbar

Subscriber S	etup - BENJAMIN FR	ANKLIN
File Select First Name BENJAMIN	Type Edit View Acti ✔ Subscriber Client	ivate Gender Say Last Name FRANKLIN
Primary Ext. When Ask Fc	Department Information Box Group Msg. Box	PIN Number ***
Prompt With Password	Uniform Call Dist. Visual Tree	Conference Prioriity 0

Figure 2-22: The Type Menu

Visual Tree Interface Form

The Visual Tree Interface Form allows you to define where or how different caller dialed digit entries are routed.

Visual Tree Interface for (OPERATOR	×
File View Prompts		
Master DTMF S	equence Description	
Tree Entry		
When Ask For		
Prompt With		
Current Level	On Go To	
Visual Tree	Max Digits 0 seq 0	Type of Signaling Type C Level C Next Level
■ 00 MASTER - Maste	er Record	Answer N0 to Question Answer YES to Question Call Operator Goto Extension Goto Level Goto Subscriber Invalid Call Control Undefined

Figure 2-23: The Visual Tree Interface Form

MAINTAINING YOUR ATLAS WAV

Some of the tasks required in the maintenance of your Atlas WAV are listed below:

- Modify boxes as needs change.
- Create new boxes or delete ones no longer needed.
- Record new greetings and Visual Trees or modify existing ones.
- Set up or modify Communication Links for box owners.
- Troubleshoot problems.

CHAPTER

3 The Automated Attendant

WHAT IS THE AUTOMATED ATTENDANT?

The Automated Attendant is a prerecorded greeting that eliminates the need for an operator because it allows callers to direct their calls. When calls come in, the Automated Attendant greets the callers and informs them of various ways the callers can direct their calls. Callers then make their selections by pressing keys on their telephones.

There are two ways to use an Automated Attendant: the first is as a primary Automated Attendant the other is as a secondary or backup Automated Attendant. A primary Automated Attendant answers every call that comes into the company. A secondary Automated Attendant answers overflow calls that can not be answered by the operator.

When programmed correctly, the Automated 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

HOW AUDIO MENUS WORK

An audio menu is a recorded message that verbally gives a caller options associated with keypad numbers. Pressing the key associated with the option performs the action described by the option.

The following is an example of an audio menu.

"For Sales, Press 2" "For Shipping, Press 3" "For a Company Directory, Press 4" "For an Operator, Press 0"

Figure 3-1: An Example of an Audio Menu

SETTING UP THE AUTOMATED ATTENDANT

In a new Atlas WAV system there is a default greeting prerecorded. This means that any calls coming into the system will receive this greeting. To set up the Automated Attendant, you must program the Hours of Operation form, record a greeting and program the main greeting visual tree.

Programming The Hours of Operation

The Hours of Operation form allows you to define different greetings for different days, different times of day and different companies.

To open the Hours of Operation box from the main screen select Edit - Hours of Operation. The following form should now be on the screen.



Select:

- Edit→
- Hours of Operation →



If you have more then one company defined in the system you will have to select the company before the Hours of Operation form will appear.

Hou	urs of Operation -	MONDAY A	tlas Wav	×
File	e Select Dayo	of Week C	opy From	
- 2	Levels	From	To	Prompt to Play
MONDAY	Closed	12:00 PM	08:30 AM	GOOD_MORNING WELCOME EARLY_HOURS
	Morning	08:30 AM	11:50 AM	GOOD_MORNING WELCOME
	Lunch	11:50 AM	01:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
	Afternoon	01:00 PM	05:30 PM	GOOD_AFTERNOON WELCOME
	Evening	05:30 PM	06:00 PM	GOOD_EVENING WELCOME AFTER_HOURS
	Closed	06:00 PM	11:59 PM	GOOD_EVENING WELCOME AFTER_HOURS

Figure 3-2: Hours of Operation Form

Defining Which Prompts to Play

The Atlas WAV allows for extreme flexibility in setting up the Automated Attendant Greetings. The Administrator is able to use several different prompts strung together to create a single message for the outside caller.

A prompt is a file that is recorded into the system and played back to callers. These prompts can be up to 74 minutes long.

Selecting which prompts to play will depend greatly on the setup that your customer requires. There may be some instances where you only need one prompt defined for everyday all day and other instances where you need to very your prompts for different times of the day and different days of the week. So before proceeding it is a good idea to determine what type of application you will be attempting to install.

Naming the Prompt to Play

The prompt(s) to be played must have a name. It is recommended that you name the prompt something that will be easily associated with what it is used for. For example, if you wanted to have a prompt that said "Good Morning" you might call it **good_morning** or **goodmorning**. In a multiple company application you might refer to this prompt as **good_morning_abc**, where "abc" is the company name.

In the screen sample on the previous page you will notice that there are a few different prompt names on the same line. This allows you to just record one main greeting and also allow for a different opening for the caller during different time of the day. For example the "OPEN" prompt is used in a couple of different time slots but it is proceeded by either "good_morning", "good_afternoon" or "good_evening". Programming the hours of operation this way gives the caller a little bit more personal feeling when interacting with the voicemail.

Defining Times of Day to Play Prompts

Each level has a "From" and "To" field. These are used to define the time period that a prompt is played for. The only one of these fields that is settable is the "To" field. The "From" field is controlled by the previous levels "To" field.

The "To" field is the time that you wish the current prompt to stop playing and the next level to start. This time can either be entered in a 24 hour format or in a 12 hour format using AM and PM. There must be a colon between the hour and minutes. For example 2 o'clock PM can be entered as either 02:00 PM or 14:00.

Enabling Levels

The Atlas WAV allows for up to six different greetings per day per company. The number of greetings that are enabled is controlled by the "Levels" buttons. On the screen these are labeled Closed, Morning, Lunch, Afternoon, Evening and Closed. This labeling is for reference only. The levels do not have to be used for what they are labeled.

To enable or disable a specific level simply click on the button for that level. If the button is pushed in that level is enabled if the button is pushed out it is disabled.

You may have as few as one level enabled or as many as six. When enabling or disabling levels keep in mind that the system always looks at level one first and the level two etc.. until it finds an enabled level. If there are no levels enabled the system defaults back to the previous greeting that was being played.

Vote: When naming prompts they have to be one word (no spaces). To space out a prompt name use the "_" (underline) key for a space.



the time and AM

or PM

Selecting Day of Week

The current day of the week that you are programming is located at the left hand side of the form. To select a different day click on Day of Week and then click on the day you wish to program or press the $\langle ALT \rangle$ key followed by the $\langle D \rangle$ then use the arrows to select the day you wish and press the $\langle Enter \rangle$ key.

Copying Prompts to Different Days

To copy the settings from one day to another select the day you wish to change (see the previous paragraph). Then click on Copy From and then click on the day of week you wish to copy the settings from or press the $\langle ALT \rangle$ key followed by the $\langle C \rangle$ key. Then use the arrow keys to select the day of the week to copy the settings from and then press $\langle Enter \rangle$.

Changing the Current Company

You should save any changes you wish to keep before changing companies. To change the current company you are working on click on Select and the Company. A list of companies will now be displayed. Double click on the company you wish to edit next.

Saving Changes

To save your changes click on File and then Save or press the $\langle ALT \rangle$ key followed by the $\langle S \rangle$ key.

Exiting the Hours of Operation Form

To exit the Hours of Operation Form click on File and the Exit or press the $\langle ALT \rangle$ key followed by the $\langle E \rangle$ key.

Recording Prompts

Recording the prompts that you set up in the Hours of Operation form requires that the Atlas WAV be attached to a telephone system.

To start recording the prompts select a channel that has a single line port attached to it by clicking on the window for that channel.

After selecting an active channel click on Prompts and the Greetings. The following screen should now appear.

hone N	reeting Optior umber · Company	
00 01	Default ABC	Welcome to We are closed today Good morning Good afternoon Good evening We are not open yet We are closed at lunch We are currently closed Thank you for calling How May I Direct Your Call

Figure 3-3: System Greetings Form

To begin recording greetings enter an extension number of a telephone nearby that you can use to record the prompts in the phone number field. Then click on File and the Dial. The system will call the extension that you entered into the phone number field, while the phone is ringing pick up the handset and say hello. You should notice that the text on the screen will change from gray to black.

Once the text has changed from gray to black double click on the company that you wish to record the greetings for in the left hand column. The greetings you have set up in the Hours of Operation Form will now appear in the right hand column. Click on the greeting you wish to record and then click on Greeting and the Record. You will now hear beep. After the beep start recording the prompt. Once you have recorded the prompt the system will play the recording back to you to verify that it sounds correct. If you approve of the recording continue for any other prompt that needs to be recorded. If you do not like the recording simply click on record again to rerecord it.

After you have finished recording all of the greetings Click on File and then Exit to close the System Greetings Form.

Defining Main Greeting Audio Options

In your main greeting prompt(s) you may want to give the caller single digit dialing options, for example dial 1 for sales or dial 2 for shipping. These options can very by company.

The screen to define the main greeting audio options can be accessed by Clicking on Edit \rightarrow Switch Integration, Edit – In Band – Main Greeting. The following screen will then open.

Main Greeting C	all Control -	Atlas WAV	MAST	FER - Mast	er Record	×
File View Pr Master Tree Entry	DTMF Se MASTER	quence D	escript aster F	ion Record		
DTMF Prompt						
Speech Promp	<u> </u>		_			
Current Level	ΞO	On Go To		1	Turn of Clausefing	
Visual Tree		Max Digits	0	seq 0	Type of Signaling • Type O Level O Next L	evel
CO MASTE	R - Master	Record			Answer ND to Question Answer YES to Question Call Operator Directory Extension External Number Forward Busy Goto Extension Goto Level Goto Pin Number Menu Goto Subscriber Invalid Call Control Master Record Undefined	

Figure 3-4: Main Greeting Caller Options

See Chapter 4 (Setting up a Basic WAV System) for detailed information on adding dialing options to the Main Greeting.

CHAPTER

4 Setting Up a BASIC Atlas WAV System

This chapter will provide step by step instructions to set up a basic Atlas WAV Voice Mail / Auto Attendant system. You will need to determine several items and operations prior to programming your Atlas WAV system. It would be very helpful for you to write these things down so that you can see how you want your system to operate:

BASIC INFORMATION REQUIREMENTS

- Mailbox Numbers (should match your extension numbers)
- List of Mailbox Subscribers (owners) & extension numbers
- Hours of operation (Day / Night / etc.)
- Company Greeting (what your callers will hear when the Auto Attendant answers) You may need several:
 - Normal morning greeting
 - Normal afternoon greeting
 - Closed for business greeting
 - Weekend greeting
- Caller Options (what you will allow your callers to do from the Company Greeting)
 - Dial an extension
 - Call the Operator
 - Access a company directory
 - Access pre-recorded information (directions, business hours, promotions, etc.)

BASIC WAV SETUP

The Atlas WAV system is a very full featured Voice Mail / Auto Attendant system with a very complete set of features to match almost any customer requirement. In many cases a basic system is all that is required and the WAV can be set up as a basic system very quickly and with very little programming. Simply:

- Set up The Operator
- Set up your mailboxes
- Set up your Hours of Operation
- Record your company greetings
- Set up dialing options in your main greeting

INTEGRATING THE WAV TO THE ATLAS PHONE SYSTEM

You need to make all the connections between the Atlas WAV and the Atlas phone system first. Next you need to do the appropriate programming in the phone system. When this is done you will have "integration" between the two systems.

Please see the Atlas WAV Quick Start Guide (Section 2) for detailed instructions on the following:

- Connect the SMDI (integration) cables to the appropriate COM port of the SMDR unit of your Atlas phone system and to the COM 1 port of the Atlas WAV.
- Pay attention to the DIP Switch settings on the SMDR unit (or card) that are required for proper WAV operation and integration.
- Connect the Single Line Ports to be used for Voice Mail from your Atlas phone system to the Voice Card ports on the back of the Atlas WAV.
- Be aware that the single line ports used must observe the following order: Port 2 must be a higher numbered port than port 1, port 3 must be a higher numbered port than port 2, etc.

PROGRAMMING THE ATLAS PHONE SYSTEM FOR WAV OPERATION

You must program the Single Line Ports used for the WAV to be defined as Voice Mail Ports and they must be set up in a Station Hunt Group for ease of operation. Determine if you want the WAV to be the primary answering device for your calls or whether it will be a backup to a live operator and program the ringing assignments accordingly.

Please see the Atlas WAV Quick Start Guide (Section 2) for detailed instructions on the following:



If ports not used in the WAV are set to "Voice Mail Port" then integration will not work properly.

VOICE MAIL PORTS

- Each of the Single Line Ports used for the WAV must be defined in their class of service as a Voice Mail Port. (Set to YES)
- It is very important to make sure that all other ports in the Atlas phone system <u>are not</u> defined as Voice Mail Ports (Must be set to NO)

Note: Make sure that each successive port is a higher numbered port than the previous port.

STATION HUNT GROUP

- Select the appropriate station hunt group to be used for the Atlas WAV
- Program all of the Single Line Ports used for the WAV into this station hunt group
- You may program one of the flexible keys on the Atlas keyphones to be a "one button" access to the WAV if desired.

RINGING ASSIGNMENTS

- Direct Ringing
 - Program Direct Ringing if you want the WAV Auto Attendant to answer all incoming calls immediately.
 - To have a live operator serve as backup program the operator station(s) for delayed ringing.
- Delayed Ringing
 - Program Delayed Ringing if you want the WAV Auto Attendant to answer only after calls have been ringing for a pre-determined period of time
 - In this scenario the live operator would be programmed to ring immediately on incoming calls.

ENTERING PROGRAMMING (SYSTEM ADMINISTRATION)

With the WAV installed and powered up you should be at the main screen as shown in Fig. 4-1:



Figure 4-1: WAV Main Screen

Vote: If you have more than 4 ports, those ports will also show up as individual channels. Once you are at the WAV Main Screen you must Log On to the system as system administrator. Using your mouse, "click" on File - Log - On as shown in Figure 4-2.

File Set Select	Edit View Update Restart Schedule
Log	On scribers")
Validate	Off Id - ns Post Calls OFF") oaded")
Prompts Edit Backup / Resto	 Channel Not Active'') Loading Subscribers'') Tile Not Found - ns Post Calls OFF'') Subscribers Loaded'') Channel Not Active'') em Inactive - logging off'')
Exit	
(00) Main::State	;("New Prompts need to be recorded") ;("System Inactive logging off") ;("System Inactive logging off")

Figure 4-2: Logging On

The WAV will then ask for your password. See Figure 4-3. Enter "install". This is the default password. When the correct password is entered the WAV will tell you that you have system access. You may now proceed with the necessary programming to set up your system.

System Access	×
Password	
	1
OK	ļ

Figure 4-3: Entering Password

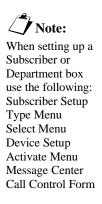
SET UP THE OPERATOR

You should always have an operator programmed in the Atlas WAV. When the Auto Attendant answers the incoming call and also when an outside caller leaves a message in a mailbox, many times they need to be able to dial "0" and be transferred to a live operator. All mailbox owners including the Operator are called *"subscribers"* in the Atlas WAV.

Screen Path:

- Select:
- File→
- Log→
- ON→
- Enter password (install) when requested

From the Main Screen select Edit – Subscriber as shown in Figure 4-4. Then the Select Subscriber screen (Figure 4-5) will open and will show existing subscribers (if any) and their extension / mailbox numbers.



File	Set Select	Edit View Update	Restart Schedule	
(03) (03) (03)	Channel: Grammar Channel:	Schedule	t Calls OFF'')	
(03) (04) (04) (04) (04)	Channel: Channel: Grammar Channel: Channel:	Holiday Schedule In / Out Status	t Calls OFF'')	
	Main::Sta Wav - chann Main::Sta	Inn Phone	biff'')	
(00) (00) (00)	Main::Sta	t o('North Comparison to cont ecorded'') te("System Inactive logging off'') te("System Inactive logging off'')		

Figure 4-4: Edit Subscriber

Select Subscriber - Atlas Wav	×
BENJAMIN FRANKLIN DONALD DUCK GEORGE WASHINGTON JAMES DEAN JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES	105 120 130 140 150 160 170 180

Figure 4-5:	Select Subcriber	Screen
-------------	------------------	--------

You may select one of the existing subscribers to edit their mailbox by "double clicking" on that subscriber. To enter a new subscriber simply select the close button at the upper right corner of the Select Subscriber screen. A blank Subscriber Setup form (Figure 4-6) will open and you can enter information for a new subscriber. **You must begin by clicking File – New**.

Subscriber Setup		
File Select Type First Name	Edit View Activate Middle Name	Gender Say Last Name
l' J Primary Ext. When Ask For		PIN Number
Prompt With Password		Conference Prioriity 0



Enter OPERATOR as First Name, (no last name) and enter primary extension (extension number). Then choose Select and check "as Operator" (Figure 4-7).

Subs	criber Setup - OPEF	RATOR	
File First M DPEF	Subscriber	View Activate He Name	Gender Say Last Name
Prim Whe	Next 나 Previous Company ▶		PIN Number xxx
Pro Pa	Toll Restriction		Conference Prioriity 0

Figure 4-7: Select "As Operator"

Next choose Type and you will see that Operator is automatically set as a Department (Figure 4-8). Operator is set as a Department because there is no last name entered.

Subscriber S	etup - OPERATOR	
File Select First Name DPERATOR	Type Edit View Activat Subscriber Client	e Gender Say Last Name
Primary Ext. When Ask Fc Prompt With Password	Department Information Box Group Msg. Box Uniform Call Dist. Visual Tree	PIN Number *** Conference Prioriity 0

Figure 4-8: Set Type as Department

Note: When you enter any new subscriber you must begin by clicking File – New and then entering the information. When this is entered select File - Save (Figure 4-9)and the WAV will automatically enter the rest of the information on the Subscriber Setup form. (Figure 4-10)

Note:
To make your

changes permanent you must "click" File – Save. If you close a form or screen without doing this, your changes will not be made.

Subscriber Setup - <new subscriber=""></new>			
New	View Activate Gender S		
Save Save Name Change Delete Delete List	PIN Nu	mber	
Duplicate Subscriber Exit	Co	nference Prioriity 0	

Figure 4-9: File – Save

Subscriber Se	tup - O	PERATOR	1			_ 🗆 X	
File Select 1 First Name OPERATOR	Гуре Е	dit View Middle Nar		Gender Last N		- Ar - UR	
Primary Ext.	100		_	PIN	Number	***	
When Ask For	OPER/	TOR					
Prompt With	OPER/	TOR		38			
Password	******	*****			Conference Prioriity 0		

Figure 4-10: Subscriber Setup – Operator

The PIN number is the mailbox Personal Identification Number (password) that is entered via the touch tone pad of the telephone. The default PIN is 123. The Password shown at the bottom of the form is a verbal password spoken by the mailbox owner only if the voice recognition option is ordered.

