NEC

EliteMail VMS/ EliteMail Limited

TECHNICIAN GUIDE

Contents of this manual are subject to change without prior notice at the discretion of **NEC America, Inc.** This document has been prepared for the use of employees and customers of **NEC America, Inc.** and may not be reproduced without prior written approval of **NEC America, Inc.**

EliteMail and Electra Elite are trademarks of NEC America, Inc.

Preface

The EliteMail VMS/EliteMail Limited system is people oriented, and speeds communication between people using the very latest technology.

This system has a set of manuals that provide all the information necessary to install and support the system. The manuals are described in this preface.

This manual provides general information about the system features, configuration, and standards. Sections of this manual include:

✆ Hardware Specifications
   Describes installation and operation of VMS(2)/(4)/(8)-U10 and
   FMS( )-U10 ETUs.

✆ Programming
   Provides Memory Block assignment to program VMS(2)/(4)/(8)-U10 or
   FMS( )-U10 ETU.

✆ Console Maintenance
   Provides procedures for all local and remote maintenance.

✆ Reference
   Provides detailed information to enable the technician to set up and
   maintain the EliteMail VMS/EliteMail Limited system.

✆ Glossary
   Defines terms used in this guide.

EliteMail VMS/EliteMail Limited Job Specifications Manual   (Stock Number 750176-1)

Provides detailed information to tailor the application to the customer's needs.

Table of Contents

Chapter 1   Hardware Description

Chapter 2   Installation

List of Figures

Hardware Description

The EliteMail VMS, VMS(   )-U10 ETU, is a 2-port, 4-port, or 8-port interface that can be installed in any interface slot in the Electra Elite system.   The 2-port or 4-port configuration includes one digital signal processor (DSP); the 8-port configuration requires an additional DSP-F-21 Unit.

The EliteMail Limited, FMS( )-U10 ETU, is a 2- or 4-port interface that can be installed in any interface slot in the Electra Elite system.

This electronic telephone unit is a PC platform installed in the Electra Elite system and contains hard disk space for voice recording storage and application software. A digital signal processor/voice processing section handles the following functions:

✆   DTMF detection

✆   DTMF generation

✆   General tone detection

✆   FAX CNG tone detection

✆   PCM compression for audio recording/playback

✆   Automatic gain control (AGC)

✆   A serial port capable of direct connect speeds up to 19.2 Kbps.

The number of EliteMail ports installed has a direct impact on the total number of system ports available.

Installation

SECTION 1
PRECAUTIONS

The ETUs used in this system make extensive use of CMOS technology that is very susceptible to static electricity. **Static discharge must be avoided** when handling ETUs. Always use the following precautions:

✆   Wear a grounded wrist strap anytime you handle an ETU.

✆   Make all ETU DIP switch setting changes before inserting the ETU in the KSU.

✆   Carry ETU in a conductive polyethylene bag to prevent static electricity damage.

SECTION 2
ENVIRONMENTAL
CONDITIONS

The following temperature and humidity variances apply for VMS/FMS( )-U10 ETU operation:

✆   Operating temperature: $+32^0$ to 85^0 F ($0^0 \sim 29.5^0$ C)

✆   Long-term temperature: $+50^0$ to 80^0 F ($10^0 \sim 26.7^0$ C)

✆   Operating humidity: 10% to 90% (noncondensing)

SECTION 3
INSTALLING THE
DSP-F-21 UNIT ON
THE VMS(4)-U10
ETU

To upgrade a VMS(2)/(4)-U10 ETU to 8 ports, the DSP-F-21 must be installed. When the VMS(8)-U10 ETU is purchased, the DSP-F-21 is installed at the factory. Refer to Figure 2-1 DSP-F-21 Unit Installation.

Hardware Specifications

To upgrade a VMS(2)-U10 ETU to VMS(4)-U10 ETU

1.   Connect the PC to the VMS( )-U10 ETU.

2.   Shut down the Voice Mail Application.

3.   From the C:\VMAIL prompt, enter **ACTIVATE**.

4.   Enter the Activation Code. (Call NEC customer service for this code).

5.   Restart Voice Mail system.
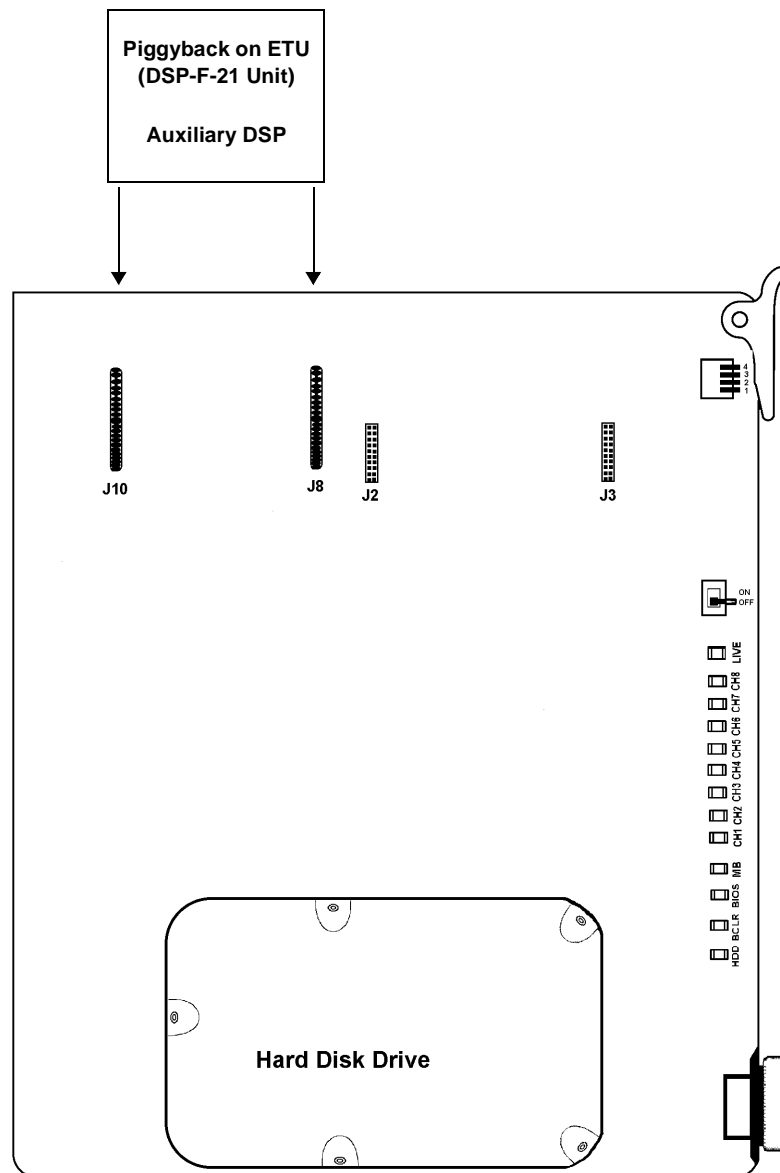
Figure 2-1   DSP-F-21 Unit Installation

To upgrade VMS(4)-U10 ETU to VMS(8)-U10 ETU

1.   Verify that the HDD LED on the VMS(4)-U10 ETU is off.

2.   Verify that the BCLR LED is green.

3.   Turn off the MB (Make Busy) switch and verify that the MB LED is on.

4.   Wear a grounding strap when removing the VMS(4)-U10 ETU from the Electra Elite KSU.

5.   Locate connectors J10 and J8 on the left side of the ETU, and press down on the DSP-F-21 Unit until a secure connection is made.

6.   Return the ETU to the KSU.

7.   Turn the MB Switch on.

8.   Connect the PC to the VMS( )-U10 ETU.

9.   Shut down the Voice Mail Application.

10.   From the C:\VMAIL prompt, enter **ACTIVATE**.

11.   Enter the Activation Code. (Call NEC customer service for this code).

12.   Restart the Voice Mail system.

☞   To upgrade from VMS(2)-U10 to VMS(8)-U10, perform upgrade from VMS(2)-U10 to VMS(4)-U10, and then perform upgrade from VMS(4)-U10 to VMS(8)-U10.

SECTION 4
UPGRADE
ELITEMAIL LIMITED
TO 4-PORTS

The EliteMail Limited hardware is shown in Figure 2-2 FMS( )-U10 ETU. To upgrade from 2-port to 4-port configuration:

1.   Connect the PC to the FMS( )-U10 ETU.

2.   Shut down the Voice Mail Application.

3.   From the C:VMAIL prompt, enter **ACTIVATE.**

4.   Enter the Activation Code (Call NEC Customer Service for the code).

5.   Restart the VoiceMail system.
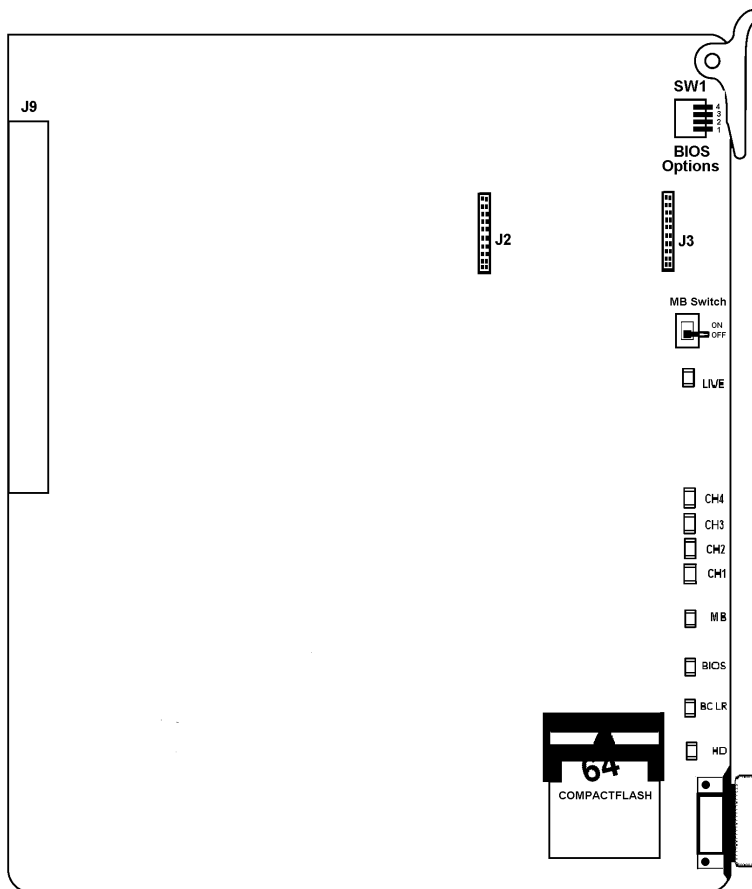
Figure 2-2   FMS( )-U10 ETU

SECTION 5
INSTALL MODEM
KIT UNIT

The Modem Kit Unit provides remote connection. To install the Modem Kit Unit refer to Figure 2-3 Install Modem Kit Unit. The VMS( )-U10 ETU is shown, but the Modem Kit Unit can also be installed in connectors J2 and J3 on the FMS( )-U10 ETU.

1. Verify that the HDD LED on the VMS/FMS( )-U10 ETU is off.

2. Verify that the BCLR LED is green.

3. Turn off the MB (Make Busy) Switch and verify that MB LED is Off.

4. Wear a grounding strap when removing the ETU from the Electra Elite KSU.

5. Locate connectors J2 and J3 on the right side of the ETU, and press down the Modem Kit Unit board until a secure connection is made. If changing from local to remote connection, place DIP switch SW1, position 3 down (On).

    ☞   When DIP switch SW1, position 3 is on, COM1 cannot be used for direct connection.

6. Return the ETU to the KSU.

7. Turn the MB Switch on.

FCC Part 68 and UL1459

The Modem Kit Unit must be used behind an Electra Elite system with an SLI(8) -U10 ETU or SLT(1)-U10 ADP. It is not approved for FCC Part 68 and UL 1459; therefore, it should not be directly connected to the PSTN (CO line).

Piggyback on ETU
(Modem Kit Unit)

**Remote/Local
Serial Interface**

J10   J8
                                          J2   J3

ON
OFF

CH1 CH2 CH3 CH4 CH5 CH6 CH7 CH8 LIVE
HDD B.CLR BIOS IMB

Hard Disk Drive
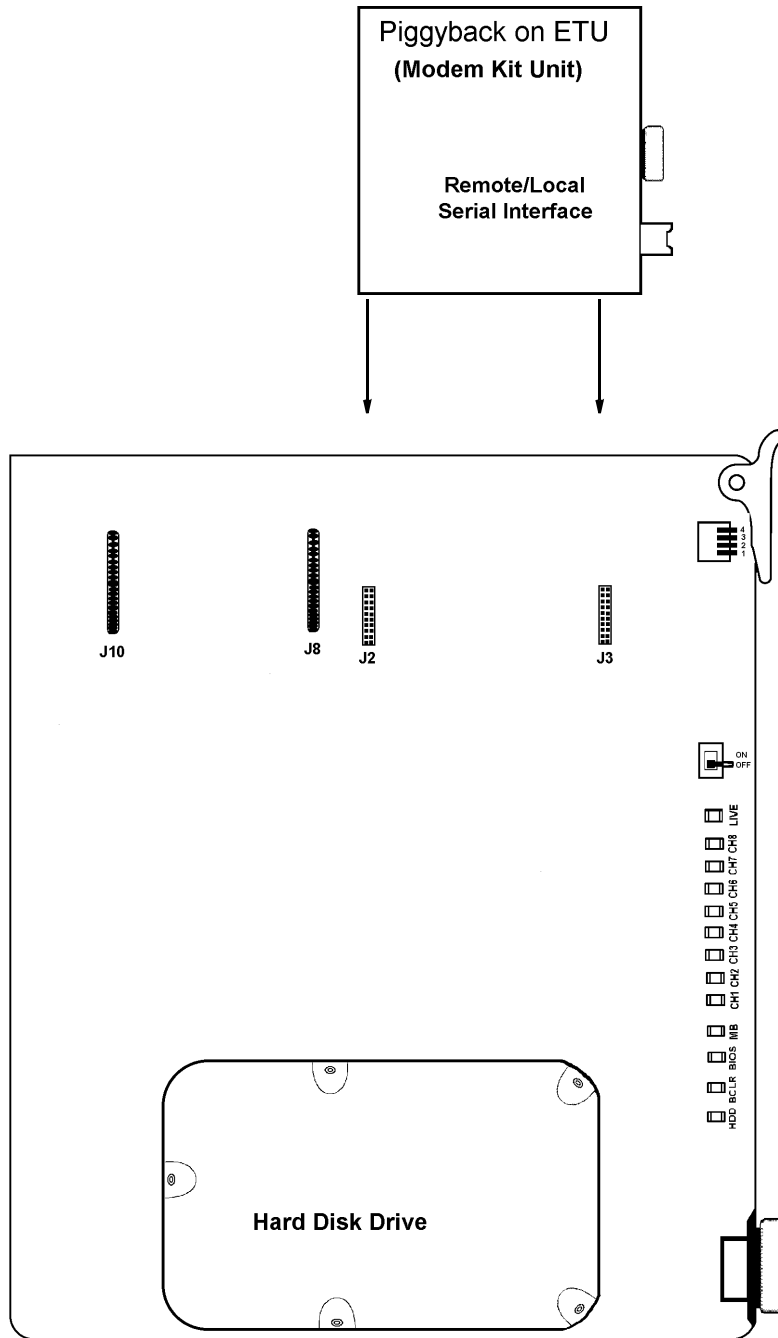
Figure 2-3   Install Modem Kit Unit

Table of Contents

List of Figures

Programming

SECTION 1

OVERVIEW

The VMS ETU is recognized by the Electra Elite system as having four or eight digital voice mail (DVM) ports; therefore, make all assignments required for DVM.

☞ The FMS( )-U10 ETU has only four ports

1. Install VMS/FMS( )-U10 ETU.

2. Program the telephone system to support digital voice mail (DVM).

Enter Programming Mode

1. From Port 01 or 02, [Feature] .

2. Then [Hold] .

3. Dial (#) , (0 OPER) , (*) .

☞ Graphic key face (*e.g.,* [Feature]) means press indicated key.

Assign Function Keys

Program Memory Block 4-12, Line Key Selection for Telephone Mode.

This program assigns line keys as feature access keys that are used for live record. Each live record must have a feature key assigned as follows:

1. Press LK4.

2. Dial (1) (2 ABC) .

3. Press (*) (*) (*) (*) followed by the port number of the extension to program.

4. Enter line key number (*e.g.,* (0 OPER) (8 TUV)).

5. Press LK6 and key number to assign the line as feature access.

6. [Transfer] to write data and advance to the next line key number.

7. Repeat Steps 5 and 6 for each line key.

8. Repeat Steps 3~7 for remaining extensions that require live record.

9. [Answer] [Answer] .

Programming   1 - 1

Assign Voice Mail Parameters

Program Memory Block 7-1, Interface Slot Assignment. This program assigns the VMS/FMS( )-U10 ETU to the right slot.

1.   Press LK7.

2.   Press LK1.

3.   Enter the slot number of the VMS/FMS( )-U10 ETU.

    ☞   Page 3 LK3 for 2 or 4 ports; Page 3 LK4 for 8 ports.

4.   Press LK7 (Digital Voice Mail).

5.   (Transfer) to write data and advance to the next port number.

6.   Repeat Steps 4 and 5 for remaining DVM extensions.

7.   (Answer) (Answer) .

    ☞   If installing VMS/FMS(2)-U10 ETU, make the assignment as VMS/FMS(4)-U10 ETU.

Program Memory Block 4-10, Station Number Assignment. This program assigns the extension numbers to the VMS/FMS( )-U10 ETU ports connected to the DVM as Follows:

1.   Press LK4.

2.   Dial (1) (0 OPER) .

3.   Press (*) (*) (*) (*) followed by the port number of the first ESI port connected to the DVM.

4.   Enter the extension number to assign.

5.   (Transfer) to write data.

6.   Press (*) (*) .

7.   Enter the next DVM port number.

8.   Dial (1) (0 OPER) .

9.   Repeat Steps 4~8 for remaining DVM ports.

10.   (Answer) (Answer) .

Live Record Parameters

Program Memory Block 1-8-08, Class of Service (Station) Feature Selection 2. This program selects the live record feature per class of service as follows:

1.   Press LK1.

2.   Press LK8.

3. Dial ⓪ ⑧ .

4. Enter the class of service number.

5. [Recall] , [Recall] , [Recall] to advance to page 4.

6. Press LK5 to enable live record for that class of service.

7. [Transfer] to write data.

8. Repeat Steps 4~7 for each class of service.

9. [Answer] [Answer] .

Program Memory Block 3-45, Live Recording Trunk Selection. This program selects live record feature trunk-by-trunk as follows:

1. Press LK3.

2. [Transfer] .

3. Dial ④ ⑤ .

4. Press ✳ ✳ followed by the CO/PBX line number.

5. Press LK2 to allow live record on this CO/PBX line.

6. [Transfer] to write data.

7. Repeat Steps 2~6 for each CO/PBX line that requires live record.

8. [Answer] [Answer] .

Live Monitoring Parameters

Program Memory Block 1-8-08, Class of Service (Station) Feature Selection 2. This program selects the live monitoring feature per class of service as follows:

1. Press LK1.

2. Press LK8.

3. Dial ⓪ ⑧ .

4. Enter the class of service number.

5. [Recall] , [Recall] , [Recall] , [Recall] to advance to page 5.

6. Press LK6 to enable live monitoring for that class of service.

7. LK6 LED remains on while live monitoring is enabled.

☞ **This feature is available on the FMS( )-U10 ETU as an upgrade option only.**

Assign DVM Extensions to Hunt

Program Memory Block 4-14, Intercom Master Hunt Number.   This program assigns the first DVM extension as the pilot number as follows:

1.   Press LK4.

2.   Dial ① ④ .

3.   Press ✳ ✳ followed by the port number of the first DVM extension.

4.   Press LK2 to assign the DVM port as master hunt.

5.   (Transfer) to write data.

Program Memory Block 4-15, Intercom Master Hunt Number Forward Assignment. Assign this number as follows:

1.   Enter the extension number of the second DVM port.

2.   (Transfer) .

3.   Press ✳ ✳ ✳ .

4.   Dial ① ⑤ .

5.   (Conf) .

6.   Enter the extension number of the next DVM port.

7.   Repeat Steps 2~6 for each DVM extension.

8.   (Transfer) to write data.

9.   (Answer) (Answer) .

DIT Assignment

Program Memory Block 3-42, DIT Assignment. This program sets up the DVM to be an automated attendant as follows:

1.   Press LK3.

2.   (Transfer) .

3.   Dial ④ ② .

4.   Press ✳ ✳ ✳ ✳ ✳ followed by the first CO line to ring to the DVM.

5.   Enter the extension number of the first DVM port.

6.   (Transfer) to write data.

7.   Press ✳ ✳ .

8.   Dial $\textcircled{4}$ $\textcircled{2}$.

9. $\boxed{\text{Conf}}$ to advance to the next CO line.

10.   Repeat Steps 5~9 for each CO line to ring the DVM.

11. $\boxed{\text{Transfer}}$ to write data.

12. $\boxed{\text{Answer}}$ $\boxed{\text{Answer}}$.

Allow Call Forwarding

Program Memory Block 1-8-08, Class of Service (Station) Feature Selection 2. This program selects Call Forward Busy/No Answer feature as follows:

1.   Press LK1.

2.   Press LK8.

3.   Dial $\textcircled{0}$ $\textcircled{8}$.

4.   Enter the Class of Service number.

5. $\boxed{\text{Recall}}$.

6.   Press LK5.

7. $\boxed{\text{Transfer}}$ to write data and advance to the next Class of Service.

8.   Repeat Steps 5~7 for each Class of Service that requires Call Forward Busy/No Answer.

9.   Hang up.

Programming Individual Stations

Call Forward.

Program Individual stations for Call Forward as follows:

For Busy/No Answer:

1.   Go off hook.

2.   Dial $\textcircled{4}$ $\textcircled{3}$ followed by the extension number of the first DVM port.

3.   Hear confirmation tone.

4.   Hang up.

For all Calls:

1.   Go off hook.

2.   Dial $\textcircled{4}$ $\textcircled{1}$ followed by the extension number of the first DVM port.

3.   Hang up.

SECTION 2
CONFIGURATION
SUPPORT

Applications	Automated Attendant/Voice Mail with call forwarding (release transfer) Automated Attendant/voice Mail without call forwarding (Await answer transfer) Voice Mail only (No transfer)
Message Notification	Through message waiting lamps
Call Forwarding	Supported
Operator Console	100 (default) Positive disconnect: Digital Signal
Hardware	One VMS( )-U10 ETU for 2, 4, or 8 DVM extensions One FMS( )-U10 ETU for 2 or 4 extensions
Connections	Connects to backplane connector of the ESU
Telephone	One of the following phones is required for programming the Electra Elite system data: ETW-16DC-1/2 (BK)/(SW) ETW-16DD-1/2 (BK(/(SW) ETW-24DS-1/2 (BK)/(SW) DTU-8D-2(BK)/(WH) DTU-16D-2 (BK)/(WH) DTU-32D-2 (BK)/(WH)
DSP-F-21 UNIT	Four additional voice mail ports VMS( )-U10 ETU only
MDM-F-20 UNIT	For remote connection

SECTION 3
VMS
ETU CONTROLS AND
INDICATORS

Figure 1-1 VMS( )-U10 ETU shows the controls and indicators.

The 8-port VMS KTU is shown
with a 4-port auxiliary DSP
installed. For 2/4 ports, the
auxiliary DSP is not installed.

Option Kit (purchased
separately) is required
for remote maintenance.

Piggyback on ETU

(DSP-F-21 Unit)

Auxiliary DSP

Piggyback on ETU

(MDM-U10 Unit)

Remote
Serial Interface

DIP Switch
Up   = Off
Down = On

9-pin RS-232

COM2 Ports

Modem Port RJ-11

Make Busy Switch

ON
OFF

HDD BCLR BIOS MB CH1 CH2 CH3 CH4 CH5 CH6 CH7 CH8 LIVE

Hard Disk Drive

COM1 Local
Connection

Figure 1-1 VMS( )-U10 ETU

SECTION 4
VMS
LED INDICATIONS

The front edge of the VMS ETU has 12 LEDs. LEDs CH1 ~ CH8 indicate port status as follows:

✆   Off   Port idle or not used

✆   On   Port busy

The Live LED is red if the KTU is receiving power.

When the MB LED is on, the VMS( )-U10 ETU can be removed.

The DOS (BIOS) LED is red if a BIOS error has occurred.

The bicolor (BCLR) LED indicates the application status.

✆   Red   DOS started (VM application not ready)

✆   Green   VM application is running

✆   Orange   Error

☞   If BCLR LED is orange, check error type on console screen. After error is corrected, this LED automatically changes to green.

Do not connect the link between the console and the KTU until BCLR turns green during booting

The hard disk drive (HDD) LED flashes red when HDD is active.

☞   Do not reset the KTU while the HDD LED is flashing.

SECTION 5
VMS SWITCHES

The main power **ON/OFF** switch for the VMS( )-U10 ETU can be used to reset the KTU.

Switch SW1   4-position DIP switch:

1	Normally off (on to enable COM1).
2	Normally off. When 1 and 2 are both on, COM1 is enabled for HOSTKEY and the VM application stops working (Maintenance).
3	On – COM2 (Remote/RJ11) Off – COM1 Local connection
4	Normally off (On to boot up to DOS prompt).

☞   If switch SW1, position 1, 2, 3, or 4 is changed, the ETU must be rebooted (MB switch off, then on).

SECTION 6
VMS/FMS
CONNECTORS

9-pin RS232(COM 2)	Not Used (MDM-U10 Unit)
RJ11 modem port (COM 2)	Remote connector on serial interface (MDM-U10 Unit)
9-pin RS232(COM1)	Local serial connector on main ETU for direct connection

SECTION 7
FMS
ETU CONTROLS AND
INDICATORS

Figure 1-2 FMS( )-U10 ETU shows the controls and indicators.
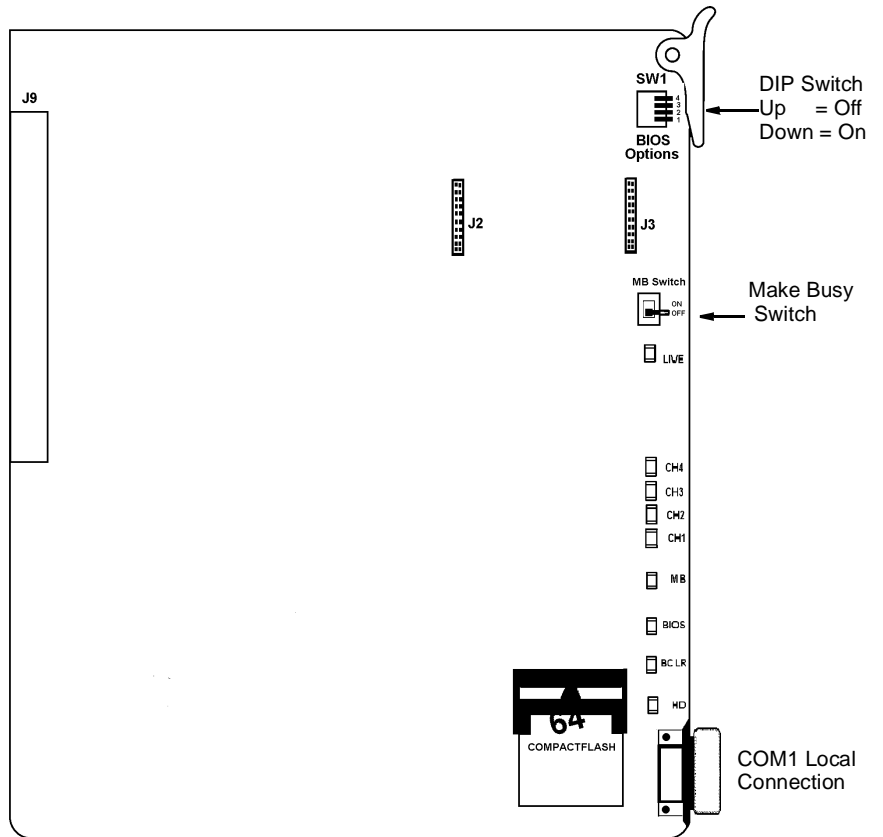
Figure 1-2   FMS( )-U10 ETU

SECTION 8
FMS
LED INDICATIONS

The front edge of the FMS ETU has 8 LEDs. LEDs CH1 ~ CH4 indicate port status as follows:

- ✆ Off   Port idle or not used

- ✆ On   Port busy

The Live LED is red if the KTU is receiving power.

When the MB LED is on, the ETU can be removed.

The DOS (BIOS) LED is red if a BIOS error has occurred.

The bicolor (BCLR) LED indicates the application status.

- ✆ Red   DOS started (VM application not ready)

- ✆ Green   VM application is running

- ✆ Orange   Error

> ☞ If BCLR LED is orange, check error type on console screen. After error is corrected, this LED automatically changes to green.

Do not connect the link between the console and the KTU until BCLR turns green during booting

The hard disk (HD) LED flashes red when Flash Disk is active.

> ☞ Do not reset the KTU while the HD LED is flashing.

SECTION 9
FMS SWITCHES

The main power **ON/OFF** switch for the FMS( )-U10 ETU can be used to reset the KTU.

Switch SW1   4-position DIP switch:

1	Normally off (on to enable COM1).
2	Normally off. When 1 and 2 are both on, COM1 is enabled for HOSTKEY and the VM application stops working (Maintenance).
3	On – COM2 (Remote/RJ11) Off – COM1 Local connection
4	Normally off (On to boot up to DOS prompt).

> ☞ If switch SW1, position 1, 2, 3, or 4 is changed, the ETU must be rebooted (MB switch off, then on).

Table of Contents

Chapter 4   Transferring Files

List of Figures and Tables

Introduction

SECTION 1
GENERAL
INFORMATION

Console Maintenance is used for all local and remote maintenance. A computer is used to control a customer voice mail system, monitor operation, and transfer files back and forth as needed. Console Maintenance display lets you solve problems on the voice mail computer system without visiting a customer site (using optional modem).

SECTION 2
CONNECT HOST
AND REMOTE
COMPUTERS

The computer controlling a Remote Maintenance connection is the **remote computer**. The other computer voice mail system under the control of the remote computer, is the **host**. The remote computer is linked to the host computer by modem or direct link. When a connection is made between the host and the remote computer, the remote computer screen reflects on-screen changes for the host computer. The keyboard on the remote computer can also remotely control the host.

SECTION 3
DISK FOR REMOTE
MAINTENANCE

The disk contains the **remote** software, for the remote computer. The **host** software for the voice mail system is preinstalled. If the remote software is not installed on the remote computer, console maintenance cannot be performed.

SECTION 4
REMOTE
MAINTENANCE
TELEPHONE BOOK

Each computer with Remote Maintenance installed also has a Remote Maintenance Telephone Book. This online telephone book contains the settings for that particular computer COM port, modem, login, and password. On remote computers, the telephone book also contains the name, telephone number, and other information necessary to complete a connection to each host computer it is set up to contact.

SECTION 5
WHAT YOU NEED TO
CONNECT THE
COMPUTER

If the remote computer is linked to the host computer using a modem, the following items are required for the remote computer before connections can be made:

✆   MDM-U10 Unit

✆   Single Line Telephone port for the modem

✆   Remote Maintenance software

If linking the remote computer to the host computer using direct connect, the Serial cable included with the VMS/FMS( )-U10 ETU is required.

SECTION 6
CONNECT A MODEM

For Remote Maintenance to work, each computer must have its own modem. The host version of Remote Maintenance is already installed on the VMS/FMS( )-U10 ETU. The optional MDM-U10 Unit must be installed for remote maintenance.

SECTION 7
HARDWARE
CONNECTION OPTIONS

The following options are available:

✆   Direct connect using serial cable

The cable (included) requires a DB-9 connector. This serial cable connects the EliteMail VMS/EliteMail Limited card to a serial port on the remote computer.

✆   Remote connect using MDM-U10 Unit

An RJ-11 connector is required to plug in a telephone extension.

SECTION 8
USE THIS GUIDE

This guide explains how to install the Remote Maintenance software on a remote computer. It also explains how to use the Remote Maintenance software to link the computers and transfer files.

Install the Remote Computer Software

SECTION 1
BEFORE YOU INSTALL REMOTE MAINTENANCE SOFTWARE

Before you install the remote version of Remote Maintenance software:

✆   If you are connecting remotely, verify that a modem is correctly installed on the remote computer.

✆   Determine which COM port the modem or direct connection uses.

✆   Verify that you have the Remote Maintenance remote software disk.

SECTION 2
INSTALL THE REMOTE VERSION OF REMOTE MAINTENANCE SOFTWARE

1.   Verify that you are in the drive where you want to install Remote Maintenance.

2.   Insert the remote Remote Maintenance Disk in the A: floppy drive.

3.   Enter **A:INSTALL**, and press ⏎Enter.

4.   Enter **Y**, and press ⏎Enter to confirm that you want to continue, or enter **N,** and press ⏎Enter to cancel. **If you do not know the COM port, cancel the procedure**.

5.   When the system asks:

Okay to install the remote maintenance option? (Y/N), enter **Y**, and press ⏎Enter.

Console Maintenance

6.   When the system asks:

      Do you want to use a direct serial connection? (Y/N),

      enter **Y**, and press ⏎Enter if using direct connection, and go to the next step. Enter **N**, and press ⏎Enter if using remote connection, and go to step 9.

7.   When system asks:

      Do you know which COM port to use? (Y/N),

      enter **Y**, and press ⏎Enter. Copying remote maintenance files is displayed.

8.   When system asks:

      Should direct connect use COM1? (Y/N),

      enter **Y**, and press ⏎Enter. Go to step 13.

9.   When the system asks:

      Has a modem been installed on this PC? (Y/N),

      enter **Y,** and press ⏎Enter. If you have not installed a modem, enter **N,** and press ⏎Enter to cancel.

10.   When the system asks:

      Do you know the modem COM port?,

      enter **Y**, and press ⏎Enter.

11.   When the system asks:

      Is your modem assigned to COM1? (Y/N),

      enter **N,** and press ⏎Enter.

12.   When the system asks:

      Is your modem assigned to COM2? (Y/N),

      enter **Y,** and press ⏎Enter.

13.   After you identify the modem COM port, the program copies Remote Maintenance on the computer hard disk and also creates a batch file (RR.BAT) in the root directory of the hard disk.

14.   After Remote Maintenance is installed, remove and store the remote maintenance disk, and set up software.

SECTION 3
SET UP REMOTE
SOFTWARE

Before using the remote software, set up the online telephone book. To do this, set up a default telephone book entry. After setting the default, add the rest of the telephone Book entries (one for each host computer you plan to access). To make adding entries faster, the default settings are automatically copied to each new telephone book entry for you. All you have to add is the host computer name and telephone number.