When you enter File – Save you will hear "Changing office extension to primary extension 100". The WAV *automatically* sets up the Device Setup (Figure 4-11) for your office extension.

If your subscriber does not have any additional communications devices – such as pagers and cell phones – then you do not need to do anything else with the Device Setup form.

Device Setup -	OPERATOR				
File Edit Trans	fer Type Define /	As Options Super	vision		
OFFICE	Label	OFFICE		🔒 🗖	
Concord and a period and a period	Number	100			
	Prompt	OFFICE EXTENSIO			
	Access Code	P	ager ID	Delay Min	
	Rings No Answer	5 Queuing 1	MWL Comman	nd	
	Call Deliv	ery - All Hours	Message Delivery - Inactive		
	From 08:30 AM	Sunday Monday	From 08:30.AM	- Sunday Monday	
	To 05:30 PM	Tuesday Wednesday	To 05:30 PM	- Tuesday Wednesday	
	Retry 0 Tin	nes Thursday Friday	Retry 3 Time	es Thursday Friday	
	Delay 🕛 Se	ec. Saturday	Delay 15 Min.		

Figure 4-11: Device Setup

If the installation has a general company **fax machine** then this fax machine must be associated with the Operator. The general fax is used to receive a fax whenever fax tone is received on an incoming line. This device is used whenever fax tone is detected by the Auto Attendant. This information is entered in the Device Setup – Operator screen.

Begin by clicking File – New (Figure 4-12).

Device Setup -	OPERATOR			
File Edit Transl	erType Define A	as Options Supe	rvision	
New 📐	Label	OFFICE		🔒 🗔
Save **	Number	100	- 🛄	
Delete	Prompt	OFFICE EXTENSIO	N	
Exit Save & Exit	Access Code	P	'ager ID	Delay 0 Min
	L Rings No Answer	5 Queuing 1	MWL Com	mand
	Call Delive	ery - All Hours	Message	Delivery - Inactive
	From 08:30 AM	Sunday Monday	From 08:30	wonday
	To 05:30 PM	Tuesday Wednesday	To 05:30	RM Tuesday Wednesday
	Retry Tim	nes Thursday	Retry 3	Times Thursday Friday
	Delay 🕘 Se	c. Saturday	Delay 15	Min. Saturday

Figure 4-12

Enter FAX in the Label field. Enter the Single Line Port Extension Number connected to the Fax machine in the Number field. Enter FAX MACHINE in the Prompt Field. (Figure 4-13) Then select Define As and define the device as a FAX device. (Figure 4-14)

Device Setup -	OPERATOR				
File Edit Trans	sfer Type Define /	As Options Super	vision		
OFFICE	Label	FAX			
h	S Number	145			
	Prompt				
	Access Code	P	ager ID	Delay Min	
	Rings No Answer	5 Queuing 1	MWL Command		
	Call Deliv	ery - All Hours	Message Delivery - Inactive		
	From 08:30 AM	Sunday Monday	From 08:30.AM	Sunday Monday	
	To 05:30 PM	Tuesday Wednesday	To 05:30 PM	Tuesday Wednesday	
	Retry 0 Tin	nes Thursday Friday	Retry ³ Times	Thursday Friday	
	Delay 🚺 Se	c. Saturday	Delay 15 Min.	Saturday	

Figure 4-13: Operator Fax Machine

Device Setup - OPERA	TOR	
File Edit Transfer Type	Define As Options Supe	ervision
OFFICE La Nur	Coll Phone	
Pro	Voice Mail	Pager ID Delay Min
Rings No	Pager	MWL Command
	Video Phone	Message Delivery - Inactive
From	Net Phone E-Mail	From 08:30 AM Sunday
To	05:30 PM Wednesday	To 05:30 PM Tuesday Wednesday
Retry	0 Times Thursday Friday	Retry 3 Times Thursday Friday
Delay	0 Sec. Saturday	Delay 15 Min. Saturday

Figure 4-14: Define as Fax Device

Select File – Save to save the entries. Your screen will appear as in Figure 4-15.

Device Set	up - OPERATOR			
File Edit 1	Transfer Type Define	As Options Supe	rvision	
FAX	Label	FAX	 	
OFFICE	Number	145		0
	Prompt	FAX MACHINE		
	Access Code	P	ager ID	Delay 0 Min
	Rings No Answei	5 Queuing 1	MWL Command	±
	Call Deliv	/ery - All Hours	Message Deliv	very - Inactive
	From 08:30 AM	4 Sunday Monday	From 08:30 AM	Sunday Monday
	To 05:30 PM	1 Tuesday Wednesday	To 05:30 PM	" Tuesday Wednesday
	Retry 🕛 Ti	mes Thursday	Retry 3 Time:	s Thursday Friday
	Delay 0 S	ec. Saturday	Delay 15 Min.	Saturday

Figure 4-15: FAX Device Saved

For explanations of the Activate Menu, Message Center Menu and Call Control Form see Setting Up Subscriber Mailboxes.

SET UP SUBSCRIBER MAILBOXES

Subscriber and Department boxes can be used for the following:

- Record and store messages from both inside and outside callers.
- Make and send messages to other box owners.
- Give a copy of a message to another box owner.
- Notify a box owner of newly received messages
- Transfer a call to an extension.
- Provide alternate call handling if an extension is busy or doesn't answer.
- Forward callers to other subscribers automatically.

You may either program an existing box or create a new box. When you select Edit - Subscriber a list of all boxes currently in the system is displayed on the screen. At this point you should either select one of the subscribers listed or select the close button on the top right corner of the list to create a new subscriber. To set up and customize a subscriber box, use the following forms and menus. The only difference between Subscriber and Department Boxes is that Department Boxes only allow for First name while Subscriber boxes allow for First and Last name.

- Subscriber Setup
- Type Menu
- Device Setup
- Activate Menu
- Message Center Menu
- Call Control Form

You can setup each subscriber basically the same way as the Operator. Start with the Subscriber Setup form as in Figure 4-6 and enter the subscribers first name, last name and extension number. See figure 4-16.

Subscriber Se	tup - <n< th=""><th>lew Sub</th><th>scriber></th><th></th><th></th><th>_ 🗆 X</th></n<>	lew Sub	scriber>			_ 🗆 X
File Select T First Name DONALD	ype Ec	lit View Middle Na	Activate ame	Gender Last N DUCK		- 900 - 100 -
Primary Ext. When Ask For Prompt With Password	102			PIN	Number Conference	Prioriitu 0

Figure 4-16: New Subscriber

When you set up a subscriber mailbox (first & last names) the WAV will automatically set the type as subscriber. You can click on Type to verify this. (Figure 4-17)

Subscriber S	etup - DONALD DUCK	
File Select	Type Edit View Activate	Gender Say
First Name	🖌 Subscriber	Last Name
DONALD	Client	риск
Primary Ext.	Department Information Box	PIN Number
When Ask Fo	Group Msg. Box ALD	
Prompt With	Uniform Call Dist.	
Password	Visual Tree	Conference Prioriity 0

Figure 4-17: Type – Subscriber

When you enter any new subscriber you must begin by clicking File – New and then entering the information.

Note:

Then, as always, click File – Save to save your changes. When you do this the WAV will automatically fill in the rest of the information in the New Subscriber Form (Figure 4-17) and will set up the Office Extension (Figure 4-18).

Subscriber Se	tup - DONALD DUCK			
First Name	Type Edit View Activate Middle Name	Gender Say Last Name		
DONALD		риск		
Primary Ext.	102	PIN Number XXX		
When Ask For	DONALD DUCK [DONALD			
Prompt With	DONALD DUCK			
Password	*****	Conference Prioriity 0		

Figure 4-17

Device Setup -	DONALD DUCK					
File Edit Trans	fer Type Define /	As Options Sup	pervision			
OFFICE	Label	OFFICE				
Concession and a first strategy at	Number	102				
	Prompt	ION				
	Access Code	Ì	Pager ID	Delay 0 Min		
	Rings No Answer	5 Queuing	1 MWL Command			
	Call Deliv	ery - All Hours	Message Deliv	Message Delivery - Inactive		
	From 08:30 AM	1 Sunday Monday	From 08:30.AM	Sunday Monday		
	To 05:30 PM	1 Tuesday Wednesday	To 05:30 PM	Tuesday Wednesday		
	Retry 0 Tin	nes Thursday Friday	Retry 3 Times	Thursday Friday		
	Delay 🕛 Se	ec. Saturday	Delay 15 Min.	Saturday		

Figure 4-18: Office Extension Setup

The WAV will automatically set up some default capabilities for the mailbox that can be seen in the Activate Menu and the Activate - Message Center Menu. (Figure 4-19, 4-20 & 4-21)

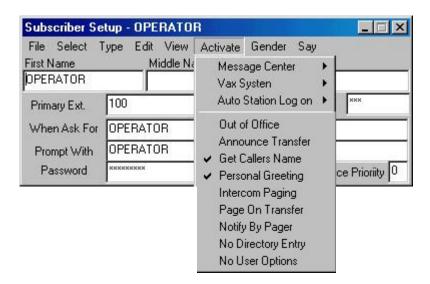


Figure 4-19: Activate Menu

When the Activate Menu is opened (Figure 4-19) it will show the default options that are active for the mailbox. These options have a check mark by them. <u>Get Callers Name</u> will ask the incoming caller for their name: "May I say who is calling?". <u>Personal Greeting</u> will play the personal greeting the mailbox owner has recorded when the caller reaches the mailbox.

Message Center ▶ Will open up the Message Center Menu

Vax System Vill open up the Vax System Menu. (Optional Feature)

Auto Station Log On ⁺ will open up the following menu:



Figure 4-20: Auto Station Log on

Auto Station Log on (Figure 4-20) shows the default as Direct Access. When this is checked the mailbox owner can get into the mailbox without entering a password. To require a password simply check <u>Request PIN</u>. When the mailbox owner accesses the mailbox the message "Please enter your PIN Number" will be heard and the PIN Number must be entered before the mailbox can be entered.

Next you can open the Activate – Message Center Menu and you will see the options that are enabled in default: (Figure 4-21)

First Name	Middle Nan		Message Center	Þ	*	Activate
DONALD		1	Vax Systen	۲	4	Get Callers Number
Primary Ext.	102		Auto Station Log on	۲		Verbose
When Ask For	DONALD DUCK D	Out of Office			-	 Quick and Dirty
Prompt With	DONALD DUCK		Announce Transfer			Play First Message
Password	*****	 Get Callers Name Personal Greeting Intercom Paging Page On Transfer Notify By Pager No Directory Entry No User Options 			Play Time Received	
			- 영화 방법 방법 방법 영화 문화		Ĭ	Play Callers Name Exit to Main Prompt
				~	Use Touch Tone Confirm Delete Message	
			- SK			Skip Deleted Messages

Figure 4-21: Activate Message Center Menu

The options shown with a check mark in the Activate Message Center Menu are those enabled in default. It is important that the top item – Activate – is checked (it will be by default). If it is not checked then callers will not be able to leave a message for the mailbox owner. The default settings will be suitable for most general applications

See Chapter 7 for a description of all of the options related to the Subscriber Setup screens.

Note: Activate <u>MUST</u> be checked in the Message Center Menu for the mailbox to be able to take messages.

Subscriber Se	tup - Di	DNALD DUCK	III			
File Select T	ype Ec	fit View Activate	Gender	Say	12 101	
First Name		Middle Name	Male			
DONALD]		Fema	ale		
Primary Ext.	102		PIN	Number	XXX	
When Ask For	DONALD DUCK DONALD					
Prompt With	DONALD DUCK					
Password	xxxxxxxxx			Conferen	nce Prioriity 0	

Figure 4-22: Gender Menu

The Gender Menu will allow you to select whether the subscriber is male or female. This is used in the phrases such as "Please hold while I try his cell phone" or "Would you like me to try her cell phone?"

Some subscribers, such as outside salesmen, would like to be notified when a message is left in their mailbox. The most common is to have the WAV call their cell phone and let them know that they have a message. This can be done very simply through the Device Setup screen. (Figure 4-23)

Device Setup -	DONALD DUCK			_ 🗆 🗵
	fer Type Define /	As Options Super	rvision	
CELL	Label	CELL		. 📖
OFFICE	Number	3039876543		
	Prompt	CELL PHONE		
	Access Code	P	ager ID	Delay 0 Min
	Rings No Answer	5 Queuing 1	 MWL Command	
	Call Deliv	ery - All Hours	Message Deliv	ery - Inactive
	From 08:30 AM	Sunday Monday	From 08:30 AM	Sunday Monday
	To 05:30 PM	Tuesday Wednesday	To 05:30 PM	Tuesday Wednesday
	Retry 0 Tin	nes Thursday	Retry 3 Times	Thursday Friday
	Delay 🗍 Se	ec. Saturday	Delay 15 Min.	Saturday

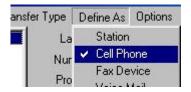
Figure 4-23: Device Setup

Figure 4-23 shows the subscriber with two devices associated with his mailbox. One is the office phone and the other is the cell phone. The cell phone is set up by going through the following steps after opening up the Device Setup screen:

- File New
- For Label Type: Cell
- For Number Type the Cell Phone Number (Do not enter 9 for outside line access)
- For Prompt Type Cell Phone
- Transfer Type Select Trunk



• Define As – Select Cell Phone



• Message Delivery – Inactive (Default)

Note:

Message Delivery – Inactive <u>will</u> light the Message Waiting Light on the Office Phone but will not call the cell phone

M	essac	e Deliv	ery - Inactive
From	08:3	0 AM	Sunday Monday
То	05;3	0 PM	Tuesday Wednesday
Retry	3	Times	Thursday Friday
Delay	15	Min.	Saturday

Without changing the default Message Delivery there would be no call to the cell phone when a message is left in the mailbox. You must change this to active and then set the notification times and the days to be active.

• Message Delivery – Active

From	00.5	0.414	Sunday
From	08:3	IU AM	Monday
To	05:3	IO PM	Tuesday
	3	7	Wednesday Thursday
Retry	3	Times	Friday
Delay	15	Min.	Saturday

This example shows Message Delivery active Monday through Friday from 8:30 AM until 5:30 PM. The WAV will retry 3 times with 15 minutes between attempts.

SET UP YOUR HOURS OF OPERATION

The Hours of Operation form allows you to define different greetings for different days, different times of day and different companies.

To open the Hours of Operation box from the main screen select Edit - Hours of Operation. The following form should now be on the screen.

ile	Select Day	of Week C	opy From	
а <u>.</u>	Levels	From	To	Prompt to Play
	Closed	12:00 PM	08:30 AM	GOOD_MORNING WELCOME EARLY_HOURS
Ī	Morning	08:30 AM	11:50 AM	GOOD_MORNING WELCOME
Ī	Lunch	11:50 AM	01:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
I	Afternoon	01:00 PM	05:30 PM	GOOD_AFTERNOON WELCOME
	Evening		06:00 PM	GOOD_EVENING WELCOME AFTER_HOURS
Ī	Closed	05:30 PM	12:00 PM	GOOD_EVENING WELCOME AFTER_HOURS

Figure 4-24: Hours of Operation Form

If the WAV serves more than one company use Select – Company and then double click on the company you wish to program:

Hours of Operation - MO				
File	Select	Day of V		
na la	Con	npany		

Figure 4-24 above shows the Hours of Operation schedule for Monday. There can be up to 6 different time periods defined for each day. The "Prompt to Play" section shows the prompt (or combination of individual prompts) that will be played when the Auto Attendant answers the incoming call during the time periods indicated.

Each prompt must consist of one word or more than one word connected by the "_" character. In Figure 4-24 the Lunch time prompt is actually 3 prompts tied together: Good_Afternoon plus Welcome plus Lunch_Hours. This will allow you to record a particular prompt once but be able to use it in combination with other prompts. As in the above the prompt "Welcome" is used in all time periods but only has to be recorded once.

Note: If you have more then one company defined in the system you will have to select the company before the Hours of Operation form will appear. In Figure 4-24 above the Evening Level is not active. To make it active you must click on the button "Evening". Clicking on an active button will make it inactive. The only time periods that you can program are the "To" periods. When a time is entered in a "To" period it is duplicated in the next active "From" period. Therefore if the Evening period was activated then the Evening "From" period would automatically be set at 5:30 PM (from the Afternoon "To" period) and whatever was entered in the Evening "To" period.

To select a different day of the week to program then click on Day of the Week and select the day you need.

Hour	s of Opera	ition - MONDAY Atlas
File	Select	Day of Week Cop
	Level	Sunday
М.	Close	🖌 Monday
N	Morni	Tuesday
D	Lunc	Wednesday
A Y		Thursday
1912	Afterni	Friday
	Eveni	Saturday

In most cases Monday through Friday will all be programmed with the same prompts. If this is the case you may simply copy one day's information to another. For example: Select Day of Week and check Tuesday. Then select Copy From and select Monday. This will automatically duplicate all of the Monday Hours of Operation information to Tuesday. Then select Day of Week and check Wednesday. Then select Copy From and select Monday again. Do this for all days that are going to be the same.

To make your changes permanent you must "click" File – Save. If you close a form or screen without doing this, your changes will not be made.

Hou	irs of Operation -	TUESDAY	' Atlas Wav
File	e Select Dayo	of Week 🛛	Copy From
	Levels	From	Sunday
T	Closed	12:00 P	Monday
U E S D	Morning	08:30 A	Tuesday
S	Lunch	11:50 A	Wednesday
	-		Thursday
Ā Y	Afternoon	01:00 P	Friday
	Evening		Saturday

RECORD YOUR COMPANY GREETINGS

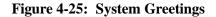
Recording the prompts that you set up in the Hours of Operation form requires that the Atlas WAV be attached to a telephone system. To start recording the prompts select a channel that has a single line port attached to it by clicking on the window for that channel.

After selecting an active channel click on Prompts and then Greetings.

🚜 Chan	nel (1) D	TMF 🔳 🖬 🔀
Channel	Actions	Prompts
	Wail	Subscriber
		System
		Greetings
100 AU		Holidays

The following screen should now appear.

File Greeting Option Ext Name	ns Description
	Prompts
Company	Greetings
00 Atlas Wav	Welcome to We are closed today Good morning Good afternoon Good evening We are not open yet We are closed at lunch We are currently closed Thank you for calling How May I Direct Your Call



The System Greetings screen appears and the existing greetings listed are shown in grey. To begin recording greetings enter an extension number of a telephone nearby that you can use to record the prompts in the "Ext" field. Then click on File and then Dial.



The system will call the extension that you entered into the "Ext" field. While the phone is ringing pick up the handset and say hello until you notice that the text on the screen changes from gray to black.

System Greetings File Greeting Options Ext Name [102]	s Description
107 118	Prompts
Company	Greetings
00 Atlas Wav	Welcome to We are closed today Good morning Good afternoon Good evening We are not open yet We are closed at lunch We are currently closed Thank you for calling How May I Direct Your Call

Once the text has changed from gray to black double click on the company that you wish to record the greetings for in the left hand column. The greetings you have set up in the Hours of Operation Form will now appear in the right hand column. Click on the greeting you wish to record and then click on Greeting and then Record.