3.1   Set the Default Telephone Book Entry

To ensure the default settings are correct:

1.   At the DOS prompt, run the Remote Maintenance software. Change to the root directory of the C: drive (or the drive where you installed the software). Enter RR, and press ⌨Enter. A Banner Screen is displayed briefly, then the DOS prompt is displayed again.

```
 -----------------------------------------------------
|                                                     |  ▨▨
|          VM/Remote      REMOTE COMMUNICATIONS        |  ▨▨
|                                                     |  ▨▨
| --------------------------------------------------- |  ▨▨
| Remote Version 6.1j                                 |  ▨▨
| Copyright (C) 1986,95  Triton Technologies Inc.     |  ▨▨
| All Rights Reserved. Use Subject To License Agreement|  ▨▨
| --------------------------------------------------- |  ▨▨
| Use <Alt><LeftShft>      to access VM/Remote  menus |  ▨▨
 -----------------------------------------------------
 ▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨▨
```
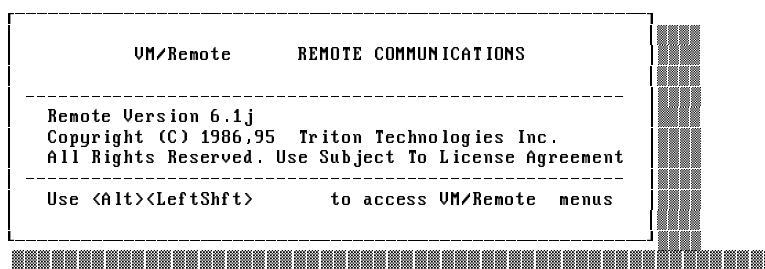
2.   Press Alt - Left-Shift. (The right Shift key does not work for this). The Main Menu (Figure 2-1 Main Menu) is displayed.

```
        ----MAIN MENU----
      F1 Quick Connect
      F2 Call Menu
      F3 File Menu
      F4 Print Menu
      F5 Keyboard Chat
      F6 Hang Up
      F7 Voice Switch
      F8 Support Menu
      F9 Options Menu
      F10 Exit
```
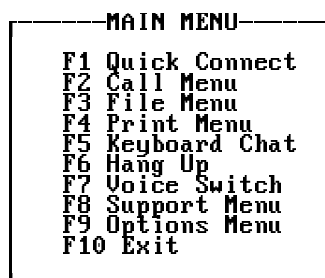
Figure 2-1 Main Menu

3.   Press ⌊F2⌋ to select the **Call Menu** option. Figure 2-2 Call Menu is displayed.

4.   If you press the wrong function key and want to try again, press ⌊Esc⌋ to return to the Main Menu.

```
┌──────CALL MENU───────┐
│                      │
│  F1 Call             │
│  F2 Wait For Call    │
│  F3 Phone Book Menu  │
│  F4 Open COM Window  │
│  F6 Hang Up          │
│  F10 Exit            │
│                      │
└──────────────────────┘
```
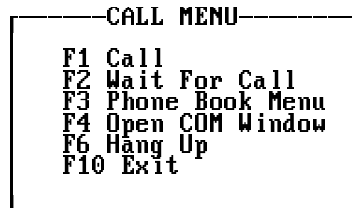
Figure 2-2 Call Menu

5.   Press ⌊F3⌋ to select the **Phone Book Menu** option. The Phone Book Directory Screen (Figure 2-3 Phone Book Directory) is displayed.

```
┌──────────────────────────────────────────────────────────┐
│ VM/Remote  6.1j              COPYRIGHT 1986,93 TRITON TECHNOLOGIES,INC. │
│ Remote           INACTIVE     DISCONNECTED      4:38:26 PM   0:00:00   │
├──────────────────────────────────────────────────────────┤
│   ┌──MAIN MENU──┐           ┌────PHONE BOOK────┐          │
│   │             │           │ DEFAULT          │          │
│   │ ┌──CALL MENU──┐         │                  │          │
│   │ │ ┌PHONE BOOK MENU┐     │                  │          │
│   │ │ │             │       │                  │          │
│   │ │ │  F1 Add    u│       │                  │          │
│   │ │ │  F2 Delete w│       │                  │          │
│   │ │ │  F3 Change  │       │                  │          │
│   │ │F│  F4 Sort    │       │                  │          │
│   │ │ │ F10 Exit    │       │                  │          │
│   │ │ └─────────────┘       │                  │          │
│   │ F                       │                  │          │
│   └─────────────┘           └Use <↑>,<|>,<__>,<__>,<PgUp>,<PgDn>┘   │
│                                                          │
│ <Tab> Switches Between Phone Book and Menu  <Ins> Speed Search Entries │
└──────────────────────────────────────────────────────────┘
```
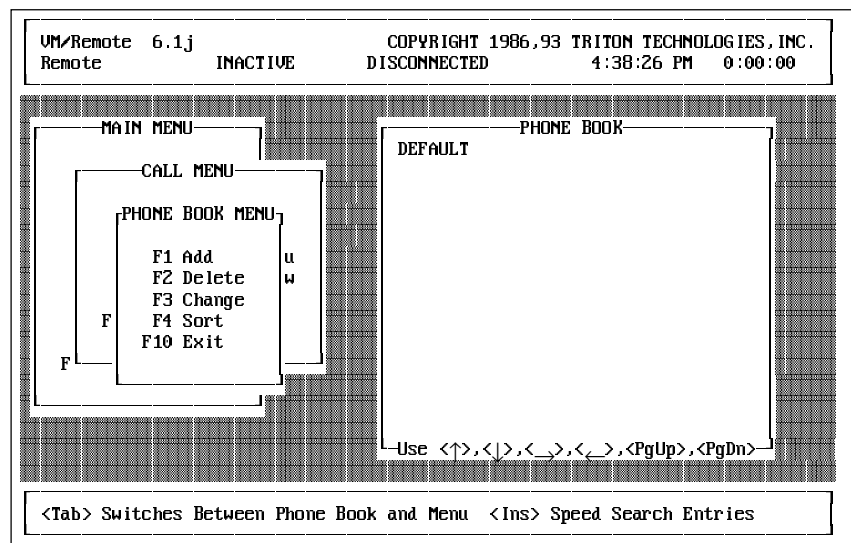
Figure 2-3 Phone Book Directory

6.   Verify that the DEFAULT entry in the Phone Book directory is selected. If necessary, use the arrow keys to highlight it.

7.   Press ⌊F3⌋ again to select the **Change** option. The Phone Book Entry Screen (Figure 2-4 Default Phone Book Entry) is displayed. The **NAME** field on this screen should read **DEFAULT**. If this screen does not appear, press ⌊Esc⌋ until you return to the Main Menu, and try again from step 3.

```
VM/Remote  6.1j                      COPYRIGHT 1986,95 TRITON TECHNOLOGIES,INC.
Remote            INACTIVE        DISCONNECTED              4:39:22 PM   0:00:00

┌─────MAIN MENU─────┐         ┌────────PHONE BOOK ENTRY────────┐
│                   │         │ NAME:  DEFAULT                 │
│   ┌────CALL MENU────┐       │ DESC:                          │
│   │                 │       │ PHONE:                         │
│   │  ┌─PHONE BOOK MENU─┐    │──────────────Sending───────────│
│   │  │                 │    │ LOGIN:                         │
│   │  │   F1 Add      u │     │ PASSWORD:                      │
│   │  │   F2 Delete   w │     │==============COM Port==========│
│   │  │   F3 Change     │     │                                │
│   │ F│   F4 Sort       │     │ PORT: 2                        │
│   │  │   F10 Exit      │     │ BAUD: 2400     MODEM: Hayes Extended│
│   │  │                 │     │ DIAL: Tone     TERM:  VM/Remote│
│  F│  └─────────────────┘     │──────<F1> = Set Master Password│
│   │                 │         └────────────────────────────────┘

Use <PgDn>,<↑>,<↓>,<←>,<→>,<Ins>,<Del>,<Enter>   <F10>=Save <Esc>=Escape
```

Figure 2-4   Default Phone Book Entry

8.   Press ⌊PageDown⌋. This moves the cursor from the **NAME** field to highlight the **COM Ports** section at the bottom of the screen.

9.   Look at the **PORT** field. The number should be the same as the COM port you specified during the installation procedure (*e.g.*, **2** for COM2).

10.   If the port number is incorrect, press ⌊P⌋ repeatedly to show the correct number.

11.   Look at the **BAUD** field immediately below the **PORT** field. The number in this field should be **2400** for remote connection or **19,200** for direct connection.

12.   If you want to change the baud rate, press ⌊B⌋ repeatedly until you display the baud rate you want.

13.   Look at the **MODEM** field to the right of the **BAUD** field, and press ⌊M⌋ to see a list of supported modems.

14.   Press `PageDown` or `PageUp` to view the entire list. If you are using the **remote connect** option, press the arrow keys to highlight your modem brand and press `←Enter`. If you do not see your modem in the list, and your modem is 100% Hayes compatible, select **Hayes Extended**. If you are using the **direct connect** option, select **Direct-Connect** and press `←Enter`.

15.   Press `F10` three times to redisplay the Main Menu.

☞   To avoid losing your changes, **do not** press `Esc` to exit from the Phone Book Entry Screen.

16.   Press `F10` again to return to the DOS prompt.

17.   Press `Ctrl`-`Alt`-`Delete` to restart the computer.

3.2   Add Phone Book Entry for Each Host Computer

After you set the default Phone Book entry, you should add a Phone Book entry for each host computer you plan to access. The COM port, baud rate, modem type, login name, and password are automatically copied to each Phone Book entry you add. All you have to do is add each host computer name and telephone number.

1.   Press `Alt`-`Left-Shift` to display the Main Menu.

2.   Press `F2` to select the **Call Menu** option. The Call Menu is displayed.

3.   Press `F3` to select the **Phone Book Menu** option. The Phone Book Directory is displayed.

```
VM/Remote  6.1j                 COPYRIGHT 1986,95 TRITON TECHNOLOGIES,INC.
Remote            INACTIVE     DISCONNECTED          4:38:26 PM   0:00:00
```
```
 ┌──MAIN MENU──┐                    ┌─NEW NAME─┐
                                 DEFAULT
    ┌──CALL MENU──┐
    ┌PHONE BOOK MENU┐
       F1 Add        u
       F2 Delete     w
       F3 Change
    F  F4 Sort
      F10 Exit
   F
                                 └Use <↑>,<↓>,<←>,<→>,<PgUp>,<PgDn>┘
```
```
<Tab> Switches Between Phone Book and Menu  <Ins> Speed Search Entries
```
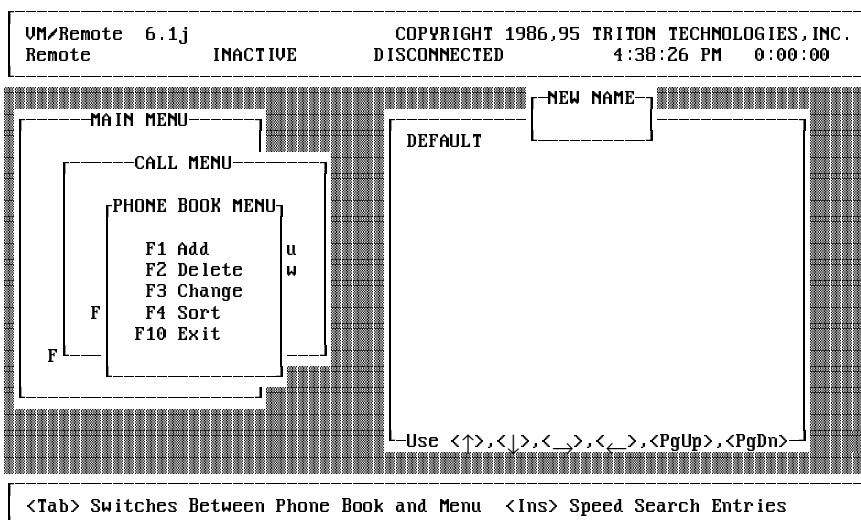
Figure 2-5   Adding Phone Book Entries

4.   Press [F1] to select the Add option. A NEW NAME pop-up is displayed (Figure 2-5 Adding Phone Book Entries).

5.   Enter a name for the host computer and press [←Enter]. (Usually, this is the name of the company that purchased the voice mail system.)   The Phone Book Entry Screen is displayed.

6.   Enter the telephone number to dial to reach the host computer. If needed, change the login name and password to match the login name and password set on the host computer. Keep these guidelines in mind:

   • **Telephone Numbers**. The Phone Book entry **PHONE** field stores the telephone number to dial for a particular host computer modem. Enter up to 35 characters. You can use all the special characters accepted by Hayes-compatible modems. Hyphens are ignored during dialing. The chart in Figure 2-6 Sample Phone Number Format summarizes the format used.

   • **Login Name and Password**. Because the host Remote Maintenance is set up to use a particular login name and password, leave these entries at the defaults, unless you have changed them on a particular host computer. The login name and password are case-sensitive and must exactly match those on the host computer.

7.   Press [F10] to save the entry.

8. Add an additional Phone Book entry for each host computer you plan to call. To do this, repeat step 4 through step 7.

9. When you finish, press F10 repeatedly to exit.

SAMPLE PHONE NUMBER FORMAT: 9,9721234567,,,,987	
EXAMPLE	**MEANING**
9	The number used to dial out. For NEC telephone systems, this is 9.
,	Inserts a two-second delay.
9721234567	The number dialed. In this example, 972 is the area code, 1234567 the phone number.
,,,,987	Adds a delay before dialing an extension. Four or five commas add an 8- to 10-second pause prior to dialing 987.

Figure 2-6 Sample Phone Number Format

SECTION 4

SET THE HOST MODEM

The serial interface on the EliteMail VMS/EliteMail Limited ETU has a 9-pin RS-232 connector for direct connection to the Remote Maintenance computer, and an RJ-11 serial port for remote connection by modem. The interface designation is COM2. Switch SW1, located on the interface, is a 4-position DIP switch that controls the active connection according to Table 1-1 SW1 Settings.

Table 1-1 SW1 Settings

1	Normally off.
2	Normally off. When 1 and 2 are both on, the VM application stops working (Maintenance Mode)
3	On – COM2 Remote (RJ11) Connection Off – COM1 Local Connection
4	Maintenance Use

SECTION 5
SOLVE PROBLEMS
AFTER INSTALLATION   When the Remote Maintenance software is installed correctly, there should be no visible affect during routine operation of the remote computer.

However, if either the remote computer modem or Remote Maintenance software was installed improperly, a variety of problems can occur when you use the remote software.

If the remote computer freezes for about 15 seconds and all keystrokes are ignored every minute or so, this may occur because:

✆   The modem is installed incorrectly.

✆   The remote software is not set up correctly.

✆   **Unsuccessful connection attempt** is displayed on the remote computer when you try to connect to a host computer.

For details to correct problems resulting from improper installation, refer to Appendix B Solving Problems.

Using Remote Maintenance   C H A P T E R   3

SECTION 1
GENERAL
INFORMATION

This chapter explains how to use Remote Maintenance to make a connection with the host computer to control or change a customer voice mail system from the remote computer.

No special action is required to load the host version of Remote Maintenance software on the host computer.

SECTION 2
START REMOTE
VERSION

Remote Maintenance must be running on both the host and the remote computers to make a connection between them. Remote Maintenance is always running on the host computer. However, you must explicitly start the Remote Maintenance software on the remote computer.

To establish a connection from the remote computer, start Remote Maintenance:

Enter **RR,** and press ⏎Enter to load the software. This command loads the remote version of the software, making it resident in computer memory. A Banner Screen **is displayed** briefly. Then, the DOS prompt is returned.

You may now continue to use DOS to run other programs on the remote computer, but the Remote Maintenance Main Menu is now accessible. The remote software remains resident and accessible until you restart the remote computer.

Console Maintenance   3 - 1

SECTION 3
ACCESS REMOTE
MAINTENANCE MENUS

Remote Maintenance is a terminate-and-stay resident (TSR) program, meaning it remains loaded in your computer memory while you use DOS or run other applications. Press [Alt]-[Left-Shift] to access the Remote Maintenance Main Menu. The Main Menu includes several submenus that are described below.

☞   You must press Shift key on the **left side** of the keyboard.

To select from the Main Menu or any submenu, either:

✆   Press the function key listed next to the desired selection.

✆   Use the arrow keys to highlight your selection, and press [←Enter].

To return from any submenu to a previous menu, press [F10]. To escape from a submenu or a selected function, you can also press [Esc].

☞   When you press [Esc], changes you made are not saved.

SECTION 4
RETURN TO DOS

Press [F10] to return to DOS from the Remote Maintenance Main Menu but leave the Remote Maintenance Main Menu accessible. You may then run other DOS programs and later press [Alt]-[Left-Shift] to return to the Main Menu.

You do **not** need to reload the remote software with the **RR** command unless you restart the computer or unload Remote Maintenance using the **SUNLOAD** command. For details, refer to Chapter 3 Section 9 Unload Remote Maintenance from Memory on page 3-5.

SECTION 5
CALL HOST
COMPUTER

5.1   Start a Remote Maintenance Session

✆   **Use the Call Menu.** Applicable for technicians working with multiple host computers and/or different COM settings (*e.g.*, modem or baud rate).

✆   **Use Quick Connect.** Applicable if you have only one host computer to support or prefer to manually enter the telephone number.

5.2   Call a Host Computer from the Call Menu

1.   From the Main Menu, press F2 to access the Call Menu.

2.   Highlight the Phone Book entry you wish to call. Use the arrow keys to move from name to name.

3.   Press F1 to start dialing. A pop-up is displayed, identifying both the host and the calling parameters in use (*e.g.*, COM port and baud rate). Note the **Dialing!** message displayed at the bottom of the screen.

4.   Wait 5 to 10 seconds for a connection. The waiting time may vary based on how busy the host system is.   The host computer screen should be displayed on your screen.

SECTION 6
USE QUICK CONNECT

6.1   Quick Connect Option

Quick Connect speeds use of Remote Maintenance. This option uses data from the **DEFAULT** Phone Book Entry, including the login, password, COM port, and baud rate.   Since most host systems use the same COM settings, Quick Connect can save you time. If you have only one host computer to support, you may even enter the telephone number in the **DEFAULT** entry.

6.2   Call a Host Computer Using the Quick Connect Option

1.   From the Main Menu, press F1 to select **Quick Connect**.

2.   At the displayed **ENTER TELEPHONE NUMBER** pop-up, either:

✆   Specify the telephone number.   Use the applicable format described in Chapter 2 Install the Remote Computer Software on page 2-1.

✆   Use the telephone number from the **DEFAULT** Phone Book Entry. To use this, continue to step 3.

3.   Press ←Enter. A displayed pop-up identifies both the host and the calling parameters in use. Note the **Dialing!** message displayed at the bottom of the screen.

4.   Wait 5 to 10 seconds for a connection. The wait period may vary based on how busy the host system is. The host computer screen should be displayed on your screen.

SECTION 7
ACCESS MENUS
DURING CONNECTION

To access other menus during connection:

1. Press [Alt]-[Left-Shift] to access the Remote Maintenance Main Menu anytime during a connection just as you did to access from DOS. This allows you to access various functions, such as the File Menu to transfer the host computer REPLOG file to your computer. The program running on the host computer is not affected and operates normally.

2. When you are finished using the Remote Maintenance menus, press [F10] from the Main Menu to redisplay the screen from the host computer and regain control of it.

SECTION 8
END CONNECTION

8.1   Properly   Disconnect   from   a   Remote   Maintenance Session

When you have finished a Remote Maintenance session, you must disconnect properly. If you do not properly disconnect from the host computer, the telephone line the host computer used for the connection is not released.

> *If you do not disconnect correctly, or accidentally lose your connection, the host immediately restarts. This safety feature prevents the host from being left inaccessible. To avoid disconnecting anyone currently calling the host system, always disconnect according to these instructions.*

8.2   Disconnect from the Host Computer

1. Press [Alt]-[Left-Shift] to display the Main Menu.

2. Press [F6] to select the **Hangup** option. This ends the connection and releases the telephone line.

3. Press [F10] to return to DOS or make a connection to another host computer using the **Quick Connect** option.

SECTION 9
UNLOAD REMOTE
MAINTENANCE FROM
MEMORY   **9.1   Remote Maintenance**

Remote Maintenance is a terminate-and-stay resident (TSR) program. TSR programs remain in the computer memory while you use DOS or run other applications. The following procedure unloads Remote Maintenance only. It does not unload other TSR programs.

9.2   Unload Remote Maintenance from the Remote Computer Memory

1.   Verify that you are at the DOS prompt in the directory used by the Remote Maintenance software, generally **C:\REMOTE**.

2.   Enter **SUNLOAD**, and press ⏎Enter.

Transferring Files

SECTION 1
GENERAL
INFORMATION

Remote Maintenance allows you to transfer files from the host computer to the remote computer, including the call report log file (**REPLOG** file). Related file transfer features let you change the current directory, view, delete, rename, or copy files, or print a file from the host computer on a printer attached to the remote computer.

SECTION 2
PREPARE FOR FILE
TRANSFER

Many functions are available from the Remote Maintenance File submenu. To use any file function, press [Alt]-[Left-Shift] to access the Main Menu. From the Main Menu, press [F3] to select the **File Menu** option and the File submenu is displayed. The File submenu offers a number of options. Of the various File options available, only **Transfer** is dealt with in this guide.

2.1   File Transfer Options

Before transferring files, you may want to set one or more of the applicable file transfers options below:

✆   **File Compression**

Leave File Compression at **OFF** (default).

✆   **Overwrite Verify**

With this option **ON** (default), you must confirm any file transfer that replaces an existing file with the transferred file. If **OFF**, you are not asked to confirm before the file transfer.

✆   **Overwrite Duplicate Files**

This option reduces unnecessary or accidental duplication of files. Settings are: **ALWAYS** replace duplicate files (default), **OLDER** (replace when the destination file is older than the transferred source file), or **NEVER** replace the destination file.

Set File Transfer Options

1.   From the Main Menu, press ⌨F3 to select the **Files** option.

2.   Press ⌨F2 to select the File Menu expanded menu.

3.   Press ⌨F8 to select **Options**.

4.   To reset an option at the Options Menu, highlight it, then press ⌨SpaceBar. Settings toggle between **ON** and **OFF**.

     ☞   Leave the **File Compression** option **OFF (**default).

5.   Press ⌨F10 to save entries and exit to the File Menu.

2.2   The File Menu Screen

Figure 4-1 File Menu Screen lets you transfer files between the host and remote computers. You can also use this Screen to copy, delete, or view files, and make new directories on either the host or remote computer.

```
VM/Remote 6.1j                     COPYRIGHT 1986,95 TRITON TECHNOLOGIES,INC.
Remote              ACTIVE-FSP    JOHNSON CORP.              4:36:09 PM    0:00:00

 Local: D:\REMOTE\*.*            ← Host: C:\VMAIL\*.*

─ .           <DIR>   9-05-91 16:32   ─ .            <DIR>    7-05-88 16:32
■ ..          <DIR>   9-05-91 16:32   ■ ..           <DIR>    7-05-88 16:32
 AVENTK1 .AVK   24576  9-06-91  8:48     HOSTMENU EXE  152560 10-27-91 11:53
 AVENTK2 .AVK   24576  9-06-91  8:48     OPTIONS  EXE   28016 10-05-91 11:54
 AVENTK3 .AVK    6656  9-06-91  8:48     PHONE    EXE   39024  7-24-91 11:55
 AVENTK4 .AVK     512  9-06-91  8:48     PRINTO   EXE   22208 10-03-91 14:09
 AVMSGK1 .AVK    4608  9-06-91  8:48     REPLOG6  .9    15335  9-06-91 16:34
 AVMSGK2 .AVK    4096  9-06-91  8:48     SESSION  CFG     126  7-23-91 11:58
 AVGOGMK .AVK    1024  9-06-91  8:48     SESSION  KM0     880  7-18-91 11:37
 REPLOG28.8      5221  8-28-91  8:48     SESSION  KM1     880  7-22-91 17:39
 REPLOG5 .9     15335  9-05-91 15:38    SESSION   MDM   39600  9-04-91 10:51
 DEBUG            670  9-06-91  8:49    SESSION   RMP     146  3-22-91 15:43
 REPLOG  .PRN   14925  9-05-91 15:19    SESSION   UKS   16800  8-27-91 11:55
 AVMEMK  .AVK    7168  9-06-91  8:49    SUNLOAD   EXE   16304  8-27-91 11:25

 Free Space:  26189824
 Files Selected:     0 Bytes:           0
 F1 Transfer F2 Menu F10 Exit    ↑ ↓ → ←   Tag=↵      Search = Insert
```

Figure 4-1 File Menu Screen

File Lists

The File Menu Screen has two separate windows. The left window lists files and directories on the local computer (where you are). The right window lists files and directories on the host you are connected to by modem. The directory you are in is listed at the top of each window. To move between the two windows, press the left or right arrow key. The other elements of the File Menu Screen (from top to bottom of the screen) are:

Status Box

In Figure 4-1 File Menu Screen, **Remote** and **ACTIVE-FSP** are shown at the top left, below the product name and version number. **Remote** indicates the Remote Maintenance software is in use. **ACTIVE** indicates a connection to a host computer, with **-FSP** indicating that the host software is using the **Full-Speed Mode** option.

Phone Book ID

When a connection is established, the host name or ID from the Phone Book is displayed. JOHNSON CORP. is shown in the example above. With no connection, **DISCONNECTED** is shown.

Local/(Arrow)/Host

The left or right arrow centered above the file list windows indicates the direction that files are transferred. The left arrow indicates file transfer from the host to the local computer.

Scroll Bars

When more files than can be displayed at once exist, the scroll bars (left and center) show you the relative position in the file lists.

Highlight Bar

On this screen, the cursor is displayed as a bar and used for highlighting various files. The window where the highlight bar is placed is the active window.

Message Line

Watch the line below **Files Selected** for prompts/messages.

Functions Line

The bottom of the screen lists the functions available at this window by function key and abbreviated name. These may vary slightly depending on whether the highlight bar is in the local or host window.

Tagging Files

You can select the files you want to transfer, view, copy, or delete by tagging (marking) them. Files can be tagged individually by using the arrow keys or grouped using the DOS wildcard characters.

Tag or Untag Files Individually

1. To tag a file, press the arrow keys to highlight the file, then press ⏎Enter.

2. To remove a tag from a file (untag it), highlight it again, and press ⏎Enter.

    ☞   If more than one file is tagged when you issue a command, the command is performed on all the tagged files.

Tag or Untag a Group of Files Using DOS Wildcard Characters

Wildcard characters are special characters that can represent any other valid characters in a filename or extension. The **?** can be any single character. For example, ?AT.DOC is all files with AT as the middle and last character, and DOC as the extension such as BAT.DOC and CAT.DOC. The ***** can be any number of characters (*e.g.*, REP*.* is for all files beginning with REP, with any file extension).

Refer to Figure 4-2 Expanded File Menu. You can also use this menu to tag or untag a group of files using DOS wildcard characters. Press F2 to view the expanded File Menu.

```
┌──────────────────────────────────────────────────────────────────┐
│ ┌──────────────────────────────────────────────────────────────┐ │
│ │ VM/Remote  6.1j              COPYRIGHT 1986,95 TRITON TECHNOLOGIES,INC. │ │
│ │ REMOTE           ACTIVE-FSP    JOHNSON CORP.        4:36:09 PM   0:00:00 │ │
│ └──────────────────────────────────────────────────────────────┘ │
│  Local: C:\REMOTE\*.*                    Host: C:\VMAIL\*.*         │
│ ═══════════════════════════════════════════════════════════════  │
│ -│.          <DIR>┌──────────FILE MENU──────────┐                   │
│  │..         <DIR>│                             │507  7-05-88 16:32 │
│  │CONN   BAT      │ F1 Tag File(s)       Alt T  │528  7-05-88 16:32 │
│  │REMOTE EXE      │ F2 Untag File(s)     Alt U  │360 10-27-91 11:53 │
│  │SESSION 1MD     │ F3 Change Drive/Directory Alt C │516 10-05-91 11:54 │
│  │SESSION KM0     │ F4 Make Directory    Alt M  │924  7-24-91 11:55 │
│  │SESSION KM1     │ F5 View File(s)      Alt V  │208 10-03-91 14:09 │
│  │SESSION MDM     │ F6 Delete File(s)    Alt D  │957  9-06-91 16:34 │
│  │SUNLOAD EXE  163│ F7 Local Copy        Alt L  │428  9-06-91  8:48 │
│  │TOPTIONS EXE 322│ F8 Options           Alt O  │127  9-06-91  8:48 │
│  │SESSION RMP     │ F9 Host Directory Update Alt H │514 8-28-91  8:48 │
│  │ACS    CXL    3 │F10 Exit                     │121  8-28-91  8:48 │
│  │SESSION CFG   1 └─────────────────────────────┘635  9-05-91 15:38 │
│  │COSFIL SAV                                      470  9-06-91  8:49 │
│ ═══════════════════════════════════════════════════════════════  │
│  Free Space:  15421440                 │                           │
│ Files Selected:   0 Bytes:         0 │                             │
└──────────────────────────────────────────────────────────────────┘
```

Figure 4-2   Expanded File Menu

Tag or untag a group of files:

1.   Press right or left arrow to move the highlight bar to the correct window on the File Menu Screen.

2.   Press [F2] to display the expanded File Menu.

3.   Press [F1] to **Tag File(s)** or press [F2] to **Untag File(s)**.

4.   Enter the name of the file or files, using the wildcard characters (***** or **?**) and press [←Enter].

SECTION 3
TRANSFER FILES
BETWEEN HOST AND
REMOTE COMPUTERS

3.1   Files You May Transfer

You may transfer files from one host computer to the remote computer during a Remote Maintenance connection. Transferred files are copied to the remote computer; files on the host computer are not erased.

3.2   Transfer Files

1.   From the Main Menu, press [F3] to select the **Files** option.
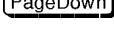
Do not transfer or view the voice mail system database files (AV*.*), executable files (*.EXE) or the current day REPLOG file while the voice mail software is running on the host computer. The host computer must be at the DOS prompt before you can transfer these files.

2. To move between windows, press → to move the highlight bar to the right window or press ← to move to the left window.

    Placement of the highlight bar designates which window is active. The active window is the source from which files transfer. The other window is automatically the **destination**.

3. To move through the directory list(s), use the following keys:

Key	Movement in the List
→	Move to right-hand list
←	Move to left-hand list
↑	Up one file
↓	Down one file
Pageup	Up one screen page
PageDown	Down one screen page
Home	Top of list
End	Bottom of list

4. To change directories, perform either procedure below:

    ✆ Move the highlight bar to the directory name, current directory (**.**), or parent directory (**..**). Then press ←Enter to list the files in that directory.

    ✆ Press F2 to display the File Menu expanded menu. Press F3 to select **Change Drive/Directory**. At a dialog box, indicate the drive, directory, and any subdirectories. Press ←Enter to list.

5.   To select a file, highlight it, then either press ⏎Enter or press SpaceBar. A selected (or tagged) file is displayed with a small triangle to the right. To transfer more files, repeat this procedure for each.

Optionally, you may list and select files using DOS wildcard character * or ?. Press F1 to display the **FILENAMES** box, then specify. If **REP*.*** is entered, every file beginning with **REP** is selected.

6.   Check your choices before the file transfer.

   ✆   Ensure that the arrow (centered above the windows) points to the destination computer directory.

   ✆   Ensure that the directory you want to transfer the files to is listed correctly over the destination file list window.

   ✆   Ensure that a small arrow is displayed to the right of each file you selected.

   ✆   Verify the total number of files to be transferred.

7.   Press F1 to start the file transfer.

3.3   During File Transfer

During a file transfer, a status window provides information about the transfer. For most users, the most important information is the percentage of the file transferred. This figure can be used to estimate when the file transfer will end.

Other activities cannot be performed with Remote Maintenance until the file transfer is complete. However, transferring files does **not** interfere with the voice mail system on the host computer. The voice mail system continues to answer calls while the file transfer is in progress.

If the File Transfer Fails

Under some circumstances, the system may fail to transfer a file because of a poor telephone connection between the host and remote computers.

If an error occurs during a file transfer, Remote Maintenance attempts to correct it several times. If the problem persists, the transfer is eventually aborted. The number of errors is displayed in a status window.   If problems persist with a transfer, try disconnecting and calling again to establish a better connection.

SECTION 4
OTHER FILE MENU
FUNCTIONS   Additional functions at the File Menu include:

✆   Make Directory

✆   View Files

✆   Delete Files.

To use any, start from the File Menu. The function line at the bottom of the screen lists some functions by function key and abbreviated name.

4.1   Make Directory Under the Current Directory in the Active List

1.   Press [F2] to display the File Menu expanded menu.

2.   Press [F4] to make a directory.

3.   Enter the directory name (no backslash), and press [←Enter].

4.2   View File Contents

1.   To select a file, move the cursor to the filename, and either press [←Enter] or press [SpaceBar].

2.   Press [F2] to display the File Menu expanded menu.

3.   Press [F5] to view file contents. The file automatically scrolls. Press [SpaceBar] to pause or restart scrolling.

4.   To return to the File Menu, [Esc].

4.3   Delete Files from the Active List

1.   To select a file, move the cursor to the filename, and either press [←Enter] or press [SpaceBar].

2.   Press [F2] to display the File Menu expanded menu.

3.   Press [F6]. When asked if you want to confirm deleting each file before it is deleted, press [Y] to individually confirm or press [N] to delete selected files without confirming.

SECTION 5
REPLOG FILES

The voice mail system keeps a record (log) of every call it answers, dials, or transfers. When the system handles a call, a line is added to a DOS file called REPLOG files. REPLOG files are named using the following format:

REPLOG*d.m*

Where *d* is the day, and *m* is the number of the month. Each day a new REPLOG file is created. The REPLOG for March 20, is **REPLOG20.3**; the REPLOG for November 6 is **REPLOG6.11**. For details on the REPLOG files, refer to the Reference Book.

After you have transferred REPLOG files from a host computer to your own remote computer, you may review them in several ways. REPLOG files use ASCII data format. Any standard word processor or spreadsheet program may be used to display or print the report.

Advanced Features

SECTION 1
GENERAL
INFORMATION

Remote Maintenance provides several additional features that may be useful for advanced applications. This appendix explains how to:

✆ Suspend and resume a remote session without ending the connection. This feature is useful if you want to perform operations on the remote computer without disconnecting from the host computer.

✆ Use the billing log to keep track of calls made and answered by the remote computer. You can use this information to bill customers for your time, or for other reporting reasons.

✆ Restart the host computer from the remote computer. You should only restart the host computer after exiting the voice mail software.

✆ Take a screen snapshot to save a copy of a single host computer screen to a file, before you change a host computer screen, so you can restore the original values if necessary.

Press F8 at the Remote Maintenance Main Menu to access many advanced features from the Support Menu. Figure A-1 Support Menu is displayed.

```
┌──────MAIN MENU───────┐
│                      │
│    ┌──────SUPPORT MENU───────┐
│    │                         │
│    │  F1 Suspend/Resume       │
│    │  F2 Billing Log          │
│    │  F3 Host Reboot          │
│    │  F4 Record/Playback Menu │
│    │  F5 Keyboard/Screen Menu │
│    │ F10 Exit                 │
│    │                         │
│    └─────────────────────────┘
│                      │
└──────────────────────┘
```

Figure A-1 Support Menu

Console Maintenance   A - 1
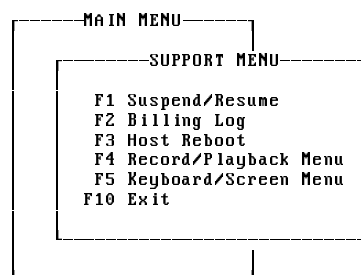
SECTION 2
SUSPEND AND
RESUME SESSION

You can suspend a remote session without disconnecting from the host computer. When you suspend a remote session, the remote computer no longer controls the host computer. A suspended session allows you to run other programs on the remote computer as if you were not connected to a host computer. Later, you can quickly resume the remote session without having to again call the host computer to reestablish connection.

☞   When you suspend a session, you remain connected to the host computer. If you are connected using a long distance call, you continue to incur long distance charges.

If you do suspend a remote session, be sure to return later and disconnect properly from the host computer. This avoids triggering an abrupt restart on the host computer.

Suspend a session:

1.   Press ⌨Alt-⌨Left-Shift to display the **Remote Maintenance Main Menu**.

2.   Press ⌨F8 for **Support Menu**.

3.   At the Support Menu, press ⌨F1 to select **Suspend/Resume**. The session is suspended. The remote computer no longer controls the host computer.

Resume a session:

1.   At the Remote Maintenance Main Menu, press ⌨F8 for **Support Menu**.

2.   At the Support Menu, press ⌨F1 to select **Suspend/Resume**. The host computer display is displayed on the computer screen. The remote computer again controls the host computer.

SECTION 3

USE BILLING LOG

In some cases, you may want to keep track of the number and length of calls made or received by the remote computer. To do this, turn on the **billing log**. When the billing log is on, the information about a session is saved as a single record in a text file. You can print this file on a printer, or use it in database, spreadsheet, or word processing programs. The information is useful to bill a customer for the time you spend maintaining a voice mail system, or for other reporting reasons.

Each record in the billing log file is separated by a Return. Each record contains these fields:

Operator ID

The ID entered by the person who turned on the billing log. You can change the Operator ID when you disconnect from the host computer.

Name

The name of the host computer taken from the remote computer Phone Book Entry for the host computer.

Description

A 40-character field used for comments. Initially, the description is taken from the remote computer Phone Book Entry for the host computer. You are asked to edit the description when you disconnect from a host computer. This field is useful for keeping notes about the session.

Telephone Number

The host computer telephone number. The telephone number is taken from the host computer Phone Book Entry. You can edit the telephone number when you disconnect from the host computer.

Direction of the Connection

Indicates whether the remote computer made or received the call. ORIG indicates that the remote computer made the call. RCVD indicates that the remote computer received the call.

Date

The date the call occurred, in MMDDYY format.

Day-of-Week

The day the call occurred, where 1~7 is Monday~Sunday, respectively.

Start Time

The time the connection started.

End Time

The time the connection ended.

Elapsed Time

Time connected.

Turn on the billing log:

1. At the Remote Maintenance Main Menu, press ⎡F8⎤ for **Support Menu**.

2. At the Support Menu, press ⎡F2⎤ to select **Billing Log**.

3. Press ⎡←Enter⎤ to accept the default name **SESSION.LOG**, or enter a new name, and press ⎡←Enter⎤.

4. When prompted, enter an Operator ID, and press ⎡←Enter⎤. The Operator ID indicates who ran a particular remote session. You may use up to three characters. For example, use your initials or your extension number.

The billing log remains on until you turn it off. Each time you disconnect from a host computer, you can change the Operator ID, Phone Book entry, and description.

Turn off the billing log:

1. At the Remote Maintenance Main Menu, press ⎡F8⎤ for **Support Menu**.

2. At the Support Menu, press ⎡F2⎤ to select **Billing Log** and turn it off.

**SECTION 4
TAKE SCREEN
SNAPSHOTS**

You can use the Save Screen Image feature to copy any single screen from the host computer to a file. Before you edit a host computer screen, you should take a snapshot to have a record of the original values in the screen fields.

You can also use the Save Screen Image feature to copy screens from other applications running on the remote computer. You do not have to establish a connection with a host computer to use this feature.

☞ The Save Screen Image feature can capture screens displayed in text mode (for example, the voice mail system screens). Screens displayed in EGA or VGA graphics mode cannot be captured.