File	Greeting Opti	Atlas Wav We are closed 💶 🗆 🗙 ons	
Ext	Play	Description	
102	Record	We are closed today	
	Remove	Prompts	
	Company	Greetings	
00	Atlas Wav	Welcome to	
		We are closed today Good morning	

You will now hear beep and a window will open up indicating that you should start recording.

Grootingo	-

After the beep start recording the prompt.

Once you have recorded the prompt the system will play the recording back to you to verify that it sounds correct. If you approve of the recording continue for any other prompt that needs to be recorded. If you do not like the recording simply click on record again to rerecord it.

After you have finished recording all of the greetings Click on File and then Exit to close the System Greetings Form.

SUBSCRIBER PROMPTS

When you set up your subscribers and closed the Subscriber Setup screen, you probably got a message over the speakers that said: "You have <number> subscriber prompts to be recorded".

You record these new subscriber prompts using the same procedure that you used for recording your greetings. Select Subscriber Prompts:



The Subscriber Prompt screen will appear.

User Prompts	_ 🗆 🗙
File Prompt Options Phone Number	
Prompt Name	
DEAN DONALD DUCK JAMES PHONE	

Follow the same procedure as you did for recording your Company Greetings.

- Enter Extension number in Phone Number area
- File Dial / Answer and say "Hello"
- Click on Name prompt
- Prompt Record / "beep" / Then record prompt

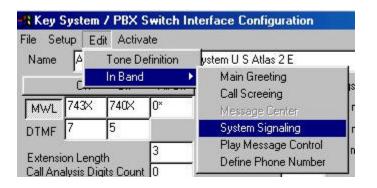
DIALING OPTIONS IN THE MAIN GREETING

Before setting Dialing Options in the Main Greeting you should look at the default settings in the System Signaling section. These default settings are global, meaning they are in effect anywhere in the WAV system.

By looking at these you will reduce the number of entries that you will have to make in your Main Greeting.

The screen that shows System Signalling can be accessed from the main screen by Clicking on File - Edit – Switch Integration, Edit – In Band – System Signalling.

File Set Selec	t Edit	View	Update	Restart	Schedule	
Log Validate Clean Up Prompts	*	loading ile No iubscri	g on Call'') g Subscrib t Found - r ibers Loac el Not Acti	ns Post Ca led'')	ills OFF'')	
Edit	•	Sv	vitch Integ	ration	OFFIN	
Backup / Restore		System Parameters (OFF'')				
	r::Error(' I::State('	PN	4DISetup 4SIntergr omm Ports	ation	: OFF'')	



When the screen appears then double click on the line "00 SYSTEM – General System Interface". This will show all of the In Band Signaling Codes that are already programmed in the WAV. (Figure 4-26) These codes are available throughout the WAV. If you need to change any of these simply double click on the particular code you wish to change and modify the entries that appear in the upper part of the screen.

In Band Signaling Ir	ntergration Tables	- SYSTEM	- General System Interface	×
File View Prompts				
	Sequence Descrip			
Hoe Endy	EM General	System Interf	ace	
DTMF Prompt				
Speech Prompt				
Current Level	On Go To			
Visual Tree	Max Digits 0	seq 0	Type of Signaling ● Type O Level O Next Le	evel
→ 00 SYSTEM - Ger → 00 # → 00 ## → 00 #× → 00 #× → 00 * → 00 × → 00 × → 00 00 × → 00 00	eral System Interface Answer No Directory Services Message Cent Answer Yes Quick Message go to operator go to operator		Access Help Answer NO to Question Answer YES to Question Ask to record a message Call Operator Caller ID Clear a Subscriber Dial By Name Dial by Name Client	
	go to operator General Extension General Extension External Phone	Number	Dial by Name Departments Dial by Name Personal Directory Dial by Name Subscribers Directory Do Not Use or ingore Extension External Number	¥

Figure 4-26: General System Interface

This screen shows what can be dialed by the caller and what action will take place when that digit(s) is dialed. For example: If the caller dials the pound key twice (##) the WAV will respond with "Using your touch tone pad, please enter the first few letters.....". Or if the caller dials "0" they will be transferred to the Operator.

All of the entries shown in the General System Interface are available in the Main Greeting. If there are additional items you would like to have available in the Main Greeting then you can enter these for the Main Greeting as shown below.

In your main greeting prompt(s) you may want to give the caller single digit dialing options, for example dial 1 for sales or dial 2 for shipping. These options can vary by company.

An audio menu is a recorded message that verbally gives a caller options associated with keypad numbers. Pressing the key associated with the option performs the action described by the option. The following is an example of an audio menu that can be used as the Main Greeting.

"For Sales, Press 1" "For Shipping, Press 2" "For a Company Directory, Press ##" "For an Operator, Press 0"



Be sure that you record the dialing options in your main greeting prompt The entries for Company Directory and for Operator are already present in the General System Interface so they are already available. Sales and Shipping need to be entered in the Main Greeting.

The screen to define the main greeting audio options can be accessed from the main screen by Clicking on File - Edit – Switch Integration, Edit – In Band – Main Greeting.

👷 Atlas Wa	w - chann	els (4)				_ 0 >
File Set S	elect Edit	View	Update	Restart	Schedule	
Log Validate Clean Up Prompts	> > >	Vaiting oading ile Not ubscri hanne	on Call") Subscrib Found - r bers Loac Not Acti	bers'') hs Post Ca led'') ve'')	alls OFF'')	
Edit	•		vitch Integ		OFET	

- Key Sys	tem / PBX Switch In	terface Configuration
File Setup	Edit Activate	
Name 🖡	Tone Definition	ystem U S Atlas 2 E
	In Band 🕨 🕨	Main Greeting
L 4		Call Screeing

The following screen will then open:

Main Greeting Call C	ontrol - Atlas Wav	×
File View Prompts	Sequence Sequence Description	
Tree Entry		
When Ask For		
Prompt With		
Current Level	On Go To	
Visual Tree	Max Digits 0 seq	Type of Signaling • Type O Level O Next Level
■ 00 MASTER - Mast	er Record	Answer N0 to Question Answer YES to Question Call Operator Directory Extension External Number Forward Busy Goto Extension Goto Extension Goto Level Goto Pin Number Menu Goto Subscriber Invalid Call Control Master Record Undefined

Next double click on "Master Record" so that it is highlighted and then click File – New to begin your first entry: "For Sales, Press 1". In the field "Tree Entry" enter the digit that the caller will dial – in this case the digit 1.

In the lower right hand box are listed the different possibilities that can happen when the "Tree Entry" digit is dialed. Double click on "Goto Subscriber".

The Select Subscriber window (Figure 4-5) will open up. Double click on the subscriber that you want to be dialed when the caller presses "1". In this example you double clicked on Sales.

Then click File – Save. Double click on Master Record and you will see that "1 Goto Subscriber SALES" has been added.

Next click File – New / enter "2" in the Tree Entry field / double click on "Goto Subscriber" / select SHIPPING (double click on it) and then click File – Save.

Double click on Master Record and you will see a screen as shown in Figure 4-28.

File View Prompt	II Control - Atlas Wav - MAST ts Sequence MFSequence Description STER Master Record	ER - Master Record
Current Level	On Go To Max Digits 0 seq 0	Type of Signaling • Type © Level © Next Level
00 MASTER - M	taster Record Goto Subscriber SALES Goto Subscriber SHIPPING	Answer NO to Question Answer YES to Question Call Operator Directory Extension External Number Forward Busy Goto Extension Goto Extension Goto Level Goto Pin Number Menu Goto Subscriber Invalid Call Control Master Record Undefined

Figure 4-28: Main Greeting Call Control

This chapter allowed you to set up your Atlas WAV in a manner that will fit most of your applications. The next chapter will present more advanced features that are available to be programmed.

CHAPTER

5 Using Advanced WAV Features

In Chapter 4 you used Subscriber and Department mailboxes in setting up a basic WAV system. There are additional types of mailboxes that can be used to enhance the WAV even further.

The types of boxes available in the WAV are:

- Subscriber
- Department
- Client Box
- Information Box
- Group Box
- Uniform Call Distribution Box
- Visual Tree Box

CLIENT BOX

The Client Mailbox is currently not available. It will be available in future releases of the Atlas WAV.

INFORMATION BOX

Information boxes are used to provide information to the caller. This is in the form of a pre-recorded message. The message is recorded as the personal greeting of the Information Box. The information box can then transfer a caller to an extension after the message is heard and/or take a message from the caller.

You initially set up an Information Box in much the same manner as you do for a Subscriber Box using the following:

- Subscriber Setup
- Type Menu
- Activate
- Message Center
- Call Control Form

These are not all required but are available if needed.

From the Main Screen select Edit – Subscriber From Subscriber Setup select File – New First Name – enter Company Directions Primary Ext. – enter a "fake" ext. number (this will become the box number and does not have to be a valid PBX extension)

Enter Type – Information Box

Subscriber S	en	ф -	KNe	woup	scrib
File Select	Ту	ре	Edit	View	Activ
First Name OMPANY DIR	Subscriber Client				
Primary Ext.		De	partm	ent	
anana ^{(k} arana	¥	Inf	ormati	on Box	
When Ask Fc		Gr	oup M	sg. Box	
Prompt With		Ur	iform I	Call Dis	ta i
Password		Vis	ual Tr	ee	1

Enter File – Save

Subscriber Se	IONS	_ 🗆 🗙	
File Select First Name OMPANY DIRE	Type Edit View Activate Middle Name CTIONS	Gender Say Last Name	
Primary Ext.	530	PIN Number	***
When Ask For	COMPANY DIRECTIONS		
Prompt With	COMPANY DIRECTIONS		
Password	I	Conference	Prioriity 0

When an incoming caller dials the Information Box number they will hear the message recorded as the personal greeting and then will hear the message: "How may I direct your call?"

Many times an Information box(es) is used in a Visual Tree.

GROUP BOX

Group Boxes are used to distribute messages among a group of two or more boxes. The group box may contain active subscribers and/or departments.

These types of boxes are typically for customer service department, sales department, etc. or in any situation where there is a need to be able to distribute the same voice message to many (two or more) subscriber boxes. For example: one voice message could be recorded in a sales box. This message will be duplicated in every box assigned to the sales box. For this example there will be a Sales Group Box with three sales person's mailboxes included.

Set up a Group Box using the following forms and menus:

- Subscriber Setup
- Type Menu
- Message Center
- Select Subscriber form

From the Main Screen select Edit – Subscriber From Subscriber Setup select File – New First Name – enter Sales Group Box Primary Ext. – enter a "fake" ext. number

(this will become the box number and does not have

to be a valid PBX extension)

Enter Type – Group Msg. Box

Subscriber S	etup	- SAL	ES GF	IOUP
File Select	Туре	e Edit	View	Activ
First Name SALES GROL		iubscrib Client	ber	
Primary Ext.)epartm nformati	ient ion Box	
When Ask Fc	V (iroup M	lsg. Box	
Prompt With	l	Iniform	Call Dis	t.
Password	١	/isual T	ree	

Enter File - Save

Subscriber Se	tup - SALES GROUP BO	× 📃 🗵
File Select T First Name SALES GROUP	ype Edit View Activate	Gender Say Last Name
Primary Ext.	510	PIN Number ***
When Ask For	SALES GROUP BOX	
Prompt With	SALES GROUP BOX	57
Password	*****	Conference Prioriity

Enter Edit – Group Message Box

Subscriber Setup - SALES GROUP BOX							
File Select 7	Гуре	Edit	View	Activate	Geno		
First Name		D	evice 9	Setup	b		
SALES GROUP	BOX		all Con				
Primary Ext.	510	F	rompt		ł		
		C	all Scre	ening	- F -		
When Ask For	SAL	C	all Rou	ting	•		
Prompt With	SAL						
Paceword	*****	V 6	roup M	essage Bo	×		

The Subscriber Group Selection Box will open. In this box there is a list of all subscribers in the right hand column (Selection List). Double click the subscribers that you want to move to the lefthand column (Active Group). Those listed in the active group are the subscribers that will get messages left in the Sales Group Box.

File	
Active Group	Selection List
DONALD DUCK JAMES DEAN OPERATOR	GEORGE WASHINGTON JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES SALES SHIPPING SPECIAL PROMOTIONS

Enter File - Save in the Subscriber Group Selection Box

Subscribers (Group Selectic
File	
Save	ve Group
Reset	K
Exit	-

In this example anyone calling in and dialing "510" will get the recorded name in mailbox 510 (Sales Group Message Box as an example) and they can leave a message. This message will be recorded in each mailbox that is in the Subscriber Group Selection Box Active Group (Donald Duck, James Dean and Operator)

UNIFORM CALL DISTRIBUTION BOX

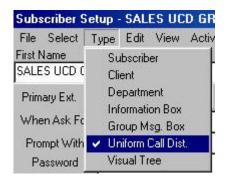
Uniform Call Distribution boxes are used to send callers to a group of two or more subscribers using a circular hunt method. This type of box is useful where you have a department with several people (a sales group for example) and you wish to have the WAV evenly distribute calls to the people in that department.

For this example there will be a UCD Box that will distribute incoming calls to three sales people.

Set up a Uniform Call Distribution Box using the following forms and menus:

- Subscriber Setup
- Type Menu
- Activate Menu
- Select Subscriber form

From the Main Screen select Edit – Subscriber From Subscriber Setup select File – New First Name – enter Sales UCD Group Primary Ext. – enter a "fake" ext. number (this will become the box number and does not have to be a valid PBX extension) Enter Type – Uniform Call Dist.



Next open the Activate Menu in the Subscriber Setup and click on any features that you want to activate.

Enter File - Save

ALLENN AND ALLENN ALLENN	tup - SALES UCD GROL ype Edit View Activate	
First Name	Middle Name	Last Name
SALES UCD GR	OUP	
Primary Ext.	520	PIN Number ***
When Ask For	SALES UCD GROUP	
Prompt With	SALES UCD GROUP	27 A.
Password	******	Conference Prioriity

Enter Edit - Uniform Call Distribution

Туре	Edit	View	Activate	Gender
GROUP	C P C) evice (Call Con Prompt Call Scre Call Rou	trol	Þ
) SAL		Iniform Conferen	Call Distrub	ition
hannel:	F	ersona	Directory	

The Uniform Call Distribution Selection Box will open. In this box there is a list of all subscribers in the right hand column (Subscriber List). Double click the subscribers that you want to move to the left-hand column (Active Group). Those listed in the active group are the subscribers that will get calls directed to the UCD Sales Group.

File	
Active Group	Subscribers List
DONALD DUCK JAMES DEAN NORMAN BATES	GEORGE WASHINGTON JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE OPERATOR SALES SHIPPING SPECIAL PROMOTIONS

Enter File - Save in the Uniform Call Distribution Selection Box

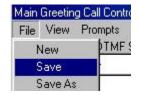
Automatic Ca	II Disturbition
File	44
Save	ive Group
Reset	ĸ
Exit	ES

To make this UCD group available to incoming callers through the WAV you need to set up a dialing option in the Main Greeting. Do this the same way you did in Chapter 4:

- From the Main Screen: File Edit Switch Integration, Edit In Band Main Greeting
- Double click on Master Record
- Enter "4" in the Tree Entry field
- Double click on "Goto Subscriber"
- The Select Subscriber window will open up. Double click on the subscriber you want to be called when the WAV caller dials "4".

Tree Entry	4 Goto Subscr	iber	
When Ask For	Select Subscriber - SALES		
Prompt With	BENJAMIN FRANKLIN	105	
Current Level	DONALD DUCK	120	
	GEORGE WASHINGTON	110	naling
Visual Tree	JAMES DEAN	115	C Next Lev
	JOHN SMITH MARILYN MONROE	125 130	
00 MASTER	MICKEY MOUSE	135	on tion
	NORMAN BATES	140	
- 🎺 00 2	OPERATOR	100	
	SALES UCD GROUP SALES	520 510	
	SHIPPING	515	
	SPECIAL PROMOTIONS	550	
S		C I C I	nu
		Goto Subs	criber

• Then click File – Save



• Then double click on Master Record and you will see the following entries:

🗾 00 MASTER -	Master Record
00 1	Goto Subscriber SALES
- 60 2	Goto Subscriber SHIPPING
00 4	Goto Subscriber SALES UCD GF

In this example anyone calling in and hearing the main greeting will be transferred to the UCD Sales Group when they dial "4".

VISUAL TREE BOX

Visual Tree Boxes allow you to set up a multiple level prompt. The system will play a pre-recorded audio menu offering callers options on how their call will be directed. The audio menu is recorded as the name in the Visual Tree Box. The Visual Tree Box allows you to have dial options for several different types of system functions.

In this example there will be a Visual Tree Box called Company Information. The caller will have the option to press 1 for directions, press 2 for store hours or press 0 for the Operator. Directions (1) and Store Hours (2) are each an Information Box that was previously programmed and recorded. (0) will transfer the call to the Operator.

Set up a Visual Tree Box using the following forms and menus:

- Subscriber Setup
- Type Menu
- Activate Menu
- Select Subscriber form

From the Main Screen select Edit – Subscriber



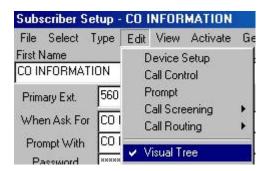
From Subscriber Setup select File – New First Name – enter Company Information Primary Ext. – enter a "fake" ext. number (this will become the box number and does not have to be a valid PBX extension) Enter Type – Visual Tree

Subscriber S	etup -	CO	NFOR	MATI
File Select	Туре	Edit	View	Activ
First Name CO INFORMA		ibscrib ent	er	
Primary Ext.	Department			
When Ask Fo			on Box sg. Box	
Prompt With	Ur	niform I	Call Disl	t.
Password	🖌 Vis	sual Tr	ee	

Enter File – Save and it will show the following:

Subscriber Se	tup - CO INFORMATION	
File Select T First Name CO INFORMATI	ype Edit View Activate Middle Name ON	Gender Say Last Name
Primary Ext.	560	PIN Number
When Ask For	CO INFORMATION	
Prompt With	CO INFORMATION	
Password	******	Conference Prioriity 0

Enter Edit - Visual Tree



This will bring up the Visual Tree Interface Screen Double click on the Master Record

File View Pr Master Tree Entry	ompts Sequ DTMFSeque MASTER				
DTMF Prompt Speech Prompt Current Level Visual Tree	, ÷0 0	n GoTo Iax Digits 0	seq 0	Type of Signaling ⊙ Type ◯ Level ◯ Next Lev.	el
<mark>≓`</mark> 00 MASTE	R - Master Re	cord		Answer ND to Question Answer YES to Question Call Operator Goto Extension Goto Level Goto Subscriber Invalid Call Control Undefined	

Then click File – New Enter "1" in Tree Entry Double click on "Goto Subscriber"

(This will open the Subscriber Selection screen)

106	MICKEY MOUSE	
108	NORMAN BATES	-
109	MINNIE MOUSE	
110	JOHN SMITH	
116	GEORGE WASHINGTON	
117	MARILYN MONROE	
118	SHIPPING	
510	SALES GROUP BOX	
520	SALES UCD GROUP	
530	CO DIRECTIONS	
540	OFFICE HOURS	
550	SPECIAL PROMOTIONS	
560	CO INFORMATION	
781	SALES	

Double click on CO DIRECTIONS Then click File – Save Then click File – New Enter "2" in Tree Entry Double click on "Goto Subscriber" Double click on OFFICE HOURS Then click File – Save Then double click on Master Record and you should see :

₩ 00 1	Master Record Goto Subscriber CO DIRECTIONS
🈼 00 2	Goto Subscriber OFFICE HOURS
	1

Dial "0" for the Operator is already valid from the General System Interface Master Record. (These are valid in any menu)

Reminder:

- Record in Personal Greeting of Information Box
- Record in Name of Visual Tree Box
- Record the dialing options in the Main Greeting

CALL CONTROL

The Call Control window is available from the Edit menu of the Subscriber Setup window. The Call Control window gives you options on Message and Call Delivery for the current subscriber. Call Control also allows you to set the message aging and maximum message length for each subscriber.