Copy a screen:

1. Display the screen you want to copy.

2. Press ⁅Alt⁆-⁅Left-Shift⁆ to display the Remote Maintenance Main Menu.

3. Press ⁅F8⁆ for **Support Menu**.

4. At the Support Menu, press ⁅F4⁆ to select **Record/Playback Menu**. (Refer to Figure A-2 Record/Playback Menu).

5. Press ⁅F3⁆ to select Save Screen Image.

6. Press ⁅↵Enter⁆ to accept the default filename, or enter a new filename, and press ⁅↵Enter⁆.

   ☞ The first time you take a snapshot of a screen, the system offers SVSCREEN.ØØØ for the filename. The next snapshot becomes SVSCREEN.ØØ1. Even if you change the filename, the file extension number increases by one each time you take a new snapshot.

7. Press ⁅F10⁆ repeatedly until you exit Remote Maintenance.

```
----------MAIN MENU----------
    |
    |    ----------SUPPORT MENU----------
    |    |
    |    |    ----RECORD/PLAYBACK MENU----
    |    |    |
    |    |    |   F1 Record Session
    |    |    |   F2 Playback Session
    |    |    |   F3 Save Screen Image
    |    |    |   F4 View Screen Images
    |    |    F10 Exit
    |    |
    |
    ----------------------------
```
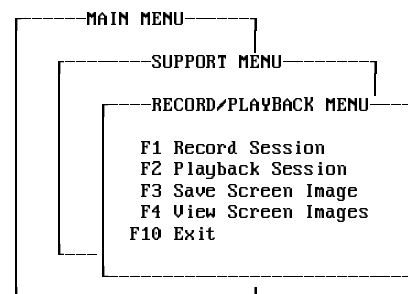
Figure A-2 Record/Playback Menu

View a screen:

1.   Press ⟨Alt⟩-⟨Left-Shift⟩ to display the Remote Maintenance Main Menu.

2.   Press ⟨F8⟩ for **Support Menu**.

3.   At the Support Menu, press ⟨F4⟩ to select **Record/Playback Menu**.

4.   Press ⟨F4⟩ to select **View Screen Images**.

5.   To view the file the system offers, press ⟨←Enter⟩.   Otherwise, enter a different filename, and press ⟨←Enter⟩.

6.   If you took snapshots of several different screens, press ⟨↓⟩ or ⟨↑⟩ to move back and forth between the screens.

7.   After you finish, press ⟨Esc⟩ to return to the Record/Playback Menu.

8.   Press ⟨F10⟩ repeatedly until you exit Remote Maintenance.

SECTION 5
SPECIAL KEYBOARD HANDLING

The Special Keyboard Handling feature controls how the host computer receives keystrokes from the remote computer. On the host computer, the **Special Keyboard Handling** field is under the **Hardware** option of the Remote Options Menu. You cannot set Special Keyboard Handling for the remote computer.

☞   By default, Special Keyboard Handling is set to **No** for EliteMail VMS/ EliteMail Limited voice processing systems. **Do not change this setting**.

With Special Keyboard Handling set to **No**, you cannot use the Alt key to perform commands in applications running on the host computer. Some applications, such as MS-DOS EDIT, require the Alt key if you are not using a mouse.

If the Alt key does not work for applications running on the host computer, you may use a mouse on your remote computer instead. For example, when you use MS-DOS EDIT to change a file on a host computer, you can use a mouse to display a pull-down menu and save the file.

Solving Problems

SECTION 1
FOLLOW TABLE
PROCEDURE

PROBLEM	SOURCE/SOLUTION
The computer hangs completely during restart.	COM port conflict exists. Remove or disable any mouse or expansion board (*e.g.*, SIO board or a voice board) that may be using the same COM port as the modem. If this is not possible, reconfigure the software to assign the modem to another COM port. For details, refer to Chapter 2 Section 3 Set Up Remote Software on page 2-3.
Unsuccessful connection attempt message is displayed after attempt to establish a connection.	Several sources are possible. Verify that the telephone number used in the Phone Book entry is correct. Verify that telephone line used is working properly. Verify that the host computer telephone line is installed in the correct jack on the modem. Verify that the host computer does not have a defective modem.
Remote Maintenance acts as though no modem were installed.	The modem is not assigned to the correct COM port. If you are using an internal modem, verify that it is installed, and then verify that the modem COM port assignment is correct.
File transfer fails.	Poor telephone connection exists between the host and remote computers. If an error occurs during a file transfer, Remote Maintenance attempts to correct it several times; if the problem persists, the transfer is eventually aborted. The number of errors incurred is displayed in the status window. If problems persist with a transfer, disconnect, lower the baud rate on the remote computer, and call again to establish a better connection.
Computer freezes about 15 seconds and ignores keystrokes every minute or so.	Verify that the modem is installed correctly.

PROBLEM	SOURCE/SOLUTION
Still experiencing problems, with modem installed and set to the correct COM port.	Set up the software. Verify that the **PORT** field of the DEFAULT Phone Book Entry specifies the same number as the modem COM port. Check the Phone Book entry for accuracy (*e.g.*, baud rate, or modem type).

SECTION 2
STILL HAVING
PROBLEMS?

Refer to the troubleshooting section in the documentation accompanying the modem or contact NEC Technical Support.

Table of Contents

Chapter 18   Screens

Chapter 22   System IDs

Chapter 23   System Manager

List of Figures

Using This Book

SECTION 1
THE REFERENCE BOOK

This book lets you quickly find the information you need for a particular system task. Other Chapters are in alphabetical order. Each chapter covers part of the voice mail system. The Table of Contents is a quick guide to desired chapters.

Refer to this Reference Book when you need specific information on a particular aspect of the system. The material is helpful to those that install and maintain the voice mail system. As you learn more about the system automated attendant, voice messaging, and audiotext abilities, this manual provides you with detailed instructions to change, update or add a particular feature.

Also Refer To:

At the end of each Reference Book chapter is a list of other chapters or sections and additional documents that relate to the subject matter at hand, under the heading Also Refer To. You can use this list as a signpost to direct you to additional, helpful information in this manual.

On-line Help

The system on-line help facility provides convenient information on fields, codes, and settings, plus a glossary of common terms. Press ⌨F1 to access help.

Press ⌨F1 again to read Help for Help, a short description of the help system and how to navigate it

SECTION 2
SIGN IN TO THE
SYSTEM

Only System Managers may sign in at the computer console.

Press ⌨F2 from the Banner Screen to sign in at the system console, Enter a System Manager ID, and press ⌨Enter. If asked, enter the System Manager security code, and press ⌨Enter.

If this is the first time you are using the system, or if you have not yet created another System Manager, sign in as the default System Manager, Amy Ronk, whose Personal ID is NEC (632).

☞   When calling in to the system via telephone, you can also use the System Manager Personal ID (632) to access the System Manager conversation.

Call Hold, Transfer, and Screen

SECTION 1

CALL HOLD

The voice mail system call holding feature allows you to queue up several callers holding for a busy extension. The system tells callers on hold how many calls are waiting before their call and allows each caller to hold, leave a message, or try another extension. The system may also be set up to play music and special messages to callers on hold. All these features are independent of any call holding features provided by the Electra Elite.

You can enable the call holding feature for individual subscribers, transaction boxes, the Operator Box, or voice detect boxes. You can also control whether a subscriber can turn call holding on or off by telephone and limit the total number of calls holding anytime or for any extension.

You can set up the system so that outside callers using a touchtone telephone can press 1 to hold for an extension.
You can allow callers without a touchtone telephone to say Yes to hold: The system listens for spoken sound, using the system voice detect feature.

Both types only work with call transfer turned on and Await Answer or Wait for Ringback call transfer. Call holding does **not** work with Release call transfer.

☞ Each caller placed on hold, ties up one port of the voice mail system. You should plan for enough ports on the system to handle call holding. You can also limit the total number of callers placed on hold.

Set Up Call Holding

You can allow callers to hold for a particular subscriber, or you can allow callers routed through a transaction box to hold until the transaction box extension is free. Outside callers can also hold for the Operator Box or a voice detect box extension. To turn on call holding, use the **Holding?** field. The four figures below show where the **Holding?** field is located on these screens.

You can also set call holding for new subscribers added to the system with the **Holding?** field on Application screen Page 5 shown in Figure 2-6 Allow New Subscribers to Change Call Holding by Telephone.

Reference

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ P E R S O N A L   D I R E C T O R Y ▓▓▓▓▓▓▓▓▓▓▓ NAME SORT
            Name: Yale, Hugh
     Personal ID: 9312            SC          Voice name: 0:02
 Extension # ID: 312                          Hold/Archive msgs:   0 /2   days
          Access: PCB                         New Msgs:0  =0:00  Total:0  =0:00
 ┌──>Transfer ────────────────┬─>Greeting ──┬─>Action ─────────────────────
 │  Transfer? Yes-->X         │»Std: 0:00   │  Take-msg
 │  Await-Ans-->4  rings      │ Int: 0:00   │
 │  Screening? No  Holding? Yes│ Alt: 0:00   │  Max-msg:  90 sec  Edits OK? Yes
 ├──Message Notification ─────┴─────────────┴─────────────────────────────
 Lamp #: X                             Activate Lamps? Yes  On Now? No
 #1: X          after 0   min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
 #2:            after 0   min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
 #3:            after 0   min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
 #4:            after 0   min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
 ├──────────────────────────────────────────────────────────────────────
 │              Ctrl-E for expanded options
 └──────────────────────────────────────────────────────────────────────
```

Figure 2-1 Sample Personal Directory Screen With Call Holding On

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N   D I R E C T O R Y ▓▓▓▓▓▓▓▓▓ NAME SORT
         Name: Sales Information      Transaction box of Ronk, Amy
     System ID: 200                   Voice name: 0:02     Schedule #:

 ┌──>Transfer ───────────────┬─>Greeting ──┬─>Action ─────────────────────
 │ Day?   Yes-->25           │»Day:  0:08  │ Day:  Operator
 │ Nite?  No                 │ Nite: 0:12  │ Nite: Operator
 │                           │             │
 │ Await-Ans-->4  Rings      │ Alt:  0:00  │ Max-msg:   90 sec
 │ Intro: 0:02    Holding? Yes│             │ Edits OK? Yes
 │ Transfer Options :        │ Active: D/N │ Send Msg Urgent? No
 │                           │             │ After Msg: Say-bye
 ├───────────────────────────┴─────────────┴─────────────────────────────
 │  One key dialing: 1>300    2>400    3>     4>      5>
 │                   6>       7>       8>     9>      0>
 │
 └──────────────────────────────────────────────────────────────────────
```

Figure 2-2 Sample Transaction Box With Call Holding Turned On

```
▓▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E   A P P L I C A T I O N ▓▓▓▓▓▓ Page 3 of 6 ▓▓▓▓
 20.   Set up System Operator
    System ID: 0                      Voice name: 0:01

 ┌───────────────────────────┬─>Greeting ──┬─>Action ─────────────────────
 │ Day?   Yes-->0            │»Day:  0:10  │ Day:  GotoID-->$PM
 │ Nite?  No                 │ Nite: 0:08  │ Nite: GotoID-->$PM
 │                           │             │
 │ Await-Ans-->4  Rings      │ Alt:  0:08  │ Max-msg:   90 sec
 │ Intro: 0:02    Holding? Yes│             │ Edits OK? Yes
 │ Transfer Options :        │ Active: D/N │ Send Msg Urgent? No
 │                           │             │ After Msg: Hangup
 ├───────────────────────────┴─────────────┴─────────────────────────────
 │ Alternate System IDs for Special Operators on each Port:
 │
 │
 └──────────────────────────────────────────────────────────────────────
```

Figure 2-3 Operator Box With Call Holding Turned On

```
░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
       Name: Voice detect box       Voice detect box of Ronk, Amy
  System ID: 6100                    Voice name: 0:02    Schedule #:

--->Transfer ------------------->Greeting ----->Action -------------------
   Day?   Yes-->456             »Day:  0:10    Day:  Take-msg
   Nite?  No                     Nite: 0:00    Nite: Operator

   Await-Ans-->4  Rings          Alt:  0:00     Max-msg:   90 sec
   Intro: 0:00    Holding? Vox                  Edits OK?   No
   Transfer Options :           Active: D/N     Send Msg Urgent? No
                                                After Msg: Say-bye

Voice Selection:  Voice> 0            Silence> $HANGUP
```

Figure 2-4 Sample Voice Detect Box With Holding Turned On

The values allowed in the **Holding?** field are:

✆   **Yes**

Outside callers must press 1 to hold for a busy extension. If an outside caller presses 2, the system plays the box greeting then takes the specified action (typically, takes a message). Outside callers may also press # to try another extension. Outside caller must have a touchtone telephone.

✆   **Vox**

Outside callers must speak to hold for a busy extension and do not need a touchtone telephone. If an outside caller remains silent, the system plays the box greeting then takes the specified action (typically, takes a message). Outside callers using voice detect call holding may not press **#** to try another extension, but you can route them to other voice detect boxes to offer other extensions. For details, refer to Chapter 25 Voice Detect. Voice detect call holding must be set up by the System Manager at the console.

✆   **No**

Turns call holding off. For subscriber mailboxes, remove the **K** from the subscriber **Access** field if you also want to keep a subscriber from turning call holding on or off by telephone.

☞   If you choose an action other than **Take-msg**, record the call holding prompts again so callers know what to expect.

Allow Subscribers to Change Holding by Telephone

To allow a subscriber to change call holding by telephone, add **K** to the **Access** field on the subscriber Personal Directory page. (Refer to Figure 2-5 Allow Subscriber to Change Call Holding by Telephone). Conversely, to keep a subscriber from changing call holding by telephone, remove the **K** access code.

☞   **Access code options I and J are unused for EliteMail Limited**.

```
░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
          Name: Yale, Hugh
   Personal ID: 9312           SC            Voice name: 0:02
Extension # ID: 312                      Hold/Archive msgs:   0 /2   days
== A C C E S S   C O D E   O P T I O N S ================ Press ESC to Exit

  A [ ] No Setup Options  │ J [ ] Auto Live Monitor │ S [ ] Can't Send Message
  B [*] No Rec't Summary  │ K [*] Can Edit Holding  │ T [ ] Traditional Order
  C [*] No Public Notify  │ L [ ] Message Length    │ U [ ] Not to Subscribers
  D [ ] Not in Directory  │ M [ ] Menu Mode         │ V [ ] No Private Message
  E [ ] Messages by Ext   │ N [ ] Hands-Free Play   │ W [ ] No Future Delivery
  F [ ] First-Time Enroll │ O [ ] No Old Messages   │ X [ ] No Receipt Request
  G [ ] Can't Edit Greet  │ P [ ] No Public Message │ Y [ ] No Open Groups
  H [ ] Unused            │ Q [ ] No Urgent Message │ Z [ ] Automatic Receipts
  I [ ] Live Monitor On?  │ R [ ] Can't Redirect    │

Press ↑↓→← TAB or Shift-TAB to move; Press SPACE to add or remove a code===
```

Figure 2-5   Allow Subscriber to Change Call Holding by Telephone

Unless specifically authorized by the System Manager, subscribers **cannot** turn call holding on or off by telephone through setup options.

You can allow new subscribers to change call holding by telephone by adding **K** to the **Access** field on the Application screen Page 5. (Refer to Figure 2-6 Allow New Subscribers to Change Call Holding by Telephone)

```
░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░ Page 5 of 6 ░░░
    40. Defaults for each new  Subscriber:
    Personal ID: 9X

                                  Hold/Archive msgs:   0 /2   days
== A C C E S S   C O D E   O P T I O N S ================ Press ESC to Exit

  A [ ] No Setup Options  │ J [ ] Auto Live Monitor │ S [ ] Can't Send Message
  B [*] No Rec't Summary  │ K [*] Can Edit Hold     │ T [ ] Traditional Order
  C [*] No Public Notify  │ L [ ] Message Length    │ U [ ] Not to Subscribers
  D [ ] Not in Directory  │ M [ ] Menu Mode         │ V [ ] No Private Message
  E [ ] Messages by Ext   │ N [ ] Hands-Free Play   │ W [ ] No Future Delivery
  F [*] First-Time Enroll │ O [ ] No Old Messages   │ X [ ] No Receipt Request
  G [ ] Can't Edit Greet  │ P [*] No Public Message │ Y [ ] No Open Groups
  H [ ] Unused            │ Q [ ] No Urgent Message │ Z [ ] Automatic Receipts
  I [ ] Live Monitor On?  │ R [ ] Can't Redirect    │

Press ↑↓→← TAB or Shift-TAB to move; Press SPACE to add or remove a code===
```

Figure 2-6 Allow New Subscribers to Change Call Holding by Telephone

Subscribers Cannot Switch Holding Types by Telephone

The **K** access code lets a subscriber turn call holding on or off by telephone, but does **not** allow switching between **Yes** and **Vox**.

If a subscriber is allowed to change call holding by telephone, and the **Holding?** field is **Yes**, the over-the-telephone conversation toggles the field between **Yes** and **No**. If the subscriber **Holding?** field is **Vox**, the over-the-telephone conversation toggles the field between **Vox** and **No**.

The Call Holding Conversation

If call holding is enabled and the system encounters a busy signal while transferring a call, it plays one of the following:

For a subscriber: "<Name> is on the telephone now."

For a transaction box, the Operator Box or a voice detect box:

"I'm sorry, all lines are busy."

Next it says:

"Calls are answered in the order received. You are <first, second, third.> in line."

If the **Holding?** field is **Yes**, the caller then hears:

"If you'd like to hold, press 1. To leave a message, press 2; or, to try another extension, press the pound key..."

Or, if the **Holding?** field is **Vox**, the caller then hears:

"If you'd like to hold, please say Yes. To leave a message, remain silent..."

If the caller indicates hold, the system places the caller in a holding queue. If the caller indicates leave a message, the system plays the greeting for the box and then takes the action specified for that box (typically, **Take-msg**).

While most systems set the action to **Take-msg**, you can choose a different action (for example, transfer to operator, or **GotoID➜** to route the caller to a different box). If you choose a different action, use a local connection to record the call holding prompts again so callers know what to expect.

The Holding Queue

The first caller in the holding queue is handled differently than other callers further back in the queue.

✆   **First in Line**

If the caller is first in line for the extension, the voice mail system places the caller on hold with the Electra Elite. The caller hears music or silence, whichever the Electra Elite provides for holding calls. Periodically, the voice mail system tries the extension to see if it is still busy. If the extension is free, the voice mail system takes the call off hold and transfers it to the extension.

If the extension is still busy, the voice mail system waits for a brief period, then tries the extension again. If the extension remains busy after several tries, the voice mail system returns to the caller and asks if the caller wants to continue to hold. If the caller still wants to hold, the voice mail system repeats the holding cycle.

This holding cycle is not a camp-on feature. The voice mail system instead repeatedly tries the extension to see if it is still busy. The length of this holding cycle for the caller first in line is controlled by the values in the call holding fields shown in Figure 2-7 Call Holding Fields on Switch Setup Screen Page 2.

✆   **Second in Line or Further Back**

Callers that are second in line or further back in the holding queue are not transferred to the Electra Elite. The voice mail system holds the call, until it can pass the call to the Electra Elite as a first-in-line caller.

These Callers hear a series of music-on-hold prompts. Each music-on-hold prompt can contain music or a special message that you record. When the caller first enters the holding queue second in line or further back, the caller hears the first music-on-hold prompt. At the end of this prompt, the voice mail system checks to see if the caller can move to first in line in the queue. The voice mail system then updates the caller status:

"<Name> is still on the telephone."

"You are <second, third,...> in line. To continue to hold, press 1; to leave a message, press 2; or to try another extension, press the pound key."

Or, for voice detect call holding:

"You are <second, third,...> in line. To continue to hold, say Yes; to leave a message remain silent <beep>."

If the caller indicates to remain on hold, the voice mail system plays the next music-on-hold prompt.

At the end of the next music-on-hold prompt, the voice mail system again checks to see if the call can move up in the holding queue, then again updates the caller current status. The length of the holding cycle for the second in line or further back caller is determined only by the length of the music-on-hold prompt played.

Holding Cycles

The voice mail system has one call-holding cycle for callers that are first in line, and another for callers second in line or further back.

✆   First in line
      The voice mail system tries the extension several times to see if it is free, then returns to the caller to ask for indication to continue holding. You can configure the time between extension tries and the number of tries made before the voice mail system returns to the caller. These two call-holding parameters determine how long the holding cycle is for the first in line caller. The fields that control this cycle are on Line 15 of Figure 2-7 Call Holding Fields on Switch Setup Screen Page 2.

✆   Second in line or further back
      The holding cycle is determined only by the length of each music-on-hold prompt the caller hears. You may record music-on-hold prompts of varying lengths.

In either case, the caller can exit from the holding cycle. If the **Holding?** field is **Yes**, callers can press 2 and leave a message or press **#** and dial another extension number.

Call Holding Parameters

Two sets of fields control call holding system-wide. The fields on Switch Setup screen Page 2 control how many calls the system allows to hold, both throughout the system and for any one extension. This screen also stores fields that control the call holding cycle for the first-in-line caller. A second set of fields (14 and 15), found on Figure 2-7 Call Holding Fields on Switch Setup Screen Page 2 controls how the system identifies busy signals on the Electra Elite telephone system.

```
░░░░░░░░░░░░░ E A S Y M A D E  S W I T C H   S E T U P ░░░ Page  2 of 3 ░░░░
  10. Message Lamp On: X                     Retries: 1
                  Off: X                     Interval (mins): 5
     Reset All Lamps? No                     Daily Lamp Reset:
  ─────────────────────────────────────────────────────────────────────────
  11. Dialout pause (,)= 100  (;)= 300        Hookflash (&)= 65   (%)= 200
  12. Dialout DTMF duration: 10               DTMF interdigit delay: 10
  13. Dialtone delay: 100
  ─────────────────────────────────────────────────────────────────────────

  14. Max lines holding total: 8             Max lines holding for ext: 8
  15. Number tries between TT checks: 4      Extra hold time between tries: 50
                                             Message refresh interval: 0
     Live Record beep interval: 0           Live Record after transfer: No
```

Figure 2-7   Call Holding Fields on Switch Setup Screen Page 2

Control the Number of Calls on Hold

Specify how many calls can wait on hold on Line 14 of Figure 2-7 Call Holding Fields on Switch Setup Screen Page 2. Each held call ties up one voice mail system port.

✆   Maximum lines holding total

This specifies the maximum calls allowed to hold in the system at one time. Each held call occupies one voice mail system port. Set the maximum to a value less than your total number of answering ports to avoid tying up the whole system with calls on hold.

✆   Maximum lines holding for extension

This specifies the maximum calls allowed to hold for a particular extension. This value should be smaller than the Maximum lines holding total field. In an 8-port system, you might want to limit the total maximum lines holding in the system to 5, and the maximum lines holding for any particular extension to 3.

The voice mail system checks the number of lines holding by counting all calls that ring the same telephone extension. This may include calls from multiple message boxes or transaction boxes, if the boxes transfer calls to the same telephone extension. A sales department representative might have a transaction box that is set up to transfer calls to a specific desk when outside callers dial the Sales Department. Callers that dial the extension number directly are also transferred to the desk extension. The voice mail system counts the total number of calls attempting to transfer to the extension and allows the number of calls specified in this field to be put on hold.

When the number of calls holding in the system reaches either the value for the **Maximum lines holding total** field or the **Maximum lines holding for ext** field, a new call is **not** placed on hold. The call instead is handled as if the extension went unanswered. Usually the system takes a message.

Controlling the First-in-Line Message Cycle

The length of the message cycle for callers who are first in line in the holding queue is controlled by fields on Line 15 of Figure 2-7 Call Holding Fields on Switch Setup Screen Page 2.

✆   Number tries between TT checks

This specifies the number of times the voice mail system should try the extension before it checks back to ask if the caller wants to continue to hold. If the value is 4, the system tries the extension 4 times before checking with the caller. This field applies only to first-in-line callers.

✆   Extra hold time between tries

This specifies time (in tenths of a second) the voice mail system waits between each try of a busy extension. If the value is 50, the system waits 5 seconds between each try.

An Example

If the **Number tries between TT** checks field is **4** and the **Extra hold time between tries** field is **50**, the voice mail system tries the busy extension 4 times, and waits 5 seconds between each try, before it checks back to confirm that the caller wants to remain on hold.

If it takes the voice mail system 3 seconds to try the extension and 5 seconds to wait before the next try, 8 seconds elapses between one try of the extension and the next try.

Multiply this by 4 tries to calculate that the voice mail system checks back with the first in line caller every 32 seconds.

Setting the **Extra hold time between tries** field lower puts calls through quicker. Setting it higher makes the holding conversation sound better because the caller hears fewer clicks from the tries of the busy extension and hears more continuous hold music (if hold music is provided by the Electra Elite). Four tries between TT checks, and 5 seconds between tries is recommended.

Playing Music-On-Hold Prompts

To play music on hold, the system plays 10 prompts in round-robin sequence to callers who are second in line or further back in the queue.

Only the first music-on-hold prompt comes prerecorded. It contains piano music by Mozart. You may, however, record additional music-on-hold prompts in the same manner that you record other prompts and voice fields. For details, refer to Chapter 15 Recording Voice Fields.

If multiple music-on-hold prompts are recorded, the system plays the entire series of prompts to each caller who remains second in line or further back in the holding queue.

Each time the voice mail system finishes playing one music-on-hold prompt, it asks if the caller wants to continue to hold, then plays the next music-on-hold prompt in the series. The voice mail system skips unrecorded music-on-hold prompts. After the voice mail system plays all prompts, it cycles back to the first music-on-hold prompt.

You may want these music-on-hold prompts to contain music of your own choice, promotional messages, or information pertinent to your particular use of call holding.

A music-on-hold prompt between 20 and 60 seconds is recommended to make the holding conversation flow better with the caller. If the music-on-hold prompts are too short, the caller is asked too frequently to press a tone to remain on hold. If prompts are too long, the caller may hang up.

The caller position in the holding queue does not affect which music-on-hold prompt the caller hears. The first caller does not hear the music-on-hold prompts. Each caller second in line or further back hears the entire sequence of recorded music-on-hold prompts, if the caller stays in the holding queue long enough.

Also Refer To:

✆ Section 2 Call Transfer on page 2-11

✆ Section 3 Screen Calls on page 2-16

✆ Chapter 9 Messages

✆ Chapter 15 Recording Voice Fields

✆ Chapter 20 Subscribers

✆ Chapter 21 Switch Setup

✆ Chapter 24 Transaction Boxes

✆ Chapter 25 Voice Detect

✆ EliteMail VMS/EliteMail Limited Voice Mail User Guide # 750178-0

SECTION 2
CALL TRANSFER

The voice mail system **transfers** calls to the Electra Elite. A variety of call transfer options allow you to customize how a call is transferred and what a caller hears. These settings can be customized for individual subscribers or for the needs of the Electra Elite.

This topic describes:

✆   The Transfer→Greeting→Action structure

✆   The call transfer types

✆   How to set up call transfer fields

✆   The call transfer options

The Transfer→Greeting→Action Structure

In most cases, the voice mail system handles calls by following the programmed sequence Transfer→Greeting→Action that is set up for a subscriber or box and shown on:

✆   The Personal Directory page for each subscriber

✆   Transaction boxes and voice detect boxes

On Application screen Page 5 you can also set the default Transfer→ Greeting→Action structure for new subscribers added to the system.

When call transfer is turned on for a subscriber or box, the voice mail system tries to transfer a call to the telephone number listed. If unsuccessful, the system plays the applicable greeting (if any), then follows the instructions set in the **Action** area.

Call transfer always involves the voice mail system passing a call to the Electra Elite, but **call routing** involves the voice mail system passing a call from one System ID to another. Transferring a call to a telephone number or extension is always handled in the Transfer section of the screen, and routing a call to another voice mail system Extension # ID or System ID is handled in the **Action** and **One key dialing** sections.

```
░░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░░░ NAME SORT
           Name: ANGLIN, KRISTIN
   Personal ID: 9890          SC             Voice name: 0:02
  Extension # ID: 890                        Hold/Archive msgs:   0 /2   days
== E X P A N D E D   T R A N S F E R   O P T I O N S ===== Press ESC to Exit
-->Transfer ──────────────────┬->Greeting ──────┬->Action ──────────────────
   Transfer? Yes-->X          │»Std: 0:00        │Take-msg
   Await-Ans-->4  Rings       │»Int: 0:00        │
   Screening? No  Holding? No  │ Alt: 0:00        │Max-msg:  90 sec  Edits OK? Yes
  »Transfer Options : A        │ Active: STD      │Send Msg Urgent? No
   Screening Options:          │ Int: Yes         │After Msg: Say-bye
 ─────────────────────────────┴──────────────────┴──────────────────────────
   One key dialing: 1>         2>       3>        4>        5>
                    6>         7>       8>        9>        0>
```

Figure 2-8   Call Transfer on a Subscriber Page

```
░░░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
          Name: Departments Box          Transaction box of Ronk, Amy
    System ID: 411                        Voice name: 0:02    Schedule #:

-->Transfer ──────────────────┬->Greeting ──────┬->Action ──────────────────
   Day?   Yes-->123           │»Day:  0:13       │Day:  Operator
   Nite?  No                  │ Nite: 0:00       │Nite: Operator

   Await-Ans-->4  Rings       │ Alt:  0:00       │Max-msg:   90 sec
   Intro: 0:00    Holding? No  │                  │Edits OK? Yes
   Transfer Options :          │ Active: D/N      │Send Msg Urgent? No
                              │                  │After Msg: Say-bye
 ─────────────────────────────┴──────────────────┴──────────────────────────
   One key dialing: 1>700      2>800     3>555     4>        5>
                    6>         7>        8>        9>        0>
```

Figure 2-9   Call Transfer on a Transaction Box

```
░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N  ░░░░ Page 3 of 6 ░░░
20.   Set up System Operator
   System ID: 0                          Voice name: 0:01


-->─────────────────────────┬->Greeting ──────┬->Action ──────────────────
   Day?   Yes-->0           │»Day:  0:10       │Day:  GotoID-->$PM
   Nite?  No                │ Nite: 0:08       │Nite: GotoID-->$PM

   Release    0  Rings      │ Alt:  0:08       │Max-msg:   90 sec
   Intro: 0:02    Holding? No│                  │Edits OK? Yes
   Transfer Options :        │ Active: D/N      │Send Msg Urgent? No
                            │                  │After Msg: Hangup
 ───────────────────────────┴──────────────────┴──────────────────────────
Alternate System IDs for Special Operators on each Port:
```

Figure 2-10   Call Transfer on the Operator Box

Call Transfer

Call transfer is active only if the **Transfer?** field or the **Day?** or **Nite?** field in a screen **Transfer** section is **Yes**. The call transfer type is entered in an unlabeled field directly below these fields and includes:

✆   Await Answer (Await-Ans)

The voice mail system puts the caller on hold and dials the extension or telephone number. If the line answers before a certain number of rings (specified in the **Rings** field), the voice mail system transfers the call. If the line is busy or does not answer before the specified number of rings, the voice mail system plays the applicable greeting and then takes an action (usually takes message).

✆   Release

The voice mail system puts the caller on hold, dials the extension or telephone number, and releases the call to the Electra Elite. The caller hears whatever is provided by the Electra Elite. The voice mail system does **not** check the progress of the call or the status of the called extension.

If the line is busy or does not answer, the caller cannot leave a message unless the extension is set for CALL FWD BUSY/NO ANSWER or Call FWD ALL to the voice mail pilot number.

✆   Wait for Ringback (Wait Ring)

This modified form of Await Answer is used to have the voice mail system check only if the line is busy. The voice mail system puts the caller on hold and dials the extension or telephone number. If the line is busy, the voice mail system plays the applicable greeting and then takes an action.

If the line answers before the number of rings specified in the **Rings** field, the voice mail system transfers the call. If the line does not answer before the specified number of rings, the voice mail system releases the call to the Electra Elite. The caller hears hold music (if available from the telephone system) while the voice mail system counts rings, then hears ringing from the telephone system after the voice mail system releases the call.

Set Up Call Transfer Fields

Each call transfer is controlled by fields that can be set differently for each individual subscriber or box with the call transfer feature. Some fields are displayed on a subscriber Personal Directory page only, while others appear only on transaction boxes, voice detect boxes, or the Operator Box on a subscriber Personal Directory page. Press ⌘Ctrl-Ⓔ, then Ⓣ, and press ⏎Enter to see all the call transfer fields.

You can also change call transfer fields for all new subscribers using Application screen Page 5. Press ⌘Ctrl-Ⓔ, Ⓣ, and ⏎Enter.

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ P E R S O N A L    D I R E C T O R Y ▒▒▒▒▒▒▒▒▒▒ NAME SORT
             Name: THOMAS, ROBERT
     Personal ID: 9312        SC           Voice name: 0:02
  Extension # ID: 312                      Hold/Archive msgs:   0 /2   days
 ═ E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ═
  ─>Transfer ──────────────┬─>Greeting ──┬─>Action ───────────────────────
    Transfer? Yes-->X       │ »Std: 0:05  │ Take-msg
    Await-Ans-->4  Rings    │ »Int: 0:00  │
    Screening? No  Holding? No │ Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes
  »Transfer Options : A      │ Active: STD │ Send Msg Urgent? No
    Screening Options: MC    │ Int: Yes    │ After Msg: Hangup

    One key dialing: 1>       2>       3>       4>       5>
                     6>       7>       8>       9>       0>
```

Figure 2-11   Sample Subscriber Page With Expanded Transfer Options Shown

✆   Extension # ID (Subscribers Only)
    System ID (Boxes Only)

    This System ID to identify the transaction or subscriber message box is the number dialed for a particular subscriber or box. At many sites, an Extension # ID matches the subscriber telephone extension number.

✆   Transfer? (Yes or No) Subscribers)

✆   Day? or Nite? (Yes or No) Other Boxes)

    Each label marks a yes-or-no field and a telephone number field. When **Yes**, the voice mail system tries to transfer the call to the specified telephone number or extension (indicated after ➔). If the telephone number field is blank, the voice mail system does not try to transfer a call; instead, it plays the applicable greeting. When **No**, call transfer is turned off. In a transaction box, you can set call transfer on or off independently for Day Mode and Night Mode.

You can enter any valid telephone number or telephone system extension number in the telephone number field. You should not enter a voice mail System ID in this field. You can include **,** in the number for a pause. For a subscriber mailbox, you can place an **X** in the telephone number field to signify that the telephone number is identical to the Extension # ID. For a transaction box, **X** in the telephone number field indicates that the number is the same as the box System ID.

✆   Call Transfer Type

This unlabeled field, below Day/Nite options in the **Transfer** section, sets the way the voice mail system transfers calls.

✆   Rings

With **Wait Ring** call transfer, this field specifies the number of times the voice mail system rings before releasing the call. With **Await-Ans** call transfer, it specifies the number of times the voice mail system rings before returning to the caller to play the greeting and take an action.

✆   Intro (Transaction Box or Operator Box)

The voice mail system plays a recording in this field before trying to transfer a call.

✆   Screening? (Subscribers Only)

If this field is Yes, screening options are used. If it is No, call transfer options in the **Transfer Options** field are used.

✆   Holding?

This indicates whether or not you want to allow calls to hold if the line is busy. This refers only to the voice mail system call holding feature, not to the Electra Elite. You can allow callers to hold by pressing a touchtone or by saying Yes. For details, refer to Chapter 2 Section 1 Call Hold.

✆   Transfer Options

✆   Screening Options(Subscribers Only)

The call transfer or screening options are used only if call transfer is turned on and call transfer is **Await-Ans**. Before turning on transfer or screening options, verify that call transfer is not **Release** or **Wait Ring**.

You may enter any of these transfer option codes:

A   Announce
C   Confirm
I   Introduce
M   Message screen
S   Screen

Before changing your call transfer to **Release** or **Wait Ring**, you must first remove any transfer or screening option codes. Refer to Appendix C Call Transfer Options for a complete description of each transfer option.

On the subscriber pages of the Personal Directory Screen, you can enter a second set of transfer options that are used in place of the set of options in the **Transfer Options** field, if a subscriber has call screening turned on (**Screening? Yes**).

Changing Call Transfer by Telephone

Subscribers can change call transfer settings by telephone, through setup options. Subscribers can:

✆   Turn call transfer on or off.

✆   Change the number their calls are transferred to.

✆   Switch between call transfer options and call screening options.

✆   Turn call holding on or off.

SECTION 3
SCREEN CALLS

When Await Answer call transfer is used, options allow the voice mail system to screen calls that are transferred to a subscriber. The subscriber can decide whether or not to take a call, based on who is calling.

The most frequent combinations of call transfer options used to achieve call screening include:

✆   **IC** (Introduce and Confirm)
This combination is useful if two or more subscribers share the same telephone. If one subscriber answers the telephone and hears that the call is for someone else, **2** can be pressed to route it to the other subscriber voice mailbox.

✆   **CM** (Confirm and Message Screen)
This combination is most commonly used for call screening. The system asks callers to record their name, then lets the subscriber accept or refuse the call after hearing the caller name. If the call is refused, the system plays the applicable greeting to the caller and takes an action (typically takes message).

Some callers may be offended if you do not take their calls after they identify themselves. Even if you are away from the telephone, callers are still screened and then directed to voice mail. To the caller, it may seem like you are available, but refused to take the call. You can reduce this problem by having subscribers turn call screening off (or turn call transfer off) when they are away from their telephones for extended periods.

Set Up Call Screening for a Subscriber

To set up call screening for a subscriber so that the subscriber can turn call screening on or off by telephone, place one of these call screening combinations of call transfer options in the **Screening Options** field on the subscriber Personal Directory page. Place other call transfer option codes in the subscriber **Transfer Options** field.

If the subscriber turns call screening on by telephone, the system uses the call transfer options listed in the **Screening Options** field. The **Screening?** field is also **Yes**. If the subscriber turns call screening off by telephone, the system uses the call transfer options listed in the **Transfer Options** field, and the **Screening?** field is **No**. A System Manager may also turn a subscriber Screening Options on or off by entering **Yes** or **No** in the **Screening?** field.

You may use the call screening combinations of call transfer options in *any* call transfer options field, including both the **Transfer Options** and **Screening Options** fields on a subscriber Personal Directory page. You may use other call transfer option codes instead of **IC** or **MC** in the **Screening Options** field, to allow a subscriber to switch between two different sets of call transfer options.

Limit the Call Screening Recording

You can limit the number of seconds a caller has to record a name during call screening by setting the **Max screening recording** field. Refer to Figure 2-12 The Max Screening Recording Field.
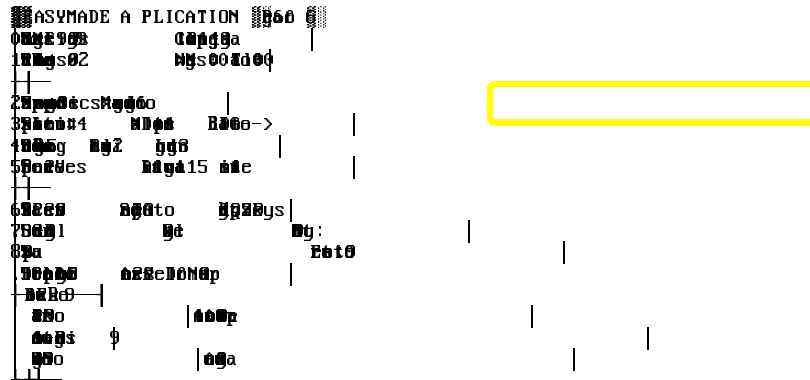
Figure 2-12 The Max Screening Recording Field

☞   The **Max screening recording** field also limits the time allowed for recording voice names by telephone and should be 3 seconds or longer if subscribers record voice names or message group names by telephone.

Also Refer To:

✆   Section 1 Call Hold on page 2-1

✆   Chapter 12 Operator Box

✆   Chapter 15 Recording Voice Fields

✆   Chapter 20 Subscribers

✆   Chapter 24 Transaction Boxes

Directory Assistance

People who call an office may not know the extension number of the person they are trying to reach. The caller must determine the extension by speaking to the operator or by looking up the extension in a directory. To free the operator from answering repetitive requests for extension numbers, the voice mail system offers two kinds of on-line directory assistance:

✆ Automatic directory assistance.

The automatic directory provides a list of subscriber names and extensions. To use this directory, callers need to know the last name of the subscriber they want to reach. The system must be set for a lettered keypad if you want to provide callers with automatic directory assistance. After the automatic directory is set up, you do not have to do any special programming to use it. New subscribers can set up their listing in the directory themselves by telephone, through the enrollment conversation. They can also change their listing later, through setup options.

✆ Numeric directory assistance.

The system can also allow callers to press numbers instead of letters to look up a subscriber extension. Numeric directory assistance involves grouping subscribers by a common characteristic (such as department, location, or schedule), and creating a menu that assigns a single touchtone to each directory grouping.
To use numeric directory assistance, the caller presses the touchtone assigned to the directory group the person belongs to. The system then plays back the names and extension numbers of people in the group.
Numeric directory assistance requires special setup at the system console. Subscribers **cannot** change their listing in the numeric directory by telephone.

You may use either type of directory assistance, or both. This chapter describes how each type of directory assistance works, and explains how to set up directory assistance.

SECTION 1
AUTOMATIC VERSUS
NUMERIC DIRECTORY
ASSISTANCE

The main differences between numeric and automatic directory assistance include:

NUMERIC DIRECTORY	AUTOMATIC DIRECTORY
Works for telephones with numbers only.	Requires letters on the telephone keypad.
Flexible, user-defined structure based on groupings of subscribers (by department, location, schedule, or other common characteristic).	Alphabetic listing by name.
Requires special setup by the installer or System Manager. You must manually add subscribers to directory groups, create a directory menu, and record an applicable opening greeting. Numeric directory assistance requires ongoing maintenance as new subscribers or groupings are added or deleted.	No special setup required. The system is set up for the automatic directory by default. By default, outside callers press 555 to hear the automatic directory.
The System Manager or installer sets up numeric directory assistance at the system console. Listings in the numeric directory cannot be changed by telephone.	Subscribers can control by telephone whether or not they are listed in the automatic directory.

SECTION 2
AUTOMATIC
DIRECTORY
ASSISTANCE

To use automatic directory assistance, a caller must have letters on the touchtone keypad. Callers need to know only the last name of the person they want to reach. When a caller presses the System ID for automatic directory assistance, the system asks for the first three letters of the last name of the person desired.

The system then reads the name and extension of each subscriber whose last name begins with the letters. The caller may dial the extension anytime, or, in certain cases, may be routed automatically to the subscriber Extension # ID.

☞ You can also set up the system to ask for the first three letters of the first name.

Turn On the Automatic Directory

The System ID for the automatic directory (555) is already set for you when the system is installed. However, you can change the System ID, and set whether or not the system transfers callers to a subscriber extension automatically using the **ID for Alpha Directory** field and the **Auto xfer?** field. These fields are on Line 59 of Figure 3-1 Application Screen Page 6 Showing Automatic Directory Fields.

```
░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░ Page 6 of 6 ░░░
50. Maximum Message Life: 999 days         Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2         New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left

56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:           Weekly:           Monthly:
58. Startup:                          Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
─────────────────────── Public Fax Box ───────────────────────
 Fax ID: $_FAXBOX      │ Transfer? No         │ Alt Action: Operator
 Voice name: 0:02      │ Await-Ans-->4  Rings  │
                       │ Holding? No          │ Announce: Always
```

Figure 3-1 Application Screen Page 6 Showing Automatic Directory Fields

✆ ID for Alpha Directory

To provide automatic directory assistance, enter a System ID in the **ID for Alpha Directory** field. The default System ID for the automatic directory is 555. Callers enter this System ID to access the directory. In the opening greeting, tell callers the System ID to press to reach the directory.

✆ Auto xfer?

If this field is **Yes** and **only one name** matches the three letters entered by the caller, the system automatically routes the caller to that subscriber Extension # ID. If more than one name matches, or this field is **No**, the system does not route the caller until an Extension # ID is entered.

Turn Off the Automatic Directory

To make the automatic directory inaccessible to callers, delete the System ID in the **ID for Alpha Directory** field on Application screen Page 6.

You may assign the automatic directory a System ID that is not accessible over the telephone by including **$** in the System ID. This is useful because it prevents callers from direct dialing the directory, but still allows the system to route the caller to the directory internally. For example, use **GotoID→$555** in a transaction box **Action** field.

Remove Subscriber from the Automatic Directory

In most cases, subscribers can add themselves to the automatic directory when they listen to the enrollment conversation. However, there are five conditions when a subscriber is **not** listed in the automatic directory:

✆ The System Manager has specifically restricted a subscriber from the automatic directory by adding **D** in the **Access** field on a subscriber Personal Directory page. (However, the subscriber can still add himself or herself to the directory by telephone.)

✆ **Voice name** is not recorded for the subscriber.

✆ **Extension # ID** is not entered for the subscriber on the Personal Directory page.

✆ The subscriber has turned off directory listing by using setup options. This adds **D** to the subscriber **Access** field.

✆ The subscriber is set up to hear the enrollment conversation, but has not called the system to enroll.

To keep subscribers from changing their automatic directory listing by telephone, add A to the subscriber **Access** field. This also prevents the subscriber from accessing any setup options (greetings, message groups, transfer and delivery options, and personal options).

Keep subscriber from being listed in the automatic directory

1. At the voice mail system Banner Screen, press [F2] to sign in. Enter a System Manager ID, and press [↵Enter]. If asked, enter the System Manager security code, and press [↵Enter].

2. Press [Ctrl]-[D] to view the Personal Directory.

3. Press [PageDown] key repeatedly, or use the Jump command, to view the subscriber Personal Directory page.

4. Press [↓] [↓] [↓] to move the cursor to the **Access** field.

5. Enter **D**, and press [↵Enter]. Verify that the Insert key is active so you do not overwrite other options by mistake.

Prevent Subscriber From Changing Directory Listing

1. At the voice mail system Banner Screen, press F2 to sign in. Enter a System Manager ID, and press ←Enter. If asked, enter the System Manager security code, and press ←Enter.

2. Press Ctrl-D to view the Personal Directory.

3. Press PageDown key repeatedly, or use the Jump command, to view the subscriber Personal Directory page.

4. Press ↓ ↓ ↓ to move the cursor to the **Access** field.

5. Enter **A**, and press ←Enter. This also prevents the subscriber from changing any other setup options. Verify that the Insert key is active so you do not overwrite other options by mistake.

Use First Names in the Automatic Directory

You can use first names instead of last names in the automatic directory. Setting up the system for first names affects the system conversation in these ways:

✆ Outside callers look up a subscriber extension by pressing the first three letters of the first name.

✆ Subscribers leave messages by pressing the first three letters of the recipient first name.

✆ Subscribers use first names to add and delete members from their message groups by telephone.

✆ Subscribers who enroll on the system by telephone spell their first name for the automatic directory.

✆ When setup options are used to change directory listing by telephone, the subscriber spells the first name.

To use first names

1.   Connect to EliteMail using CoSession.

2.   Exit to DOS prompt from voice mail application on EliteMail.

3.   From C:\vmail, Enter NAMES FIRST, and press ⏎Enter.

4.   Enter VM START, and press ⏎Enter to run voice mail application.

5.   After voice mail application boot up, subscriber first and last names must be swapped manually in the Personal Directory.
      <Before Swap> Smith (first name), David (last name)
      <After Swap>> David (first name), Smith (last name)

      ☞   The name must be changed in each mail box.

SECTION 3
NUMERIC DIRECTORY
ASSISTANCE

Some organizations may want to offer directory assistance using numbers instead of letters. These organizations can set up the system so that callers press numbers to look up a subscriber extension, instead of pressing the first three letters of the subscriber name. Numeric directory assistance is especially useful if many callers have telephone keypads without letters.

Using numeric directory assistance involves grouping subscribers by a common characteristic. In most cases, subscribers are grouped by department or function. However, they can also be grouped by location, schedule, alphabet, or any other grouping. Numeric directory assistance combines the features of the system message groups and transaction boxes. **Directory groups** that list the people in your organization can be set up (in much the same way that message groups to let subscribers send the same message to several people at once are set up). Next, the directory groups can be added to a **directory** menu to create one-key dialing menus automatically (much like the one-key dialing used in transaction boxes).

The Groups Screen

Set up numeric directory assistance at the Groups Screen. To view the Groups Screen, sign in to the system. Press Ctrl-G. Directory menus and directory groups are listed alphabetically and are included with the message groups on the system.

Directory Groups

A **directory group** lists subscribers with a common characteristic, such as a department, location or schedule. Each directory group on the system has a Groups Screen page. It is easy to distinguish between the pages for message groups and the pages for directory groups; the word DIRECTORY appears in all capital letters on the right side of the page. Refer to Figure 3-2 A Directory Group.

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ G R O U P S ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒
  Name: Sales                       DIRECTORY Group of ·SYSTEM·
  Directory ID:                      Voice:  0:02

  Member name        Voice  Ext # ID │ Member name       Voice  Ext # ID

  Ronk, Amy          0:02   9696      │
```

Figure 3-2   A Directory Group

Even though the directory group pages are included in the Groups Screen, directory groups are different from message groups in these ways:

✆   A message group lets you leave the same message for several people at once. You cannot leave a message for a directory group.

✆   Every directory group is owned by the system. Note that the upper right part of the screen is identified by: **DIRECTORY group of •SYSTEM•**.

✆   A directory group can have its own System ID in the **Directory ID** field. Callers press this ID to access the directory group. Assigning a System ID to a directory group is optional. While most sites allow callers to select a directory group from a directory menu (by pressing a single digit instead of a System ID), you can also route callers to a directory group using the **GotoID→** field on a transaction box, interview box, Operator Box, Public Interview Box, or even from a subscriber mailbox.

✆   The list of members under **Member name** also includes the member recorded name (in the **Voice** column to the right of **Member name**), and Extension # ID (in the column labeled **Ext # ID**). Each subscriber recorded name and Extension # ID are added automatically, when you add the subscriber to the directory group.

Both a message group and a directory group may be needed for some departments or subscribers. The message group allows you to send the same message to subscribers, and the directory group allows the system to list them in the same place in numeric directory assistance.

Directory Menus

Use **directory menus** to create one-key dialing menus automatically for numeric directory assistance. Refer to Figure 3-3 A Directory Menu.

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ G R O U P S ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒
  Name: Numeric Directory          DIRECTORY Menu of   ·SYSTEM·
  Directory ID: §411               Voice:  0:02
 ─────────────────────────────────────────────────────────────────────
   Key  Directory Name              Type         Voice     Dir ID
 ─────────────────────────────────────────────────────────────────────
   1.   Sales                       Dir Group    0:02
   2.   Shipping                    Dir Group    0:02
   3.   Customer Service            Sub Menu     0:02
   4.
   5.
   6.
   7.
   8.


```

Figure 3-3   A Directory Menu

The system uses the entries under the **Key** and **Directory Name** columns to create a one-key dialing menu. The **Key** column number is the touchtone assigned to the directory group listed next to it. Refer to Figure 3-3 A Directory Menu. The system automatically creates this one-key dialing menu, using each directory group recorded name:

"For Sales, press 1. For Shipping, press 2. For Customer Service, press 3."

You can also add directory menus in the **Directory Name** column, to offer callers a submenu of additional choices. The Customer Service directory submenu offers two additional choices: one for Technical Support, and one for Accounts.

Each directory menu is owned by the system. The upper right part of the screen is identified by: **DIRECTORY menu of •SYSTEM•**.

A directory menu has its own System ID in the **Directory ID** field at the top of the screen. Outside callers can enter this System ID to hear this menu. You can use the **Directory ID** to route callers to this menu automatically by using the **GotoID→** Action on a transaction box, interview box, Operator Box, Public Interview Box, or a subscriber Personal Directory page.

You cannot use a directory menu to transfer calls, play a greeting, or record messages. A directory menu is used only to create one-key dialing menus for numeric directory assistance.

Numeric Directory Assistance Example

Refer to Figure 3-4 Numeric Directory Assistance Using Directory Groups and Directory Menu. This example of numeric directory assistance for the XYZ Corporation includes a directory menu, several directory groups, and a directory submenu. The opening greeting tells callers the System ID to press to reach the numeric directory.

The system is shipped with the directory menus and directory to create this application already added. The System ID for the numeric directory assistance example is $411. To use this example, change the System ID to an ID callers can dial using the telephone keypad, and add subscribers to the directory groups. (If you want to keep the default opening greeting, use the System ID 411, and change the System ID for any other box already using the System ID 411.)

Opening Greeting

Thank you for calling the XYZ Corporation! If you are calling from a touchtone telephone, you may enter the extension anytime. If you don't know the extension, press 411 for a directory

4 1 1

Numeric Directory Assistance
Directory Menu ID: 411

For Sales, press 1. For Shipping, press 2. For Customer Service, press 3.

1

"Sales: Dial the extension anytime**.**

Chris Aaronson, 890
Jan Xavier, 891
Hugh Yale, 892

End of Sales".

2

"Shipping: Dial the extension anytime.

Mike Yeoman, 893
Sue Ying, 894
Pat Zeftig, 895

End of Shipping".

3

"Customer Service:

For Technical Support, press 1.
For Accounts, press 2".

1

"Technical Support: Dial the extension anytime:

Neil Zeller, 896
Jay Zink, 897

End of Technical Support".

2

"Accounts: Dial the extension anytime:

Yoshi Acki, 850
Les Benson, 851
Sally Caslon, 852

End of Accounts".

Figure 3-4 Numeric Directory Assistance Using Directory Groups and Directory Menu

Set Up Numeric Directory Assistance

Setting up numeric directory assistance involves these main steps:

1.   Create a **directory group** for each group of subscribers (by location, schedule, or department) you want listed in the numeric directory at the Groups Screen. A directory group lists the subscribers in each group and their Extension # IDs. Use a local connection to record a name for each directory group. Define who belongs in the directory group by adding subscribers to it.

2.   Add a **directory menu**. Do this from the Groups Screen, too. You can add up to eight different directory groups and directory menus on each directory menu. A directory menu lists the name of each directory group or submenu. The system automatically creates a one-key dialing menu from the list of directory groups and menus. Outside callers hear directory assistance for a particular directory group, or choose a submenu by pressing a single touchtone key.

3.   Record the opening greeting again to let outside callers know how to reach directory assistance.

Add a Directory Group or Directory Menu

The System Manager maintains numeric directory assistance at the Groups Screen.

1.   Sign in to the system, and press ⌨Ctrl-G to display the Groups Screen.

2.   Press F8 to add.

3.   Press ↓ ↓ ↓ to highlight **Directory Assistance**, and press ←Enter.

4.   Press ←Enter to select **Directory Group**, or press ↓ to highlight **Menu for Directory**, and press ←Enter.

5.   Enter the name for the directory group or menu, and press ←Enter.

6.   The system prompts you for a System ID for the directory menu. Adding a System ID is optional. However, to allow callers to access the directory group or menu by pressing an ID, or to route callers to the directory group or menu automatically, you must use a System ID.

7.   To skip adding a System ID, press ⏎Enter.

8.   To add a System ID, enter up to 10 characters (either letters, numbers, or **$**), and press ⏎Enter.

9.   Record a name for the directory group or menu using a local connection. For details, refer to Chapter 15 Recording Voice Fields.

☞   A recorded name is required. If there is no recording, the directory group or directory menu does not appear in numeric directory assistance.

Delete a Directory Group or Directory Menu

When you delete a directory group or directory menu, the system automatically removes it from any directory menus that contained it. This could create a gap in a directory menu.

If the Shipping directory group were removed from the example, the first directory menu would announce *"For Sales, press 1. For Customer Service, press 3."*

1.   Sign in to the system, and press Ctrl-G to display the Groups Screen.

2.   Press PageUp or PageDown repeatedly (or use the Jump command) to display the directory group or directory menu.

3.   Check that the cursor is positioned in the top portion of the screen. Press F7 to delete. Press Y to confirm the deletion, or press N to cancel it.

4.   To delete additional directory groups or menus, repeat steps 2 and 3.

Add Subscribers to a Group Directory

1.   Sign in to the system and press Ctrl-G to display the Groups Screen.

2.   Press PageUp or PageDown repeatedly (or use the Jump command) to display the directory group.

3.   Press F8.

4.   Press ⏎Enter to select **Member**.

5.   Enter the first three letters of the subscriber last name, and press ⏎Enter. The system displays the first subscriber whose last name matches the letters you entered.

6.   Press ⓨ to select and add the name. The system automatically includes the subscriber recorded name and Extension # ID. Or, press ⓝ to see the next match.

7.   Repeat steps 3 through 6 until you add all the subscribers you want.

8.   Press ⌈Esc⌉ to exit.

Delete a Subscriber from a Directory Group

1.   At the Groups Screen, press ⌈PageUp⌉ or ⌈PageDown⌉ repeatedly (or use the Jump command) to display the directory group.

2.   Press ⬇ until you highlight the name of the subscriber you want to delete from the directory group.

3.   Press ⌈F7⌉. Press ⓨ to remove the member or press ⓝ to cancel.

4.   To remove additional members, repeat steps 3 and 4.

Add a Choice to a Directory Menu

You can add directory groups or directory submenus to a directory menu.

☞   The directory group or directory submenu you want to assign as a choice on a directory menu must already be added to the system.

1.   Sign in to the system and press ⌈Ctrl⌉-Ⓖ to display the Groups Screen.

2.   Press ⌈PageUp⌉ or ⌈PageDown⌉ repeatedly (or use the Jump command) to display the directory menu.

3.   Press ⬇ until you move the cursor to a blank **Directory Name** field.

4.   Press ⌈F8⌉. The system prompts you to enter the name of the directory group or submenu you want to add. Enter the first few letters of the name, and press ⌈←Enter⌉.

5.   The system displays the first match for the letters you entered. Press ⓨ to select the name or press ⓝ to select another matching name.

6.   Repeat steps 3 through 5 until you add all desired groups or menus.

Remove a Choice from a Directory Menu

Removing a choice from a directory menu does not delete the directory group or directory submenu from the system. It prevents the system from listing it on the directory menu one-key dialing menu.

1.   Sign in to the system, and press [Ctrl]-[G] to display the Groups Screen.

2.   Press [PageUp] or [PageDown] repeatedly (or use the Jump command) to display the directory menu.

3.   Press [↓] until you highlight the name of the directory group or directory menu you wish to delete.

4.   Press [F7]. The system asks for confirmation. Press [Y] to confirm the deletion or press [N] to cancel it.

5.   To remove additional choices from the directory menu, repeat steps 3 and 4.

Allowing System IDs during Directory Menus

You can set the system to pause a certain number of seconds for additional touchtones before routing the call to the directory submenu or directory group listed on a directory menu. This allows callers to press full System IDs during directory menus.

Set how long the system waits between touchtones using the MK option in the **Startup** field on Line 58 of Figure 3-5 MK Startup Option on Application Screen Page 6.

```
░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left

56. Blank PC screen? Yes       Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:          Monthly:
58. Startup: MK1                    Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
------------------------------ Public Fax Box ------------------------------
                         Transfer? No            Alt Action: Operator
                         Await-Ans-->4  Ring
                         Holding? No             Announce: Always
```

Figure 3-5 MK Startup Option on Application Screen Page 6

Set number of seconds to wait for touchtones during a directory menu:

1. Sign in to the system and press `PageDown` repeatedly to display Application screen Page 6.

2. In the **Startup** field, press `→` repeatedly to move the cursor to the end of any options already in the field. Enter **MK***n*, where *n* is the number of seconds you want the system to wait before processing a touchtone entered at a directory menu. Enter **MK1** if you want the voice mail system to wait 1 second before processing the touchtone. If no MK option is set, or if the option is **MKØ**, the system does not allow callers to override the one-key dialing offered during directory menus.

3. Press `←Enter`.

SECTION 4
USE TRANSACTION BOXES WITH DIRECTORY ASSISTANCE

In addition to the directory assistance features already described, you can use transaction boxes to create special call routing applications that supplement or replace the automatic directory or the numeric directory. For example, the system comes with a sample departments transaction box using the System ID 411. This System ID is mentioned in the opening greeting:

"If you are calling from a touchtone telephone, you may enter the extension at any time. If you don't know the extension, press 411 for a directory."

Callers who dial 411 then hear the greeting for the departments transaction box:

"Press 1 for Sales, 2 for Support, or 3 for a list of all personnel. Once again: press 1 for Sales, 2 for Support, or 3 for a list of all personnel."

This greeting is recorded in the sample transaction box **Greeting Day** field. Notice that callers who want to reach a particular subscriber rather than a particular department can still press the 555 default to reach automatic directory assistance. This option is also mentioned to callers in the departmental directory as a one key dialing choice: *"...press 3 for a list of all personnel."* Figure 3-6 Using Departments Box for Directory Assistance shows how the Departments Box routes callers.
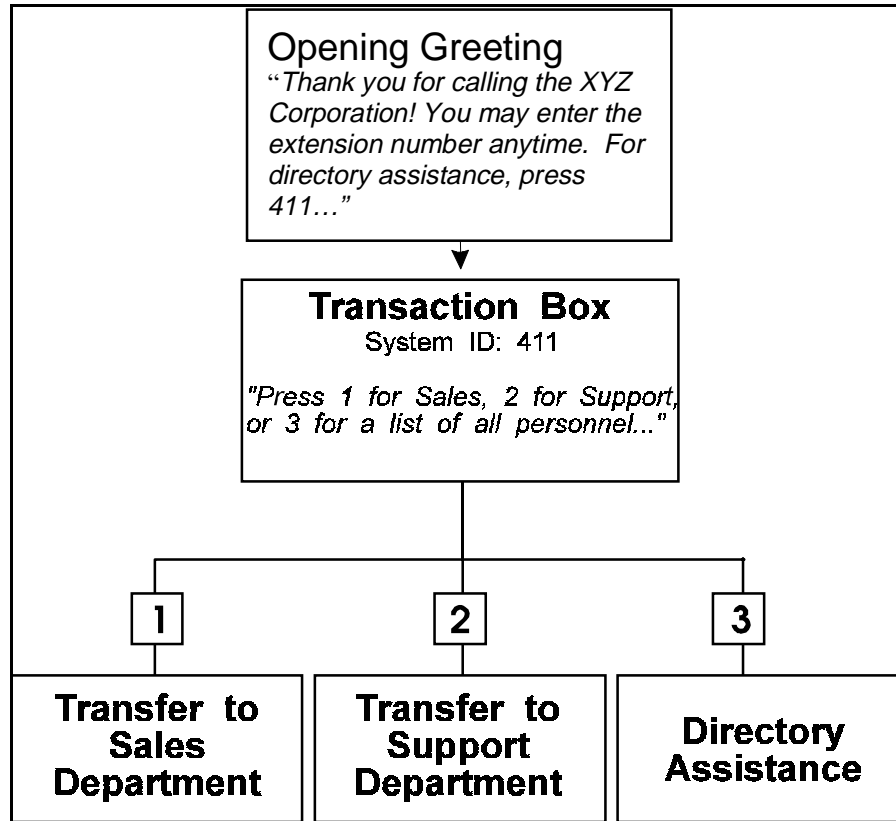
Figure 3-6 Using Departments Box for Directory Assistance

The Transaction Directory page for the departments box is shown in Figure 3-7 The Departments Box. You can use it as a model for any other call routing applications you might create.

Figure 3-7 The Departments Box

SECTION 5
OFFER AUTOMATIC
AND NUMERIC
DIRECTORY
ASSISTANCE   You can also use transaction boxes to route callers to either automatic directory assistance or numeric directory assistance.

Opening Greeting

"Thank you for calling XYZ Corporation! If you are calling from a touchtone telephone, enter the extension anytime. If you do not know the number, press 1 to spell a name and hear the extension number. Or, press 2 for a list of departments and personnel. Otherwise, please hold, and an operator will be right with you."

| 1 | 2 |

| Automatic Directory Assistance | Numeric Directory Assistance |

Figure 3-8 Opening Greeting with Numeric and Automatic Directory Assistance

For more details about how to use transaction boxes for advanced call routing applications, refer to Chapter 24 Transaction Boxes.

Also refer to:

✆   Chapter 10 Numeric Access

✆   Chapter 11 Opening Greeting

✆   Chapter 15 Recording Voice Fields

Faxes and the Public Fax Box

The voice mail system Public Fax Box provides fax detect, routing, and notification for incoming faxes to eliminate the need for a separate dedicated telephone line for the fax machine.

The system can send a public notice when a call is routed to the Public Fax Box, so you can check for fax arrival. A caller can record a voice message about the fax before sending it, and it is added to the fax notice. The operator, or anyone with public message access, can then redirect the notice and attached message to the person who received the fax.

SECTION 1
DIFFERENCES
BETWEEN MANUAL
AND AUTOMATIC
FAXES

The voice mail system recognizes two incoming fax types:

✆ **Manual faxes**

The person sending the fax dials your telephone number from a fax machine telephone keypad, and listens to the progress of the call on a speaker or handset. When the voice mail system answers, the caller presses the fax extension number and may record a voice message about the fax. When the fax machine tone is heard, the Send or Start key is pressed to send the fax.

✆ **Automatic faxes**

The person sending the fax sets the fax machine to send a fax automatically. The caller does not have to monitor the progress of the call. The voice mail system hears the fax tone on the line when it answers the call, and automatically delivers it to the fax extension.

SECTION 2
THE PUBLIC FAX BOX

You control how the system handles incoming faxes using the Public Fax Box. Refer to Figure 4-1 Sample Public Fax Box on Application Screen Page 6. To view this screen, sign in to the voice mail system at the system console. Press ⎡PageUp⎤ to view Application screen Page 6.

```
░░░░░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
--------------------------------------------------------------------------------
52. Max person-person recording: 300 secs    Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left
--------------------------------------------------------------------------------
56. Blank PC screen? Yes      Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:             Monthly:
58. Startup: CNG                  Error notices to: 0
59. ID for Alpha Directory: 555    Auto xfer? Yes  ID for Num Groups:
----------------------------------[ Public Fax Box ]----------------------------
 Fax ID: 329          Transfer? Yes-->123       Alt Action: Operator
 Voice name: 0:02     Await-Ans-->4  Rings
                      Holding? Yes               Announce: Always
```

Figure 4-1 Sample Public Fax Box on Application Screen Page 6

The settings in the **Public Fax Box** section apply to both manual and automatic fax calls. When the system answers a call and hears fax tone, it immediately transfers the call to the fax extension specified in the **Transfer? Yes→** field.

The Fax ID is the number a caller presses to send a manual fax. Depending on how you set up the system, the system may ask the caller to record a message describing the fax and stating who should receive it.

If the fax extension does not answer (or the extension is busy and call holding is not available), the system handles the automatic fax call as instructed in the **Alt Action** field. You may allow callers sending a manual fax to hold if the fax extension is busy. Obviously, a fax machine sending an automatic fax cannot choose to hold if the fax extension is busy.

The fields in the **Public Fax Box** section of the screen are used as follows:

✆   **Fax ID**

The System ID to reach the fax machine. The ID must be unique and cannot conflict with any other Personal IDs, Extension # IDs, or System IDs. Callers press this ID to send manual faxes. You should mention this ID in the opening greeting, so callers know the number to dial to reach the fax machine.

To prevent callers from pressing the System ID directly, you can use a hidden System ID (by adding **$** to the beginning of the System ID). If the fax System ID is hidden, or if the **Fax ID** field is blank, outside callers cannot send manual faxes. The system delivers automatic faxes only.

✆   **Voice name**

The fax box recorded name is the Public Fax Box. You may record this name again using a local connection if you want. For details, refer to Chapter 15 Recording Voice Fields.

✆   **Transfer?**

To set up the voice mail system to handle incoming faxes, set the **Transfer?** field to **Yes** and enter the telephone extension number that the fax machine is connected to. The voice mail system transfers all incoming fax calls to this extension.

Just below the **Transfer?** field, specify the call transfer you want: **Release**, **Await-Ans**, or **Wait-Ring**. Except for a Release call transfer, specify the number of rings you want the voice mail system to wait. For more details on how call transfer works, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   **Holding?**

This field applies only to manual faxes, and requires Await Answer or Wait for Ringback transfer. Set this field to **Yes** if a person sending a manual fax should be allowed to hold by pressing 1 if the fax machine extension is busy. Set this field to **Vox** if the person should be allowed to hold by saying Yes instead of pressing touchtones. A fax machine sending an automatic fax cannot hold. To turn off call holding, set this field to **No**.

✆ **Alt Action**

Use this field to specify what should happen if the fax extension does not answer or is busy (and holding is not allowed). This option requires the Await Answer or Wait for Ringback call transfer. Enter the letter for the Action you want:

G   Go to system ID
H   Hangup
O   Transfer to operator
R   Restart
S   Say good-bye
T   Take a message

For details on these codes, refer to Appendix B Action Codes.

✆ **Announce**

This field controls whether or not the system sends a public notice when it transfers a call to the fax machine, and if it asks the person sending a manual fax to record a message describing the fax and stating who should receive it.

ANNOUNCE FIELD	ASK CALLER TO RECORD A MESSAGE?	NOTIFY WHEN FAX CALL IS TRANSFERRED?
Always	Yes	Yes
Voice	Yes	Only when caller records a voice message
Post	No	Yes
Never	No	No

If you use fax notification, the public fax notice is available to any subscriber who has public message access (typically the operator or system manager).

If the fax machine is located in the same office with the operator or system manager, you should set the field to **Voice** (if you want callers to be able to record a message), or **Never** (callers are not asked to record a message). That way, the operator or system manager does not receive unnecessary fax notices. However, if the fax machine is located out of the operator or system manager sight, you should set the field to **Always** or **Post** so they are notified when faxes are delivered.

Set Up the Public Fax Box

1. Connect the fax machine to a telephone system extension. Identify the extension number.

2. Choose a unique System ID for the Public Fax Box, and enter it in the **Fax ID** field. Callers can press this System ID to reach the fax machine, or it can be used in any **Action** field **GotoID→** (*e.g.,* **GotoID→329**).

3. Set the **Transfer?** field to **Yes** and enter the fax machine extension number. Choose the call transfer type. If you choose Await Answer or Wait for Ringback, enter the number of rings the system should wait before taking an action in the **Rings** field.

4. If you want to allow callers to the fax machine to hold if the fax extension is busy, set the **Holding?** field to **Yes** (to let outside callers press 1 to hold) or **Vox** (to let outside callers say Yes to hold).

5. Set the action the system should take if call holding is turned off, and the fax extension does not answer or is busy.

6. In the **Announce** field, set how you want the system to handle fax notification.

7. Add the CNG startup option to the **Startup** field on Line 58 of Figure 4-2 The CNG Startup Option on Application Screen Page 6.

SECTION 3
SET THE CNG
STARTUP OPTION

To use the Public Fax Box, you must add the CNG startup option to the **Startup** field on Line 58 of Application screen Page 6. This option sets the voice mail system to recognize incoming fax tone. Refer to Figure 4-2 The CNG Startup Option on Application Screen Page 6.

```
░░░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░ Page 6 of 6 ░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
───────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left
───────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes       Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:           Weekly:           Monthly:
58. Startup: CNG                         Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
──────────────────────── Public Fax Box ───────────────────────────────
  Fax ID: 329          │ Transfer? Yes-->329    │ Alt Action: Operator
  Voice name: 0:02     │ Await-Ans-->4  Rings   │
                       │ Holding? Yes           │ Announce: Always
```

Figure 4-2 The CNG Startup Option on Application Screen Page 6

Add the CNG Startup Option

1.   At the voice mail system Banner Screen, press [F2] to sign in. Enter a System Manager Personal ID, and press [←┘Enter]. If asked, enter the System Manager security code, and press [←┘Enter].

2.   Press [PageDown] until you see Application screen Page 6. Highlight the **Startup** field.

3.   If necessary, press [→] repeatedly to move the cursor to the end of any startup options already entered in the field.

4.   Enter **CNG**, then press [←┘Enter] to accept each option on Line 58.

SECTION 4
USING MULTIPLE FAX
MACHINES

You can connect more than one fax machine. To do this, set up the Public Fax Box extension as a hunting extension on the Electra Elite system. Then, if a fax extension is busy when another fax comes in, the Electra Elite system can transfer the call to another fax extension in the hunt group. The voice mail system receives a busy signal only if all extensions in the hunt group are busy.

Guests

Subscribers can provide a more personal interface through the voice mail system for special clients, contacts, friends, or family to greet them by name and direct access to exchange messages with a particular subscriber.

Such people are enrolled on the system as subscriber guests. A **guest** is assigned to a particular subscriber and can trade messages with the host subscriber the same way other subscribers leave two-way messages.

Guests can leave messages only for their host. A guest can leave a message for another subscriber or try an extension only as an outside caller.

This chapter describes guests, and how to add them to the system.

SECTION 1
ADD A GUEST

Guests are added to the system by the System Manager at the system console.

1.   At the Banner Screen, press `F2` to sign in. Enter a System Manager ID and press `←Enter`. If asked, enter the System Manager security code, and press `←Enter`.

2.   Press `Ctrl`-`D` to jump to the Personal Directory Screen.

3.   Press `PageUp` or `PageDown` (or use the Jump command) to display the page for the guest host subscriber.

4.   Press `F8` to view the Add Menu.

5.   Press `↓` to highlight **Guest**, and press `←Enter`.

6.   When the system asks **Add Guest for <subscriber name>? (Y/N):** press `Y` if the system displays the host name. Otherwise, press `N`. Enter the first three letters of the host last name, and press `←Enter`. Press `N` until you find the subscriber you want, then press `Y`.

7.   At the prompts, enter the guest Personal ID, last name and first name. The new guest Personal Directory page is displayed. Refer to Figure 5-1 Personal Directory for a Guest.

8.   Record a guest name. For details, refer to Chapter 15 Recording Voice Fields.

      ☞   Guests cannot enroll by telephone; their name must be recorded at the console.

.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ P E R S O N A L     D I R E C T O R Y ▓▓▓▓▓▓▓▓▓▓ NAME SORT
             Name: Smith, Pat                    Guest of...... Yale, Hugh
        Personal ID: 9555                        Voice name: 0:02
                                                 New Msgs:0  =0:00  Total:0  =0:00
    Send Msg Urgent? No
    ─────────────────────────────────────────────────────────────────────────

    ───────────────────────────── Message Notification ────────────────────────

    #1:            after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30  min,Off
    #2:            after 0    min,  6:00pm- 9:00pm MTWHF    5  rings 60  min,Off
    #3:            after 0    min, 12:00am-11:59pm MTWHFSU  0  rings 30  min,Off
    #4:            after 0    min, 12:00am-11:59pm MTWHFSU  4  rings 60  min,Urgent
```

Figure 5-1 Personal Directory for a Guest

SECTION 2
DELETE A GUEST

☞   The system waits for all ports to clear before deleting the guest.