Sub	scriber 9	etup -	DON	IALD I	DUCK	
File	Select	Туре	Edit	View	Activate	Ge
First Name		C	evice 9	Setup	Ŀ	
DON	IALD		C	all Con	trol	
Primary Fut 102		F	rompt			

From the Subscriber Setup window click on Edit – Call Control.

This will bring up the Call Control window.

Message & Control - (Atlas \	Vav) - DONALD DUCK		×
File Select Reset	4		
Escalation Messages To	NO MESSAGE ESCALATION	After 0	Min.
Forward All Messages To	NO MESSAGE TRANSFER		
Forward All Calls To	NO CALLS POSTED TO		
If Active Try this phone first	OFFICE		
The Current Active Phone	OFFICE		
Current Message Delivery	OFFICE		
Maximum Message Length	0 Min.		
Keep New Messages For	0 DAYS		
Keep Saved Messages For	15 DAYS		
Keep Deleted Messages Fo	r 5 DAYS		

- Escalation Messages To will put a <u>copy</u> of a message in another subscribers mailbox after "X" minutes if this subscriber does not retrieve that message. If the After <u>Min.</u> Min. setting is left at "0" the message will escalate immediately.
- Forward All Messages To will take the message and put it in the assigned subscribers mailbox. It will not leave a copy in this mailbox.
- Forward All Calls To will immediately forward all calls handled by the WAV to the assigned subscriber. Then that subscriber answers the call the WAV will say: "You have a call from ______" (Incoming Caller's Name) and then say "for" (Original Subscriber's Name) and then "Connecting Call".

To set up any of the features click on Select:

Messa	age & Co	ntrol - (Atlas Wav) - D
File	Select	Reset
Escal	First	t Phone
Forwa	Acti	ve Phone
I UIVVC	Mes	ssage Escalation
Forwa	Mes	ssages Delivery
lf Acti	Forv	ward Messages
The C	Forv	ward Calls

This will bring up the Select Message Escalation window .

DONALD D	UCK - Select Message Escalation - JAM	ES D. 💌
100	OPERATOR	
102	DONALD DUCK	100
105	JAMES DEAN	
106	MICKEY MOUSE 5	
108	NORMAN BATES	
109	MINNIE MOUSE	
110	JOHN SMITH	
116	GEORGE WASHINGTON	
117	MARILYN MONROE	
118	SHIPPING	
510	SALES GROUP BOX	10000
520	SALES UCD GROUP	
530	CO DIRECTIONS	
540	OFFICE HOURS	-
leen	CODOM DOOMOTIONS	10.000

Then double click on the subscriber that you want to receive a copy the message left in your mailbox. When this is done the Call Control window will show:

Message & Control - (Atlas V	Vav) - DONALD DUCK		×
File Select Reset			
Escalation Messages To	JAMES DEAN	After 5	Min.
Forward All Messages To	NO MESSAGE TRANSFER		
Forward All Calls To	NO CALLS POSTED TO		
If Active Try this phone first	OFFICE		
The Current Active Phone	OFFICE		
Current Message Delivery	OFFICE		
Maximum Message Length	0 Min.		
Keep New Messages For	0 DAYS		
Keep Saved Messages For	15 DAYS		
Keep Deleted Messages Fo	5 DAYS		

Reminder: You need to set the number of minutes after which the copy of the message will be made. If left at "0", the message will escalate immediately.

When you are finished you must click on File – Save in this Call Control window.

Mess	age & Co	introl - (,
File Select Resel		
9	ave	sages
E	Exit	sages

To remove any of the Call Control settings you must click on Reset and then the appropriate entry.

File Select	Reset
Escalation Me:	First Phone
Forward All Me	Active Phone
	Message Escalation
Forward All Cal	Messages Delivery
If Active Try th	Forward Messages
The Current Ac	Forward Calls

When this is done the Message Escalation will be removed:

Message & Control - (Atlas File Select Reset	Wav) - DONALD DUCK		×
Escalation Messages To	NO MESSAGE ESCALATION	After 0	— Min.
Forward All Messages To	NO MESSAGE TRANSFER		
Forward All Calls To	NO CALLS POSTED TO		

CHAPTER

6 Atlas WAV Main Screen

This chapter will describe the different areas of the Atlas WAV Main Screen. This is the first screen that you will see when the system has completed the power up sequence.

It is from this screen that you will enter your password and will then be able to enter programming and make any changes / additions to the system.

THE ATLAS WAV MAIN SCREEN

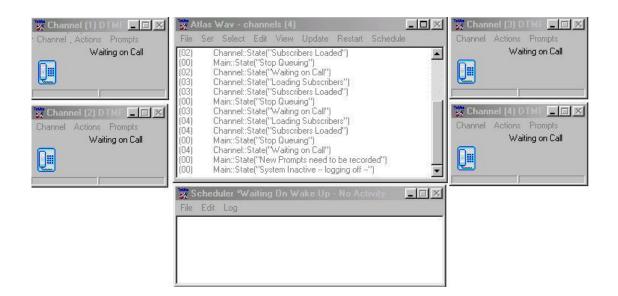


FIGURE 6-1: THE MAIN SCREEN

The Main Screen is broken down into three different dialog boxes.

ONE MAIN DIALOG BOX

- Access Databases
- Access System Setup
- Access Switch Integration
- Access System Information
- Status Window that displays system activity

SCHEDULE DIALOG

• Display Current Schedule Information and Control

CHANNEL DIALOG(S)

- One for each Channel
- Record Prompts
- Access System Prompts
- Access History Information
- Access Company Based Subscribers
- Line Control

Within each of these dialog boxes there are pull down menus and sub-menus which will allow you to see settings and make changes in a manner consistent with typical Windows Operation.

File	Set	Select	Edit	View	Update	Restart	Schedule	
(01)	C	hannel::!	State("	Waiting	on Call'')			
(02)	C	hannel:	State("	Loadin	g Subscrib	ers"]		-
(02)	C	hannel::	State["	Subscr	ibers Load	led")		
(00)	N	fain::Stal	tef"Sto	p Queu	iing")	122		
1021					on Call''			
1031	E	hannel::	Statef	loadin	- Subsorib	Pieron		10
				LOGGIN	1 O UDSUND	CIS I		
(03)								
1004	C	hannel::	State("	Subscr	ibers Loac			
(03)	C N	hannel:: 1ain::Stal	State(" te("Sto	Subseri p Queu	ibers Loac iing'')	led")		
(03) (00)	C N C	Channel:: (lain::Stat Channel::)	State(" te("Sto State("	Subscri p Queu Waiting	ibers Loac iing'') 1 on Call'')	led'')		
(03) (00) (03) (04)		Channel:: (ain::Stal Channel:: Channel::	State(" te("Sto State(" State("	Subseri p Queu Waiting Loading	ibers Load ing'') 1 on Call'') 3 Subscrib	led") bers")		
(03) (00) (03)		Channel:: (ain::Stal Channel:: Channel::	State(" te("Sto State(" State(" State("	Subseri p Queu Waiting Loading Subseri	ibers Load ing'') 3 on Call'') 3 Subscrib ibers Load	led") bers")		

THE MAIN DIALOG

FIGURE 6-2: THE MAIN DIALOG

The Main Dialog Box is the gateway to most of the areas you will be dealing with when you are setting up the WAV and when you are making changes in the future.

The large white area below the menu bar is the status window. Every action taken by the WAV or by an outside caller or by a mailbox owner will be shown (in real time) as it happens in this window. To clear this window of all past activity simply double click anywhere in the window. Immediately below the title bar is a menu bar with the following items: File, Set, Select, Edit, View, Update, Restart and Schedule.

The File Menu

👷 Atlas Wav - chann	iels (4) 📃 🗖 🚬
File Set Select Edit	View Update Restart Schedule
Log 🕨	On scribers'')
Validate 🕨 🕨	Off Id - ns Post Calls OFF") oaded")
Clean Up 🔹 🕨	Channel Not Active")
Prompts •	Prompts need to be recorded")
Edit 🕨	Prompts need to be recorded")
Backup / Restore	Prompts need to be recorded") Prompts need to be recorded")
Exit	Prompts need to be recorded") Prompts need to be recorded")

When you click on Log – On you will be prompted to enter the password.



Enter the default password (install).

File Menu

MENU ITEM	DESCRIPTION
Log – On	Log onto system by entering password
Log – Off	Take the system out of programming mode
	(Will automatically log-off after 4 Min. of inactivity
Validate	Check all subscribers phone schedules for valid
(Phone Schedules)	devices and times
Clean Up	Clean up messages that have been deleted or no
(Deleted Messages)	longer belong to anyone
Prompts	Removes list of prompts (found in Channel Dialog /
(Remove List)	Prompts / Subscriber) that need to be recorded
Edit	Should only be used under the direction of Key
	System US Technical Support (See Chapter 9)
Backup / Restore	Used to make a full or database backup
Exit	Used to shut down the Atlas WAV system

The Set Menu

2% A	tlas \	¥av-c	hann	els (4)	
File	Set	Select	Edit	View	Upd
(02) (02)		Recogniti PBX Infor			
(00) (02)		rex infor Nessage			s 🔸

Set Menu

MENU ITEM	DESCRIPTION
Recognition	Reset Speech Recognition default values
	Use only under direction of KSUS Technical Support
PBX Information	
Message Waiting	Use this selection to set all valid message waiting
Lights	lights on if needed

The Select Menu

2% A	tlas V	Vav-c	hann	els (4)	
File	Set	Select	Edit	View	Update
(02)	C	Sele	ect Co	mpany	
(02)	C N	Def	ault Sv	witch	
(00)	C IV	Tru	nk To	Subscri	ber

Select Menu

MENU ITEM	DESCRIPTION
Select Company	Used to select a specific company in a multi –
	company installation
Default Switch	Set the default switch to be used with the system
Trunk to Subscriber	Used to assign specific trunks to specific companies
	in a multi – company installation

The Edit Menu

File	Set Select	Edit	View	Update	Res	tart	Schedu	ile	
03)	Channel::	S	ubscrib)er					7
(03)	Grammar::	c	chedul	-		t Ca	lls OFF")		
(03)	Channel::			-		10000	800-500 823 794 M		
(03)	Channel::		lours of	Operation	1	L			
(04)	Channel::	H	loliday	Schedule					
(04)	Grammar::	1.	n / Out	Status		t Ca	lls OFF")		
(04)	Channel::			5.050 C			6		
(04)	Channel::9	L	.ompan	y Databas	е				
(00)	Main::Stat	T	runk D	atabase		þff	պ		
Atlas '	Wav - channe	- Ši,	on Pho	ne		[
(00)	Main::Stat					econ	ded")		
(00)	Main::Stat								
(00)	Main::Stat	e["Sys	tem Ina	active lo	gging	off	"Ĵ		

The Edit Menu is used extensively in programming and administering the Atlas WAV system. See Chapter 7 for complete detail of this menu.

The View Menu

_{z,} A	tlas Wav - channe	els (4)			
File	Set Select Edit	View	Update	Restart	Schedule
(02)	Channel::State("	Su	ubscriber 1	ree	
(02)	Grammar::Error("	S.	stem Info	mation	OFF'')
(02)	Channel::State("				
(02)	Channel::State["	Se	chedule Lo	og	
(03)	Channel::State("	Co	impile Loc		
(03)	Grammar::Error("		IDR Log		: OFF'')
(03)	Channel::State["		1 1 1 2 1 3 2 5 7 2		2003 A
(03)	Channel::State("	Տյ	isetm Histi	ory	

View Menu

MENU ITEM	DESCRIPTION
Subscriber Tree	View all subscriber information. Information is
	viewed in a tree like format. Used to view such
	information as transfer schedule, devices, etc.
System Information	View system information such as number of ports,
	release date, etc.
Schedule Log	View the Schedule Log
Compile Log	Used in speech recognition option only
SMDR Log	Used to view the SMDR history log
System History	

The Update Menu

26 A	tlas \	¥av-c	hann	els (4)			
File	Set	Select	Edit	View	Update	Restart	Schedule
(02)		hannel::				scriber Da	tabase

Update Menu

MENU ITEM	DESCRIPTION
Subscriber Database	Rebuild speech recognition grammars. Only needed
	when a new subscriber has been added or a
	subscriber's "when ask for" information has been
	changed (Speech Recognition only)

The Restart Menu

2, A	tlas \	¥av-c	hann	els (4)			
File	Set	Select	Edit	View	Update	Restart	Schedul
(02) (00) (02)	N	fain::Stat	e("Sto	p Queu	ibers Load iing'') 1 on Call'')	Char Systi	

Restart Menu

MENU ITEM	DESCRIPTION
Channels	Restart the channels in a case where a channel or line
	fails to operate
System	Shut down the system and restart from the beginning.
	The system will exit and restart itself

The Schedule Menu

2% A	tlas \	¥av-c	hann	els (4)	8		
File	Set	Select	Edit	View	Update	Restart	Schedule
(02)	C	hannel::	State("	'Subscr	ibers Load	led")	Start Up
(02) (00) (02)		lain::Stal hannel::!			iing'') 1 on Call'')		Shut Down

Schedule Menu

MENU ITEM	DESCRIPTION
Start Up	Start up the schedule window after it has been shut down or closed out
Shut Down	Shut down the schedule window after it has been started up

CHANNEL(S) DIALOG



The Channel Menu

🚜 Chan	nel (1) DTMF	- 0 >	3
Channel	Actions Pro		
Test	Recognition	Call	
View	History Log		
Selec	t 🕨	Oper	ator's Voice

CHANNEL MENU

MENU ITEM	DESCRIPTION
Test Recognition	Used to test speech recognition on a new company
View History Log Select to view a history log of current activity w	
	the system
Select (Operator's	Selects from a choice (if available) of operator voices
Voice)	for the channel

The Actions Menu

😹 Channel (1) DTMF 🔳 🖾 🔀		
Channel	Actions Prompts	
	Start	Channel
	Stop Channel	
	On H	look
	Off H	look 📃

Actions Menu

MENU ITEM	DESCRIPTION	
Start Channel	Used to start the channel after it has been stopped	
Stop Channel	Used to stop the channel after it has been started	
	This will stop all incoming calls to the channel	
On Hook	Used to manually stop the channel and place it on	
	hook	
Off Hook	Used to manually stop the channel and place it off	
	hook	

The Prompts Menu

Channel	Actions	Prompts
	Wail	Subscriber
		System
		Greetings
20 20.		Holidays

Prompts Menu

MENU ITEM	DESCRIPTION	
Subscriber	Edit user prompts such as first and last name or prompts that have been defined by the subscriber	
System	Edit system prompts – These prompts are the heart of the system and should only be changed under the direction of Key System US Technical Support	
Greetings	Used to edit greetings such as welcome, closing and company greetings	
Holidays	Used to edit holiday greetings such as Thanksgiving, Christmas and others used in Holiday Scheduling	

THE SCHEDULER

👷 Scheduler Edit Shceduler 📃		
File Edit Log		
]	

The File Menu

🧝 Scheduler Edit Shceduler	
File Edit Log	
Start Stop	
Exit	

File Menu

MENU ITEM	DESCRIPTION	
Start	Used to manually start the scheduler	
Stop	Used to manually stop the scheduler	
Exit	Used to exit the scheduler and shut down scheduling	

The Edit Menu

2% S	cheduler Edit	Shceduler	
File	Edit Log		
	Schedule		
		-	
I			

Edit Menu

MENU ITEM	DESCRIPTION
Edit (Schedule)	Edit the current scheduling

The Log Menu

👷 Scheduler Edit Shceduler			
File Edit	Log		
	✔ On Off		

Log Menu

MENU ITEM	DESCRIPTION
On	Activate schedule logging
Off	Deactivate schedule logging

CHAPTER

7

Atlas WAV Main Dialog Edit / Subscriber Menu

This chapter will describe the different sections available from the Edit Menu of the Atlas WAV Main Dialog. Most of your time will be spent in this menu when you are setting up or adding to your Atlas WAV system.

THE ATLAS WAV MAIN DIALOG

👷 Atlas Wav - channels (4)								
File	Set	Select	Edit	View	Update	Restart	Schedule	
(01)	C	hannel::!	State('	Waiting	; on Call'')			
(02)	C	Channel::State("Loading Subscribers")						
(02)	C	Channel::State("Subscribers Loaded")						
(00)	N	Main::State("Stop Queuing")						
(02)	Channel::State("Waiting on Call")							
(03)	C	Channel::State("Loading Subscribers")						
(03)	C	Channel::State("Subscribers Loaded")						
(00)	Main::State("Stop Queuing")							
(03)	Channel::State("Waiting on Call")							
(04)		Channel::State("Loading Subscribers")						
(04)		Channel::State["Subscribers Loaded"]						
(00)		fain::Stal				28		
1041					; on Call'')			50000

THE MAIN DIALOG

The Main Dialog Box is the gateway to most of the areas you will be dealing with when you are setting up the WAV and when you are making changes in the future.

The large white area below the menu bar is the status window. Every action taken by the WAV or by an outside caller or by a mailbox owner will be shown (in real time) as it happens in this window. To clear this window of all past activity simply double click anywhere in the window.

Immediately below the title bar is a menu bar with the following items: File, Set, Select, Edit, View, Update, Restart and Schedule.

The Menu Bar

File	Set	Select	Edit	View	Update	Restart	Schedule	
(01) (02)	C	hannel::	Statef"	Waiting	on Call'')			

The Edit Menu

File	Set Select	Edit V	'iew L	Ipdate	Res	tart	Schedu	le
03)	Channel::9	Sub	scriber					
03)	Grammar::	Sch	edule			t Ca	lls OFF")	
03)	Channel::9					27 C 1980 C 10 R 27 S 3		
03)	Channel::S	Hou	urs of U	peratior	1			
04)	Channel::S	Holi	Holiday Schedule		Contraction and Contraction			
04)	Grammar::	In / Out Status		t Calls OFF'')				
04)	Channel::S							
04)	Channel::S	Lon	Company Database		e			
00)	Main::Stat		nk Data	ibase		þff	՝՝	
tlas '	Wav - channe	Inn Phone						
00)	Main::Stat					fcor	ded")	
00)	Main::Stat							
(00) (00)		e("Syster	m Inacti	ive loj	gging	off	")	

Edit / Subscriber

When selecting Edit – Subscriber you will be presented with a list of current subscribers. You may double click one to edit or close the list to enter a new subscriber.

Subscriber Se	_ 🗆 🗵				
File Select 1 First Name BENJAMIN		View Activate iddle Name	Gender Say Last Name FRANKLIN		
Primary Ext.	110		PIN Number	XXX	
When Ask For BENJAMIN		N FRANKLIN BEI	RANKLIN (BENJAMIN		
Prompt With	BENJAMI	N FRANKLIN			
Password	******		Conferen	ce Prioriity 🕅	

This Subscriber Setup screen is where you enter all of the pertinent subscriber information for setting up the main extension, additional communication devices, message center parameters, etc.

	Ē
NAME OF ITEM	DESCRIPTION
First Name	For a subscriber this field contains the first name of
	the subscriber. (Required)
	For a department this field contains the name of the
	department. (Required)
Middle Name	The subscribers middle name if any.
Last Name	The subscriber's last name. (Required)
Primary Ext.	This is the Office Extension of the subscriber. Any
	time this is changed the office extension is also
	changed automatically.
Pin Number	A four digit number used to gain entry into the
	subscribers message center. Access is gained at the
	main greeting prompt by pressing: "#" + Ext.
	Number + PIN Number.
When Ask For	Defines the speech recognition used to locate the
	current entry. Use the vertical bar to separate
	different selections to be used such as Benjamin
	Franklin or Benjamin.
Prompt With	This field is used when speaking the subscriber's
-	name, like on a transfer or no answer. Example:
	"I'm sorry <benjamin franklin=""> did not answer.</benjamin>
	Would you like to leave a message.
Password	Define a subscriber's verbal password when DTMF
	is not used. This can be any phrase of group of
	words such as: "My dog is black with white feet."
Conference Priority	Define the subscriber's priority for a conference call.
	The higher the number, the higher the priority.

Subscriber Setup Field Definitions

Subscriber Setup - BEN		
File Select Type Edit New Save	dle Name La	nder Say Ist Name ANKLIN
Save Name Change Delete	FRANKLIN BENJAM	PIN Number
Delete List Duplicate Subscriber	BANKLIN	
Exit		Conference Prioriity
Save & Exit		

File Menu

MENU ITEM	DESCRIPTION		
New	Clear out the subscriber dialog and reset subscriber		
	information. To add a new subscriber.		
Save	Save the current subscriber information.		
Save Name Change	Save the name change when the name has been		
	changed on a current subscriber.		
Delete	Delete the current subscriber and reset the subscriber		
	dialog.		
Delete List	Select a group of subscribers to delete from the		
	system.		
Duplicate	Duplicate the current subscriber information into a		
Subscriber	given number of subscribers.		
Exit	Exit the subscriber dialog.		
Save & Exit	Save the current subscriber information and exit the		
	subscriber dialog.		

When selecting Delete List a Subscriber Deletion List will open and then you simply double click a name to move it from one list to the other.

Subscriber Deletion List		×
File		
Group to Delete	Subscribers List	
	BENJAMIN FRANKLIN CO DIRECTIONS CO INFORMATION DONALD DUCK GEORGE WASHINGTON JAMES DEAN JOHN SMITH MARILYN MONROE MICKEY MOUSE MINNIE MOUSE NORMAN BATES OFFICE HOURS OPERATOR	•

Subscriber D	eletion List
File	
Save	up to Delete
Reset	
Exit	

File Menu

MENU ITEM	DESCRIPTION
Save	Deletes all subscribers contained in the Group to
	Delete list.
Reset	Clear out all subscribers listed in the Group to Delete
	list.
Exit	Exit the Subscriber Deletion List dialog.

You may save time when entering a large number of new subscribers that all have the same feature requirements by using the Duplicate Subscriber dialog.

Dublicate Subsc	riber 🔀
Subsc BENJAMIN FR	
Starting Extension	0
Increment By	0
Number of	0
OK	Cancel

Duplicate Subscriber

NAME OF ITEM	DESCRIPTION			
Starting Extension	The new subscriber extension number to start with -			
	such as 120.			
Increment By	The number by which to increment the extension			
	number – such as 5 – resulting in new subscribers			
	120, 125, 130, etc.			
Number of	The number of new extensions needed – for example			
	10 – would create 10 new subscribers.			
ОК	Will create the extensions or subscribers defined.			
Cancel	Will cancel the creation of new subscribers or			
	extensions.			

File	and the second se	View Activate	Gender Say
First M	Subscriber	lle Name	Last Name
BEN.	As Operator		FRANKLIN
Prim	Next		PIN Number ***
Whe	Previous Company >	RANKLINIBEN	NJAMIN
Pro	Toll Restriction	FRANKLIN	

Select Menu

MENU ITEM	DESCRIPTION					
Subscriber	Select a subscriber to be edited from a subscriber list.					
	If a company has been selected then only that					
	company will be displayed.					
As Operator	Used to select one specific subscriber to be the					
	Operator.					
Next	Moves to the next subscriber					
Previous	Moves to the previous subscriber					

Subs	criber 9	etup -	BEN	JAMI	N FRANKI	LIN		
File	Select	Туре	Edit	View	Activate	Gender	Say	- 12 101
First N	Sub	scriber		lle N	ame	Last N	ame	
BEN.					-	FRANK	<lin< td=""><td></td></lin<>	
Prim	Next				PIN	Number	xxx	
		vious				10000		10
Whe	Com	npany		Þ A	All Company	, IN		
Pro	Toll Restriction 🕨		e h	Master				
Pa	Password *****			7 C	Group		Conferen	nce Prioriity 0

Company

MENU ITEM	DESCRIPTION			
All Company	Assign the subscriber to all companies			
Master	Select a given Company only when editing or selecting subscribers.			
Group	Assign a subscriber to a group of companies			

File	Select	Туре	Edit	Vie		Activate	Gender
First M	Sub	scriber		lle	N.	ame	Last Na
BEN.	Prim Next Previous						FRANK
Prim					PIN I FRANKLIN BENJAMIN		
				-			
Whe				▶ ^{PB}			
Pro	Toll	Restric	tion	•	N	lone	
Pa	issword	****	****	-	L	ocall Call O	Inly
1899	0404000	-		-	J	nternal Calls	s Only

Toll Restriction

MENU ITEM	DESCRIPTION			
None	No Toll Restriction controlled by the WAV			
Local Call Only	Subscriber restricted to local calls only by the WAV			
Internal Calls Only	Subscribe restricted to internal calls only by the			
	WAV			

Type Menu

When programming a new mailbox or subscriber the Type must be defined. This is done by selecting from the Type Menu.

F1 0 1 1				
File Select	Type Edit View Ac	tivate Gender Say		
First Name	✓ Subscriber	Last Name		
BENJAMIN	Client	FRANKLIN		
Primary Ext.	Department Information Box	PIN Number ***		
When Ask Fc	Group Msg. Box	I BENJAMIN		
Prompt With	Uniform Call Dist.	1		
Password	Visual Tree	Conference Prioriity 0		

Type Menu

MENU ITEM	DESCRIPTION
Subscriber	Defines the type as subscriber. If active, then this entry has a <u>first and last</u> name for directory services.
Client	Defines the type as client. If active, the user will only show up in the company wide Dial by Name Directory.
Department	Defines the type as department. If active, then this entry will only show up as a whole name in directory services.
Information Box	Defines the type as information box. If active, then the "Prompt With" will be automatically played and the call transferred as defined.
Group Message Box	Defines the type as group message box. If active, the caller will be told to leave a message for the group as specified in the "Prompt with". The message is then sent to each person in the group box.
Uniform Call Distribution	Defines the type as uniform call distribution. If active, incoming calls are routed in a circular hunt fashion to a group of subscribers.
Visual Tree	Defines the type as visual tree. If active, then a user defined tree is used to route the caller.

Edit Menu

The Edit Menu is used to set up additional communications devices and to set message delivery options, call screening options and call routing options.

Subscriber Se	tup -	BENJAMIN FR	ANKLIN		_ 🗆 X
File Select 1 First Name BENJAMIN	Гуре	Edit View Acti Device Setup Call Control		iender Say Last Name RANKLIN	
Primary Ext. When Ask For	105 BEN BEN	Call Screening Call Routing		PIN Number MIN	er and a second s
Prompt With Password	BEN xxxxy	N/A Conference Personal Direc	tory	Conferen	ce Prioriity 0

Edit Menu

MENU ITEM	DESCRIPTION			
Device Setup	Edit and define all phones, faxes, pagers - any			
	communication devices allowed in the system.			
Call Control	Edit message and call control – such as message escalation, forward messages, forward calls, etc.			
Prompt	Select prompts that are already recorded to be stored in the "prompt with" field.			
Call Screening				
Call Routing	Used to define a schedule for what happens when a communication device is busy, does not answer or for message delivery.			
N/A	Edit Group Message Box, Uniform Call distribution or Visual Tree depending on "type" defined.			
Conference	This menu item is currently not active			
Personal Directory	Edit Personal Directory for speech recognition "dial by name".			

Device Setup -	BENJAMIN FRA	ANKLIN				
File Edit Trans	fer Type Define /	As Options Super	rvision			
OFFICE	Label	OFFICE	_ <u>_</u>	<u> </u>		
	Number	110				
	Prompt	OFFICE EXTENSION				
	Access Code	P	ager ID	Delay 0 Min		
	Rings No Answer		MWL Com	mand		
	Call Deliv	ery - All Hours Messag		Delivery - Inactive		
	From 08:30 AM	1 Sunday Monday	From 08:30.	AM Sunday Monday		
	To 05:30 PM	1 Tuesday Wednesday	To 05:30	PM Tuesday Wednesday		
	Retry 0 Tir	mes Thursday	Retry 3	Times Thursday Friday		
	Delay 🕛 Se	ec. Saturday	Delay 15	Min. Saturday		

Device Setup Field Definitions

NAME OF ITEM	DESCRIPTION				
Label	The name of the device. This name is used during				
	device search and lookup.				
Number	This is the physical number of the device. Do not				
	forget to add the "1" and area code to long distance				
	numbers.				
Prompt	This is the general description of the device and is				
	used on prompting the caller on transfers and on call				
	follow-me.				
Access Code	Used in processing pager access. This number is				
	dialed after the pager has been called.				
Pager ID	Used in processing pager access. This number is				
	dialed after the access code.				
Delay	Defines the delay in minutes between the time the				
	message is left and the pager notification is started.				
Rings No Answer	Defines the number of rings to wait before no				
	answer.				
Queuing	Defines the maximum number of callers that can be				
	queued on this device.				
MWL Command	Used to light the message waiting light if different				
	from the switch command.				

	Call Delivery	- Active	Message Delivery - Active				
From	08:30 AM	Sunday Monday	From 08:30 AM Monday				
To	05:30 PM	Tuesday Wednesday	To 05:30 PM Wednesday				
Retry	0 Times		Retry 3 Times Thursday Friday				
Delay	0 Sec.	Saturday	Delay 15 Min. Saturday				

Call and Message Delivery Field Definitions

NAME OF ITEM	DESCRIPTION
Call Delivery – All	Calls may be transferred to this device 24 hours a
Hours	day / 7 days a week.
Call Delivery -	If active then the device can only be used for the

-						
Active	time period specified.					
From	Starting time for the active device.					
То	Ending time for the active device.					
Retry	The number of times to try the device on a call.					
Delay	The number of seconds to wait before the next retry.					
Message Delivery –	Messages will not be delivered to any device.					
Inactive	Exception: Message waiting light will always be					
	turned on at the Office Extension.					
Message Delivery –	If active then defines the time periods when					
Active	messages can be delivered to the device.					
From	Starting time for the active device.					
То	Ending time for the active device.					
Retry	Number of times to try the device on a message					
	delivery.					
Delay	The number of minutes to wait before the next retry.					

Device Setup - BENJAMIN FRANKLIN					
File Edit Transl	fer Type Define	As Options Supervi	sion		
New	Label	OFFICE			6.
Save	Number	110		1	
Delete	Prompt	OFFICE EXTENSION	Concerned As		
Exit Save & Exit	Access Code	Pag	jer ID	C	elay Min

Device Setup File Menu

MENU ITEM	DESCRIPTION
New	Create a new device. Cleans out data fields and sets
	up default.
Save	Save the current device.
Delete	Delete the current device.
Exit	Exit the Device Setup dialog.
Save & Exit	Save the current device and exit the Device Setup
	dialog.

Device Setup - BENJAMIN FRANKLIN						_ IX		
File	Edit	Transfer	Туре	Define A	s Options	Supervision		
OFF	P	rompt	La	bel [OFFICE			

Device Setup Edit Menu

MENU ITEM	DESCRIPTION
Prompt	Brings up a list of prerecorded prompts to select from.

Device Setup - BENJAMIN FRANKLIN						_ 🗆 ×	
File	Edit	Transfer Type	Define As	Options	Supervision		
OFFICE	✓ Station	O	OFFICE				
		Trunk	1	10		1	Ų
		Use Confer	ence				

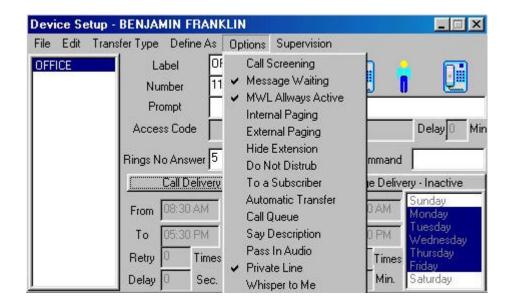
Device Setup Transfer Type Menu

MENU ITEM	DESCRIPTION					
Station	Defines the device as an internal line or extension.					
	This causes the station switch integration to be used.					
Trunk	Defines the device as a trunk line or outside line.					
	This causes the trunk switch integration to be used.					
Use Conference	This tells the switch to use conferencing when					
	transferring.					

Device Setup - File Edit Trans	BENJAM fer Type	Define As		Supervision			×	
OFFICE	La Nur Pro	Cell Phone Fax Device Voice Mail						
	Acces			Pager ID		Delay Mir		
	Rings No	Pager Data Li	► nk	Digital Voice	L Command	[
		Video P	hone	Alpha	essage Deliver	ry - Inactive		
	From	Net Ph E-Mail	one	From	FID/SPEAK/	Sunday Monday Tuasday		

Device Setup Define As Menu

MENU ITEM	DESCRIPTION
Station	Defines the device as a station on the switch.
Cell Phone	Defines the device as a Cell Phone.
Fax Device	Defines the device as a Fax Device. This device is
	used when an incoming fax is sent to a subscriber.
Voice Mail	Defines the device as Voice Mail. Used when
	transferring to another voice mail.
Mailbox	Defines the device as a Mailbox. A mailbox is used
	when the same extension is used for several different
	people.
Pager – Digital	Defines the device as a Digital Pager. The access
	code and pager ID are used to complete the pager
	sequence.
Pager – Voice	Defines the device as a Voice Pager. The message
	received is played over the pager.
Pager – Alpha	Defines the device as an Alpha Pager. This device is
	not used.
Data Link	Defines the device as a Data Link. This device is not
	used.
Video Phone	Defines the device as a Video Phone. This device is
	not used.
Net Phone	Defines the device as a Net Phone. This device is
	not used.
E-Mail	Defines the device as an e-mail address. Used when
	sending e-mail to a subscriber.



Device Setup Options Menu

MENU ITEM	DESCRIPTION		
Call Screening	Allow the subscriber to access call screening		
	functions on a transfer.		
Message Waiting	Tell the system this device has a message waiting		
	light.		
MWL Always	Defines that the message waiting light is always		
Active	active. Otherwise the MWL is active according to		
	the message delivery schedule.		
Internal Paging	Allow internal intercom paging for this device.		
External Paging	Allow external intercom paging for this device.		
Hide Extension	Hides the phone number from an incoming digit		
	search.		
Do Not Disturb	When active the device will not be used.		
To A Subscriber	Defines this device as belonging to another		
	subscriber.		
Automatic Transfer	Allow this device to sequence automatically during a		
	one call follow me.		
Call Queue	Allow callers to be queued up until the subscriber is		
	free.		
Say Description	When transferring the call, say the description. Ex:		
	"Please hold while I try his Cell Phone."		
Pass In Audio	Allows the caller voice response to be played to the		
	subscriber. This is a good option for the Operator.		
Private Line	Defines the device as a private line to cut down on		
	response time by not saying the subscribers name on		
	the transfer.		
Whisper to Me	Allows the subscriber to be told who is calling while		
	still on an active call.		

Device Setup - BENJAMIN FRANKLIN						_ 🗆 X	
File	Edit	Transfer Type	Define A:	s Options	Supervision		
OFF	ICE	La	abel 🛛	DFFICE	✓ Full Supervision	0	
		Nur	mber 🖡	110	Busy Supervison		
		Pro	umot İ		Blind Transfer	-	

Device Setup Supervision Menu

MENU ITEM	DESCRIPTION							
Full Supervision	Provides device.	total	supervision	for	a	transfer	to	this

Busy Supervision	Provides busy supervision for a transfer to this device. If the device is not busy then a blind transfer is done.
Blind Transfer	Provides blind transfer only for a transfer to this device. Used for fax devices, etc.

	Wav) - BENJAMIN FRANKLIN		×
File Select Reset Escalation Messages To	NO MESSAGE ESCALATION	After 0	 Min.
Forward All Messages To	NO MESSAGE TRANSFER		
Forward All Calls To	NO CALLS POSTED TO		
If Active Try this phone first	OFFICE		
The Current Active Phone	OFFICE		
Current Message Delivery	OFFICE		
Maximum Message Length	0 Min.		
Keep New Messages For	0 DAYS		
Keep Saved Messages For	15 DAYS		
Keep Deleted Messages Fo	15 DAYS		

Call Control Field Definitions

NAME OF ITEM	DESCRIPTION			
Escalate Messages	This field in conjunction with the "AfterMin."			
То	field provides message escalation.			
After Min.	This field controls the delay between the time message is received and escalated to anothe subscriber.			
Forward All	This field displays who messages are forwarded to.			
Messages To				
Forward All Calls	s This field displays who calls are forwarded to.			
То				
If Active Try This	s This field displays the current active phone. It			
Phone First	should be the last device the call was transferred to.			
Current Message	urrent Message This field displays the current message deliver			
Delivery	device.			
Maximum Message	Message This field shows the maximum length (in minutes)			
Length	that will be allowed for each message.			