1.   At the voice mail system Banner Screen, press `F2` to sign in. Enter a System Manager ID, and press `←Enter`. If asked, enter the System Manager security code, and press `←Enter`.

2.   Press `Ctrl`-`D` to view the Personal Directory. Press `PageUp` or `PageDown` (or use the Jump command) to view the guest page.

3.   Press `F7`.

4.   Press `←Enter`. The system asks for confirmation.

5.   Press `←Enter`. The system deletes the guest after all ports are cleared.

SECTION 3
THE GUEST
CONVERSATION

To trade messages with the host subscriber, a guest calls the system and enters a Personal ID when the system answers. The opening greeting may not specifically tell guests to enter their Personal IDs, so you should tell them to enter a Personal ID when they call the system.

When the system recognizes a guest Personal ID, it says:

"<Guest name>, how nice to hear from you!"

The system then:

✆ Plays any messages the host left for the guest.

✆ Offers to take a message or reply from the guest or host.

✆ Says good-bye as follows:

"If you'd like to try an extension, you may do so now (pause). See you later!"

The system conversation with the guest is simple and direct. It keeps the touchtones that a guest must press to a minimum, yet allows full two-way messaging between the guest and the host subscriber.

If the guest wants to reach a subscriber other than the host, the guest must do so as an outside caller, either by pressing the other subscriber extension number during the good-bye phrase, or by making a separate call to the system.

SECTION 4
URGENT MESSAGES

FROM GUESTS

Guests can mark messages to their host subscriber for urgent delivery. Guests cannot access any other special delivery option. To control urgent message delivery for a guest, use the **Send Msg Urgent?** field on the guest Personal Directory page. Set this field to **Yes** to automatically mark every message a guest sends as urgent. Set this field to **Ask** to let the guest choose if a message is marked urgent. Set this field to **No** to keep a guest from marking any message urgent.

Guests and Message Groups

Because a guest can trade messages only with the host subscriber, a guest can only be a member of the *private* message groups owned by the host. A guest cannot be a member of any open message group, even if the group is owned by the host subscriber.

Also refer to:

✆ Chapter 9 Messages

✆ Chapter 11 Opening Greeting

✆ Chapter 20 Subscribers

Interview Boxes

The system can ask callers a series of questions using an interview box. An interview box may be used to ask for names and addresses, take sales orders, or take names, problems and telephone numbers in a product support organization.

Each interview box is owned by a subscriber. The owner receives all messages left in the interview box. This chapter describes how to design and use interview boxes.

SECTION 1
ADD INTERVIEW
BOXES

The System Manager adds interview boxes individually at the system console.

1. At the voice mail system Banner Screen, press F2 to sign in. Enter a System Manager ID, and press ⏎Enter. If asked, enter the System Manager security code and press ⏎Enter.

2. Press Ctrl-T to jump to the Transaction Directory.

3. Press F8 for Add. The Add Menu is displayed.

4. Press I to select interview box.

5. Press ⏎Enter to set the System Manager as the box owner, or press N to choose a different owner. Enter the owner last name, and press ⏎Enter. Press N until the system displays the owner name, then press Y.

6. Enter the interview box System ID, and press ⏎Enter.

7. Enter the name of the interview box, and press ⏎Enter. You cannot leave the name blank.

SECTION 2
SET UP AN
INTERVIEW BOX

Before setting up an interview box, you should write the text of the questions. For each question, decide the number of seconds a caller response can last. The questions may include introductory statements or other information. You should also decide how a caller routes to the interview box.

A caller may route to an interview box in any of these ways:

✆   You can set the Action to route a caller to the interview box System ID (For example, **GotoID→$PM**) or set the Action to **GotoID→** for a transaction box, a voice detect box, or the Operator Box. Callers do not need touchtone telephones.

✆   You can answer a particular port with an interview box. Enter the interview box System ID on Line 13 of Application screen Page 2. Callers do not need touchtone telephones.

✆   You can set up a one-key dialing menu, where the interview box System ID is assigned to a single key. Caller must have a touchtone telephone.

✆   The caller can press the interview box System ID. You should include the System ID in the opening greeting so callers know how to reach the interview box. Caller must have a touchtone telephone.

The Interview Box Screen

```
░░░░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░░░ ID SORT ░░
        Name: Night Sales                 Interview box of   Yale, Hugh
    System ID: §305                       Voice name: 0:02

 ── Question ── Reply ──────┬── Question ── Reply ──────┬── Question ── Reply ──────

    1. 0:08   6   secs       9. 0:00   0   secs      17. 0:00   0   secs
    2. 0:02   9   secs      10. 0:00   0   secs      18. 0:00   0   secs
    3. 0:02   9   secs      11. 0:00   0   secs      19. 0:00   0   secs
    4. 0:02   9   secs      12. 0:00   0   secs      20. 0:00   0   secs
    5. 0:03  40   secs      13. 0:00   0   secs
    6. 0:03   0   secs      14. 0:00   0   secs
    7. 0:00   0   secs      15. 0:00   0   secs      Send Msg Urgent? No
    8. 0:00   0   secs      16. 0:00   0   secs      After: Say-bye
```

Figure 6-1 Sample Interview Box

✆   System ID

An interview box is accessed through the System ID that is defined when the box is created. For details, refer to Chapter 22 System IDs.

✆ Voice name

Record a name for the interview box using a local connection. For details, refer to Chapter 15 Recording Voice Fields. The system plays the recorded name to the subscriber who owns the box when it announces that the box has messages. For example:

"<The Night Sales box> has a message for you."

If you do not record a name, the system plays the box System ID instead, translating any letters in the System ID to the corresponding touchtone numbers.

✆ Questions

Record the questions in sequence starting with the first. Questions may include introductory statements or other information in addition to actual questions. For details, refer to Chapter 15 Recording Voice Fields. For the introductory statement say, *"I'm going to ask several questions. After each, please reply. First,..."*

✆ Reply

After recording each question, enter the maximum reply time, in seconds, for the caller to answer the question. If the caller stops speaking before the end of the maximum reply time, the system goes on to the next question. Set the reply time to zero for any question or statement that does not require a response from the caller.

The system waits until the caller is finished answering a question before asking the next question (up to the maximum reply time). The time that the system pauses after the caller has finished the answer is determined by the **Long ending** and **Short ending** fields on Figure 18-11 Application Screen Page 6 on page 18-15. If the reply time is set less than 30 seconds, the system uses the value in the **Short ending** field. Otherwise, it uses the value in the **Long ending** field. For details, refer to Chapter 9 Messages.

✆ Send Msg Urgent?

This field controls whether or not outside callers are asked to leave urgent messages in the interview box. If this field is **Yes**, every message from an outside caller is marked urgent. If this field is **Ask**, the system asks an outside caller whether or not to mark the message urgent. If this field is **No**, outside callers cannot leave urgent messages.

✆   After

Select an applicable action to be taken after the interview is completed. The possible actions are the same as for transaction boxes, except that T (For **Take-msg**) is not allowed. The most common actions after an interview are **Say good-bye** or **Hangup**. The actions allowed are:

G   Go to System ID

H   Hangup

O   Transfer to operator

R   Restart

S   Say good-bye

For details on these codes, refer to Appendix B Action Codes.

Leave Message in an Interview Box

A caller routed to an interview box hears the questions in the order they are recorded. If the caller does not finish answering a question in the allotted reply time, the system continues with the next question.

Retrieve Message from Interview Box

All responses to the interview are stored as a single message, with a beep between each response. The subscriber who owns the interview box does not hear the original questions when listening to the replies. If a caller did not answer one of the questions in the sequence, the subscriber hears two consecutive beeps.

Only the owner of the interview box receives messages for the box. Interview box messages are listed in the message stack after transaction box messages, but before public messages.

SECTION 3
DELETE AN INTERVIEW
BOX

1. Sign in to the system, and press ⌨Ctrl-⌨T to jump to the Transaction Directory.

2. Press ⌨PageUp or ⌨PageDown or use the Jump command to display the correct interview box.

3. Press ⌨F7 for the Delete Menu.

4. Press ⌨←Enter to select **Box**.

5. Press ⌨←Enter to confirm.

Delete All Messages from Interview Box

After you hear an interview box message, the message is deleted at the same schedule as other messages. A System Manager at the console can, however, delete all messages from a specific interview box.

1. Sign in to the system and press ⌨Ctrl-⌨T to jump to the Transaction Directory.

2. Press ⌨PageUp or ⌨PageDown or use the Jump command to display the correct interview box.

3. Press ⌨F7 for the Delete Menu.

4. Press ⌨↓ to highlight **All Messages**.

5. Press ⌨←Enter to select **Box**.

6. Press ⌨←Enter to confirm.

Also Refer To:

✆ Chapter 2 Section 2 Call Transfer on page 2-11
✆ Chapter 2 Section 3 Screen Calls on page 2-16
✆ Chapter 9 Section 1 Message Types on page 9-1
✆ Chapter 9 Messages Section 10 Message Playback on page 9-31
✆ Chapter 14 Public Interview Box and Public Messages
✆ Chapter 22 System IDs
✆ Chapter 24 Transaction Boxes
✆ Appendix B Action Codes

Keypad Maps
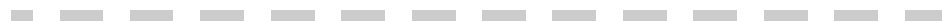
Telephone manufacturers in many countries have tried to standardize the location of the letters that appear on a telephone keypad. For example, in the United States, A, B, and C are always on key 2. However, the location of letters on the keypad can vary among countries and among different telephone manufacturers. Many keypads do **not** show Q and Z, while others may show them on the 1, 7, 9, or 0 key.

This chapter describes how the voice mail system works with the selected keypad map.

☞   NEC recommends using the **default** keypad map installed with the system.

SECTION 1
KEYPAD MAPS ON
THE SYSTEM

The system supports five keypad maps shown on next page. For details on how to set the system to work with the Numbers Only keypad, refer to Chapter 10 Numeric Access.

The Wildcard Key

Some lettered keypads support a **wildcard key**. This is an unlettered key that matches any letter or digit. Subscribers and outside callers can use the wildcard when they are unsure of a spelling. For example, the Q=7, Z=9 keypad map uses the 1 key as a wildcard. Pressing 7-1-1 matches all names which begin with P, Q, R, or S because the 7 key maps to P, Q, R, or S, and the 1 key (the wildcard) maps to any letter.

The numbers-only keypad has a wildcard key that can be used only by subscribers to locate numbered message groups. For example, press 1-1-1 to match all numbered message groups in the system.

QZ on the 0 key

	ABC	DEF
1	2	3
GHI	JKL	MNO
4	5	6
PRS	TUV	WXY
7	8	9
	QZ	
*	0	#

Wildcard = 1

QZ on the 1 key

QZ	ABC	DEF
1	2	3
GHI	JKL	MNO
4	5	6
PRS	TUV	WXY
7	8	9
*	0	#

Wildcard = 0

Q = 7, Z = 9 keys

	ABC	DEF
1	2	3
GHI	JKL	MNO
4	5	6
PRS	TUV	WXY
7	8	9
*	0	#

Wildcard = 1

Numbers only

1	2	3
4	5	6
7	8	9
*	0	#

Wildcard=1
(for groups only)

Cosmos (Sweden)

ABC	DEF	GHI
1	2	3
JKL	MNO	PQR
4	5	6
STU	VWX	YZ
7	8	9
	ÄÖÔ	
*	0	#

No Wildcard
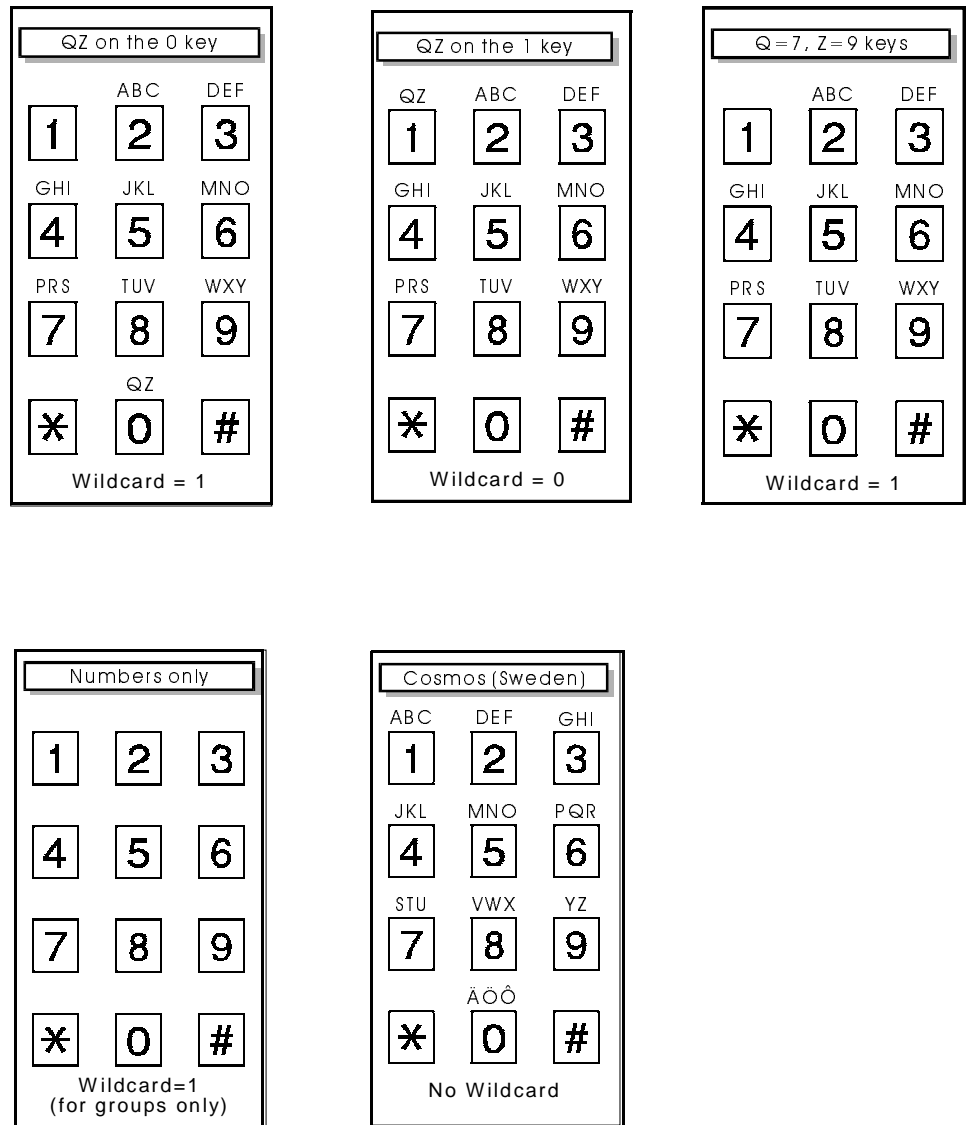
Figure 7-1 Keypad Maps

SECTION 2
CHECK THE KEYPAD
MAP

You can check the name of the current keypad map in the **Keypad** field on Line 56 of Figure 7-2 Application Screen Page 6 Showing Keypad Map. This field is for display only.

```
░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
───────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left
───────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes      Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:           Weekly:           Monthly:
58. Startup:                          Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
──────────────────────────── Public Fax Box ──────────────────────────────
Fax ID: $_FAXBOX       │ Transfer? No         │ Alt Action: Operator
Voice name: 0:02       │ Await-Ans-->4  Rings │
                       │ Holding? No          │ Announce: Always
```

Figure 7-2 Application Screen Page 6 Showing Keypad Map

When to Change the Keypad Map

The voice mail system uses one keypad map system-wide. The keypad map is selected during system installation. After installation, there are only two reasons to change the keypad map:

✆   An organization installing a new NEC telephone system may want to change its keypad map if the new telephone keypads are different from the old telephones.

✆   An organization may want to change its keypad map to better match the keypad of the majority of its outside callers.

Considerations

Before changing the keypad map, consider the following questions.

✆   Do you want to accommodate internal subscribers or outside callers?

Organizations should try to accommodate both internal subscribers and outside callers. When that is not possible, most organizations select the keypad map that matches the keypad on their internal subscriber telephones.

In some applications, however, you may want to accommodate outside callers instead of internal subscribers. For example, if you have an import/export business, you may want to select the keypad map which best accommodates suppliers or clients, rather than the internal staff.

✆   What do you want callers to hear?

If the letters Q and Z **do not appear** on most caller telephone keypads, consider using the Q=7, Z=9 keypad map. A system using this keypad map tells callers where to find Q and Z. Callers leaving messages or using the automatic directory hear:

"*Please press the first three letters of the person last name. For Q, press 7. For Z, press 9. Please enter the letters now.*"

If the letters Q and Z **do appear** on most caller telephone keypads, consider using one of the other lettered keypad maps. Callers leaving messages or using the automatic directory hear:

"Please press the first three letters of the person last name."

If only numbers appear on most caller telephone keypads, consider using the Numbers Only keypad map. For details on systems using numbers only, refer to Chapter 10 Numeric Access.

Also Refer To:

✆   Chapter 3 Directory Assistance

Live Record/Live Monitoring

Live Record allows subscribers to record a telephone conversation from an outside caller and leave it as a message in a voice mailbox. **Live Monitoring** allows a subscriber to hear a message through the speaker of the telephone as the message is being left by an outside caller.

This chapter explains how to set up Live Record/Live Monitoring for your system at the EliteMail console, at each telephone extension, and how to use Live Record/Live Monitoring.

You can decide how to use Live Record to balance subscriber needs with system resources and requirements. Here are some examples.

Electronic Message-Taking

A receptionist may use Live Record as an electronic message-taking device, replacing hand-written and hand-delivered messages. Your receptionist records the conversation live and then assigns it to a mailbox.

> **Recording telephone conversations may be illegal under certain circumstances and laws; consult a legal advisor before recording a telephone conversation. Some federal and state laws require the party recording a telephone conversation to use an alert tone to notify all parties to the telephone conversation. Some laws provide strict penalties for illegal recording of telephone conversation.**

**SECTION 1
SET UP LIVE
RECORD
SYSTEM-WIDE**

When you install EliteMail, system settings for Live Record are set to an initial state that lets you begin to use Live Record immediately. You can adjust each setting. Refer to Figure 8-1 Live Record Settings.

```
°°°°°°°°°°°°°°  E A S Y M A D E   S W I T C H   S E T U P °°°° Page   2 of 3 °°°°

 10. Message Lamp On: X                   Retries: 1
               Off: X                     Interval (mins): 5
      Reset All Lamps? No                 Daily Lamp Reset:
 ─────────────────────────────────────────────────────────────────────
 11. Dialout pause (,)= 100  (;)= 300     Hookflash (&)= 65   (%)= 200
 12. Dialout DTMF duration: 10            DTMF interdigit delay: 10
 13. Dialtone delay: 100
 ─────────────────────────────────────────────────────────────────────

 14. Max lines holding total: 8           Max lines holding for ext: 8
 15. Number tries between TT checks: 4    Extra hold time between tries: 50
                                          Message refresh interval: 0
      Live Record beep interval: 0        Live Record after transfer: No
```

Figure 8-1   Live Record Settings

✆   Live Record beep interval

      Many locales require telephone systems to issue a **beep** during
      conversations being recorded. This field allows you to set an interval
      (in seconds, from 0 to 65) for a short beep to confirm that the
      conversation is being recorded. When this field is **0**, no beep is
      issued.

✆   Live Record after transfer

      When this field is **Yes**, the system continues to record a live
      conversation after the subscriber who initiated Live Record transfers
      the call to another extension.

      When this field is **No**, the system ends the recording session when
      the call is transferred to another extension.

SECTION 2
CUSTOMIZE LIVE
RECORD AT EACH
EXTENSION

The Live Record feature requires a multiline telephone programmed to
support at least one button to record calls. EliteMail supports six additional
programmable functions to manage Live Record sessions. You can
customize Live Record abilities for individual extensions by programming
buttons to support these required and optional Live Record functions,
listed in Figure 8-2 Live Record Features Programmed at Each Extension.

☞   A station equipped with DTU-16D-2, DTU-32D-2, or DTU-8D-2 may also
      access live record features using enabled softkeys.

FUNCTION	DESCRIPTION	BUTTON
Record	**Starts a recording**: Enter the number of a voice mailbox anytime. The recording is sent when you end the call or the recording session.	Required
Pause	**Stops recording**: Press Pause again to resume. Pause does not add elapsed time to recorded message.	Recommended
Erase	**Erases the recorded call**: The caller remains on the line. Start another recording with the Record button.	Optional
End	**Stops a recording and sends it to the specified address**: Caller remains on line after recording ends. If address is unspecified (Automatic Callback off), the recording is placed in the voice mailbox of the one who initiated Live Record.	Optional
Rerecord	Erases and automatically restarts recording	Optional
Address	**Starts the Automatic Callback conversation if pressed immediately after the recorded call is completed**: If pressed during the Live Record session, the call ends and the Automatic Callback conversation begins. Address lets you review, delete, and address the recording, and add an introduction.	Recommended
Urgent Page	**Notifies a subscriber of an urgent message through a pager**: EliteMail calls the pager number specified by the subscriber in setup options, within the hours set by the pager message delivery schedule. Urgent Page resets the subscriber pager status. If the pager is off, Urgent Page resets it to on.	Requires display telephone

Figure 8-2   Live Record Features Programmed at Each Extension

SECTION 3
USE LIVE RECORD

Live Record can be started from any telephone with a Record button.

1.   With an outside call in progress, press Record.

     A beep is heard, if enabled, and the Record key lights to indicate that recording is in progress. Display telephones indicate recording functions.

     ☞   If Automatic Recording is enabled, the recording begins immediately after an outside call is answered.

2.   Dial the mailbox number where the recording should be addressed. The number may be dialed anytime during the conversation before the recording party releases the call. The mailbox number can be changed by entering a new extension during the recording.

     To send a recording to multiple mailboxes, send the recording to your own mailbox, and then redirect it accordingly.

3.   Replace handset to end call. The recording is sent to the applicable mailbox. Refer to Figure 8-2 Live Record Features Programmed at Each Extension. If additional Live Record function keys are programmed at each extension, they function as described.

SECTION 4
RECORD AFTER TRANSFER

Subscribers using Live Record also may want to continue to record a conversation after the call is transferred.

The subscriber that initiates a Live Record can do this if your Electra Elite system supports Live Record after transfer and if you have enabled **Live Record after Transfer** on Switch Setup screen Page 2 shown in Figure 8-1 Live Record Settings. If unaddressed, the recording is sent to the initiating subscriber mailbox.

SECTION 5
LIMITED RECORDING
TIME ON THE VOICE
MAIL SYSTEM

If a site uses Live Record frequently, System Managers should carefully monitor available recording time. Recording time is displayed on the Banner Screen at the top right corner, just below the keylock status, and indicates the time still available for new messages. For example, **1:15** indicates the system has 1 hour and 15 minutes of recording time. If available recording time falls below 5% of the total possible recording time for your system, EliteMail VMS does not permit initiating a Live Record session. If a subscriber attempts to begin a Live Record session, NEC display telephones display (OUT OF MSG SPACE) on the LCD.

The Disk full warning at   mins left field on Easymade Application Screen 6 sets the minimum storage time allowed for Live Record for EliteMail Limited. EliteMail Limited Subscribers cannot use Live Record if available storage space is less than or equal to twice this setting (usually 15 minutes). Maximum storage time is 4 hours.

Also Refer To:

✆   Chapter 9 Section 7 Message Groups on page 9-18

SECTION 6
SET UP LIVE
MONITORING

You can use a special pop-up window to add or remove manual or automatic Live Monitoring access code. Refer to Figure 8-3 Access Code Options Window.   On the pop-up window, an active code has * in its checkbox.

```
░░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N  ░░░░░░ Page 5 of 6 ░░░░
    40. Defaults for each new  Subscriber:
    Personal ID: 9X
                                      Hold/Archive msgs:   0 /2   days
╔══ A C C E S S   C O D E   O P T I O N S ═════════════════ Press ESC to Exit ╗

  A [ ] No Setup Options  | J [ ] Auto Live Monitor | S [ ] Can't Send Message
  B [*] No Rec't Summary   | K [ ] Can Edit Holding  | T [ ] Traditional Order
  C [*] No Public Notify   | L [ ] Message Length    | U [ ] Not to Subscribers
  D [ ] Not in Directory  | M [*] Menu Mode          | V [ ] No Private Message
  E [ ] Messages by Ext   | N [ ] Hands-Free Play   | W [ ] No Future Delivery
  F [*] First-Time Enroll  | O [ ] No Old Messages   | X [ ] No Receipt Request
  G [ ] Can't Edit Greet  | P [*] No Public Message  | Y [ ] No Open Groups
  H [ ] Unused            | Q [ ] No Urgent Message | Z [ ] Automatic Receipts
  I [ ] Live Monitor On?  | R [ ] Can't Redirect

╚Press ↑↓→← TAB or Shift-TAB to move; Press SPACE to add or remove a code═══╝
```

Figure 8-3   Access Code Options Window

Add or remove Live Monitoring codes at the Access Code Options window:

1.   Press `Ctrl`-`E`.

2.   Press `←Enter`.

3.   Press `Tab`, `Shift`-`Tab`, `↓`, `↑`, `←`, or `→` key to highlight I or J.

4.   Press `SpaceBar` to add or remove a code.

5.   Press `Esc` to close the window.

SECTION 7
FEATURE KEY
ASSIGNMENT

The Live Monitoring feature key is required for feature operation. The terminal user can assign the key on a Feature Access or One-Touch key. The Feature code for Live Monitoring is 07.

SECTION 8
LIVE MONITORING
RESTRICTIONS

Voice mail must have Live Monitoring set per mailbox to one of the following:

✆   Manual Mode

✆   Automatic Mode

✆   Not Available (Default).

Live Monitoring is not available for internal calls but is available for the following outside calls:

✆   Calls forwarded to Voice Mail

✆   Calls transferred to Voice Mail

✆   DIT/DID calls to Voice Mail.

☞   Manual Mode is available only on terminals with Softkeys.

Live Monitoring is not available:

✆   During an internal call to a station

✆   If a station places a conference call on hold

✆   For Voice Mail messages sent to multiple mailboxes

✆   For Voice Mail messages sent to mailboxes that do not correspond to the actual station number.

If DND, Call Forward - All Call, or station Outgoing Lockout is set during Live Monitoring Mode, Live Monitoring is canceled. If required, a station user must set up Live Monitoring after setting Call Forward - All Call.

SECTION 9
ENABLE/DISABLE
LIVE MONITORING

Live Monitoring is enabled or disabled using Softkeys. When enabled, softkeys can set Live Monitoring to automatic or manual mode.

If your telephone does not have softkeys, the system manager can set up Automatic Live Monitoring.

In automatic mode, a Live Monitoring session starts as an outside caller begins leaving you a message. Pick up the handset or press Speaker anytime to connect to the caller.

In manual mode, you choose when to start. As an external caller begins leaving a message, the softkey LCD shows START and CANCEL. Press START to begin Live Monitoring or CANCEL to end.   After you press CANCEL, the message continues to be recorded and is sent to your voice mailbox. Pick up the handset or press Speaker anytime to connect to the caller. The message recorded before you connect is also saved in your mailbox.

During Live Monitoring, the Feature Access or One-Touch key that is assigned for Live Monitoring flashes green and the large LED flashes red.

**SECTION 10
LIVE MONITORING
OPERATING
PROCEDURES**

> **To enable Live Monitoring:**

1.   Press the Feature Access key or One-Touch key assigned as Live Monitoring.

2.   Dial the password (same as Station Outgoing Lockout password; default is (0) (0) (0) (0) (0) (0) (0) (0) (0) (0)).

3.   Live Monitoring key flashes red while feature is set.

> **To operate Manual Live Monitoring while the caller is leaving a voice mail message:**

1.   Press the START softkey while the CO caller is leaving a message.

2.   Press the CANCEL softkey to stop Live Monitoring.

3.   Pick up handset to connect to the caller.

> **To stop Live Monitoring while the caller is leaving a voice mail message in Automatic mode:**

Press the Cancel softkey.

     OR

Press the Live Monitoring Feature Access key.

> **To cancel the Live Monitoring Feature when not in use:**

Press the Live Monitoring Feature Access key.

> **To retrieve a call during the Live Monitoring Feature:**

Pick up the handset.

     OR

Press the Speaker key.

Messages

This chapter presents an overview of messages and their life cycle. It also explains message options, that include:

✆   Edit

✆   Mark for special delivery.

SECTION 1

MESSAGE TYPES

The system handles messages differently depending on whether or not it knows the identity of the sender and recipient of the message.

Identified Callers or Outside Callers

A caller that enters a Personal ID is identified as a subscriber or guest enrolled on the system. This gives the caller access to more message features than a caller who is unidentified. Unidentified callers are termed **outside callers**. Any caller that has not entered a Personal ID is considered an outside caller by the system, even a subscriber who forgets to enter an ID or a person that calls from an extension of the telephone system.

Messages on the system include:

MESSAGE	LEFT BY:	LEFT FOR:
One-way	Outside Caller	Subscriber
Two-way	Subscriber or Guest	Subscriber or Guest
Public	Outside Caller or System	Subscribers with public message access

One-way and two-way messages are described. Public messages are discussed only briefly here. For details, refer to Chapter 14 Public Interview Box and Public Messages.

One-Way Messages

A one-way message is left for a subscriber by an outside caller. The subscriber who hears the message cannot automatically reply, because the voice mail system does not know the sender identity.

Many messages for a subscriber are one-way messages. All messages taken by a transaction box or an interview box are also one-way messages. These messages are delivered to the subscriber that owns the box.

Two-way Messages

Two-way messages are left between subscribers or between subscribers and their guests. A subscriber leaves messages for other subscribers or guests during the subscriber conversation with the system.

In the subscriber conversation, the subscriber can select who should receive a message either by the recipient last name or extension number (actually the recipient Extension # ID). To select by name, the subscriber spells the first three letters of the recipient last name. The system then offers a list of matching names, and the subscriber selects the recipient.

Now, the voice mail system knows the identity of both the sender and recipient of the message, and the recipient can send an immediate reply as soon as the message is heard. The recipient does not need to identify who should receive the reply.

Leaving an automatic reply to a subscriber message is the major difference between one-way and two-way messages.

A subscriber may leave two-way messages for other subscribers or guests. A guest, however, can leave two-way messages only for the host subscriber.

Differences between One-way and Two-way Messages

One-way messages emulate answering machine messages. When replying to an answering machine message, you must pick up the telephone and dial the number of the person who called. After listening to a message from an outside caller, you must call the person who left you the message to reply.

Two-way messages are interactive. After listening to a two-way message you can immediately leave a reply without pressing a single key on the telephone. Two-way messages can be linked in a continuous exchange, as each subscriber or guest replies to the other previous message.

Public Messages

A public message is a message from either an outside caller or the voice mail system itself. A caller can leave a public message three ways:

✆ For the **Public Interview Box** (Transaction Directory)

You can set up the system to interview callers who call after hours. The interview is performed by the Public Interview Box and the resulting message is a public message.

✆ For the **Public Fax Box** (Application screen Page 6)

You can set up the system to route callers to the Public Fax Box where they can leave a fax. The system creates a notice of the fax, plus you can also have a caller record a message that is added to the fax notice. The notice and attached message is a public message, so anyone with public message access can redirect the notice and message to the person who received the fax.

✆ For the **Operator Box** (Application screen Page 3)

You can set up the system to take messages in the Operator Box when the operator is unable to take a call. Any message left for the Operator Box is also a public message.

The system can leave a public **error notice** in the Operator Box if certain error conditions occur. For details, refer to Section 4 The Message Life Cycle for the Error Messages later in this chapter.

For details on public messages, refer to Chapter 14 Public Interview Box and Public Messages.

SECTION 2
IDENTIFY YOURSELF
TO THE SYSTEM

Subscribers who forget to enter a Personal ID when calling the system, are handled by the system like an outside caller and any messages they leave are one-way messages or public messages. However, **subscribers or guests can identify themselves by entering a Personal ID when the system is listening for IDs or extension numbers.**

This situation often occurs when the Electra Elite system extensions and the voice mail system are programmed for Call Forward to Personal Greeting. A subscriber may call another telephone extension in your office. If that extension is busy or no answer, the call may be automatically forwarded to the recipient message box on the voice mail system. The caller hears the recipient personal greeting. Because the subscriber has not yet entered a Personal ID, the voice mail system treats the subscriber as an outside caller and takes a one-way message.

To leave a two-way message, a subscriber can enter a Personal ID while the recipient personal greeting is still playing. The system then recognizes the caller as a subscriber and responds:

"Press one to leave a personal message for <recipient name>."

If the subscriber presses 1, the system takes a two-way message for the recipient.

SECTION 3
SPECIAL DELIVERY
OPTIONS

Subscribers can mark messages for **special delivery**. Delivery options include:

✆   Urgent

        Urgent messages are heard first.

✆   Private

        Subscribers cannot redirect a private message.

✆   Future delivery

        Specifies a future date and time for the message to be sent.

✆   Return receipt requested

        The sender is notified when the recipient hears the message.

If a subscriber is authorized to use special delivery options, the system asks each time the subscriber records a message if the message should be marked for special delivery.

Subscribers can mark messages for more than one special delivery option. For example, subscribers can send urgent private messages with return receipt requested. Subscribers can also change or add to the special delivery options of messages already sent, if the messages have not yet been received.

Access Codes Control Special Delivery Options

You can restrict a subscriber from using any or all special delivery settings by adding access codes to the **Access** field on the subscriber Personal Directory page. These access codes affect special delivery:

B   No receipt summary
Q   No urgent messages
V   No private messages
W   No future delivery
X   No return receipt request
Z   Automatic return receipt

For complete descriptions of all access codes, refer to Appendix A Access Codes.

The system can automatically assign special delivery access codes to each new subscriber you add to the system, or you can add access codes only for certain subscribers.

Urgent Messages from Guests

Guests can leave urgent messages for their host. However, they cannot access other special delivery options. The system can automatically mark every message from a guest as urgent, or the system can ask the guest whether or not to mark a message urgent. For details, refer to Chapter 5 Guests.

Urgent Messages from Outside Callers

You can allow outside callers to leave urgent messages for particular subscribers. For any subscriber, you can set the system to mark **all** messages from outside callers urgent, mark **none** of the messages from outside callers urgent, or **ask** the callers if they want to mark their messages urgent. For details refer to Chapter 20 Subscribers.

You can also allow outside callers to leave urgent messages for transaction boxes, interview boxes, the Public Interview Box, and the Operator Box. For details, refer to:

✆   Chapter 6 Interview Boxes.

✆   Chapter 12 Operator Box

✆   Chapter 14 Public Interview Box and Public Messages

✆   Chapter 24 Transaction Boxes.

SECTION 4
THE MESSAGE LIFE CYCLE

All messages are subject to the same retention (aging) pattern:

New message → Old message → Archived message.

✆   New Messages

New messages are those not yet heard or saved as new. After access, the system stores a message for a limited time as an old message. You can keep a new message as new by pressing * during playback. The next time you call, the system offers the message again as a new message.

After you open a message, the system sends a receipt to the sender, even if you save it as new (if the sender is set up for receipt summaries or return receipts). Also, after you open a message, the sender cannot cancel it or change its special delivery options.

✆   Old Messages

An old message is one that you have heard but not archived. Old messages allow you to review recent messages. An old message is stored for a limited time, typically less than a day. If you want to store a message for a longer period, you must archive it. Each time you listen to an old message, you must archive it. Otherwise, the old message is deleted. An old message must be saved **each time it is heard** or it is deleted.

Old messages are stored for the number of days indicated in the **Hold** field on a subscriber Personal Directory page.

✆   Archived Messages

You may explicitly save any message as an archived message. The time the system stores archived messages, Archive time, is independent of the Hold time, allowing archived messages to be stored for a longer period. You can save an archived message more than once, to extend its life. An archived message must be saved **each time it is heard** or it is deleted.

✆   Error Messages

The system indicates a system error by displaying a text message at the system console and, for some errors, by also sending a voice message.

•   Text Error Message

The system displays text error messages at the bottom of the Banner Screen and logs messages in the Call Log (the ERRLOG.RPT file). Each message has a special code that identifies the problem. To view the error messages, run an Error Log or Call Log Report.

•   Voice Error Message

For certain errors, you can set the system to send a voice error message and display a text message at the console.

For these errors, the system also writes a more detailed message in the Call Log (also called REPLOG) file that describes the error and offers some steps you can take to resolve the problem.

You control who receives an error notice by using the **Error notices to** field on Application screen Page 6. Refer to Figure 9-1 Error Notices to Field on Application Screen Page 6. The system is set by default to send error notices to the Operator Box (System ID Ø) that are then available to anyone with public message access.

```
░░░░░░░░░░░░░░░ E A S Y  MA D E  A P P L I C A T I O N  ░░░░░░ Page 6 of 6 ░░░░░
50. Maximum Message Life: 999 days           Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2           New Msgs:  0=0:00  Total:  0=0:00
────────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left
────────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes      Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:          Monthly:
58. Startup:                                   Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes   ID for Num Groups:
──────────────────────── Public Fax Box ───────────────────────────
 Fax ID: $_FAXBOX        Transfer? No               Alt Action: Operator
 Voice name: 0:02        Await-Ans-->4  Rings
                         Holding? No                Announce: Always
```

Figure 9-1   Error Notices to Field on Application Screen Page 6

Like other voice messages, an error notice includes a day and time stamp and can be redirected to other subscribers or groups. However, you cannot reply to it.

You can specify one or more subscribers that should receive error notices by setting the **Error notices to** field to one or more Personal IDs. If an error occurs, these subscribers receive a notice from the voice mail system. This notice is played after urgent messages.

To send error notices to more than one subscriber, separate the subscriber Personal IDs using **,** (*e.g.*, **9123,9456,9789)**. You can also send error notices to everyone with public message access and to one or more subscribers (*e.g.*,**Ø,9123,9456,9789)**.

The field can contain only the System ID for the Operator Box (usually Ø), and/or one or more Personal IDs. System IDs for other boxes are not allowed.

If you delete a subscriber who receives error notices, replace that subscriber Personal ID in the **Error notices to** field. Otherwise, unless there is another valid ID in the field, the system cannot send the voice message if an error occurs. The system can only display a text message at the system console.

To turn off this feature, remove all the System IDs from the **Error notices to** field. The system does not send voice error notices, but even when this field is blank, the system displays text error messages at the system console.

Also Refer To:

✆   Section 5 Message Delivery on page 9-9

✆   Section 6 Message Delivery Telephone Numbers on page 9-11

✆   Section 10 Message Playback on page 9-31

✆   Section 11 Message Receipts on page 9-42

✆   Section 12 Take a Message on page 9-45

✆   Section 13 Message Waiting Lamps on page 9-54

✆   Chapter 2 Section 2 Call Transfer on page 2-11

✆   Chapter 2 Section 3 Screen Calls on page 2-16

✆   Chapter 5 Guests

✆   Chapter 16 Reports

✆   Chapter 15 Recording Voice Fields

✆   Chapter 20 Subscribers

✆   Chapter 22 System IDs

✆   EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0

SECTION 5
MESSAGE DELIVERY

The voice mail system can call subscribers to deliver your messages. This feature is called **message delivery**. Subscribers can set up the system to call at home, at work extensions, or on pagers or mobile telephones to deliver new messages.

☞   Messages are delivered only after the subscriber accesses the system.

The system can make message delivery calls at regular intervals or as each new message is received. The system can also dial long-distance numbers, both domestic and international. You can also set the system to call only when you have an urgent message. Guests may also use message delivery.

This section describes how to set up message delivery.

The Message Delivery Conversation

When the system calls to deliver a subscriber messages, it dials a number then waits for a certain number of rings for an answer. If the telephone is answered, the system says:

"This is the voice mail system calling with a message for <subscriber>. Please press your Personal ID now to receive the message."

If the person who answers the telephone enters the correct Personal ID and security code, the system proceeds with the normal subscriber conversation and plays the subscriber messages. If the correct Personal ID and security code are not entered, the system hangs up and logs an unsuccessful message delivery.

Set Message Delivery Fields

When you add a subscriber or guest to the system, the system sets the Personal Directory page with the values in the message notification and delivery fields on Application screen Page 5. You can save time by setting the fields the way you want for most subscribers, before adding new subscribers.

☞   The system **does not** deliver messages for subscribers with the **F** access code. The system enables message delivery only after access.

You can also set message delivery individually on a Personal Directory page for a subscriber or for a guest. Refer to Figure 9-2 Message Delivery Fields on the Personal Directory Page. The message delivery fields are at the bottom of the screen on the lines labeled **#1**, **#2**, **#3**, and **#4**. Each line stores the message delivery settings for one telephone number.

```
░░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
            Name: Yale, Hugh
    Personal ID: 9312          SC          Voice name: 0:02
  Extension # ID: 312                      Hold/Archive msgs:   0 /2   days
         Access: PCB                       New Msgs:0  =0:00  Total:0  =0:00
  ->Transfer ------------------->Greeting --->Action-------------------
   Transfer? No                 »Std: 0:00    Take-msg
   Await-Ans-->4  Rings          Int: 0:00
   Screening? No  Holding? No    Alt: 0:00    Max-msg:  90 sec  Edits OK? Yes
  --Message Notification ----------------------------------------------
 Lamp #: X                                Activate Lamps? No    On Now? No
 #1:             after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30   min,Off
 #2:             after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60   min,Off
 #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30   min,Off
 #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60   min,Urgent

                       Ctrl-E for expanded options
```

Figure 9-2   Message Delivery Fields on the Personal Directory Page

Each message delivery line sets the telephone number, the delivery delay, delivery schedule, the number of rings per delivery attempt, the interval between delivery attempts, and the delivery method.

Each field is explained in detail below. The fields that control message waiting lamps (**Lamp #**, **Activate Lamps?**, and **On Now?**) are described in Section 13 Message Waiting Lamps.

**SECTION 6
MESSAGE DELIVERY
TELEPHONE NUMBERS**

You can set four different message delivery telephone numbers to provide message delivery at different numbers on different days, or establish a cascading priority of which number to try first, second, third, or fourth.

The system allows subscribers to change several of the message delivery settings over the telephone. For convenience, the system identifies the message delivery numbers as follows:

ON SCREEN	IDENTIFIED AS
#1	*Your work telephone*
#2	*Your home telephone*
#3	*Your pager telephone*
#4	*Your spare telephone*

You can assign message delivery numbers using a different convention (*e.g.*, message delivery for Phone #1 can be assigned to a subscriber home number). Tell subscribers which number is referred to in each case.

For each message delivery number you use, you should set up several options. Figure 9-3 Fields in the Message Delivery Line shows where these options are entered on each line.

```
#1:X       after 0 min,8:00am-6:00pm MTWHF 3 rings 30  min    Off
  \____/_____/_____/_____/_____/ \____/
  Ext.No. Delay      Delivery Schedule   Rings   Interval Method
```

Figure 9-3   Fields in the Message Delivery Line

✆   Ext. No.

The extension number or telephone number to dial for message delivery is entered in the first field of the message delivery line. The telephone number can have up to 40 characters. (The field scrolls to the left to accommodate long telephone numbers.) You may use the standard touchtone digits and symbols (0 through 9, *, #) and certain letters and characters that have special meanings. These characters are listed in Appendix E Special Dialing Characters.

Any other character entered in the telephone number field is ignored when the system dials the telephone number. To make it easier to read, you may include parentheses and dashes.

☞   The system does not dial telephone numbers with letters such as 555-INFO. Enter the actual touchtone digits represented by these letters instead.

✆   Delay

If Batch delivery is selected, the **after __ min** field sets the minutes the system waits after receiving a new message before making its first attempt to deliver a message to this number. This allows you to prioritize message delivery numbers for each subscriber. If you set Phone #1 to 0 minutes delay time and Phone #2 to 60 minutes delay, for the first 60 minutes the system tries to deliver a new message only to Phone #1. After 60 minutes, the system attempts to deliver the message to both Phone #2 and Phone #1.

Do not confuse this initial delay with the delivery interval. This field only sets the delay of the first attempt to deliver a message to this number. In contrast, the delivery interval controls how much time elapses between subsequent delivery attempts.

✆   Delivery Schedule

This field specifies the hours and days that message delivery to this number is active. Include both beginning and ending hours and days of the week (M T W H F S U). H is Thursday, and U is Sunday. When the message delivery schedule overlaps with another, the system tries to deliver messages to both numbers.

✆   Rings

This field specifies how many rings the system waits for an answer when calling this message delivery number. For most applications, set 3 rings or greater. If you are using call forward on ring-no-answer, the number of rings to wait should be set 2 rings less than the number of rings programmed on the Electra Elite telephone system.

✆   Interval

This field specifies the minutes the system waits after an unsuccessful message delivery attempt before trying each active message delivery number again. An unsuccessful delivery attempt occurs when the message delivery number is busy or goes unanswered or is answered by a person (or answering machine) that does not enter the subscriber Personal ID. Delivery interval may be set to a maximum of 999 minutes (16 hours, 39 minutes).

✆   Method

The system can deliver Each, Batch, or Urgent messages:

- Each

  The system starts the message delivery process for this number as soon as each new message is received.

- Batch

  The system starts the message delivery process when the first new message is received for a subscriber. If this first message delivery is unsuccessful, the system waits for the specified delivery interval before trying this number again. With this method, the system never calls a message delivery number more often than the specified interval.

  The difference between Each and Batch is best shown by example. Look at the following message delivery settings:

  #2: 555-1234 after 0 min, 8:00am- 5:00pm MTWHFSU 5 rings 30 min, Each

  #3: 555-6789 after 0 min, 8:00am- 5:00pm MTWHFSU 5 rings 30 min, Batch

  Assume the system is not very busy, ports are always available for message delivery, and neither 555-1234 nor 555-6789 answers when the system calls. If a new message comes in at 1:00pm, the system immediately calls Phone #2 and Phone #3. If neither answers, the system schedules the next try for these numbers for 1:30pm. If, however, another new message comes in at 1:10pm, the system immediately tries Phone #2 again, because Phone #2 is set to **Each**. The system does not try Phone #3 again until 1:30pm, because it is set to **Batch**.

  Notice that the initial delay, delivery schedule, delivery interval, and delivery method all work together to determine when a message delivery number is called. If Phone #3 had an initial delay set to **after 20 min**, the system would make its first delivery try to this number at 1:20pm rather than 1:00pm.

- Urgent

  The system delivers only new urgent messages.

Delivery may also be **Off** to turn off message delivery to a number.

Subscribers may use a touchtone telephone to turn message delivery on or off or change their delivery method between Each and Urgent. Subscribers **cannot** change between Batch and Urgent delivery by telephone.

☞ To use Each or Urgent delivery, the **after __ min** field must be zero. If you set this field to any number other than zero, Batch delivery is required.

Special Dialing Characters

You may include special characters in the Phone #1, Phone #2, Phone #3 and Phone #4 fields. The characters affect how the voice mail system dials these numbers. Refer to Appendix E Special Dialing Characters for descriptions of the special characters.

The timing characteristics of the special characters (**%**, **;**, **&**, and **,**)can be changed on Switch Setup screen Page 2. For details, refer to Chapter 21 Switch Setup.

Dialing External Telephone Numbers

By default, if a telephone number field has more than five characters (including special dialing characters), the voice mail system assumes that it is an outside number and automatically dials the outdial access code first. The outdial access code is defined on Line 3 of Switch Setup screen Page 1. Refer to Figure 9-4 Outdial Access Code on Switch Setup Screen Page 1. (The default code is **9**.)

```
░░░░░░░░░░░░ E A S Y M A D E   S W I T C H   S E T U P ░░░ Page   1 of 3 ░░░

1. Switch: NEC                    Electra Elite                    DEFAULTS .2
2. Integration Options: CR,,,, DT8=0 DT9=0  ELECTRA

3. Outdial Access: 9,
4. Transfer Initiate: &X                      Recall: R,
         Connect: T                           Busy Recall: R,

5. TT Prompt/Msg/Record: 4 /4 /?              Release on LCR? Yes
6. Answer on ring low? Yes                    Off-hook delay: 50
7. Ring-on time: 30                           Ring-off time: 50
8. Pooled delay: 450
```

Figure 9-4 Outdial Access Code on Switch Setup Screen Page 1

If you do not specify an outdial access code on the Switch Setup Screen, you must remember to include the correct code every time you set message delivery to an outside number at the console. Subscribers must also include the correct code when they change message delivery numbers by telephone.

Override the Outdial Access Code

You can prevent the system from dialing the outdial access code with particular telephone number fields (even on telephone numbers with more than five characters). To do this at the system console, insert **,** as the first character in the telephone number field. To do this by telephone, press the pound key to insert a pause as the first character of the telephone number.

Change Length of External Telephone Numbers

By default, if a telephone number field has more than 5 characters, the voice mail system assumes it is an external call. However, you change this value by adding the outdial trigger length option to the **Integration Options** field on the Switch Setup screen Page 1. The outdial trigger length option defines the number of characters that must be in a telephone number field before the voice mail system recognizes the number as an external call.

To change the outdial trigger length, in the **Integration Options** field, enter **OTL=n,** where **n** is a number between 4 and 15 (*e.g.*, enter **OTL=11)**. In this example, the system considers telephone numbers with 11 or fewer characters internal extension numbers. All telephone numbers with 12 or more characters are considered external calls.

Prioritized Message Delivery

Message delivery delay allows subscribers to prioritize between multiple delivery telephone numbers that are active at a given time and day. The subscriber most probable location is tried first, then if the subscriber cannot be reached in a reasonable time, other locations or a pager are included in delivery attempts.

With Batch delivery, you can assign different priorities to delivery telephone numbers by specifying different delay times in the **after __ min** field on each delivery telephone.

The system calls a particular delivery telephone only when all three of the following conditions are true:

✆   A new message pending for longer than the number of minutes specified in the **after __ min** field.

✆   The current day and time is within the message delivery schedule.

✆   The delivery method is Batch.

Dispatch Message Delivery

You can use the system initial delay feature to deliver new messages to a series of people in priority order. To do this, create a test subscriber, with the telephone numbers of up to four subscribers entered as message delivery numbers. The **after __ min** field can then prioritize which subscriber is called first to receive the message.

In the opening greeting you can include instructions for callers to dial a specific extension to request emergency service. This extension is the System ID of an interview box belonging to a test subscriber. The system asks the caller to answer a series of questions to collect information about the emergency. After the caller records a message, the system begins calling the four message delivery numbers for the test subscriber that are actually the pager numbers for four on-call technicians. One of the technicians can then call the system and enter the test subscriber Personal ID and security code to retrieve the message.

Change Message Delivery by Telephone

You can use any touchtone telephone to turn message delivery on or off, or change many of the delivery settings. The EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0 details how to set message delivery by telephone. You can use setup options to change these message delivery features:

✆   Turn message delivery on or off.

✆   Change the message delivery telephone number.

✆   Change the days and/or hours the message delivery number is active.

✆   Switch between the Each and Urgent message delivery methods.

You cannot adjust the number of rings to wait for an answer, the initial delay, or delivery interval by telephone. You cannot change the delivery method of a message delivery number that is set to Batch (even if the Batch delivery number is currently turned off) by telephone. Only a System Manager can change these settings at the console.

Enter Pauses for Message Delivery by Telephone

When setting a message delivery telephone number by telephone, you can press **#** to enter a pause in the delivery number. This pause is displayed on screen as **,** . All other special dialing characters must be entered at the console.

Set Default Urgent Message Delivery Number

By default, delivery number #4 (Your spare telephone) is set for Urgent delivery and is active 24 hours a day. Over the telephone, a subscriber can turn on message delivery to a spare telephone, set a message delivery telephone number, and have urgent messages delivered, without extra configuration by the System Manager.

Keep Subscriber from Changing Message Delivery

You can restrict a subscriber from changing message delivery settings by adding **A** to the **Access** field on the subscriber Personal Directory page. This keeps the subscriber from hearing the setup options conversation. The subscriber then cannot change personal greetings, message groups, call transfer options, message delivery, recorded name, spelled name, security code, or directory listing by telephone. To allow the subscriber to change personal greetings only, use the **A** and **T** access codes.

Set the System to Call a Pager

The system may activate a pager to notify a subscriber or guest of new messages. Enter the pager telephone number as one of the message delivery telephone numbers on a Personal Directory page. Refer to Figure 9-5 Sample Personal Directory Screen, with Message Delivery to Pager.

```
****************** P E R S O N A L  D I R E C T O R Y ************** NAME SORT
        Name: Yale, Hugh
   Personal ID: 9312            SC           Voice name: 0:02
Extension # ID: 312                          Hold/Archive msgs:   0 /2   days
       Access: PCB                           New Msgs:0  =0:00  Total:0  =0:00
--->Transfer --------------->Greeting ---->Action -----
  Transfer? No               »Std: 0:00    Take-msg
  Await-Ans-->4  Rings         Int: 0:00
  Screening? No  Holding? No   Alt: 0:00    Max-msg:  90 sec  Edits OK? Yes
--Message Notification -------
Lamp #: X                                  Activate Lamps? No    On Now? No
#1: X            after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Each
#2:              after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
#3: 555-1234,, after 5    min, 12:00am-11:59pm MTWHFSU 4  Rings 30  min,Each
#4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                    Ctrl-E for expanded options
```

Figure 9-5   Sample Personal Directory Screen, with Message Delivery to Pager

To display the voice mail system telephone number on the pager display, enter the pager telephone number in the field for the message delivery telephone number, followed by a few seconds of pause (using commas), then the voice mail system telephone number (*e.g.*, **555-1234,,,555-5678**).

Phone #3 is set as your pager telephone, but you can set any delivery telephone number to call a pager; it does not have to be Phone #3.

Use Special Characters for Pagers

In most cases, you only need to call a pager to activate it. To set the voice mail system to call these pagers, enter the pager telephone number in the field for the message delivery telephone number followed by a few pauses and a disconnect (*e.g.*, **555-1234,,,Q)** Q means disconnect.

Other pagers require that you dial the number, wait for answer, and then dial the number the subscriber should call back. For details on how best to deliver messages to these types of pagers, contact Technical Support.

Also Refer To:

✆   Section 1 Message Types on page 9-1

✆   Section 10 Message Playback on page 9-31

✆   Chapter 20 Subscribers

✆   EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0

SECTION 7
MESSAGE GROUPS

Message groups let you send the same message to a group, such as a department. You send a message to a **message group** just like you send a message to a subscriber, identifying the group by name or group number. The System Manager can create and maintain message groups at the system console. Subscribers can also create and maintain their own message groups from any touchtone telephone, by accessing setup options. Guests cannot create or send messages to message groups.

This section explains how to create and maintain message groups.

The Group Owner

Every message group has an **owner**. The owner is either a subscriber that creates the group by telephone or is assigned as the group owner by the System Manager at the console. A System Manager can be a group owner.

Only the owner of a group can change the group by telephone, including:

✆   Add or delete group members

✆   Change the group name or number

✆   Delete the group itself.

However, the System Manager can change any group at the console.

Some groups may be owned by the system instead of by an individual subscriber or System Manager. Groups owned by the system can be changed only at the console, not by telephone. However, the System Manager can reassign a group owned by the system to a new owner to allow that person to change the group by telephone.

The Group Members

Message group **members** are the people listed to receive a message. A message to a group is sent to all the group members. Any subscriber can be a member of any message group. Guests can be members of certain groups owned by the guest host.

Differences between Private and Open Groups

You can create **private** or **open** message groups.

✆   Private

        The only person who can send messages is the group owner.

✆   Open

        Any authorized subscriber can send messages. A subscriber does not have to be a member of an open group to send a message to that group.

The System Manager can enter **Y** in the **Access** field on the subscriber Personal Directory page to limit any subscriber from creating and sending messages to open groups. You can restrict only a subscriber from sending messages to all open groups. The **Y** code also restricts a subscriber from creating open groups. For details, refer to Keep Subscriber from Sending to Open Groups on page 9-27.

Private Groups and Guests

Guests cannot be members of open groups. Because a guest is created to trade messages only with the host subscriber, a guest can only be a member of the private groups owned by the host.

Dispatch Distribution

With **dispatch** distribution, the first group member to listen to a group message is the only one who receives it. After a subscriber hears all of the message, the system removes the message from the other group member voice mailboxes.

If a group member listens to only the beginning of the message then saves the message as new, the system does not mark the message as received. Other group members may still retrieve the message until one of the group members listens to the entire message.

For example, the manager of a customer service department might set up a group with dispatch distribution that contains all the department service representatives. The manager could send any message about a customer problem to this group. The manager does not care which representative gets the message and handles the problem, as long as someone in the department does. With dispatch distribution, the manager can ensure that one person in the group gets the message, without requiring everyone in the group to listen to it.

MESSAGE GROUP	DEFINITIONS
Group Owner	The subscriber who can change the group by telephone
Private Group	Only the group owner can send messages to a private group
Open Group	Any authorized subscriber can send a message to an open group.
Open Group of •SYSTEM•	Any authorized subscriber can send a message to this group. No one can change the group by telephone.
Dispatch Distribution	The first group member to listen to a group message is the only one who receives it.

Figure 9-6 Message Group Definitions

SECTION 8
THE GROUPS SCREEN

Subscribers can create and maintain message groups from any touchtone telephone. The System Manager can also create and maintain message groups at the system console, by accessing the Groups screen. Refer to Figure 9-7 Sample Groups Screen.

Press Ctrl-G to access the Groups Screen.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ G R O U P S ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓
  Name: All Staff                    Open Group of Aaronson, Chris
  Dispatch: No                       Voice:  0:02

  ───────────────────────────────────┬───────────────────────────────────
    Member name      Last contacted   │   Member name      Last contacted
  ───────────────────────────────────┼───────────────────────────────────
    Xavier, Jan                       │   Yale, Hugh
    Yeoman, Mike                      │   Ying, Sue
    Zaftig, Pat                       │   Zeller, Nell
    Zink, Jay                         │
                                      │
                                      │
                                      │
                                      │
                                      │
                                      │
```

Figure 9-7 Sample Groups Screen

One message group is displayed at a time on the Groups screen. Message groups are sorted by group name or number. If message groups are not added to the system, all fields on the screen are blank. If the system has message groups, press PageUp or PageDown (or press Ctrl-J) to view other message groups in the system.

✆   Name

     The top line of the Groups Screen shows the group name in the field, whether the group is open or private, and who the group owner is.

✆   Dispatch

     Specifies whether or not the group is a dispatch group. The default is **No**.

✆   Voice

     This field contains the group recorded name. The numerical value in the field displays the number of seconds the recorded name lasts. If a name is recorded, the value in the field is greater than zero. If a name is not recorded, the value in the field is 0:00.

The lower screen helps you track the members already added to the message group and the date they last received a message for the group.

✆   Member name

     The names of all members are listed in this field. A message group can contain more subscribers than the screen can display at once. Press ↓ or ↑ to view all message group members.

✆   Last Contacted

This field displays the date and time the member of the group last
received a group message. If the **Last Contacted** field is blank, the
member has not received the most recent group message. Or, if
every member **Last Contacted** field is blank, either there is no group
message to listen to, or a group message was just sent, and no one
has listened to it yet.

Differences between Named and Numbered Groups

The system can use either named message groups or numbered message
groups. A message group name or number is stored in the **Name** field on
the Groups Screen. It is usually easiest for subscribers that create and
select groups by telephone if message groups have either named **or**
numbered fields, rather than both.

Unlike System IDs, message group names or numbers do not have to be
unique.

☞   If the system uses the Numbers Only keypad map, you can use only
      numbered message groups.

✆   Named Message Groups

With named message groups, each message group name should
start with three letters. For example:

All **Sales People**
*Tec***hnical Support**

Subscribers send a message to the group by spelling the first three
letters of the group name on the telephone keypad.

✆   Numbered Message Groups

With numbered message groups, each message group name should
start with a three-digit number (*e.g.*, **645 All Sales People** or **625
Technical Support**).

☞   You should **not** use the system wildcard digit (0 or 1) in a message
      group number. Using the wildcard digit makes it harder for subscribers
      to select the group.

✆   Use Numeric Access with Numbered Groups

Numbered groups are usually used on systems with numeric access. Under numeric access, subscribers press a special System ID for numbered groups, followed by the group number to send a message to the group. This way, the system does not confuse Extension # IDs with message group numbers. The special System ID for numbered groups is set on Application screen Page 6. For details, refer to Chapter 10 Numeric Access.

✆   Use Lettered Access with Numbered Groups

You can use numbered groups on systems where subscribers send messages by spelling a last name, but it is not as efficient.

A subscriber who presses 6 4 5 to select the message group **645 Sales People**, first hears all last names spelled with the keys 6 4 5, such as Miller, Mikulsky, Nagy, Nilsen, Oglesby, or Ohman. Only after the subscriber answered no to all these names would the numbered group 645 Sales People be heard.

Name Groups Created by Telephone

When a subscriber creates a new group by telephone, the subscriber presses three keys for the group spelled name or group number. The system displays these three keys in the **Name** field of the group.

If subscribers normally send message by selecting a number (*i.e.*, a special System ID exists for numbered groups), the system displays a three-digit group number in the **Name** field.

If subscribers normally send messages by spelling a name (*i.e.*, **no** special System ID exists for numbered groups), the system translates the keys pressed by a subscriber into letters. This allows the system to sort the message groups in the correct order when listing them over the telephone.

Although different letters are associated with each lettered key on the telephone, the system displays the **first** letter on a telephone key. For example, a subscriber creates a group named Eastern Region and enters a group name of E A S. To do this, the subscriber enters 3 2 7. The system translates the group name to DAP.

If you change message groups at the console frequently, listen to the recorded name of any open group created by telephone and enter a more complete group name in the **Name** field. This makes it easier to find the group on the Groups Screen later. If you change the first three characters, tell the group owner, so he or she can still select the group by telephone.

Choose Group Names and Numbers

A group spelled name or number is important for two reasons. The system sorts groups in the Groups Screen based on the name or number in the **Name** field. Also, a subscriber uses the first three characters of the group name or number to select the group by telephone.

A message group also has a recorded name. A message group recorded name is the name subscribers hear when selecting a group.

Group names or numbers do not have to be unique. However, the group recorded name should correspond to the group spelled name or number to make it easy for subscribers to select the group they want. Groups with identical recorded names cause confusion.

Carefully consider the names or numbers you give open groups. If you use named groups, choose three letters that are easy to remember. For example, it would be easy to remember that pressing **A L L** on the telephone keypad sends a message to a group with the recorded name All Staff. If you use numbered groups, it helps to distribute a list of open groups and their group numbers to all subscribers, to reduce duplicate group numbers.

Add Groups at the Console

1.   At the voice mail system Banner Screen, press ⌨F2 to sign in. Enter a System Manager ID, and press ⌨Enter. Enter the System Manager security code and press ⌨Enter.

2.   Press ⌨Ctrl-⌨G to display the Groups Screen.

3.   Press ⌨F8 to add a group. The pop-up Add Menu window is displayed.

4.   Press the arrow keys to highlight either **Private Group** or **Open Group**, and press ⌨Enter.

5.   To add a group owned by the System Manager, press ⌨Y. To assign the message group to another subscriber, press ⌨N.

      For open groups, you can press ⌨Enter to assign the group to •**SYSTEM**•. Otherwise, enter the name of the new group owner.

6.   Enter the first few letters of the subscriber last name, and press ⌨Enter. The system displays the name of the first subscriber whose last name matches these letters. Press ⌨Y to select this subscriber. Press ⌨N to view the next subscriber whose last name matches the letters. Press ⌨N until the subscriber name is displayed. Press ⌨Y.

7.   Record a name for the message group. For details, refer to Chapter 15 Recording Voice Fields.

8.   Add members to the message group.

Add Group Members at the Console

1. At the voice mail system Banner Screen, press [F2] to sign in. Enter a System Manager ID, and press [←Enter]. Enter the System Manager security code, and press [←Enter].

2. Press [Ctrl]-[G] to display the Groups Screen. Press [PageUp] or [PageDown] (or use the Jump command) to display the message group you want.

3. Press [F8]. The system displays the pop-up Add Menu.

4. Check that **Member** is highlighted, and press [←Enter]. The system asks you to enter the last name of the subscriber you want to add to the message group.

5. Enter the first few letters of the person last name, and press [←Enter]. The system displays the name of the first subscriber whose last name matches the letters you entered.

6. Press [Y] to select the name. Press [N] to view the next subscriber whose last name matches the letters you entered. Press [N] until the name of the subscriber you want to add to the group is displayed. Then, press [Y].

7. Repeat steps 5 and 6 until you've added the subscribers to the group.

8. Press [Esc] to exit the Add Menu.

    ☞   To add all the subscribers on the system to a group, at step 5 press [←Enter]. The system displays the first name in the list of subscribers. Press [Y] to accept the name. Then, press [Y] repeatedly to accept every name the system presents, until the system displays **Out of Names**. Press any key to exit the Add Menu.

        Guests can only be added to host private groups.

        A subscriber **cannot** be the owner and a member of a private group. A subscriber can be the owner and a member of an open group.

Remove Group Members at the Console

1. At the voice mail Banner Screen, press [F2] to sign in. Enter a System Manager ID, and press [←Enter]. If asked, enter the System Manager security code, and press [←Enter].

2. Press [Ctrl]-[G] to display the Groups Screen. Press [PageUp] or [PageDown] (or use the Jump command) to display the message group you want.

3. Use the arrow keys to move the cursor to the name of the subscriber you want to remove from the group.

4.   Press F7 to remove the subscriber from the group. Press Y to remove the subscriber from the group.   Press N to cancel.

5.   To remove other members from the group, repeat steps 3 and 4.

Delete Groups or Group Messages at the Console

1.   At the voice mail Banner Screen, press F2 to sign in. Enter a System Manager ID, and press ↵Enter. If asked, enter the System Manager security code, and press ↵Enter.

2.   Press Ctrl-G to display the Groups Screen. Press PageUp or PageDown (or use the Jump command) to display the message group you want.

3.   With the cursor in the top portion of the screen, press F7. The system prompts you with several options:
       •   Delete the group and all messages for the group.
       •   Delete the group, but keep all messages for the group.
       •   Delete all messages for the group only.

4.   Press ↓ to highlight the selection, and press ↵Enter. When the system asks you to confirm, press Y.

Change the Owner of an Open Group at the Console

At the console, you can delete the owner of an open group so that the group is owned by the •SYSTEM•. This removes the subscriber as owner of the group, but does not delete the subscriber from the system. You can also reassign a group owned by •SYSTEM• to a new subscriber owner.

Remove Subscriber Owner

1.   At the voice mail Banner Screen, press F2 to sign in. Enter a System Manager ID, and press ↵Enter. If asked, enter the System Manager security code, and press ↵Enter.

2.   Press Ctrl-G to display the Groups Screen. Press PageUp or PageDown (or use the Jump command) to display the message group you want. With the cursor in the top portion of the screen, press F7.

3.   Press ↓↓↓ to highlight **Owner**, and press ↵Enter. When the system asks you to confirm, press Y.

Assign New Owner to •SYSTEM• Group

1. At the voice mail system Banner Screen, press `F2` to sign in. Enter a System Manager ID, and press `←Enter`. If asked, enter the System Manager security code, and press `←Enter`.

2. Press `Ctrl`-`G` to display the Groups Screen. Press `PageUp` or `PageDown` (or use the Jump command) to display the message group you want. With the cursor in the top portion of the screen, press `F8`.

3. Press `↓` `↓` `↓` to highlight **New Owner**, and press `←Enter`.

4. To make yourself the new owner, press `Y`. To assign the group to another subscriber, press `N`, and enter the name of the new owner.

Assign Dispatch Distribution

By default, every new message group, whether added at the console or by telephone has broadcast distribution. Only the System Manager can change the group to have dispatch distribution.

1. To give the group dispatch distribution: Enter a System Manager ID, and press `←Enter`. If asked, enter the System Manager security code, and press `←Enter`.

2. Press `Ctrl`-`G` to display the Groups Screen. Press `PageUp` or `PageDown` (or use the Jump command) to display the message group you want.

3. Press `Tab` to position the cursor on the **Dispatch** field.

4. Press `Y`, and press `←Enter`.

Keep Subscriber from Sending to Open Groups

The system allows you to restrict subscribers from creating open groups or sending messages to all open groups. Place **Y** access code on the subscriber Personal Directory page. These subscribers can still send messages to any private groups they own and receive messages from any message group they belong to, open or private.

1. At the voice mail system Banner Screen, press `F2` to sign in. Enter System Manager ID, and press `←Enter`. If asked, enter the System Manager security code, and press `←Enter`.

2. Press `Ctrl`-`D` to access the Personal Directory.

3.   Press PageDown (or use the Jump command) to display the subscriber.

4.   Press the arrow keys to move to the subscriber **Access** field. Move the cursor to the end of the field. Enter **Y**, and press ←Enter . You do not need to change any other access codes in the field. Refer to Figure 9-8 Personal Directory Page for Subscriber with Y Access Code.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ P E R S O N A L    D I R E C T O R Y ▓▓▓▓▓▓▓▓ NAME SORT
       Name: Yale, Hugh
    Personal ID: 9312          SC           Voice name: 0:02
 Extension # ID: 312                        Hold/Archive msgs:   0 /2   days
        Access: PCYB                        New Msgs:0  =0:00  Total:0  =0:00
  ─>Transfer ──────────────────┬─>Greeting ──┬─>Action ──────────────────
   Transfer? No                │ »Std: 0:00  │ Take-msg
   Await-Ans-->4  Rings        │  Int: 0:00  │
   Screening? No  Holding? No  │  Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes
  ─Message Notification ───────┘
 Lamp #: X                              Activate Lamps? No    On Now? No
 #1:          after 0    min,  8:00am- 6:00pm MTWHF    5  rings 30  min,Off
 #2:          after 0    min,  6:00pm- 9:00pm MTWHF    4  Rings 60  min,Off
 #3:          after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:          after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
  ────────────────────────────────────────────────────────────────────
                     Ctrl-E for expanded options
```

Figure 9-8   Personal Directory Page for Subscriber with Y Access Code

Create Message Groups by Telephone

Subscribers can create new message groups from any touchtone telephone by accessing setup options.

After you add a message group to the system, you can add, delete or list group members, and change the group spelled and recorded name, from any touchtone telephone. You change groups by accessing setup options. Only the group owner can change the group by telephone. The System Manager can change any group at the system console.

Send messages to groups the same way you send messages to individual subscribers, by identifying the group name or number.

Cancel messages for groups the same way you cancel a message to an individual subscriber. When you cancel a message, you cancel it for every member of the group that has not already heard the message. You can cancel a message with broadcast distribution anytime, even after some members of the group have heard the message. For dispatch groups, you can cancel messages only *before* the first member of the group hears the message.

Before you decide to cancel a message, you can find out who in the group has not heard it. For details on using message groups by telephone, refer to the EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0.

Also Refer To:

✆   Chapter 10 Numeric Access

✆   Chapter 20 Subscribers

**SECTION 9
MESSAGE
NOTIFICATION**

Message Notification and Delivery

The voice mail system can call to deliver messages on a regular cycle. This feature is called **message notification and delivery**. You can set up the system to call subscribers at home, at a work extension, or on a mobile telephone to deliver messages at regular intervals or on the receipt of each new message. The system can activate pagers or message waiting lamps to notify subscribers that new messages are waiting. Guests also may use some of the voice mail system message delivery features.

The message notification and delivery fields are stored in the bottom section of each subscriber or guest Personal Directory page. This section is shown in Figure 9-9 Message Notification and Delivery Fields.

```
░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░░ NAME SORT
             Name: Yale, Hugh
   Personal ID: 9312          SC          Voice name: 0:02
Extension # ID: 312                       Hold/Archive msgs:   0 /2   days
        Access: PCB                       New Msgs:0  =0:00  Total:0  =0:00
  ─>Transfer ─────────────  ─>Greeting ──  ─>Action ──────────────
    Transfer? No               »Std: 0:00    Take-msg
    Await-Ans-->4  Rings        Int: 0:00
    Screening? No  Holding? No  Alt: 0:00    Max-msg:  90 sec  Edits OK? Yes
  ─Message Notification ──────
 Lamp #: X                                  Activate Lamps? No    On Now? No
 #1:           after 0    min,  8:00am- 6:00pm MTWHF   5  rings 30  min,Off
 #2:           after 0    min,  6:00pm- 9:00pm MTWHF   4  Rings 60  min,Off
 #3:           after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:           after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
                          Ctrl-E for expanded options
```

Figure 9-9   Message Notification and Delivery Fields

For details, refer to Section 13 Message Waiting Lamps on page 9-54 and Section 5 Message Delivery on page 9-9.

Constant Message Count

EliteMail displays the number of new messages on NEC display telephones using a feature called **Constant Message Count**. With Constant Message Count, the subscriber looks at the display telephone LCD to determine how many new messages there are to check. Any other message waiting indication, such as a lamp used by your telephone system, also notifies subscribers of new messages. You can set the message refresh interval on Switch Setup screen Page 2.

☞   NEC recommends using the default.

```
▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E  S W I T C H   S E T U P ▓▓▓ Page   2 of 3 ▓▓▓

10. Message Lamp On: X                         Retries: 1
                Off: X                         Interval (mins): 5
    Reset All Lamps? No                        Daily Lamp Reset:

11. Dialout pause (,)= 100  (;)= 300           Hookflash (&)= 65   (%)= 200
12. Dialout DTMF duration: 10                  DTMF interdigit delay: 10
13. Dialtone delay: 100


14. Max lines holding total: 8                 Max lines holding for ext: 8
15. Number tries between TT checks: 4          Extra hold time between tries: 50
                                               Message refresh interval: 0
    Live Record beep interval: 15              Live Record after transfer: No
```

Figure 9-10   Message Refresh Rate for Constant Message Count

Examples of Constant Message Count

The Constant Message Count, when active, is displayed on the second line of the LCD.