Keep New	The number of days to hold on to a new message	
Messages For	before deleting it.	
Keep Saved		
Messages For	before deleting it.	
Keep Deleted	The number of days to keep a deleted message	
Messages For	before removing it from the system.	

second statements	Control - (Atlas t Reset	Wav) - BENJAMIN FRANKLIN		×
Save	sages To	NO MESSAGE ESCALATION	After 0	 Min.
Exit	sages To	NO MESSAGE TRANSFER		

Call Control File Menu

MENU ITEM	DESCRIPTION		
Save	Save the current message and call control information.		
Exit	Exit the message and call control dialog.		
Exit	Used to shut down the Atlas WAV system		

File	Select Reset			
Escal.	First Phone	SSAGE ESCALATION	After 0	 Min.
Forwa	Active Phone Message Escalation	SSAGE TRANSFER		
Forwa	Messages Delivery	LLS POSTED TO		
lf Acti	Forward Messages	E		
The C	Forward Calls			

Call Control Select Menu

MENU ITEM	DESCRIPTION		
First Phone	When multi-devices are active, this selects the first		
	device to try.		
Active Phone	This is the current active device in the system.		
	Normally it is the last device the caller was		
	transferred to.		
Message Escalation	Used to edit message escalation.		
Message Delivery	Use this to select which device to deliver messages		
	to.		

Forward Messages	Used to select a subscriber to post messages to.
Forward Calls	Used to select a subscriber to forward calls to.

File Select	Reset			
Escalation Mes	First Phone	ESCALATION	After 0	Min.
Forward All Me	Active Phone Message Escalation	TRANSFER		-
Forward All Cal	Messages Delivery	TED TO	_	
If Active Try th	Forward Messages			
The Current Ac	Forward Calls			

Call Control Reset Menu

MENU ITEM	DESCRIPTION
First Phone	Used to clear First Phone selection.
Active Phone	Used to clear Active Phone.
Message Escalation	Used to reset Message Escalation.
Message Delivery	Used to reset Message Delivery.
Forward Messages	Used to reset Forward Messages.
Forward Calls	Used to reset Forward Calls

Subscriber Se	tup -	BEN	JAMIN	FRANK	LIN	
	Гуре	Edit	View	Activate	G	ender Say
First Name BENJAMIN	_		evice 9 all Cont			ast Name RANKLIN
Primary Ext.	110		rompt			PIN Number ***
When Ask For	BEN	С	all Scre all Rou		•	Edit User Defaults
Prompt With Password	BEN	N	/A onferer	ice		Conference Prioriity 0

Call Screening Menu

MENU ITEM	DESCRIPTION
Edit	Define individual subscriber dial prompts available
	during call screening.
User Defaults	This will delete subscriber defined dial prompts and
	use the system default prompts.

Call Screening	g Call Control - MASTER - Mas	ter Record 🛛 💌
	PPSFYOPFN	0 Type of Signaling
	R • Master Record Answer YES to Question Answer NO to Question Record Conversion Hot Talk Message	Type C Level C Next Level Answer NO to Question Answer YES to Question Call Operator Extension Forward Busy Forward No Answer Goto Extension Goto Extension Goto Subscriber Hot Talk Message Invalid Call Control Master Record Record Conversion Undefined

Call Screening Field Definitions

NAME OF ITEM	DESCRIPTION	
Master	Click to make this display a master.	
DTMF Sequence	This is the value the user will enter to access the definition (using an uppercase "X" of single digit.)	
Description	This is the description of the current display.	
When Ask For	Speech Recognition input – the same effect as DTMF sequence except is it verbal.	
Prompt With	What to say for this entry.	
Current Level	This is the current level. A level can be a master or a slave. Masters and slaves are grouped by using this field. All records with a level 1 will be grouped together, etc.	
On Go To	Defines where or who to go to under certain conditions	
Max Digits	This is the maximum number of digits that can be entered at one time using this master. Used to make response quicker.	
Seq	This is the sequence number used in slaves in order to select the order in which they are prompted out.	

Type of Signaling –	This is the type of integration defined. Type of
Туре	signal will display the types with the current one
	highlighted. To assign simply double click.
Type of Signaling –	Display the level list.
Level	
Type of Signaling –	This is the next level assigned to a slave.
Next Level	
Visual Tree	This shows the current masters and slaves in a simple
	tree type display. Double click to expand.

Call Screening C File View Pr		×
New Save Save As Load Delete Refresh Exit	DTMF Sequence	

Call Screening File Menu

MENU ITEM	DESCRIPTION
New	Reset the dialog and enter a new master or slave.
Save	Save the current display.
Save As	
Load	
Delete	Delete the current displayed item.
Refresh	Refresh the display
Exit	Exit the Call Screening dialog

File	International Contractor	g Call Cor Prompts	Sequence	
Г Тг		nall Icon	Description	
Wh		rge Icon irrent Leve		

Call Screening View Menu

MENU ITEM	DESCRIPTION
Small Icon	To view the display using small icons.
Large Icon	To view the display using large icons.
Current Level Only	To view the current master level only.

mpts Sequence	
 Edit quence Description	
 Play DTMF Prompt	

Call Screening Prompts Menu

MENU ITEM	DESCRIPTION
Edit	Edit DTMF Prompts.
Say	Say "prompt with" or speech prompt.
Play – DTMF	Play the DTMF prompt.
Prompt	
Play – Speech	Say the speech prompt
Prompt	

Call Screening Call Control - MASTER - Master Record			×
File View Promp	ts Sequence		
Master DT	LOYOF	ription	
Tree Entry MA	ST All Levels	er Record	

Call Screening Sequence Menu

MENU ITEM	DESCRIPTION
Level	This activates sequencing of this level.
All Levels	This activates sequencing of all levels.

File Select 1	Гуре	Edit V	liew	Activate	G	ender Say	
First Name BENJAMIN		Device Setup Call Control			.ast Name RANKLIN		
Primary Ext.	110	Call	mpt Scre	ening	•	PIN Number	×××
When Ask For	BEN	Lai	Rout	ing	•	Busy	
Prompt With Password	BEN	N/4	i leten	ce		No Answer Message	rioriity 0

Call Routing Menu

MENU ITEM	DESCRIPTION	
Busy	Edit the Busy Schedule. This list defines which	
	communication devices are used and in what order	
	when a device is busy when being called.	
No Answer	Edit the No Answer Schedule. This list defines	
	which communication devices are used and in what	
	order when a device is not answered when being	
	called.	
Message	Edit the Message Delivery Schedule. This list	
	defines which communication devices are used and	
	in what order to deliver any new messages to.	

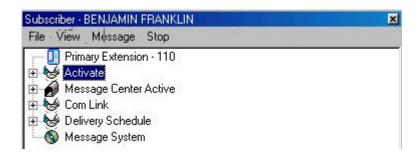
View Menu

The View Menu displays all of the subscriber information in a tree like display. This is a good way to check each subscriber's configuration.

Subscriber Se	tup - BENJAMIN FF	RANKLIN	_ 🗆 🗙
File Select T First Name BENJAMIN	Type Edit View Ac	h	
Primary Ext.	110	PIN Number	xxx
When Ask For	BENJAMIN FRANKLI	N BENJAMIN	
Prompt With	BENJAMIN FRANKLI	N	
Password	******	Conference	ce Prioriity 0

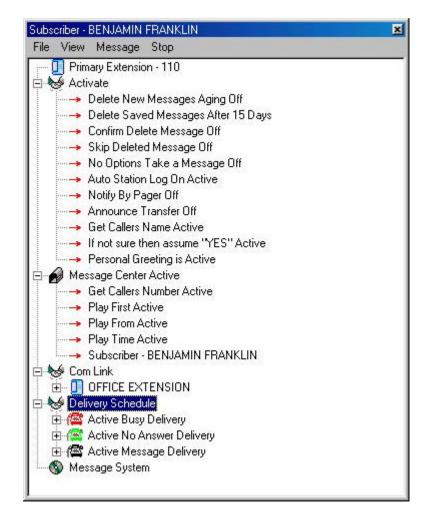
The Detail Tree

When you click on the Detail Tree the following window will open. It will show configuration for that subscriber that has been set up in all the different areas of the Subscriber Setup.



Expanded Detail Tree

When you click on the boxes with the "+" in them the display will expand to show all the detail in that area.



The Activate Menu

The Activate Menu contains a listing of most of the features that will be available for each subscriber. These are features that affect the incoming call that is being handled by the Atlas WAV auto attendant. The Message Center portion of the Activate Menu will show features that affect the subscriber when accessing the mailbox.

Subscriber Se			
	tup - BENJAMIN ype Edit View Middle Ni 110 BENJAMIN FRAN BENJAMIN FRAN		<pre>xxx here Prioriity 0</pre>
		No Directory Entry No User Options	

Activate Menu

MENU ITEM	DESCRIPTION		
Out of Office	Activate or deactivate subscriber Out of Office status. If subscriber is out of office then no call will be transferred.		
Announce Transfer	Activate Announce Transfer. If active the caller will be told who they are being transferred to. Such as: "Please hold while I transfer you to Sales."		
Get Caller's Name	Activate Get Caller's Name. If active, before a caller is transferred the caller's name will be requested. "May I say who is calling?"		
Personal Greeting			
Intercom Paging	Activate Intercom Paging. If active and the subscriber's phone has paging access, - on a no answer the caller will be asked if they would like to page.		

Page on Transfer	Activate Page on Transfer. If active and the subscriber's phone has paging access, the subscriber will be paged over the intercom as the caller is being transferred.
Notify by Pager	Activate Pager Notification. If active when a new message is left for the subscriber and the subscriber has an active pager, they will be paged by the WAV.
No Directory Entry No User Options	Activate No Directory Entry. If active, then the subscriber will not show up in any directory listing.

The Activate / Message Center Menu

First Name	Middle Na	Message Center	Activate
BENJAMIN		Vax Systen	 Get Callers Number
Primary Ext. When Ask For Prompt With Password	110 BENJAMIN FRAN BENJAMIN FRAN *****	Auto Station Log on Out of Office Announce Transfer Get Callers Name Personal Greeting Intercom Paging	 Verbose Quick and Dirty Play First Message Play Time Received Play Callers Name Exit to Main Prompt
		Page On Transfer Notify By Pager No Directory Entry No User Options	 Use Touch Tone Confirm Delete Message Skip Deleted Messages Favor Take a Message Just Take a Message Play Message Control

Activate / Message Center Menu

MENU ITEM	DESCRIPTION			
Activate	Activate a subscriber's message center. If not active,			
	the caller cannot leave a message for the current			
	subscriber.			
Get Caller's	Activate Get Caller's Number. If active, before			
Number	leaving a message the caller will be asked for their			
	phone number.			
Verbose	Provide additional information to the subscriber			
	when in the Message Center. Such as what menu he			
	or she is in.			
Quick and Dirty	Provide quick access in the Message Center with the			
	least number of prompts.			

Play First Message	Activate Play First Message. When the subscriber enters the Message Center the first new message will be played automatically.			
Play Time Received	Play the time a message was received when playing a message.			
Play Caller's Name	Play the caller's name when playing a message.			
Exit to Main Prompt	Exit to the main system prompt in place of hanging up when exiting the message center.			
Use Touch Tone	Activate Touch Tone usage in the Message Center. This allows the subscriber to use DTMF prompts when speech recognition is active			
Confirm Delete Message	Activate Confirm Delete Message. If active, when a subscriber deletes a message they will be asked if they are sure.			
Skip Deleted Messages	Activate Skip Deleted Messages. If active, deleted messages will not be accessed in the Message Center.			
Favor Take a Message	Activate a positive response to a noisy line when using speech recognition. If active, on an unknown response then "yes" will be the default.			
Just Take a Message	Activate voice mail only. The caller is given no options, just requested to leave a message.			
Play Message Control	Activate controls when playing a message such as fast forward, rewind, pause, etc.			

VAX System Menu

File Select 7	Type Edit View	Activate Gender Say	78 201
First Name	Middle N	Message Center 🔹 🕨	
BENJAMIN		Vax Systen 🔹 🕨	Verify Dialing
Primary Ext.	110	Auto Station Log on 🔸	Verify Name
When Ask For	BENJAMIN FRAM	Out of Office	Key Word Spotting
Prompt With	BENJAMIN FRAM	Announce Transfer	
Password	*****	 Get Callers Name Personal Greeting 	nce Prioriity 0
		Intercom Paging	
		Page On Transfer	
		Notify By Pager	
		No Directory Entry No User Options	

Activate VAX System Menu

MENU ITEM	DESCRIPTION			
Verify Dialing	If active the VAX will repeat your request to dial			
	number and ask if that is correct.			
Verify Name	If active the VAX will repeat your request to dial			
	"Bill Smith" and ask if that is correct.			
Key Word Spotting	If active the VAX will respond to requests by "key			
	words".			

Activate Auto Station Log on

Subscriber Se	tup - BENJAMIN	FRANKLIN	
File Select 1	Гуре Edit View	Activate Gender Say	100
First Name BENJAMIN	Middle Na	Message Center 🔹 🕨 Vax Systen 🔹 🕨	<u> </u>
Primary Ext.	105	Auto Station Log on 🔸	✓ Direct Access
When Ask For BENJAMIN FRAN Prompt With BENJAMIN FRAN		Out of Office	Request PIN On Hold Access
		Announce Transfer _ Get Callers Name	
Password	*****	 Get Callers Name Personal Greeting 	ce Prioriity 0
		Intercom Paging	
		Page On Transfer Notify By Pager	
		No Directory Entry	
		No User Options	

Auto Station Log on Menu

MENU ITEM	DESCRIPTION					
Direct Access	Activate direct message center access from an office					
	extension without requesting a PIN (Personal					
	Identification Number)					
Request PIN	Activate direct message center access from an office					
	extension after requesting a PIN (Personal					
	Identification Number)					
On Hold Access	If active will allow the subscriber to access their					
	mailbox while they have a call on hold.					

Gender

Subscriber Se	_ 🗆 X		
File Select T	ype Edit View Activate	Gender Say	
First Name BENJAMIN	Middle Name	Male Female	
Primary Ext.	110	PIN Number	XXX
When Ask For	BENJAMIN FRANKLIN BEI	NJAMIN	
Prompt With	BENJAMIN FRANKLIN		
Password	*****	Conferer	nce Prioriity 0

Gender Menu

MENU ITEM	DESCRIPTION
Male	Defines the gender of the subscriber as male. This is used in context when transferring a call and other things – For Example – "Please hold while I try <u>his</u> cell phone".
Female	Defines the gender of the subscriber a female. This is used in context when transferring a call and other things – For Example – "Please hold while I try <u>her</u> cell phone".

Say

Subscriber Se	tup - BENJAMIN FRANKI	_IN	_ 🗆 🗙
File Select T	ype Edit View Activate	Gender	Say
First Name	Middle Name	Last N.	When Ask For
BENJAMIN		FRANK	
Primary Ext.	110	PIN Number XXX	
When Ask For	BENJAMIN FRANKLIN BEN	NJAMIN	
Prompt With	BENJAMIN FRANKLIN	8	
Password	*****		Conference Prioriity 0

Say Menu

MENU ITEM	DESCRIPTION
When Ask For	Play back the "When Ask For" field

CHAPTER

Company Database

InnFone

8

Atlas WAV Main Dialog Additional Edit Menus Schedule Hours of Operation Holiday Schedule In / Out Status This chapter will describe additional sections available from the Edit Menu of the Atlas WAV Main Dialog. Most of your time will be spent in this menu when you are setting up or adding to your Atlas WAV system.

THE ATLAS WAV MAIN DIALOG EDIT MENUS

File	Set Select	Edit View	Update	Restart	Schedule	
03) 031	Channel::9 Grammar::	Subscrib		t Ca	lls OFF'')	
03) 031	Channel::9 Channel::9	Schedule Hours of	e Operation	07.7		
04)	Channel::	Holiday 9	Schedule			
04)	Grammar:: Channel::9	In / Out 9	Status	t Ca	lls OFF'')	
04) 04)	Channel::	Company) Database			
00)	Main::Stat	Trunk Da	atabase	þff -	պ	
Atlas V	Vav - channe	Inn Phon	e		100000	
001	Main::Stat			ecor	ded")	

Edit / Subscriber (See Chapter 7)

Edit Schedule

The Edit Schedule dialog is used to setup or change schedule information such as – reminders, wake-up calls, voice messages, logs, etc.

System Schedule and Activity					
ile Sele	ct				
Date	Time	Priority	Type of	System Name	
	0				
Account	0	Nan	ne	Course la	
Account Type	0	Nan	Sunday	Current	
		Nan	Sunday Monday	Current Phone	
Type Priority		Nan	Sunday	Phone	
Priority Clock		Nan	Sunday Monday Tuesday Wednesday Thursday	Phone	
Type Priority		Nan	Sunday Monday Tuesday Wednesday	Phone	

System Schedule Field Definitions

NAME OF ITEM	DESCRIPTION				
Account	Internal number assigned by the WAV system.				
Name	Name of subscriber				
Туре	Select which type of activity required				
Priority	Select priority for the activity				
Clock	To set the time for the activity to occur				
Message	Description of the activity that will appear in				
	"System Name" area				
Retry	Defines the number of attempts to try the activity				
Delay	Defines the delay between retry attempts				
Current	Displays information about the highlighted activity				

🖁 System Schedule and Activity						
File Select						
New Save Delete	me	Priority	Type of	System Name		
Exit						

Schedule File Menu

MENU ITEM	DESCRIPTION
New	To add new schedule activity
Save	Save the current information
Delete	Delete the current (highlighted) activity
Exit	

- Sj	ystem Schedule	e and Activity		_ 🗆 X
File	Select	riority Type of	System Name	
Ĕ	Subscriber Phone	nony Type of	Jystem ridine	

System Schedule Select Menu

MENU ITEM	DESCRIPTION
Subscriber	Select a subscriber to be scheduled from a subscriber
	list.
Phone	Select the communications device that will be used.

Edit / Hours of Operation

The Hours of Operation dialog is used to set when the company is open and closed and to select prompts for different hours of the day.

100000000	urs of Operation -	Contraction of the local data	200 C 200	×
File	e Select Dayo		1223	P
м		From	To loo oo ay	Prompt to Play
0		Contraction and the second		GOOD_MORNING WELCOME EARLY_HOURS
N	Morning	08:30 AM	11:50 AM	GOOD_MORNING WELCOME
D A	Lunch	11:50 AM	01:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
Y	Afternoon	01:00 PM	05:30 PM	GOOD_AFTERNOON WELCOME
	Evening		06:00 PM	GOOD_EVENING WELCOME AFTER_HOURS
	Closed	05:30 PM	12:00 PM	GOOD_EVENING WELCOME AFTER_HOURS

Hours of Operation Field Definitions

NAME OF ITEM	DESCRIPTION
Levels	Click to activate or deactivate each level.
From	This is the time the level becomes active.
То	This is the time the level becomes inactive.
Prompt to Play	These are the prompts that will be played while this
	level is active.