New Messages

```
┌─────────────────────────┐
│                         │
│      7 NEW MSGS         │
│                         │
└─────────────────────────┘
```

The voice mail system displays the number of new messages and activates the message waiting indication. Other items displayed are Electra Elite functions. For details on these functions, refer to the Electra Elite documentation.

New Messages, Including Urgent Messages

```
┌─────────────────────────┐
│                         │
│    7 MSGS      3 URG     │
│                         │
└─────────────────────────┘
```

The voice mail system displays the number of new messages (7 MSGS) and the number of urgent messages (3 URG).

No New Messages

```
12:29 PM MON   10
```

When Constant Message Count is inactive or there are no new messages, the second line displays the day, date, and time. The Electra Elite – not the voice mail system – controls the display showing the day, date, and time.

SECTION 10
MESSAGE PLAYBACK

Subscribers retrieve messages by calling the voice mail system and entering a Personal ID during the opening greeting, or when the system is listening for IDs. In addition to listening to messages, a subscriber may also redirect, save, or reply to messages. While listening to a message, a subscriber may move backward through the message to listen to parts of it again, or fast forward it to jump ahead to a specific part of the message. A subscriber may also change the message playback volume.

This topic details how the system plays messages to a subscriber and the actions the subscriber may take with messages, including:

✆   Message Playback Summary

When a subscriber calls the system and enters a Personal ID, the system first announces the number of new messages the subscriber has waiting (*e.g., "You have 3 new messages")*. The system then announces the messages by who sent the message or where it was recorded.

Messages from the same source are grouped together. Before reading the first message from each new source, the system announces the number of messages from that source and asks if the subscriber wants to hear them. If the subscriber responds no, the system moves to the next source of messages.

While listening to each message, the subscriber can use touchtone keys to move backward, forward, or pause the message, skip over a message, save it for later retrieval, or redirect (forward) it to another caller.

After playing each message, the system announces when the message was recorded. If the message is from another subscriber or a guest, the subscriber may record an immediate reply.

The system can also announce the total duration of all the messages waiting for a subscriber, and those from a particular source. This length of messages announcement can be turned on or off for each subscriber.

✆   The Message Stack and Announcements

The system gives the subscriber information about the status of messages before playing them. The system tells the subscriber how many new messages are waiting and the source of each message. The system can also be configured to tell a subscriber how much time it takes to listen to a set of messages. A subscriber can use this information to skip over all or some of the messages.

When a subscriber listens to new messages, the system organizes the messages in a **message stack**. The messages are organized by source for playback in the following order:

- Messages from other subscribers

- Messages from guests

- Messages from outside callers (*"Your message box..."*)

- Messages recorded by transaction boxes

- Messages recorded by interview boxes

- Messages recorded by the Operator Box (public message access required)

- Messages recorded by the Public Interview Box (public message access required).

✆   Urgent Messages

The system plays subscriber urgent messages before playing regular new messages. The subscriber hears all the urgent messages from each source, in the same message stack order as regular messages.

✆   Number of New Messages

If a subscriber enters a Personal ID and security code, the system responds with a greeting and the number of new messages waiting:

"<Recorded name>. Remember, 1 for Yes and 2 for No."

"You have <number> new messages."

As the subscriber moves through the new message stack, the system announces how many messages are from each source:

"<Recorded name> left <number> new messages. Would you like to hear them?"

The subscriber can choose to listen to these messages or move on to the messages from the next source in the message stack.

✆   Optional Announcement of Total Messages Time

The system can also announce the total time the messages last. This feature can be turned on or off for each subscriber. A subscriber could hear an announcement like this when first checking messages:

"You have 3 new messages, totaling 3 minutes, 20 seconds."

The time for messages is also announced when the subscriber moves to a new source of messages in the message stack. For example:

"Amy Ronk left 3 new messages, totaling 5 minutes, 40 seconds. Would you like to hear them?"

To streamline the conversation, the time announcement is rounded up to the next highest 10 seconds. For example, a message lasting 22 seconds is announced as lasting 30 seconds.

To turn message length announcement on for a subscriber, include **L** in the **Access** field on the subscriber Personal Directory page. Refer to Figure 9-11 Personal Directory Page, with Message Time Announcement on.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ P E R S O N A L    D I R E C T O R Y ▓▓▓▓▓▓▓▓ NAME SORT
          Name: Yale, Hugh
    Personal ID: 9312          SC           Voice name: 0:02
Extension # ID: 312                      Hold/Archive msgs:   0 /2   days
        Access: PCLB                     New Msgs:0  =0:00  Total:0  =0:00
   ─>Transfer ───────────     ─>Greeting ──  ─>Action ─────
   Transfer? No                »Std: 0:00     Take-msg
   Await-Ans-->4  Rings         Int: 0:00
   Screening? No  Holding? No   Alt: 0:00     Max-msg:  90 sec  Edits OK? Yes
   ─Message Notification ─────
Lamp #: X                                Activate Lamps? No    On Now? No
#1:           after 0     min,  8:00am- 6:00pm MTWHF    5  rings 30  min,Off
#2:           after 0     min,  6:00pm- 9:00pm MTWHF    4  Rings 60  min,Off
#3:           after 0     min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
#4:           after 0     min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent

                   Ctrl-E for expanded options
```

Figure 9-11   Personal Directory Page, with Message Time Announcement on

✆   After Each Message Is Played

After each message, the system announces when the message was recorded:

"...recorded <date> at <hour>:<minute> <am/pm>."

The system announces the date as a relative date, such as: *"recorded today at..."* or *"recorded yesterday at..."* or *"recorded three days ago at..."*. This saves the subscriber from needing a calendar to calculate how many days the sender has waited for a response.

The system announces the time to the nearest minute when the message was sent. For example, "*...recorded today at 11:57am.*" Note that the system uses its own internal clock for this timestamp. The system clock may not agree with the subscriber watch. To avoid confusion, the System Manager should check the system clock regularly. The system constantly displays what it believes is the current time and date in the upper right corner of the Banner Screen. Refer to Chapter 17 Section 9 Message Notification to Set the Date and Time.

After the timestamp, if there is another message from this same source, the system says "*The next message is...*", and plays the next message.

After reading all the messages from an identified subscriber or guest, the system automatically offers to record an immediate reply:

"For no reply press 2, otherwise I'll record your message now."

This makes it easy for the subscriber to respond to the message. If the message is from an outside caller, a transaction box or interview box, the system does not record an automatic reply.

This is true even when a message is left in one of these boxes by another subscriber or guest who did not enter a Personal ID. Without the Personal ID, the system does not know who the message is from.

✆   At the End of the Message Stack

After reaching the bottom of the message stack, the subscriber usually hears:

"There are no further messages."

If the subscriber skipped over any messages, or if a new message was received while the subscriber was checking messages, the system reminds the subscriber that there are still new messages waiting:

"You still have <number> new messages."

The subscriber may press 1 to check these remaining messages. If touchtones are not pressed, the subscriber continues through the conversation.

☯   Playback while Leaving a Message

If a subscriber tries to leave a message for a subscriber or guest who has left a message already, the system announces that there are messages waiting, then offers to play the messages to the subscriber. This ensures that the subscriber is up-to-date before leaving this person a message.

☯   The Conversation for New Messages

The conversation flow is best understood by example. Let's say Pat Wu has 2 messages from Chris Aaronson, 1 message from *Amy Ronk*, 2 messages from Dave Thompson, and 3 messages from outside callers. Pat does not have the time of messages feature turned on. When Pat calls in for messages, she enters her Personal ID, and security code. The system responds:

"Pat Wu. Remember 1 for yes and 2 for no. You have 8 new messages. Chris Aaronson left 2. Would you like to hear them?"

Pat presses 1 for yes. The system plays each message and its timestamp. Then the system gives Pat a chance to record a reply to Chris:

"For no reply, press 2. Otherwise, I'll record your message now..."

Pat records a reply. The system moves to the next source in the message stack:

"Amy Ronk left a message. Would you like to hear it?"

Pat presses 1 for yes. The system plays the message and its timestamp. Then the system gives Pat a chance to record a reply to Amy:

"For no reply, press 2. Otherwise, I'll record your message now..."

Pat presses 2 because the message from Amy needs no reply. The system moves to the next source in the message stack:

"Dave Thompson left 2 messages. Would you like to hear them?"

Pat presses 2 because she saw Dave in the hallway and he said the messages were not important. She'll check them later.

The system moves to the next source in the message stack, messages from outside callers:

"Your message box has 3 messages. Would you like to hear them?"

Pat presses 1 for yes. The system plays each message and timestamp, but does not offer to take an immediate reply. Pat must dial these people herself, because they are not subscribers or guests on the system.

Having reached the bottom of her message stack, the system reminds Pat that she still has messages from Dave Thompson that she has yet to listen to:

"You still have 2 new messages."

Pat is finished checking her new messages.

✆ Redirect Messages

When listening to a message, a subscriber can redirect the message, to another subscriber or guest. Subscribers can forward either new or old messages, using essentially the same procedure.

Redirect Procedure

1. While listening to the message, press ②.

2. Press ① to confirm that you want to redirect the message.

3. Answer the questions to redirect the message.

Archive or Delete a New Message

1. Press ② while listening to the message.

2. Press ② for No when the system asks *"Would you like to redirect this?"*

3. The system next asks:

   "Would you like me to archive this?"

4. Press ① to save the new message as an archived message.

5. Press ② to **immediately** delete the message.

✆ The Conversation for Old Messages

An old message is any message that a subscriber has already heard. The system plays old messages in much the same way it plays new messages, in an old message stack.

You can listen to or review your old messages when the system asks:

"You have <number> old messages to review. Would you like to hear them?"

If the subscriber answers Yes, the system organizes and announces each old message by source, just as it does with new messages. For example, if the subscriber has two old messages from *Amy Ronk*, the system announces:

"Amy Ronk has 2 messages to review. Would you like to hear them?"

After the subscriber has reviewed or been offered each of the old messages, the system confirms that there are no additional old messages by saying:

"There are no further messages."

A subscriber may listen to all or some old messages. While listening to any old message, the subscriber may use the touchtones just as during playback of new messages. However, if the subscriber skips any old messages, the system does **not** remind the subscriber that there are still old messages to review at the end of the old message stack.

✆   Announce Total Time of Old Messages

If the optional Total Time of Messages feature is activated, the system announces the total time of all old messages from each source when the subscriber reviews old messages, for example:

"You have 4 old messages to review, totaling 5 minutes 40 seconds."

✆   Redirect/Archive Old Messages

After playing an old message and its timestamp, the system immediately asks the subscriber two questions:

"Would you like to redirect this?"

"Would you like me to archive this?

Redirecting an old message works the same as forwarding a new message. Archiving a message saves the message for the number of days programmed in the **Archive** field on the subscriber Personal Directory page. If the subscriber presses 2 after the question *"Would you like me to archive this?"* the system **immediately** deletes the message. If the subscriber hangs up without pressing a key, the message retains its archive status.

✆   Use Touchtone Keys during Playback

While listening to a message, the subscriber may control how the system plays the message. The subscriber may use touchtone keys to reverse, forward or pause the message, increase or decrease the volume of the message, skip over the message for later retrieval, or redirect the message to another caller. The following diagram illustrates which keys are active when subscribers listen to messages:

TOUCHTONE KEY	EFFECT ON MESSAGE PLAYBACK
1	**Skip** to the very end of the message
2	**Interrupt** message to redirect or delete
5	**Raise** or **lower** the volume
7	**Backward** several seconds
8	**Pause** playback
9	**Forward** several seconds
*	**Stop** message and save as new
#	**Repeat** several seconds

Figure 9-12   Touchtone Key Effects on Message Playback

•   Skip

Press ① on the touchtone pad while the system is playing a message to cause the system to skip to the end of the message immediately. This key is active during the whole conversation, not just during message playback. If you press ① while the system is asking a question, it skips to the end of the question **and** assumes that the 1 also means a yes response to the question.

•   Interrupt

Press ② on the touchtone pad while the system is playing a message to cause the system to stop playing the message and ask:

"Would you like to redirect this?" Caller can then respond yes and send the message to another subscriber. This is most useful when an outside caller has left a message for the wrong subscriber, or has left a message about a problem that can best be handled by another person in the office.

Whether the subscriber redirects the message or not, the system asks:

"Would you like me to archive this?" If the subscriber answers Yes the system saves the message for a programmed number of days. If the subscriber responds no the system **immediately** deletes the message.

Whether or not the subscriber archives a new message, the system continues with the normal new message conversation. If the message is from another subscriber or a guest, the system says, *"For no reply press 2, otherwise I'll record your message now..."* and records a reply just as if the subscriber had not interrupted the message and had listened to it in its entirety. If the message is from a public message box, the subscriber message box, a transaction box, an interview box, or if the message is an old message, the system offers the next message without asking the subscriber to reply.

The 2 touchtone to interrupt is active also during the whole conversation. If you press ② while the system is asking a question, the system interrupts the question **and** assumes that the 2 means no to the question.

• Message Volume Control

To **lower** the volume of a message during playback, press ⑤ once. To **raise** the volume, press ⑤ twice. To return the volume to normal, press ⑤ a third time.

The volume setting the subscriber chooses lasts only for the current message. The next message plays at normal volume, unless the subscriber presses 5 again.

The volume key does not affect message recording or the system prompts. Prompts are always played at normal volume. The volume control key is not available for guests.

• Backward or Forward

A subscriber listening to a message can press ⑦ to move backward, or press ⑨ to move forward. The increment of time that the system moves backward or forward, called the **transport value**, is controlled by the value in the **Skip back time of #** field, on Application screen Page 6, Line 53.

Usually, the transport value is 4 seconds. Press the backward or forward key once to move backward or forward through the message by the transport value.

To increase or decrease the number of seconds the system moves backward or forward for each press of the 7 or 9 key, the System Manager should increase or decrease the value in the **Skip back time of #** field. Subscribers can accelerate moving backward or forward through a message by pressing the backward key or the forward key rapidly several times.

The subscriber can combine the keys. For example, if the subscriber is certain that the caller who left the message left a telephone number at the end of the message, the subscriber can press ① to skip to the end and immediately press ⑦ to back up a few seconds. If the telephone number is not there, the subscriber can press ⑦ again and back up another few seconds.

• Pause during Playback

A subscriber can press ⑧ anytime while the system plays back a message to temporarily suspend playback of the message. The system prompts the subscriber that message playback is paused. The subscriber can then press ⑧ again to resume listening to the message from two seconds earlier in the message. The subscriber can also press ⑦, ⌗ or ⑨ to move backward, repeat or move forward in the message, or press ✳ to save the message at its current status (used most often when the message is new). If the subscriber presses any other key, the system reminds the subscriber: *"Press pause to continue playing."*

The system continues to pause for 40 seconds, then prompts the subscriber to press a touchtone to continue. If the subscriber does not press a touchtone within two minutes, the system hangs up. If the message was a new message, the system saves the message as new. If the message is an old message, the system retains the message as old.

• Stop and Save as New

Press ✳ while the system is reading a new message to cause the system to stop playing the message and say:

"Message saved as new."

When the subscriber next calls the system, the message is announced again as if the subscriber had never heard the message before.

- Repeat

  Press ⌗ during message playback to cause the system to function as if 7 were pressed. However, **#** can also be used to repeat the system yes-and-no questions and in message playback. A subscriber using menu mode, can press ⌗ to step back to the previous menu.

✆ Optional Hands-Free Message Playback

Subscribers can retrieve messages without pressing a touchtone to select each message. A System Manager can activate this feature for an individual subscriber by adding **N** to the **Access** field on the subscriber Personal Directory page. The subscriber can then listen to all messages using a telephone handset or speaker telephone without having to press touchtones for each message.

When **N** (No-Hands playback) is added to a subscriber **Access** field, the system plays the subscriber messages one after the other, without asking, "*Would you like to hear it*?" and softkeys (if equipped) are displayed on a Multiline Terminal. For more softkey information, refer to the EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0.

All touchtone keys that control message playback are still available to the subscriber with hands-free message retrieval. For example, if a subscriber presses the 8 touchtone to pause a message playback, the subscriber must press 8 again for playback to resume. Message playback continues hands-free, when it is resumed.

Also Refer To:

✆ Section 1 Message Types on page 9-1

✆ Section 5 Message Delivery on page 9-9

✆ Section 9 Message Notification on page 9-29

✆ Section 12 Take a Message on page 9-45

✆ Section 13 Message Waiting Lamps on page 9-54

✆ Chapter 2 Section 2 Call Transfer on page 2-11

✆ Chapter 2 Section 3 Screen Calls on page 2-16

✆ Chapter 6 Interview Boxes

✆ Chapter 14 Public Interview Box and Public Messages

✆ Chapter 20 Subscribers

✆ Chapter 24 Transaction Boxes

SECTION 11

MESSAGE RECEIPTS

A message is received when someone listens to it, even if the person listens only to the beginning of the message or saves the message as new (except for dispatch message groups).

This section explains how message receipts work, how receipts differ for message groups, and how to set up message receipts for subscribers.

The voice mail system can tell you if any messages you sent are received by a Return receipt or Receipt summary.

With return receipts, the system provides more information, but the conversation is longer. With receipt summaries, the conversation is shorter, but may not include enough information for some subscribers.

Most subscribers want only one type of message receipts. By default, the system allows subscribers to mark messages for return receipt and leaves the receipt summary feature off.

✆   Return Receipt

Subscribers can mark a message for return receipt as part of special delivery options. When you request a return receipt for your messages, the system gives you detailed information about **each message** you sent to a subscriber, guest, or message group.

Each return receipt identifies the message by the day and time you sent it and announces when the message was received. Subscribers can also have the system automatically mark every message they send for return receipt. Here are some sample return receipts:

"Hugh Yale got the message you sent today at 12:05pm, received today at 1:35pm."

"Sue Ying got the message you sent yesterday at 8:30am, received today at 8:45am."

✆   Receipt Summary

When you check new messages, the system summarizes whether the messages you sent to another subscriber, guest, or message group were received. The receipt summary does not identify which messages were received. It only tells you whether a subscriber, guest, or message group received any or all of your messages, and whether the person left you any messages.

Here are some sample receipt summaries:

"Hugh Yale got all your messages, and left a message..."

"Sue Ying got your last message today at 1:30pm, but left no reply."

"Sue Ying hasn't heard your last message, but left a message..."

The Message Receipt Conversation

The system plays message receipts as part of your message stack for new messages. If you are using message receipts, you hear them before you hear a reply from a subscriber or at the end of your new message stack.

If you have message receipts but no new messages when you call the system, the system asks if you want to hear return receipts instead of asking if you want to check new messages.

✆   Message Receipts for Groups

The system gives you slightly different message receipts for message groups.

For a group with **broadcast distribution**, the system gives you a message receipt only after all members of the group have received the message. For example, if you request a return receipt:

"The Sales Group got the message you sent yesterday at 10:00am. The last member heard it today at 4:45pm."

Or, for a receipt summary:

"The Sales Group got your last message today at 4:45pm."

☞   If you don't get a message receipt, you can list group members who have **not** heard a broadcast group message. For details, refer to the EliteMail VMS/EliteMail Limited Voice Mail User Guide # 750178-0.

If a message group has **dispatch distribution**, only the *first* person to listen to a group message receives it. For a dispatch group, the system tells you which group member received the message:

"Hugh Yale got your message to the Sales Group sent today at 10:00am, received today at 10:45am."

Or, for a receipt summary:

"Hugh Yale got your last message to the Sales Group today at 5:01pm."

If someone opens a dispatch group message and saves it as new, the system does **not** send a message receipt. For dispatch messages, the system sends a message receipt only after someone listens to the entire message (and it becomes an old message).

✆   Control Message Receipts

You can control the message receipts a subscriber hears. You can set defaults for each new subscriber message receipt by entering access codes in the **Access** field on Application Screen Page 5. Or, you can set receipts up differently for each subscriber using the **Access** field on individual Personal Directory pages. The message receipt access codes are:

B   The subscriber does not hear a receipt summary.

X   The subscriber cannot mark or cancel return receipts.

Z   The system marks **every** message sent for return receipt.

By default, the system adds the **B** access code to every subscriber **Access** field, and does not play receipt summaries for subscribers. Also, by default, the system asks if a subscriber wants to mark a message with return receipt requested each time he or she sets a message special delivery options.

Use the message receipt access codes for the following results:

MESSAGE RECEIPT ACCESS CODE	RESULT
B only	This is the default. The system does not play receipt summaries. A subscriber can mark any message for return receipt. A subscriber can also cancel requests for return receipts.
X only	The system plays receipt summaries, and turns off return receipts to prevent redundant receipts.
B and **X**	Turn off receipt summaries and return receipts.
B and **Z**	The system marks all messages return receipt requested. Subscribers can cancel a return receipt request by changing a message special delivery option. The system does not play receipt summaries.

Figure 9-13 Message Receipt Access Codes and Results

Avoid the following:

- **X and Z**. The system automatically marks every message with return receipt requested. Subscriber can't cancel the request.

- **Z only.** The system plays receipt summaries and return receipts for each message, resulting in redundant receipts. Always add the **B** code when you use **Z**.

Leave Messages

Each time you leave a message for a subscriber, guest, or message group, the system lets you review any messages you already sent to that person or group. This feature allows you to review unheard messages, then cancel them or change their special delivery options. This feature is not affected by the **B**, **X**, or **Z** access code.

Also Refer To:

✆   Section 1 Message Types on page 9-1

✆   Section 12 Take a Message on page 9-45

✆   Chapter 20 Subscribers

SECTION 12

TAKE A MESSAGE

EliteMail is very flexible in how it takes messages from outside callers. You can set up different options for individual subscribers. You can set up message taking in transaction or voice detect boxes for special applications. You can also control whether or not callers can edit messages, or leave urgent messages.

This section discusses how to control message taking through system-wide fields and individual fields on Personal Directory, Transaction Directory, and Application Screen pages. The focus is primarily on how outside callers leave messages. You can also control how subscribers leave messages by adjusting access codes. For details, refer to Chapter 20 Subscribers.

The Transfer→Greeting→Action Structure

In most cases, the voice mail system handles calls by following the programmed sequence Transfer→Greeting→Action set up for a subscriber or box and displayed on:

✆   The Personal Directory page for each subscriber. Refer to Figure 9-14 Message Taking Fields on Subscriber Page.

✆   Chapter 24 Transaction Boxes

✆   Application Screen Page 3 (the Operator Box).

If the **Action** field is **Take-msg**, the system takes a message from any caller who is routed to the box and passes through the **Transfer** and **Greeting** sections of the sequence. For example, if call transfer is active for a subscriber, the voice mail system first tries to transfer a call to the telephone number listed. If the line is busy or unanswered, the system plays the applicable greeting, then takes a message.

Figure 9-14   Message Taking Fields on Subscriber Page

When setting subscriber or other box message-taking fields, you should consider the flow of a call through this entire Transfer→Greeting→Action structure. The greetings and one key dialing features in particular may be used for special applications, such as telling a caller the type of message to leave, routing a caller to a personal secretary, or allowing a caller to page the subscriber or try another extension instead of leaving a message.

System-Wide Message Fields

System-wide fields control message taking and affect all messages, including those left by subscribers. They are configured on Application screen Page 6. Refer to Figure 9-15 Message-Taking Fields on Application Screen Page 6.

The settings of many of these fields affect other aspects of the system performance, such as the liveliness of the system conversation or the amount of disk space used. You may need to adjust these fields to meet particular application requirements or optimize system performance.

```
░░░░░░░░░░░E A S Y M A D E  A P P L I C A T I O N ░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5      Short ending: 2    Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15   mins left

56. Blank PC screen? Yes        Screen Type: Mono        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:              Monthly:
58. Startup: CNG                         Error notices to: 0
59. ID for Alpha Directory: 555       Auto xfer? Yes   ID for Num Groups:
────────────────────────── Public Fax Box ──────────────────────────
Fax ID: $_FAXBOX       Transfer? No            Alt Action: Operator
Voice name: 0:02       Await-Ans-->4  Rings
                       Holding? No              Announce: Always
```

Figure 9-15 Message-Taking Fields on Application Screen Page 6

✆   Maximum Message Life

Use this field to set the maximum time (in days) that the system retains a new (unheard) message in the system. The default value of 999 days keeps new messages forever. When the maximum message life is exceeded, the message is deleted from the system, even if the intended recipient has not heard it.

✆   Public Hold/Archive msgs

This dual field controls how long public messages are stored on the system, after they are heard. Public messages are not addressed to a particular subscriber and are available to anyone with public message access. For details, refer to Chapter 14 Public Interview Box and Public Messages.

✆   Max person-person recording

Use this field to set the maximum time (in seconds) for messages traded between people enrolled in the system. This field applies to all subscribers and guests and controls the largest amount of disk storage space a single, two-way message can take. Messages that are shorter than the maximum occupy less disk space, so you do not necessarily waste disk space by setting this to a large value.

Each second of recording in a message takes approximately 3000 bytes of storage space. The default value is 300 seconds (5 minutes). Subscribers may leave multiple messages of this length to the same subscriber.

✆   Max screening recording

When the system screens a call, an outside caller is asked, *"Whom may I say is calling?"* This field sets the maximum time, in seconds, that the system records a reply to that question. For details, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16. The default value is 6 seconds.

✆   Skip back time on #

Use this field to control how many seconds the system moves forward or backward through a message being played, when a subscriber presses the message transport 7 or 9 key on a touchtone telephone. The **#** also allows a subscriber to move backward through message playback. The default value is 4 seconds.

✆   Record Pauses...

The system listens for pauses in a caller speech to determine when the caller has stopped talking and finished a recording. The system then stops recording and plays the next prompt. Three fields control how the system determines when a caller has paused: **Beginning**, **Short ending**, and **Long ending**.

•   Beginning

The time (in seconds) the system waits for a caller to start speaking. If the caller does not say anything during the specified time, the system plays the next prompt without recording a message from the caller.

•   Short ending

The system uses this field if the value that determines the maximum recording time for the message is less than 30 seconds. If the caller pauses for an interval longer than the number of seconds set in the this field, the system assumes the caller has finished speaking.

•   Long ending

The system uses this field if the maximum recording time for the message is 30 seconds or longer. If the caller pauses for an interval longer than the time set in this field, the system assumes the caller has finished speaking.

The **Long ending** field should be higher than the **Short ending** field because long, multisentence messages may have longer natural pauses than short messages. Shorter pause times make the conversation faster, and more human to the caller. Longer pause times reduce cutting a caller off before they finish speaking.

✆   Beep on Record?

When this field is **Yes**, the system plays a beep after requesting a caller to leave a message to tell the caller when to begin speaking.

✆   Disk full warning at   mins left

Use this field to control when the system warns subscribers that disk space on the voice mail system is getting low. When the message storage available on the system is equal to or less than the number of minutes specified in this field, subscribers are asked to delete any unnecessary messages when they call the system.

Set Subscriber Message Fields

Message-taking fields that affect the message life cycle (the time allowed for an outside caller message, whether or not outside callers can edit messages, whether or not messages should be marked urgent, or what to do after taking a message) can be set for individual subscribers.

To view all the message-taking fields for a subscriber, press `Ctrl`-`E`, then press `↓`, and press `←Enter` to open the Expanded Transfer Options window. Refer to Figure 9-16 Message-Taking Fields on Subscriber Personal Directory Page. The first line in the **Action** area must read **Take-msg** for the message-taking fields to take effect.

.

```
░░░░░░░░░░░░░░░░░ P E R S O N A L     D I R E C T O R Y ░░░░░░░░░░ NAME SORT
│         Name: Ronk, Amy                    SYSTEM MANAGER
│    Personal ID: NEC                        Voice name: 0:02
│ Extension # ID: 9696                       Hold/Archive msgs:   0 /2   days
╞══ E X P A N D E D   T R A N S F E R   O P T I O N S ═══  Press ESC to Exit
│ ┌>Transfer ─────────┬>Greeting ──┬>Action ──────────────────────────
│  Transfer? No        »Std: 0:00   │ Take-msg
│  Await-Ans-->4 Rings »Int: 0:00   │
│  Screening? No  Holding? No  Alt: 0:00  │ Max-msg:  90 sec  Edits OK? Yes
│  Transfer Options : A      Actvie: STD  │ Send Msg Urgent? No
│  Screening Options:        Int: Yes     │ After Msg: Hangup
│
│   One key dialing: 1>      2>      3>       4>      5>
│                    6>      7>      8>       9>      0>
│
```

Figure 9-16 Message-Taking Fields on Subscriber Personal Directory Page

✆   Hold/Archive msgs

Use this dual field to control how long the system stores messages
that are heard. Hold controls old messages. Archive controls
archived messages (messages that the subscriber has saved).

The default values are **0/2**. Old messages are stored until midnight
on the day they are first heard, while archived messages are held for
two days after they are saved. You can archive a message more than
once. Each time an old or archived message is heard, you must save
it again or it is deleted immediately.

✆   Max–msg

Use this field to set the message time, in seconds (maximum 9999
seconds or 167 minutes), for the subscriber messages from outside
callers. The default value is 90 seconds. This field does not apply to
subscriber-subscriber and guest-subscriber messages, that are
controlled system-wide by the **Max person-person recording** field
on Application screen Page 6.

Each second of recorded message takes approximately 3000 bytes
of disk storage space.

✆   Edits OK?

If this field is **Yes**, an outside caller can change a message
immediately after leaving it. After leaving a message, the caller
hears:

"Thank you. If you'd like to add to your message, press 1. To listen to
it, press 2. To record it again, press the pound key. Otherwise, I'll
make sure your message is delivered."

If the caller presses 1 or the pound key, a beep indicates that the
caller should begin speaking. If a message is added to, the second
message is immediately added to the first message, so that it sounds
like one continuous message to the recipient. If a message is
recorded again, the second message completely replaces the
original one.

After the caller finishes the second recording, the system gives the
caller another opportunity to edit the message.

☞   Only outside callers can edit messages this way. However,
      subscribers and guests can achieve similar results by sending an
      additional message to the same recipient.

✆   Send Msg Urgent?

Use this field to control whether or not messages left by outside callers should be marked urgent. Urgent messages are heard first in a subscriber message stack. Three values are allowed:

VALUE	DOES THIS
Yes	All outside caller messages are marked urgent.
No	No outside caller messages are marked urgent.
Ask	Callers are asked if they want to leave an urgent message.

✆   After Msg

Use this field to control what follow-up action the system takes after taking a message. The possible actions are:

G   Go to system ID
H   Hangup
O   Transfer to operator
R   Restart
S   Say good-bye
T   Take a Message

Refer to Appendix B Action Codes for code descriptions.

Subscriber Default Fields

You can set up default values for message-taking fields on Application screen Page 5. Refer to Figure 9-17 Message-Taking Fields on Application Screen Page 5. The system sets the message-taking fields to the defaults for each new subscriber added to the system.

```
░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░ Page 5 of 6 ░░░░
   40. Defaults for each new  Subscriber:
   Personal ID: 9X

                                  Hold/Archive msgs:   0 /2   days
═ E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ═
─>Transfer ──────────────>Greeting ────>Action ──────────────────────
  Transfer? Yes-->X                    Take-msg
  Await-Ans-->4  Rings
  Screening? No  Holding? No           Max-msg:  90 sec  Edits OK? Yes
 »Transfer Options : A                 Send Msg Urgent? No
  Screening Options:        Int = Yes  After Msg: Say-bye

   One key dialing: 1>       2>       3>        4>        5>
                    6>       7>       8>        9>        0>
```

Figure 9-17   Message-Taking Fields on Application Screen Page 5

✆   Message Counts

When the Expanded Transfer Options window is closed, you can see the following display-only message counts for a subscriber.

New Msgs: 0 =0:00   Total: 0 =0:00

The first number in the New Msgs: field shows new messages, followed by the combined time of these messages in hours:minutes. The first number in the Total: field shows total messages, followed by the total time of all the messages in hours:minutes.

These message counts do **not** include public messages or group messages and may not be accurate if a message was added or deleted in the last five minutes. If you press ⌤F7⌤ to delete all subscriber messages, the counts in these fields do not change to zero for a few minutes, especially if the system is busy processing calls.

Use Access Codes to Control Subscriber Messages

You can use access codes to control whether or not a subscriber:

✆   can leave messages for other subscribers, guests, or groups

✆   can leave messages for open message groups

✆   can mark messages for special delivery

✆   can edit messages to other subscribers.

For details, refer to Chapter 20 Subscribers.

Transaction Box Message Fields

Transaction boxes can also take messages. The message-taking fields for a transaction box are shown below. These fields are only active if at least one of the **Day:** or **Nite:** fields is **Take-msg**. The fields operate the same as those on a subscriber Personal Directory page.

```
▒▒▒▒▒▒▒▒▒▒▒▒ T R A N S A C T I O N   D I R E C T O R Y ▒▒▒▒▒▒▒▒▒▒ NAME SORT
       Name: Technical Support Box    Transaction box of Ronk, Amy
 System ID: 800                       Voice name: 0:02    Schedule #:

 ┌>Transfer ──────────────┌>Greeting ──────┌>Action ─────────────
 Day?   Yes-->24           »Day:  0:08       Day:  Take-Msg
 Nite?  No                  Nite: 0:08       Nite: Take-Msg

 Await-Ans-->4  Rings       Alt:  0:10       Max-msg:    90 sec
 Intro: 0:00    Holding? No                  Edits OK? Yes
 Transfer Options :         Active: D/N      Send Msg Urgent? No
                                             After Msg: Say-bye
 ┌───────────────────────────────────────────────────────────────
   One key dialing: 1>       2>       3>        4>        5>
                    6>       7>       8>        9>        0>
```

Figure 9-18   Message-Taking Fields on Transaction Box

Take Messages in the Operator Box

The system Operator Box can take messages. Usually, however, you should use the Public Interview Box to take messages for the Operator Box (using **GotoID→$PM**). The interview questions can ensure you get all the information you need from a caller to properly forward the message.

Take Messages in Interview Boxes

Interview boxes take messages, even though they do not use the Transfer→Greeting→Action structure. You may use interview boxes to take messages because they allow you to ask questions of the caller leaving the message. To use an interview box for message taking, set the **Action** field to **GotoID→** and include the System ID of the interview box.

Also Refer To:

✆   Section 1 Message Types on page 9-1

✆   Section 5 Message Delivery on page 9-9

✆   Section 10 Message Playback on page 9-31

✆   Chapter 2 Section 2 Call Transfer on page 2-11

✆   Chapter 2 Section 3 Screen Calls on page 2-16

✆   Chapter 6 Interview Boxes

    ✆   Chapter 11 Opening Greeting

    ✆   Chapter 20 Subscribers

    ✆   Appendix B Action Codes

SECTION 13
MESSAGE WAITING
LAMPS

The voice mail system can alert subscribers with new messages by turning on a message waiting indicator on the telephone. This eliminates the need to repeatedly check with the system to see if any new messages are received. Usually, this indicator is a message waiting lamp or LED message. For simplicity, all message waiting indicators are called message waiting lamps.

This section describes message waiting lamps and the fields that affect them.

☞   You can also set the system to deliver messages by dialing an extension or external telephone number. For details, refer to Section 5 Message Delivery on page 9-9.

Set Fields for Subscriber Message Waiting Lamp

Message waiting lamp fields are in the **Message Notification** section of the Personal Directory pages. Refer to Figure 9-19 Message Waiting Lamp Fields for Subscriber.

```
░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
           Name: Yale, Hugh
     Personal ID: 912312        SC         Voice name: 0:02
Extension # ID: 12312                      Hold/Archive msgs:   0 /2   days
        Access: PCB                        New Msgs:0  =0:00  Total:0  =0:00
  ┌>Transfer ──────────────┬─>Greeting ──┬>Action ─────────────────────
   Transfer? No            │ »Std: 0:00   │ Take-msg
   Await-Ans──>4  Rings     │  Int: 0:00   │
   Screening? No  Holding? No│ Alt: 0:00   │ Max-msg:  90 sec  Edits OK? Yes
  ┌─Message Notification ────────────────────────────────────────────────
  Lamp #: X                                Activate Lamps? Yes  On Now? No
  #1:          after 0    min,  8:00am- 6:00pm MTWHF    5  rings 30  min,Off
  #2:          after 0    min,  6:00pm- 9:00pm MTWHF    4  Rings 60  min,Off
  #3:          after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
  #4:          after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
  ───────────────────────────────────────────────────────────────────────
                        Ctrl-E for expanded options
```

Figure 9-19   Message Waiting Lamp Fields for Subscriber

    ✆   Lamp **#**

        This is the extension number the system dials when attempting to turn a message waiting lamp on or off. **X** in this field indicates the extension ID listed on the screen.

✆   Activate Lamps?

      Enter **Yes** to turn on the message waiting lamp function for an individual subscriber.

✆   On Now?

      This field indicates the current state of the subscriber message waiting lamp. It can be changed manually when you are testing or resetting message waiting lamps.

Set Fields for Message Waiting Lamps System-Wide

Message waiting lamp fields that apply to all subscribers are entered at the top of Switch Setup Screen Page 2. Refer to Figure 9-20 System-Wide Message Waiting Lamp Fields.