Hours of Oper	ation - I	MONDAY A	tlas Wav		×	
File Select	Dayo	f Week - C	Copy From			
Save	<u>ا</u>	From	To	Prompt to Play		
Exit	<u>d</u>	12:00 PM	08:30 AM	GOOD_MORNING WELCOME EARLY_HOURS		

Hours of Operation File Menu

MENU ITEM	DESCRIPTION
Save	Save the current selected list.
Exit	Exit Hours of Operation. Click Save first or any changes made will not be saved.

Hours	of Oper-	ation - M	ONDAY	'Atlas Way	
File	Select	Day of	Week	Copy From	
	Con	npany	From	To	Prompt to Play

Hours of Operation Select Menu

MENU ITEM	DESCRIPTION
Company	Select a specific company to work on in a multi- company installation.

File Select	Day of Week	Copy From	
Leve	Sunday	To	Prompt to Play
[Clos	🗸 Monday	3:30 AM	GOOD_MORNING WELCOME EARLY_HOURS
Morn	Morni Tuesday		GOOD_MORNING WELCOME
Lune Lune	Wednesday Thursday	1:00 PM	GOOD_AFTERNOON WELCOME LUNCH_HOURS
Aftern		5:30 PM	GOOD_AFTERNOON WELCOME
Even	Saturday	5:00 PM	GOOD EVENING WELCOME AFTER HOURS

Hours of Operation Day of Week Menu

MENU ITEM	DESCRIPTION		
SundaySaturday	Select the day to be displayed.		

e Select Day	of Week	Copy From	
, Levels	From	Sunday	to Play
Closed	12:00 P	Monday	_MORNING WELCOME EARLY_HOURS
Morning	08:30 A	0 A Wednesday Thursday	_MORNING WELCOME
Lunch	11:50 A		_AFTERNOON WELCOME LUNCH_HOURS
Afternoon	01:00 P		_AFTERNOON WELCOME
Evening		Saturday	EVENING WELCOME AFTER HOURS

Hours of Operation Copy From Menu

MENU ITEM	DESCRIPTION
SundaySaturday	Select day to copy information from. For example:
	Program Monday parameters. Then select Day of
	Week – Tuesday. Then select Copy From –
	Monday. All of Monday's information will be
	duplicated on Tuesday.

Edit / Holiday Schedule

Editing the Holiday Schedule will allow you to set up prompts to be played on Holidays and days closed.

Holid	lays Op	peratin	g Days	s for (.	. 🖃	
. Fils	Select	Clear	Mont	h -		
Sun	Mon	Tue	Wed	Thr	Fri	Sat
						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					

To activate a day as a Holiday simply "click" it.

Holid	lays Op	eratin	g Days	s for (.	🗖	
File	Select	Clear	Mont	h-		
Sun	Mon	Tue	Wed	Thr	Fri	Sat
						1
2	3	4	5	6	7	8

Holic	lays Op	eratin	g Days	for (
			Month			
E	xit	Tue	Wed	Thr	Fri	Sat

Holiday Schedule File Menu

MENU ITEM	DESCRIPTION
Exit	Exit the Holiday Schedule dialog.

Holic	lays Op	erating	g Days I	for (.	🔳	
File	Select	Clear	Month	4		
Sun	Holi	iday Gre	eeting	hr	Fri	Sat
	Holi	iday by	Name			1
						1000

Holiday Schedule Select Menu

MENU ITEM	DESCRIPTION
Holiday Greeting	Select a Holiday Greeting to be assigned to the current holiday.
Holiday by Name	Select a Holiday that has already been defined.

Holidays (Operating	g Days for (💻	
File Sele	ct Clear	Month -	
Sun Mor	Ca	alendar Fri	Sat
	1н	oliday	1

Holiday Schedule Clear Menu

MENU ITEM	DESCRIPTION
Calendar	Clear out the current month and restart.
Holiday	Clear out the current holiday and restart.

Holid	lays Op	erating	j Days for (📕	
File	Select	Clear	Month	
Sun	Mon	Tue	Janary	Sat
			February	1
			March	
2	3	4	April	8
			May	
9	10	11	June	15
			July	
16	17	18	August	22
			September	
23	24	25	October	29
			November	
30	31		December	
2005				

Holiday Schedule Month Menu

MENU ITEM	DESCRIPTION
Month	Select the Month to work on.

In / Out Status

The In / Out Status dialog is used to change if the subscriber is in or out of the office. When the subscriber status is out of the office then all incoming calls through the Atlas WAV will not ring the phone but the caller will be asked if they want to leave a message.

File	
In the Office	Out of Office
BENJAMIN FRANKLIN DONALD DUCK GEORGE WASHINGTON JAMES DEAN JOHN SMITH MARILYN MONROE MICKEY MOUSE NORMAN BATES DPERATOR SALES SHIPPING	

In / Out Status Field Definitions

NAME OF ITEM	DESCRIPTION
In the Office	This list contains all subscribers, departments, etc.
	that are marked in the office.
Out of Office	This list contains all subscribers, departments, etc.
	that are marked out of the office.

Subscribers	In / Out of Offic	e Status 🗾 🗵
File	<i>5</i> .	
Save	Office	Out of Office
Clear All	IKLIN	
Exit	INGTON	

In / Out Status File Menu

MENU ITEM	DESCRIPTION
Save	Save the current In / Out of Office Status.
Clear All	Used to clear all subscribers from the Out of Office list.
Exit	Exit the In / Out Status dialog.

Company Database

Company Database is used to edit multi-company installations. It is used only if you have more than one company in the system.

pany Name			
as Way			
	pany Name		

Company Database Field Definitions

NAME OF ITEM	DESCRIPTION
Number	This is the company number assigned to keep
	companies separate.
Company Name	This is the name of the company.
Company Listing	This is the list of all the current companies that are
Area	set up.

System Con	npanies 🛛 🛛
File	
New Save	ly Name
Delete Exit	Way

Company Database File Menu

MENU ITEM	DESCRIPTION
New	This is used to enter a new company to be served by
	the Atlas WAV
Save	This adds the new company to the list.
Delete	Delete the highlighted or current company
Exit	Exit the company setup

Trunk Database

Trunk Database is used whenever there is a need to have different main greetings for different trunks. Such as when more than one company is being served by the Atlas WAV or if there is a trunk or group of trunks that need to be answered differently.

Trunk to Company				×
File Select				
TrunkCompar	ny			
l				

Trunk Database Field Definitions

NAME OF ITEM	DESCRIPTION
Trunk	This is the physical number of the trunk in the
	associated Key Service Unit.
Company	This is the company associated with the specific
	trunk.
Company Listing	This is the list of all the current Trunks that have
Area	specific companies assigned to them.

Trunk to Co	mpany 💌
File Select	
New	Company
Save	
Delete	
Exit	

Trunk Database File Menu

MENU ITEM	DESCRIPTION
New	This is used to enter a new trunk number to be
	assigned to a specific company
Save	This will add the new company to the company list.
Delete	This will delete the highlighted company from the
	list.
Exit	Exit the Trunk Database dialog.

InnFone

The InnFone is a PC Front Desk and Call Accounting integrated system is an option that can be ordered with the Atlas WAV. It turns the front desk into a comprehensive hospitality management system with guest names, full call accounting with surcharge and call costing capability, credit limits, room audits, etc. If this option is ordered then clicking on the InnFone will bring up the following screen. The InnFone is covered in a separate manual.

File	Action	Check In	Check Out	Clear 911 Call	Reservation	Directory
÷	200 -	Suite 200 V	acant			
÷	201 -	Suite 201 V	acant			
÷	202 -	Suite 202 V	acant			
÷	203 -	Suite 203 V	acant			
+	204 -	Suite 204 V	acant			
+	205 -	Suite 205 V	acant			
+	206 -	Suite 206 V	acant			
+	207 -	Suite 207 V	acant			
÷	208 -	Suite 208 V	acant			
+	209 -	Suite 209 V	acant			
+	210 -	Suite 210 V	acant			

CHAPTER

9

Atlas WAV Main Dialog Additional File Edit Menus

Switch Integration System Parameters SMDI Setup PMS Integration Comm Ports Recognition This chapter will describe additional sections available from the File - Edit Menu of the Atlas WAV Main Dialog. Many of these screens should only be modified under direction of Key System US Technical Support.

THE ATLAS WAV MAIN DIALOG FILE - EDIT MENUS

File Set Select Edit	View	Update	Restart	Schedule
Log Validate Clean Up Prompts	loading ile Not iubscri) on Call'') 3 Subscrib t Found - r ibers Load el Not Actir	ns Post Ca ed'')	ulls OFF'')
Edit 🕨	Switch Integration System Parameters			OFF")
Backup / Restore				, on j
Exit		4DI Setup 4S Intergra	ation	
)4) Grammar::Error(")4) Channel::State("	Co	omm Ports		SMDI
04) Channel::State("	De	ecoanition		SMDR

File – Edit Switch Integration

Switch Integration is used to set up switch signaling information. This area can affect many areas of the operation of the Atlas WAV system and should only be accessed by a qualified trained technician.

🚜 Atlas Wav -	channels	(4)			
File Set Selec	t Edit Vie	ew Update	Schedule		
Log Validate Clean Up Prompts	► Va ► loa File ► lub	Vaiting on Call") oading Subscribers") ile Not Found - ns Post Calls OFF" ubscribers Loaded") (hannel Not Active")			
Edit	•	Switch Integ	gration	OFF"	

When Switch Integration is selected the following screen will appear:

📲 Key System	/ PBX Sw	itch In	terface Configu	iration				- 🗆 ×
File Setup Edi	t Activate							
Name Atlasl	IE	Key	System U S Atlas	2 E				
On	Off	All Off	Wait For	1	Rings Rin	ng Delay	40	×100 ms
MWL 743X	740X 0	×	Off Hook Delay	50	×10 ms Ri	ng Time	35	×100 ms
DTMF 10	5		Inter-digit Delay	0	×10 ms R	ling On	1	×100 ms
Extension Lengt	h 2		Pause	20	×10 ms Fla	sh Hook	75	X 10 ms
Call Analysis Dig		<u>.</u>	Trunk Access	9,	Loo	p Current	200	X 10 ms
Type of	Transfe	er Bu:	sy No Answer	Ansv	ver Rec. Con	v. Confe	erence P	aramaters
Station	&X	&	&		&90	Sys Stations	stem Max Trunks	
Station Conf	&	&	&		&	1	0	0
Trunk	9X	&	&				rence M	
Trunk Conf	SX	å	&		&	Sta	tions Tr	unks
Internal Paging	80	&	&	&			hispertol	Vie
External Paging	, 80	&	&	&		Γ		

Switch Integration Field Definitions

NAME OF ITEM	DESCRIPTION					
Name	This is the name of the switch that the WAV is					
1 vanie	attached to.					
Description						
Description	The description of the switch.					
MWL	The button used to enable or disable message waiting					
	light operation.					
MWL On	The dialing sequences needed to turn on a message					
	waiting from an idle line.					
MWL Off	The dialing sequence needed to turn off a message					
M () L 0JJ	waiting from an idle line.					
MWL All Off	The dialing sequence needed to turn off all message					
	waiting from a given line.					
DTMF On	The length of time in 10 millisecond increments the					
	DTMF tone is generated					
DTMF Off	The length of time in 10 millisecond increments the					
2 11/11 0 33	DTMF tone is off after being generated.					
Futancian I anoth						
Extension Length	This is the number of digits needed by the switch to					
	make up an extension.					
Call Analysis Digits	The maximum number of digits to allow when					
Count	waiting for advanced signaling to finish. This can					
	speed up transfers but may cause a misdial.					

Wait ForThe number of incoming rings to wait befor answering the line. This number can be set higher only the Operator overflow is answered.Off Hook DelayThis is the time period in 10 ms increments that digits will be detected after going off hook. This c be set higher for switches that send extra digits wh going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going of hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwe the completion of dialing and when the first ring heard.	so no an
Off Hook DelayOnly the Operator overflow is answered.Off Hook DelayThis is the time period in 10 ms increments that digits will be detected after going off hook. This c be set higher for switches that send extra digits wh going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going of hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri 	no an
Off Hook DelayThis is the time period in 10 ms increments that digits will be detected after going off hook. This c be set higher for switches that send extra digits wh going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia 	an
digits will be detected after going off hook. This c be set higher for switches that send extra digits wh going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	an
be set higher for switches that send extra digits wh going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	
going off hook.Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	
Inter-Digit DelayDefines the inter-digit delay when the WAV dia out. Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside li directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	en
out.Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside lidirectly from a voice mail port. For delivering messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	
out.Pre-set for SMDI integration.PauseThe length in time in 10 ms increments for going a hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside lidirectly from a voice mail port. For delivering messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	ıls
hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside lidirectly from a voice mail port. For delivering messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	
hook. Also for dialing a "comma".Trunk AccessThe sequence needed to access an outside lidirectly from a voice mail port. For delivering messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	on
directly from a voice mail port. For deliveri messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	
messages, etc.Ring DelayThe amount of time in 100 ms increments betwee the completion of dialing and when the first ring	ne
Ring Delay The amount of time in 100 ms increments betwee the completion of dialing and when the first ring	ng
the completion of dialing and when the first ring	_
	en
heard	is
ווכמוט.	
Ring Time The amount of time in 100 ms increments from t	he
beginning of a ring to the beginning of the next ring	5.
Ring On The amount of time in 100 ms increments	an
incoming ring must be present before it is consider	ed
a ring. Set this value higher to eliminate short rin	gs
or intercom rings.	_
<i>Flash Hook</i> The amount of time in 10 ms increments to stay	on
hook when processing a flash hook. If the syste	m
drops calls try lowering this value. If the system	is
not transferring try raising this value.	
<i>Loop Current</i> The minimum amount of time in 10 ms increments	a
change in loop current must stay before bei	
reported.	ng

The following "buttons" can be turned on or off by clicking them.:

Station	Set on if Trunk to Station transfer is available.
Station Conf	Set on if Trunk to Station conference is availabe.
Trunk	Set on if Trunk to Trunk is available.
Trunk Conf	Set on if Trunk to Trunk Conference is available.
Internal Paging	Set on if Internal Intercom Paging is available.
External Paging	Set on if External Intercom Paging is available.

Chation Tamer for	The dialing approximation model is start the two for f
Station Transfer	The dialing sequence needed to start the transfer of
	an incoming call to a device on the switch such as a station or fax.
Station Deres	
Station Busy	The dialing sequence needed to pull back the transfer
	if the station is busy.
Station No Answer	The dialing sequence needed to pull back the transfer
	if the station does not answer.
Answer	The dialing sequence needed to connect the
D 7	incoming call to a station.
Rec. Conv.	The dialing sequence needed to conference the voice
	mail caller and subscriber together to record the
	conversation.
Station Conf.	The dialing sequence needed to start the conference
Transfer	transfer of an incoming call to a station on the
	switch.
Station Conf. Busy	The dialing sequence needed to pull back the
	conference transfer if the station is busy
Station Conf.	The dialing sequence needed to pull back the
No Answer	conference transfer if the station does not answer.
Station Conf.	The dialing sequence needed to connect the
Answer	incoming conference call to a station.
Station Conf. Rec.	The dialing sequence needed to conference the voice
Conv.	mail caller and the subscriber together to record the
	conversation.
Trunk Transfer	The dialing sequence needed to start the transfer of
	an incoming call to a trunk on the switch.
Trunk Busy	The dialing sequence needed to pull back the transfer
	if the trunk is busy.
Trunk No Answer	The dialing sequence needed to pull back the transfer
	if the trunk does not answer.
Trunk Answer	The dialing sequence needed to connect the
	incoming call to a trunk.
Trunk Rec. Conv.	The dialing sequence needed to conference the voice
	mail caller and subscriber together to record the
	conversation.
Trunk Conf.	The dialing sequence needed to start the conference
Transfer	transfer of an incoming call to a trunk on the switch.
Trunk Conf. Busy	The dialing sequence needed to pull back the
	conference transfer if the trunk is busy.
Trunk Conf.	The dialing sequence needed to pull back the
No Answer	conference transfer if the trunk does not answer.
Trunk Conf.	The dialing sequence needed to connect the
Answer	incoming conference call to a trunk.

Trunk Conf.	The dialing sequence needed to conference the voice					
Rec. Conv.	mail caller and subscriber together to record the					
	conversation.					
Internal Paging	The dialing sequence to access the internal intercom					
Transfer	paging system.					
Internal Paging	The dialing sequence needed to pull back if the					
Busy	paging system is busy.					
Internal Paging	The dialing sequence needed to pull back if the					
No Answer	paging system does not answer.					
Internal Paging	The dialing sequence needed to pull back after the					
Answer	internal intercom page is complete.					
External Paging	The dialing sequence needed to access the external					
Transfer	intercom paging system.					
External Paging	The dialing sequence needed to pull back if the					
Busy	paging system is busy.					
External Paging	The dialing sequence needed to pull back if the					
No Answer	paging system does not answer.					
External Paging	The dialing sequence needed to pull back after the					
Answer	external intercom page is complete.					
Conference Parameters						
System Maximum	Maximum number of stations that can be involved in					
Stations	conferences system wide.					
System Maximum	Maximum number of trunks that can be involved in					
Trunks	conferences system wide.					
System Maximum	Maximum number of conferences that can be					
Conf.(s)	simultaneously in use system wide.					
Conference	Maximum number of stations in an individual					
Maximum Stations	conference.					
Conference	Maximum number of trunks in an individual					
Maximum Trunks	conference.					
Whisper to Me	Dialing sequence needed to activate whisper page.					

Switch Integration Setup Symbols

SYMBOL	OPERATION
X	Indicates the number being dialed. By placing an
	"X" in a field you are indicating to dial the number.
&	Perform a Flash Hook
,	Pause for the pause time indicated in switch pause
	time.
S	Wait for silence on the line or a change in condition.
V	Perform an on hook.
^	Perform an off hook.
r	Clear out the incoming digit buffer.

File Setup Edi	Activ	ate					
Save		Key	System U S Atlas	2 E			
New Delete	Off	All Off	Wait For	1	Rings Ring Delay	40	× 100 ms
Select	40×	0×	Off Hook Delay	50	×10 ms Ring Time	35	× 100 ms
Exit			Inter-digit Delay	0	×10 ms Ring On	1	×100 ms
Save & Exit		2	Pause	20	×10 ms Flash Hook	75	X 10 ms

Switch Integration File Menu

MENU ITEM	DESCRIPTION
Save	Save the switch information being displayed.
New	This will remove all entries in all fields and allow you to set up a new unlisted switch.
Delete	Delete the switch information being displayed If this switch is the default then a new default must be defined.
Select	Select a different switch from the current list.
Exit	Close the switch interface dialog.
Save & Exit	Save the switch information being displayed and exit the switch interface dialog.

File	and the second second	-	tivate	nterface Configuratio	m			
	Setup	<u>1983 - 19</u> 3						_
Na	Na Default			System U S Atlas 2 E				
1	Loa	ad Defaults	All Off	Wait For 1	Rinas	Ring Delay	40	× 100 ms
=	Sav	/e Defaults				r ning o oldy	25	

Switch Integration Setup Menu

MENU ITEM	DESCRIPTION
Default	Set the current switch being displayed as the default system switch.
Load Defaults	Load the default switch information from the backup system.
Save Defaults	Save the current switch being displayed into the backup system. DO NOT SAVE UNLESS TOLD TO DO SO BY TECHNICAL SUPPORT!!

Switch Integration Edit Menus

The Switch Integration Edit Menus are all advanced menus. Call technical support for assistance in changing information on these menus.

	tup Ed			nterface Configuration			
Name	A	Tone D	efinition	ystem U S Atlas 2 E	14.00		-
		In Band		Main Greeting	s Ring Delay	40	 X 100 ms
MWL	743X	740X	0×	Call Screeing Message Center	ms Ring Time	35	× 100 ms
DTMF	10	5		System Signaling	ms Ring On	1	× 100 ms
Extensi	on Leng	ıth	2	 Play Message Control Define Phone Number 	ms Flash Hook	75	X 10 ms
		nits Count	E D	- Derine Phone Number	Loop Current	200	 X 10 ms

Tone Defin	ition Table:	s			×
File Update					
Alt Busy Alt Disc	Tone ID	102			
Alt Fax	Name	Alt Bus	y		
Std Busy Std Disc	Description	Alterna	te Busy Sig	inal	
Std Fax	Туре	Ring	Ans	Disc	Busy Fax
	1	Frequen	cy <u>Devi</u>	iation	
	First	341	Hz 25	Hz	
	Second	0	Hz ^O	Hz	
	Cadence	Time	Devi	ation	Count
	ON	510	ms 50	ms	2
	OFF	660	ms 160	ms	60

Tone Definition Tables Definitions

NAME OF ITEM	DESCRIPTION
Tone ID	This is the tone ID number. It should be between
	100 and 500.
Name	The Name of the tone
Description	This is the general description of the item.
First Frequency	Indicates the first frequency being detected in Hz.
	Must be defined.
First Deviation	Indicates the number of Hz the first frequency can
	change.
Second Frequency	Indicates the second frequency being detected in Hz.
	Set this to "0" if not used.
Second Deviation	Indicates the number of Hz the second frequency can
	change. Set this to "0" if not used.
Cadence Time On	Indicates the amount of time in ms. the frequency
	will be on.
Cadence Deviation	Indicates the amount of time in ms. the frequency on
On	time can change.
Cadence Time Off	Indicates the amount of time in ms. the frequency
	will be off.
Cadence Deviation	Indicates the amount of time in ms. the frequency off
Off	time can change
Count	Indicates the amount times the tone must be detected
	before reporting it.

ïle Update						
Save		0	_			
Save As			-			1
Load Defaults						
New	on					
		Ring	Ans	Disc	and the second s	Fax

Tone Definition File Menu

MENU ITEM	DESCRIPTION	
Save	Select to save current tone.	
Save As	Select to save the current tone under a different	
	name.	
Load Defaults	Select to load the default tone table from system	
	This will replace the current tone set.	
New	Select to clear tone dialog and ready for a new entry.	
Delete	Delete the current tone being displayed.	
Exit	Return to the switch integration dialog.	

Tone Definition	Tables	X
File Update		
Alt Bi Tones	D O	

Tone Definition Update Menu

	DESCRIPTION
Tones	Select to update current tone tables to the system.

Edit In Band Main Greeting

Key System / PBX Switch Interface Configuration						
File Setup	• [Edit Activate				
Name	A	Tone Definition	ystem US Atlas 2 E			
	'n.	In Band 🛛 🕨 🕨	Main Greeting		Bing Delay 40	

When Main Greeting is selected it will bring up the following screen:

Main Greeting Call C	Control - Atlas Wav	×
File View Prompts	Sequence	
Master DTMF	Sequence Description	
Tree Entry		
When Ask For		
Prompt With		
Current Level + 0	On Go To	
Visual Tree	Max Digits 0 seq	Type of Signaling • Type O Level O Next Level
■ 00 MASTER - Mas	ter Record	Answer ND to Question Answer YES to Question Call Operator Directory Extension External Number Forward Busy Goto Extension Goto Level Goto Pin Number Menu Goto Subscriber Invalid Call Control Master Record Undefined

Main Greeting Call Control Definitions

NAME OF ITEM	DESCRIPTION		
Master	Click to make this display a master.		
Tree Entry	This is the value the user will enter to access the		
DTMF Sequence	definition (using an uppercase "X" or single digit.		
Tree Entry	This is the description of the current display.		
Definition			
When Ask For	Speech Recognition input – the same effect a		
	DTMF sequence except it is verbal.		
Prompt With	What to say for this entry.		
Current Level	This is the current level. A level can be a master or a		
	slave. Masters and slaves are grouped by using this		
	field. All records with a level 1 will be group		
	together, etc.		
On Go To	Defines where or who to go to under certain		
	conditions.		
Max Digits	This is the maximum number of digits that can be		
	entered at one time using this master. Used to make		
	response quicker.		
Seq	This is the sequence number used in slaves in order		
	to select the order in which they are prompted out.		
	The order in which prompts are to be played.		

Type of Signaling -	This is the type of integration defined. Type of		
Туре	signal will display the types with the current one		
	highlighted. To assign simply double click.		
<i>Type of Signaling</i> - Display the level list.			
Level			
<i>Type of Signaling</i> – This is the next level assigned to a slave.			
Next Level			
Visual Tree	This shows the current masters and slaves in a simple		
	tree type display. Double click to expand.		

Yiew P		equence				
New	PTMF Se	equence	Descrip	tion		
Save						
Save As						
Load						
Delete						
	H IO	On Go T	0			

Main Greeting File Menu

MENU ITEM	DESCRIPTION		
New	Click to reset the dialog to enter a new master or		
	slave.		
Save	Save current display.		
Save As	To save the current display under a different name.		
Load	Load the defaults for the current group.		
Delete	Delete current displayed item.		
Refresh	Refresh the display.		
Exit	Exit the dialog.		

File	View	Prompts Sec	juence	
Г	Sr	nall Icon	Description	
Tr	La	arge Icon		
Whi	Cu	urrent Level Only	/	

Main Greeting View Menu

MENU ITEM	DESCRIPTION
Small Icon	Click to view the display using small icons.
<i>Large Icon</i> Click to view the display using large icons.	
Current Level Only	Click to view the current level only.

Main Greet	ing Call (Control - Atlas Wav	X
File View	Prompts	Sequence	
Tree Entr		guence Description	
When Ask	Play	DTMF Prompt	
Prompt Wil	th	Speech Prompt	

Main Greeting Prompt Menu

MENU ITEM	DESCRIPTION
Edit	Edit DTMF prompts – show a list of current prompts
	to select from.
Say	Click to say prompt with or speech prompt.
DTMF Prompt	Click to play DTMF prompt.
Speech Prompt	Click to play speech prompt.

Main Greeting Call (Control - Atlas	Way	×
File View Prompts	Sequence		
Master DTMF	Level	ription	
Tree Entry	All Levels		

Main Greeting Sequence Menu

MENU ITEM	DESCRIPTION
Level	This activates the sequencing of this level
All Levels	This activates the sequencing of all levels

Edit In Band Call Screening In Band System Signaling In Band Play Message Control In Band Define Phone Numbers

RKeyS File Setu		201 00	2017	nterface Configuration			
Name	A	Tone D	efinition	ystem U S Atlas 2 E		_	-
	с .	In Band		Main Greeting	s Ring Delay	40	 × 100 ms
MWL	743X	740×	0×	Call Screeing Message Center	ms Ring Time	35	 X 100 ms
DTMF	10	5		System Signaling	ms Ring On	1	× 100 ms
Extensio	nLena	ıth	2	 Play Message Control Define Phone Number 	ms Flash Hook	75	× 10 ms
		nite Coun	ьlo	- Denne Phone Number	Loop Current	200	× 10 ms

When any of these items are selected a screen similar to the Edit In Band Main Greeting screen will appear. See the Edit In Band Main Greeting screen for Field Definitions and Menu explanations.

📲 Key System /	PBX Switch Interface C	onfig	uration	n		_ 🗆 🗙
File Setup Edit	Activate					
Name Atlaslie		las	2 E			
On	 Multimedia Paging Conference Call Back 	or	1	Rings Ring Delay	40	× 100 ms
MWL 743X	 Whisper to Me 	ay	50	×10 ms Ring Time	35	× 100 ms
DTMF 10	Voice Detection	▶ ay	0	×10 ms Ring On	1	× 100 ms
Extension Length	Conference Vax	1	20	X 10 ms Flash Hook	75	× 10 ms
Call Analysis Digit		▶ es	s 9,	Loop Current	200	× 10 ms

Switch Integration Activate Menus

MENU ITEM	DESCRIPTION					
Silence Disconnect	If active and the system detects silence on the					
	telephone line then a disconnect is assumed. Used					
	for switches that have no disconnect supervision.					
Multimedia Paging	If active the sound card in the system is used when					
	intercom paging is needed.					
Conference Call	If active then the station conference or trunk					
Back	conference will be used when processing a message					
	center call back.					
Whisper to Me	If active the when the called station is busy the WAV					
	can activate whisper page.					

File Sel	tup Edit	Activate					
Name	AtlasIIE	Silence Disconnect	la	s 2 E			
	On	 Multimedia Paging Conference Call Back 	or	1	Rings Ring Delay	40	 × 100 ms
MWL	743X [✓ Whisper to Me	ay	50	×10 ms Ring Time	35	×100 ms
DTMF	10 5	Voice Detection	•	None	10 ms Ring On	1	× 100 ms
	on Length	Conference	*	Quick	10 ms Flash Hook	75	X 10 ms
	alysis Digits	Vax	<u> </u>	Full • Best	Loop Current	200	× 10 ms

Activate Voice Detection Menus

MENU ITEM	DESCRIPTION			
Voice Detection -	If active (Quick, Full or Best) the voice detection is			
None	used when calling a person.			
Voice Detection -	If selected the voice connection is better with less			
Quick	bad connections but the response is slower.			
Voice Detection -	If selected the voice detection is done quickly but			
Full	may result in a false connection.			
Voice Detection -	If selected the voice detection is at its best. This			
Best	setting can detect an answering device but the			
	response time is slower and you may need to say			
	"hello" twice.			

File Setup Edit	Activate						
Name Atlasli		ŀ	as 2	E			
On	 Multimedia Paging Conference Call Back 		or [1	Rings Ring Delay	40	× 100 ms
MWL 743X	 Whisper to Me 		ay 🖡	50	×10 ms Ring Time	35	×100 ms
DTMF 10	Voice Detection	•	ay [0	X10 ms Ring On	1	× 100 ms
, , ,	Conference	•	(Order	🕨 🖌 Trunks First	75	 X 10 ms
Extension Length			ess	9,	 Stations First 	200	X 10 ms

Activate Conference Order Menus

MENU ITEM	DESCRIPTION			
Trunks First	If active then trunks will be added to the conference			
	first and then stations.			
Stations First	If active then stations will be added to the conference			
	first and then trunks.			

📲 Key System /	PBX Switch Interface C	onfi	guratio	n		_ 🗆 🗙
File Setup Edit	Activate					
Name AtlaslIE		a	s2E	140 F.		
On	 Multimedia Paging Conference Call Back 	0	r 1	Rings Ring Delay	40	× 100 ms
MWL 743X	 Whisper to Me 	a	y 5 0	×10 ms Ring Time	35	× 100 ms
DTMF 10	Voice Detection) a	y O	×10 ms Ring On	1	× 100 ms
	Conference	ا ا	20	V 10 me Flach Hook	75	X 10 ms
Extension Length	2 Q Q Q	•	 Call B 	Back On Trunk	200	

Switch Interface VAX Call Back On Trunk

MENU ITEM	DESCRIPTION
Call Back On Trunk	If active then the station conference or trunk
Trunk	conference will be used when processing a message
	center call back.

<u>File Edit</u> System Parameters SMDI Setup PMS Integration Comm Ports Recognition

System Parameters, SMDI Setup, PMS Integration, Comm Ports and Recognition are menus that should not be used unless requested by Key System US Technical Support. All of the required parameters in these menus will be set up prior to your receiving the Atlas WAV.

System Signaling Definitions

The Following Table defines the System Signaling In Band Signaling parameters.

NAME	DEFAULT	DESCRIPTION	
Access Help		Command to Access the Help system	
Answer NO to a	# Answer no to a question prompted to a caller o		
Question		subscriber	
Answer YES to a	*	Answer yes to a question prompted to a caller or	
Question		subscriber	
Ask to record a message		Ask the caller if he or she would like to leave a	
		message	
Call Operator	0, 00, 911	Go to the Operator defined in the system	
Caller ID		Indicates incoming caller ID information	
Clear a subscriber		Command to clear out a subscriber message	
		center of all messages	
Dial By Name	Access subscriber's personal directory		
Dial By Name Client		Command used to access the systems client list	
		for use with the VAX	
Dial By Name		Command used to access the system department	
Department		list for use with the VAX	
Dial By Name		Command used to access the dial by name	
Personal Directory		personal directory for use with the VAX	
Dial By Name		Command to access the system subscriber's list	
Subscribers		for use with the VAX	
Directory	##	Command used to enter into Directory Services	
Do Not Use or Ignore		Command to tell the system to skip over this	
		command	

Extension	XXX	Defines an extension number	
External Number	11111	Defines an extension number Defines an external or CO type number	
Fax		Defines the extension number routing to a Fax.	
1 uA		The extension can be either a subscriber's actual	
		office extension or fax extension.	
Forward Busy		Indicates that a call has been forwarded from a	
1 of ward Dusy		station that was busy	
Forward No Answer		Indicates that a call has been forwarded from a	
		station that did not answer	
Go to Extension		Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
Go to Main Greeting		Command to go to the Main Greeting Menu	
Go to Subscriber		Command to go to a subscriber in the system	
In the Office		Command to check a subscriber in the office	
Line Answered		Indicates a line has answered	
Line Busy		Indicates a line is busy	
Line Has Dropped		Indicates the connected Trunk or Station has hung	
		up	
Line is Ringing		Indicates a line is ringing	
Line No Answer		Indicates a line did not answer	
Log On		Used in the speech recognition mode to say the	
_		password	
Maid Status		Indicates which maid is in a guest room. Used	
		with InnFone	
Message Center Access		Provide direct access to message by using the	
		primary extension number. The PIN number is	
		asked for	
Monitor Caller (Trunk)		Used to allow a subscriber to listen to a caller	
		leaving a message in their mailbox	
Out of the Office		Command to check a subscriber out of the office	
Record Conversation		Command to allow a subscriber to record an	
		outside line call	
Record Emergency		Command to record the system emergency	
Message		message and make it active	
Remove Emergency		Command to delete the emergency message and	
Message		return to normal main greeting operation	
Request PIN Number on		Command to access Message Center after	
Voice Mail		entering subscriber's PIN Number	
Retrieve Caller (Trunk)		Command code for the subscriber to retrieve the	
		outside line caller that they are monitoring while	
		leaving a message in their mailbox.	
Set Active Company		Used to change companies in a multi-company	
		installation	

Take a Message	Defines the digits dialed to tell a screened caller to leave a message
Trunk Forward	Indicates a Trunk has been forwarded to the system
Trunk Hold Recall	Indicates a Trunk line has been returned to the system
Trunk ID	Used with in-band signalling to specify trunk ID

Main Greeting Signaling Definitions

The Following Table defines the Main Greeting In Band Signaling parameters.

NAME	DEFAULT	DESCRIPTION	
Answer NO to a		Answer no to a question prompted to a caller or	
Question		subscriber	
Answer YES to a		Answer yes to a question prompted to a caller or	
Question		subscriber	
Call Operator		Go to the Operator defined in the system	
Directory		Command used to enter into Directory Services	
Extension		Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
External Number		Defines an external or CO type number	
Forward Busy		Indicates a call has been forwarded from a station	
		that was busy	
Go to Extension		Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
Go to Level		Command to go to another level inside a visual	
		tree	
Go to Subscriber		Command to go to a subscribe in the system	
Invalid Call Control		Defines digits that will not be allowed	
Master Record		Indicates that this is a master record	
Undefined		Defines an unknown in band signaling input	

<u>Call Screening Signaling Definitions</u>

The Following Table defines the Call Screening In Band Signaling parameters.

NAME	DEFAULT	DESCRIPTION	
Answer NO to a	#	Answer no to a question prompted to a caller or	
Question		subscriber	
Answer YES to a	*	Answer yes to a question prompted to a caller or	
Question		subscriber	
Call Operator		Go to the Operator defined in the system	
Extension		Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
Forward Busy		Indicates a call has been forwarded from a station	
		that was busy	
Forward No Answer		Indicates a call has been forwarded from a station	
		that did not answer	
Go to Extension		Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
Go to Subscriber		Command to go to a subscribe in the system	
Hot Talk Message	##	Command to the system to record a real time	
		message that is played back to a caller during call	
		screening	
Invalid Call Control		Defines digits that will not be allowed	
Master Record		Indicates that this is a master record	
Record Conversation	**	Command to record an outside line call	
Undefined		Defines an unknown in band signaling input	

Play Message Control Signaling Definitions

The Following Table defines the Play Message Control In Band Signaling parameters.

NAME	DEFAULT	DESCRIPTION	
Fast Forward on Play	3 Command to Fast Forward 5 seconds duri		
		message play	
Pause on Play	2	Command to Pause 5 seconds during a message	
		play	
Rewind on Play	1	Command to Rewind 5 seconds during a message	
		play	
Speed Down Play	7	Command to slow down the message playback	
Speed Reset Play	8	Command to reset the message playback speed to	
		normal	
Speed Up Play	9	Command to speed up the message playback	
Volume Down Play	4	Command to decrease the volume of the message	
		playback	
Volume Reset Play	5	Command to reset the volume of the message	
		playback to normal	
Volume Up Play	6	Command to increase the volume of the message	
		playback	

Define Phone Number Signaling Definitions

The Following Table defines the Define Phone Number In Band Signaling parameters.

NAME	DEFAULT	DESCRIPTION	
Answer NO to a	#	Answer no to a question prompted to a caller or	
Question		subscriber	
Answer YES to a	*	Answer yes to a question prompted to a caller or	
Question		subscriber	
Call Operator	0, 00	Go to the Operator defined in the system	
Extension	XXX	Command to go to an extension. To actually	
		transfer the extension must be defined by one of	
		the subscribers	
Invalid Call Control		Defines digits that will not be allowed	
Undefined		Defines an unknown in band signaling input	

External Number	XXXXXXX	Defines an external or CO type number
	XXXXXXXXXXX	
	XXXXXXXXXXXX	