```
░░░░░░░░░░░░ E A S Y M A D E   S W I T C H   S E T U P  ▓▓▓ Page   2 of 3 ▓▓▓

┌──────────────────────────────────────────────────────────────────────────┐
│10. Message Lamp On: X                    Retries: 1                         │
│             Off: X                       Interval (mins): 5                 │
│    Reset All Lamps? No                   Daily Lamp Reset:                  │
└──────────────────────────────────────────────────────────────────────────┘
 11. Dialout pause (,)= 100  (;)= 300     Hookflash (&)= 65   (%)= 200
 12. Dialout DTMF duration: 10            DTMF interdigit delay: 10
 13. Dialtone delay: 100


 14. Max lines holding total: 8           Max lines holding for ext: 8
 15. Number tries between TT checks: 4    Extra hold time between tries: 50
                                          Message refresh interval: 0
     Live Record beep interval: 15        Live Record after transfer: No
```

Figure 9-20   System-Wide Message Waiting Lamp Fields

These fields are automatically filled in when you enter the NEC switch on Line 1 of Switch Setup Screen Page 1. For details, refer to Chapter 21 Switch Setup.

✆   Message Lamp On:

      Use this field to set the code sent to the subscriber telephone to turn on the message waiting lamp. For EliteMail, **X** indicates the extension number.

✆   Off:

      Use this field to set the code sent to the subscriber telephone to turn off the **X** code.

✆   Retries:

Use this field to set the number of times the system sends the **Message Lamp On** or **Message Lamp Off** sequence to the subscriber telephone. Retries are necessary if the message waiting lamp does not light after a single attempt.

✆   Interval (mins)

Use this field to specify the time (in minutes) between retries.

✆   Reset All Lamps?

Use this field to tell the voice mail system to immediately reset all message waiting lamps. Use this field if the Electra Elite was temporarily unavailable and turned off message waiting lamps. When you set this field to **Yes**, the voice mail system lights the message waiting lamp for each subscriber with new messages.

✆   Daily Lamp Reset

Use this field to specify a time for the voice mail system to reset message waiting lamps. Each day at the time you specify (*e.g.*, 2:00 am), the voice mail system turns on the message waiting lamp for each subscriber with new messages waiting.

Message Notification Dial Out

The voice mail system must have enough dialing ports to light message waiting lamps promptly and deliver new messages to subscribers. The system also needs enough answering ports to take messages and handle incoming calls. Control this with port status settings, on Application screen Page 2. Refer to Chapter 21 Switch Setup.

```
▨▨▨▨▨▨▨▨▨▨▨ E A S Y M A D E   A P P L I C A T I O N  ▨▨▨▨ Page 2 of 6 ▨▨▨▨
                              All Ports   Port 1    Port 2    Port 3    Port 4
                               Day Nt     Day Nt    Day Nt    Day Nt    Day Nt



11. Opening Greeting Box ID:      $GR $GR



14. Port Status:                            Ans       Ans       Ans       A/D
15. Rings to answer (0->real):               1         1         1         1
16. Day/Night Schedule (1..4):               1         1         1         1


```

Figure 9-21   Port Status

Correctly setting Line 14 of Application screen Page 2 is vital to light message waiting lamps promptly and call to pagers and extensions.

The voice mail system must have at least one port available for dialing out to light message waiting lamps and deliver messages, but more dial-out ports may be required.

Consider the following factors when configuring the port status:

✆   A dial-out port used to call subscribers for message delivery likely is tied up by the subscribers that the voice mail system contacts while the subscribers sign in and check their messages. Any dial-out to activate message waiting lamps must wait for the dial-out port to become free. This may result in a message waiting lamp or pager not being activated until long after a message is received.

✆   If the voice mail system answers calls on a dial-out port, the system ability to dial out can be compromised by incoming call traffic.

✆   A very busy system, lighting dozens of message waiting lamps and notifying dozens of subscribers of their messages every hour, requires two or more dial-out ports.

✆   If the voice mail system has too many dial-out ports dedicated to message waiting lamps or message delivery, there may not be enough free ports to accept incoming calls, causing callers to get a busy signal when they try to leave or retrieve messages.

✆   Setting one port on the system to either **A/L** or **Lamp** and setting all other ports to **A/M**, **Msg** or **Ans** guarantees that the voice mail system uses only one port for all message waiting lamp calls.

The port status options that affect message waiting lamps are explained below.

✆   Dial

     Dial out only. The port is dedicated to dialing out to deliver messages and to light message waiting lamps. It does not answer incoming calls.

✆   Lamp

     Lamp only. The port is dedicated to dialing out to light message waiting lamps exclusively. It does not answer incoming calls.

✆   A/D (Answer/Dial out)

      This port answers incoming calls. When the port is not answering an
      incoming call, it dials out to deliver messages and to light message
      waiting lamps.

✆   A/L (Answer/Light Lamps)

      This port answers incoming calls. When the port is not answering an
      incoming call, it dials out only to light subscriber message waiting
      lamps.

For details on setting port status options, refer to Chapter 13 Port
Applications.

Use Message Waiting Ring

You can set up the voice mail system to notify callers with a **message
waiting ring** when a new message is waiting. The system dials an
extension and then hangs up, with enough of a pause that the extension
issues a single, short ring.

To do this, add a comma and Q to the subscriber extension number in a
message delivery telephone number field on the subscriber Personal
Directory page (*e.g.*, **X,Q**).

Use Pager or Beeper

The system can also dial out to a pager or beeper to notify a subscriber
when a new message is waiting. This is handled through the system
message delivery feature and is discussed in Section 5 Message Delivery
on page 9-9.

Also Refer To:

✆   Section 1 Message Types on page 9-1

✆   Section 9 Message Notification on page 9-29

✆   Section 10 Message Playback on page 9-31

✆   Chapter 13 Port Applications

✆   Chapter 20 Subscribers

✆   Chapter 21 Switch Setup

Numeric Access

The voice mail system is flexible enough to allow subscribers to leave messages for subscribers, guests, and message groups by pressing either numbers or letters. This chapter describes how a system is set up for numeric access.

**SECTION 1
SET UP THE
SYSTEM FOR
NUMERIC ACCESS**

Areas of the system affected if numeric access is used include:

✆ Access to subscribers and guests

The **Access** field on subscriber Personal Directory pages should contain E. With E, the system asks the subscriber for an extension number to leave messages for other subscribers or guests. You also can set numeric access as the default for new subscribers added to the system by adding E to the **Access** field on Application screen Page 5.

✆ Access to message groups

Set up a special System ID for numbered message groups. Subscribers press this special System ID before they leave a message for a numbered message group. Set this ID on Line 59 of Application screen Page 6, in the field labeled **ID for Num Groups**. For details, refer to Chapter 22 Section 2 Special System ID for Numbered Groups.

Verify that the first three characters of each message group name are numbers. A message group name is displayed in the upper left corner of the Groups Screen. To leave a message for a message group, subscribers press these three numbers. The group number should also be in the group recorded name (*e.g.*, *Group 234: Sales Department*). For details, refer to Chapter 9 Section 7 Message Groups on page 9-18.

✆ Numeric directory assistance

Numeric directory assistance allows outside callers to find a subscriber extension number without spelling the name. For details, refer to Chapter 3 Directory Assistance. (You can use numeric directory assistance even on systems that do not use numeric access.)

SECTION 2
LEAVE MESSAGES BY
NUMBER

A comparison of the conversation for numeric access and the conversation for lettered access is shown below:

NUMERIC ACCESS (USING E ACCESS CODE AND 77 FOR THE SPECIAL SYSTEM ID)	LETTERED ACCESS (NO E ACCESS CODE)
"Would you like to leave any messages?"	*"Would you like to leave any messages?"*
"Please enter the extension number or 77 for groups."	*"Please enter the first three letters of the last name..."*
If the subscriber presses 7 7, the system continues with: *"Please enter the three-digit group number."*	

Figure 10-1   Comparison of Conversations for Numeric and Lettered Access Codes

With numeric access, you can leave messages for subscribers, guests, and message groups by number. To leave a message for a subscriber by number, enter the subscriber Extension # ID. To leave a message for a guest by number, enter the guest Personal ID. To leave a message for a message group, first press the special System ID for numbered groups. Then, press the three-digit number for the group you want.

☞   You can use the system wildcard character to select a numbered message group. For example, if the wildcard character is 1, press 511 to list all message groups starting with the number 5. Or, press 111 to list all message groups you can send a message to.

Switch between Using Numbers and Using Letters

If the system uses a lettered keypad map, you can switch from leaving messages by number to leaving messages by letter (and back again). While the system is asking, *"Please enter the extension number or <System ID> for groups..."*, press ⌗ twice. The system immediately asks you for letters: *"Please enter the first three letters of the last name..."*

To switch back to numeric access, press ⌗ twice again *during* this prompt. After you switch to lettered access, the system continues using lettered access until you switch back or hang up.

Set Up Special System ID for Numbered Groups

With numeric access, message groups have numbers instead of spelled group names. Subscribers send a message to a numbered group by first pressing a special System ID for numbered groups, followed by the group number. This way, the system does not confuse Extension # IDs with message group numbers. Message group numbers do not have to be unique, but all System IDs must be unique.

Set the System ID for numbered groups in the **ID for Num Groups** field on Application screen Page 6. Refer to Figure 10-2 The ID for Num Groups Field on Application Screen Page 6.

```
░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N  ░░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days        Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2        New Msgs:  0=0:00  Total:  0=0:00

52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4      Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2    Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left

56. Blank PC screen? Yes       Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:          Monthly:
58. Startup:                        Error notices to: 0
59. ID for Alpha Directory: 555       Auto xfer? Yes   ID for Num Groups: 77
─────────────────────── Public Fax Box ────────────────────
 Fax ID: $_FAXBOX     │ Transfer? No        │ Alt Action: Operator
 Voice name: 0:02     │ Await-Ans-->4  Rings │
                      │ Holding? No         │ Announce: Always
```

Figure 10-2   The ID for Num Groups Field on Application Screen Page 6

The ID for numbered groups is a System ID, and must be unique. When choosing this special ID, follow these guidelines:

✆   Choose a short number. Short numbers are easier to remember, and make the conversation flow better.

✆   Remember that the ID you choose prevents you from using a range of other System IDs. For example, using 77 for the special System ID makes the ranges 770-779 and 7700-7799 unavailable.

Also Refer To:

✆   Chapter 3 Directory Assistance

✆   Chapter 7 Keypad Maps

✆   Chapter 9 Messages

✆   Chapter 20 Subscribers

Opening Greeting

The opening greeting is the system greeting for outside callers. Like other parts of the system conversation, the opening greeting has phrases and prompts. Here is a sample opening greeting:

"Hello, EliteMail Messaging System. If you are calling from a touchtone telephone, you may enter the extension anytime. If you don't know the extension, press 411 for a directory. Otherwise, please stay on the line and an operator will be right with you."

Because this greeting is often the first contact people have with your organization, you may want to customize the opening greeting to announce your organization name and greet callers in the official voice.

SECTION 1
THE OPENING
GREETING
PROMPTS

Unlike other parts of the system conversation, the prompts used in the opening greeting phrases are **not** used in any other system phrase. You can record these prompts again without affecting any other phrases in the system. These special, unique prompts are stored in the Day/Nite voice fields in the $Greeting transaction directory.

In most applications, the voice mail system answers every incoming call the same way, regardless of which port the call comes in on. Refer to Figure 11-1 Opening Greeting Prompts.

```
            E A S Y M A D E   A P P L I C A T I O N       Page 2 of 6
                              All Ports  Port 1   Port 2   Port 3   Port 4
                              Day Nt    Day Nt   Day Nt   Day Nt   Day Nt
    ----------------------------+--------+--------+--------+--------+--------+


    11. Opening Greeting Box ID:      $GR $GR



    ----------------------------+--------+--------+--------+--------+--------+
    14. Port Status:                           Ans      Ans      Ans      A/D
    15. Rings to answer (0=>pool):             1        1        1        1
    16. Day/Night Schedule (1..4):             1        1        1        1
    ----------------------------------------------------------------------
```

Figure 11-1 Opening Greeting Prompts

Each column on this screen represents one port. Line 11, the Opening Greeting Box ID is the message box that contains the Day/Night opening greeting.

The bottom half of the screen shows the port-specific options set.

Display Additional Ports

Only Ports 1~4 are displayed on the screen. If the system has more than 4 ports, press Ctrl-PageDown to view the settings of the next 4 ports.

**SECTION 2
USE THE VOICE
DETECT FEATURE**

Use the voice detect feature to handle callers who can't enter touchtones. These callers are routed to a voice detect transaction box that allows them to respond to prompts by saying Yes or remaining silent. Using voice detect changes the opening greeting structure. For details, refer to Chapter 25 Voice Detect.

**SECTION 3
ROUTE OUTSIDE
CALLS TO SPECIFIC
MESSAGE BOX**

A specific trunk or group of trunks may be answered by separate message boxes. This is especially useful when the voice mail system is being shared by multiple companies. For example: One company uses trunks 1~4; another company uses trunks 5~8. Each company uses separate message boxes for their opening greeting. For more information, refer to **TRUNK MAPPING** in Appendix F Integration Option Codes.

**SECTION 4
THE AVPRMPT FILE**

Each time the system is turned on or restarted, it reads a special configuration file that keeps track of the system prompts and controls whether the system looks for prompts individually on the hard disk or in the Quick Play file.

This file, called AVPRMPT, has a different file extension and subdirectory location for each language the system uses.

Refer to the table below to find out the extension and subdirectory for the AVPRMPT file used by the system.

☞ The PROMPT subdirectory is stored in the directory with voice mail software (*e.g.*, C:\VMAIL\PROMPT\US\AVPRMPT.US). If the system uses a language other than those listed in the table, the language subdirectory uses a different 2-letter name.

LANGUAGE	PROMPT SUBDIRECTORY AND FILENAME
Australian English	PROMPT\AU\AVPRMPT.AU
United Kingdom English	PROMPT\UK\AVPRMPT.UK
United States English	PROMPT\US\AVPRMPT.US

Figure 11-2   AVPRMPT Subdirectory Location and Filename

Each AVPRMPT file has sections that list the prompts in each prompt set. Each section contains a command (**QP=**) that defines which prompts in the prompt set should be used for Quick Play. Figure 11-3 Sample Part of AVPRMPT File shows a few lines from an AVPRMPT file.

```
[DT]
SetName=DT-Date & Time
QP=20-34
PromptMax=42
1=Monday (trailing)
2=Tuesday (trailing)
3=Wednesday (trailing)
4=Thursday (trailing)
5=Friday (trailing)
6=Saturday (trailing)
7=Sunday (trailing)
```

Figure 11-3   Sample Part of AVPRMPT File

Each time the system is restarted, it reads the AVPRMPT file for each language, and copies each Quick Play prompt into another file called QP.IDX (Quick Play index). Then, instead of searching through the hard disk each time it needs to play a Quick Play prompt, the system plays it directly from the QP.IDX file. This significantly speeds the flow of the conversation.

☞   Only prompts recorded as **Day** for **All Ports** are listed in the AVPRMPT file and may be indexed as Quick Play prompts.

Each prompt in the set is listed by number, followed by a brief description. The first prompt shows Monday with a trailing emphasis. The description following the prompt number displays on the Voice Prompt Editor Screen, in the Description column. Each description is limited to 255 characters.

☞   If you edit the description of a prompt in the AVPRMPT file, you change the description displayed on the Voice Prompt Editor Screen. If you change the description on the Voice Prompt Editor Screen, you also change the text in the AVPRMPT file. Changing the description does **not** affect the recording.

Change the Prompts Used for Quick Play

You can edit the **QP=** command in the AVPRMPT file to change which prompts are used in Quick Play, or use one of these 3 AVPRMPT files shipped with the system:

✆   AVPRMPT.ENV

Includes the prompts used most often by most systems. Includes prompts for date and time stamps, sending and retrieving messages, reviewing old messages, and many prompts used for setup options. This is the AVPRMPT file used by most systems.

✆   AVPRMPT.2M

Includes all of the prompts in AVPRMPT.ENV, plus several more commonly-used prompts, to create approximately a 2MB QP.IDX file.

✆   AVPRMPT.ALL

Includes **all** of the prompts on the system, including those installed with any feature packages. You must have enough storage space on the hard disk to use all the system prompts in Quick Play.

These 3 files have the Quick Play commands for each prompt set already defined. All you have to do to use one of these files is copy it to the system AVPRMPT file location (*e.g.*, C:\VMAIL\PROMPT\US\AVPRMPT.US).

Exiting to DOS disconnects all calls in progress.

Use AVPRMPT file Shipped with the System

1.   At the Banner Screen, press ⌷Esc⌷ then press ⌷Y⌷ to exit the system. Enter a System Manager ID, and press ⌷←Enter⌷.

2.   Change to the subdirectory containing system prompts (*e.g.*, enter **CD PROMPT\US,** and press ⌷←Enter⌷).

3.   Use the DOS COPY command to copy one of the AVPRMPT files shipped with the system to the AVPRMPT file used by your system. (*e.g.*, enter **COPY AVPRMPT.2M AVPRMPT.US**, and press ⌷←Enter⌷).

4.   Press ⌷Ctrl⌷-⌷Alt⌷-⌷Del⌷ to restart the system.

Use Your Own List of Prompts in Quick Play

You can also use your own list of prompts in Quick Play. To do this, you change the prompts defined for Quick Play on the **QP=** lines in the AVPRMPT file. If you do this, choose only the prompts the system uses most often, or the prompts that are combined with other prompts, such as:

"Recorded...<day> at <hour> <minute> am/pm." "For no reply, press 2, otherwise I'll record your message now."

> **Exiting to DOS disconnects all calls in progress**

1.   Exit the voice mail software. To exit the software, at the voice mail system Banner Screen, press Esc then press Y. Enter a System Manager ID, and press ↵Enter.

2.   Make a backup copy of the AVPRMPT file. For example, change to the prompt subdirectory, then enter **COPY AVPRMPT.US AVPRMPT.OLD, and** press ↵Enter. (This makes it easier to restore the original AVPRMPT file later if needed.)

3.   Using a text editor, edit the AVPRMPT file.

4.   Search for the correct prompt set, using the set 2-letter code. (*e.g.*, search for HD to find the call holding prompt set).

5.   Find the line beginning with **QP=** (look below **SetName**).

6.   Change the **QP=** line to one of the following:

QP=ALL	Use all the prompts in the prompt set in Quick Play.
QP=NONE	Do not use any prompts in the prompt set in Quick Play.
QP=_n_	Use prompt numbers listed. List prompts individually, separated by comma (*e.g.*, **QP=1,4,26,43**), or use hyphen for range of numbers (*e.g.*, **QP=12-33**). You can also use a combination (*e.g.*, **QP=1,3,5-7,10**). To find out a prompt number, scroll through the list under the prompt set.

7.   Repeat step 4 for every prompt set with prompts you want in Quick Play. When you finish editing, save the AVPRMPT file.

8.   Press Ctrl-Alt-Del to restart the system.

Figure 11-4 Sample Music-on-Hold Prompts Used in Quick Play shows how to change the AVPRMPT file so that the music-on-hold prompts (holding prompts 23-32) are used in Quick Play.

```
[HD]
SetName=Holding
QP=23-32
PromptMax=34
1=I'm sorry, all lines are busy.
2=I'm sorry, all lines are still busy.
3=is still on the telephone.
4=calls are answered in the order received.
5=If you'd like to hold, press 1, to leave a message press 2.
6=To continue to hold press 1, to leave a message press 2, or to try another extension,
press the pound key.
7=I will attempt to put you through.
8=while you are holding you may press 2 to leave a message, or the pound key to try
another extension anytime.
9=remember, you may press 2 to leave a message, or the pound key to try another
extension anytime.
10=you are first in line.
11=you are second in line.
12=you are third in line.
13=you are fourth in line.
14=you are fifth in line.
15=you are sixth in line.
16=you are seventh in line
17=you are eighth in line.
18=you are ninth in line.
19=you are tenth in line.
20=There are over 10 calls holding ahead of you.
21=and I have too many lines holding already.
22=I'm sorry the line is no longer busy but now it does not answer.
23=Hold music 0
24=Hold music 1
25=Hold music 2
26=Hold music 3
27=Hold music 4
28=Hold music 5
29=Hold music 6
30=Hold music 7
31=Hold music 8
32=Hold music 9
33=If you'd like to hold, please say yes; to leave a message, remain silent.
34=To continue to hold, please say yes; to stop holding, remain silent.
```

Figure 11-4 Sample Music-on-Hold Prompts Used in Quick Play

Turn Off Quick Play

You can turn off the Quick Play feature by setting **QP=NONE** for every prompt set listed in the AVPRMPT file.

When you turn off the Quick Play feature, the system does not create the QP.IDX file when you turn on or restart the system. Instead of using the QP.IDX file to play prompts, the system searches the hard disk for each individual prompt as needed.

Exiting to DOS disconnects all calls in progress.

1. Exit the voice mail software. To exit the software, at the voice mail system Banner Screen, press ⎡Esc⎤ then press ⎡Y⎤. Enter a System Manager ID, and press ⎡←Enter⎤.

2. Make a backup copy of the AVPRMPT file. (This makes it easier to restore the original AVPRMPT file later if necessary.) For example, change to the prompt subdirectory, then enter:

3. **COPY AVPRMPT.US AVPRMPT.OLD**, and press ⎡←Enter⎤

4. Using a text editor, edit the AVPRMPT file as follows:

5. Search for every occurrence of QP=.

6. Change the QP=line to QP=NONE.

7. Save the AVPRMPT file and exit the text editor.

8. Press ⎡Ctrl⎤-⎡Alt⎤-⎡Del⎤ to restart the system.

Also Refer To:

✆ Chapter 3 Directory Assistance

✆ Chapter 4 Faxes and the Public Fax Box

✆ Chapter 12 Operator Box

✆ Chapter 13 Port Applications

✆ Chapter 14 Public Interview Box and Public Messages

✆ Chapter 15 Recording Voice Fields

✆ Chapter 17 Schedules

✆ Chapter 24 Transaction Boxes

✆ Chapter 25 Voice Detect

Operator Box

An automated attendant cannot completely replace a human operator. The voice mail system provides a special Application Screen, called the Operator Box, for handling calls that go to the operator.

Use the Operator Box to define the operator extension, call transfer settings, greetings, and actions the system should take when the operator is unavailable. Decide how the system handles callers after hours. Create multiple operators, by setting up a new transaction box for each operator.

This topic describes how to set up the Operator Box. Refer to Figure 12-1 Operator Box on Application Screen Page 3. With a few differences, the Operator Box is a transaction box for the operator. Most of the Operator Box features are described in detail in Chapter 24 Transaction Boxes.

```
░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░░ Page 3 of 6 ░░░
20.   Set up System Operator
  System ID: 0                        Voice name: 0:01

 _____>Greeting ──────>Action ──────────────
  Day?   Yes-->0          »Day:  0:10   Day:  GotoID-->$PM
  Nite?  No                 Nite: 0:08   Nite: GotoID-->$PM

  Release     0  Rings      Alt:  0:08   Max-msg:   90 sec
  Intro: 0:02    Holding? No             Edits OK? Yes
  Transfer Options :        Active: D/N  Send Msg Urgent? No
                                         After Msg: Hangup
 _____
 Alternate System IDs for Special Operators on each Port:
```

Figure 12-1   Operator Box on Application Screen Page 3

SECTION 1
THE OPERATOR
SYSTEM ID

The default System ID for the Operator Box is zero, but you can change it. The Operator Box System ID may or may not be the same as the operator actual telephone extension. The operator actual telephone extension number is entered in the **Transfer** section fields: Day? Yes→ and Nite? Yes→.

If the caller does not press any touchtones while listening to the opening greeting, the system automatically takes the action set in the action field of the $Greeting transaction directory.

If the caller presses the Operator Box System ID (typically zero) while listening to the opening greeting, or anytime the system is listening for an ID, the system connects the caller to the operator.

The operator can also be accessed from an opening greeting box, transaction box, voice detect box, or interview box by setting the box **Action** field to **GotoID→** and including the Operator Box System ID.

Assign the Operator Mailbox to an Extension

You can use the telephone to assign the operator mailbox to any extension.

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ⑧ to skip to the **operator mailbox** options.

SECTION 2
TRANSFER, GREETING,
ACTION

After a caller has accessed the Operator Box, the box takes control of the call along the same Transfer→Greeting→Action sequence. This structure, fully documented in Transaction Boxes and summarized here, shows the screen where you set up this structure.

Transfer

For daytime business hours, set daytime transfer to Yes and enter the operator actual telephone extension number after the arrow. The system then attempts to connect a caller directly to the operator. For nighttime hours, set nighttime transfer to No and record a Night greeting explaining that the caller has reached your office after normal business hours.

The following call transfer options apply only if call transfer is **Yes**:

✆   Release

This is the best call transfer type to use for transferring calls to the operator. Calls arrive at the operator console as direct trunk calls.

✆   Await Answer

Await-Ans is used when the operator does not answer calls. If the operator does not answer a call routed through the voice mail system after the designated number of rings, the voice mail system plays the Operator Box greeting and performs the designated action. Set the number of rings the system should wait to 7 or 8 rings.

✆   Wait for Ringback

For Wait-Ring, the voice mail system puts the caller on hold and dials the operator extension. If the extension rings the number of times specified in the **Rings** field, the voice mail system releases the call to the NEC telephone system.

If the operator extension answers while the voice mail system is counting rings, the voice mail system puts the call through. If the extension is busy, the voice mail system plays the Operator Box greeting and takes the specified action.

Call Transfer Fields

You can control how calls are transferred to the operator with this field. For details refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

Although you can use any call transfer option for the Operator Box, to speed call transfers to the operator, you should not use the Confirm, Introduce, Message Screen, or Screen options.

The options are:

A   Announce
C   Confirm
D   Dialtone detection
I   Introduce
M   Message screen
S   Screen

For details, refer to Appendix C Call Transfer Options.

Greeting

The Operator Box greetings are stored in the **Greeting** section of the screen. If a transfer to the operator telephone extension is not successful, the system plays the active greeting, and then takes the specified action.

The Operator Box greetings can be recorded only by the System Manager at the console. They cannot be recorded by telephone.

The greeting does not have to be an actual greeting. It can be any message you wish. However, it should be consistent with the action taken after the greeting. The actions you may select are described below.

Default Greetings

The Operator Box default day greeting is:

"I'm sorry. The operator is currently unavailable. To try again, press zero. Otherwise, please answer the following questions, and I'll make sure your message gets attention."

The default night greeting is:

"You've reached our office after hours. No operator is on duty now. You may leave a message by answering the following questions, and I'll make sure your message gets attention."

The default alternate greeting is:

"Operator is not on duty now. You may leave a message by answering the following questions, and I'll make sure your message gets attention."

Action

If the caller does not press any touchtones during the operator greeting, the system takes the action specified in the **Action** section of the screen. The actions for the Operator Box include:

G   Go to system ID
H   Hangup
O   Transfer to operator (Do NOT use!)
R   Restart
S   Say good-bye
T   Take a message

☞   Setting the **Action** field in the Operator Box to **G**, **O**, or **R** can trap the caller in an infinite loop to the Operator Box.

Refer to Appendix B Action Codes for descriptions of the actions you can specify.

Default Action

The default Operator Box action is **GotoID→$PM**, where **$PM** is the default System ID for the Public Interview Box. When the operator is unavailable, the system routes the caller to the Public Interview Box after it plays the greeting. For details, refer to Chapter 14 Public Interview Box and Public Messages.

Operator Messages Are Public Messages

If you set the Operator Box action to **T** (take a message), any message left in the Operator Box is a **public message**. This is because most callers reach this message box as a last resort, after trying to reach the operator for assistance. All subscribers with public message access can retrieve an Operator Box message in the same way that they can retrieve a message left in the Public Interview Box. You can restrict a subscriber from getting public messages by placing **P** in the **Access** field on that subscriber Personal Directory page. For details, refer to Chapter 14 Public Interview Box and Public Messages.

☞   The system should have at least one subscriber who does **not** have the **P** access code, so that someone receives public messages. Otherwise, these messages can go unnoticed and fill up disk space.

To send private messages to the receptionist/operator, set up a separate Personal Directory page for that person as you would for a regular subscriber. Use this private message box for the operator personal messages, and reserve the Operator Box message taking for messages intended for anyone who fills the operator/receptionist role.

SECTION 3
SET UP MULTIPLE
OPERATORS

The **Alternate System IDs for Special Operators on each Port** screen section allows you to use multiple operators. Callers pressing 0 can be routed to a different operator depending on which system port the call came in on. This feature can support systems with more than one language, systems shared by two businesses or organizations, or other special applications.

To set up multiple operators, you must first add a transaction box or voice detect box for each alternate operator. (For details, refer to Chapter 12 Operator Box or Chapter 25 Voice Detect.) Then, in the **Alternate System IDs for Special Operators on each Port** section, enter the System ID for each alternate operator transaction or voice detect box.

All alternate System IDs are entered in one long field.

The format for each ID is:

P=n

Where P is the number of the port assigned to a particular alternate operator, and n is the System ID of the alternate operator box. You can assign more than one port to the same alternate operator box. For example, entering these System IDs:

1=131 2=132 3-4=135

makes Port 1 use the alternate operator System ID 131, Port 2 use 132, and Ports 3 and 4 both use the alternate operator System ID 135.

When the system routes callers to the operator (for example, if the caller presses 0, or reaches a box with the **Action** field set to **Operator**), callers on Port 1 reach the alternate operator with System ID 131, instead of the one on Application screen Page 3. Callers on Port 2 reach the alternate operator using System ID 132. Callers on Port 3 and Port 4 reach System ID 135. If you enter the alternate operator System IDs in this section, you do not have to enter them on Line 13 of Application screen Page 2.

Also Refer To:

✆   Chapter 2 Call Hold, Transfer, and Screen

✆   Chapter 11 Opening Greeting

✆   Chapter 13 Port Applications

✆   Chapter 14 Public Interview Box and Public Messages

✆   Chapter 15 Recording Voice Fields

✆   Chapter 18 Screens for the application screens

✆   Chapter 20 Subscribers

✆   Chapter 21 Switch Setup

✆   Chapter 22 System IDs

✆   Chapter 23 System Manager

✆   Chapter 24 Transaction Boxes

✆   Appendix B Action Codes

Port Applications

SECTION 1
SET OPENING
GREETING
OPTIONS BY PORT

In most applications, the voice mail system answers every incoming call the same way, regardless of which port the call comes in on. Refer to Figure 13-1 Application Screen Page 2 for 4-Port System. Program special port-specific settings.

```
░░░░░░░░░░░░░E A S Y M A D E   A P P L I C A T I O N ░░░░ Page 2 of 6 ░░░
                                  All Ports  Port 1    Port 2    Port 3    Port 4
                                  Day Nt     Day Nt    Day Nt    Day Nt    Day Nt
         ──────────────────────────────┼─────────┼─────────┼─────────┼─────────┼
 
 
11. Opening Greeting Box ID:      $GR $GR
 
 
         ──────────────────────────────┼─────────┼─────────┼─────────┼─────────┼
14. Port Status:                             Ans       Ans       Ans       A/D
15. Rings to answer (0=>pool):               1         1         1         1
16. Day/Night Schedule (1-4):                1         1         1         1
```

Figure 13-1   Application Screen Page 2 for 4-Port System

The top half of the screen controls how the system answers the calls coming in on each port. Screen layout is similar to the Voice Prompt Editor screen. (Refer to Chapter 15 Recording Voice Fields.)

The port columns in the top half of the screen have Day and Night columns that correspond to the system Day Mode and Night Mode. Day Mode is typically the hours your office is open for business and Night Mode is when your office is closed. You define the hours and days the system is to operate in Day Mode in the **Schedules** fields on Application screen Page 4. For details, refer to Chapter 17 Schedules.

The **All Ports** column is the default configuration. The values entered in this column are used on all system ports, unless a different value is specified in any individual port column.

You may record an alternative opening greeting by recording the Day/Night greeting in the $Greeting transaction directory again. Follow the procedure in Chapter 15 Recording Voice Fields.

Reference

13 - 1

SECTION 2
PORT STATUS
OPTIONS   The bottom part of the screen has port-specific options that control how a port is used for answering calls and/or dialing out, how many rings to wait before answering a call, and which Day Mode schedule to use.

Port Status

The Line 14 **Port Status** field specifies whether the port is dedicated to answering incoming calls or dialing out calls. You can vary the port status assigned to each port in the system to allow the system to efficiently handle incoming and outgoing calls the application requires.

The port status codes are:

✆   Ans

     Answer only, no dial out. The port does not dial out to light message waiting lamps or deliver new messages.

✆   A/D (Answer/Dial out)

     This port answers incoming calls. When it is not answering an incoming call, the port dials out to light message waiting lamps and to deliver new messages.

✆   A/L (Answer/Light Lamps)

     This port answers incoming calls. When it is not answering an incoming call, the port dials out to light message waiting lamps. The port does **not** dial out to deliver messages.

✆   A/M (Answer/Message Delivery)

     This port answers incoming calls. When it is not answering an incoming call, the port dials out to deliver new messages. The port does **not** dial out to light message waiting lamps.

✆   Busy

     Stay off-hook. This port status is used for testing or temporarily taking the port off line.

✆   Dial

     Dial out only. The port is dedicated to dialing out to light message waiting lamps and to deliver new messages. It does not answer incoming calls.

✆   Lamp

Light Lamps only. The port is dedicated to dialing out to light message waiting lamps exclusively. The port does **not** dial out to deliver new messages or answer incoming calls.

✆   Msg

Message Delivery only. The port is dedicated to dialing out to deliver new messages exclusively. The port does **not** dial out to light message waiting lamps or answer incoming calls.

A typical application uses only two port status codes: Answer (**Ans**) and Answer/Dial (**A/D**). The answer/dial ports are used for lighting message lamps and delivering messages. A general rule of thumb is to have one of every four ports set to **A/D**, with the rest set to **Ans**. By limiting the number of ports that can dial out, the system gives priority to answering incoming calls quickly.

However, if the system is not promptly notifying subscribers that they have new messages, the incoming call load might be too heavy for the system to get a chance to dial out and light message waiting lamps. In this case, you might want to assign **A/D** to an additional port, or dedicate one port to Dial out only (**D**). The system must have *at least one* port available for dialing out to use message waiting lamps and to deliver new messages.

Consider the following factors when assigning the port status codes:

✆   A dial-out port (**A/D** or **Dial**) used to call subscribers for message delivery can be tied up for long periods by subscribers listening to delivered messages. If this port is also used for lighting message waiting lamps, this may delay duality calls to light or extinguish message waiting lamps, resulting in lamps remaining lit long after a message is heard or delays in lighting a lamp after a new message arrives.

✆   If the system answers calls on a port that is relied on to dial out for delivering messages (**A/D**, **A/M**), the system ability to dial out may be limited by incoming call traffic.

✆   If the system has several ports dedicated to dialing out for message waiting lamps or message delivery (**A/D**, **A/L**, **A/M**, **Dial**, **Lamp**, **Msg**), too few ports may be left available for incoming calls, because most or all of the ports are busy dialing out. This can result in public callers or subscribers receiving busy signals when they try to call in.

It is best to give **A/D**, **A/L**, **A/M**, **Dial**, **Lamp**, or **Msg** status to the least busy port (typically the highest numbered port on a system) to allow incoming calls to naturally hunt for available ports.

The system activates a built-in call collision prevention feature if you turn dial tone detection on. (Refer to Chapter 21 Switch Setup.) If a call comes in on a port set to **A/D**, **A/L**, **A/M**, **Dial**, **Lamp**, or **Msg** at the same time the port is attempting to dial out, the system gives priority to the incoming call and terminates the dial-out request. (The dial-out request is put back in the queue.)

If an **A/D**, **A/L** or **A/M** port is the only port not busy, the system does not initiate dial-out calls until another port is free to answer incoming calls.

SECTION 3
CONTROL THE
NUMBER OF RINGS TO
WAIT

The Line 15 **Rings to Answer** field stores the number of rings the system should wait before answering a particular port. In most cases you want the port to answer on the first ring (Rings to Answer set to **1**). This applies to a port that has a port status of Ans, A/D, A/L, or A/M.

☞   Do not set Rings to Answer = 0.

SECTION 4
SET THE DAY/NIGHT
SCHEDULE FOR PORTS

Much of the system interaction with an outside caller depends on whether the system is in Day Mode or Night Mode.

You can set a different schedule for each port on Line 16, **Day/Night Schedule (1-4)**. By default, the system uses Schedule #1, unless you tell it to use a different schedule. You can define four different Day Mode/Night Mode schedules for the system. For details, refer to Chapter 17 Schedules.

Except in special cases, most applications use one schedule for the entire system. But, if departments with different business hours share a voice mail system, using different ports to answer each department calls, you could assign different schedules. Then, you could define two different Day Mode schedules (Schedule #1 and Schedule #2) on Application screen Page 4, then enter the number of the schedule that is to control each port on Application screen Page 2 in the **Day/Night Schedule (1-4)** field.

Also Refer To:

✆   Chapter 9 Section 5 Message Delivery on page 9-9

✆   Chapter 9 Section 13 Message Waiting Lamps on page 9-54

✆   Chapter 14 Public Interview Box and Public Messages

✆   Chapter 17 Schedules

✆   Chapter 18 Screens for the application screens

✆   Chapter 21 Switch Setup

Public Interview Box and Public Messages

The voice mail system provides a Public Interview Box in the Transaction Directory. Messages left in the Public Interview Box or Operator Box or Public Fax Box are **public messages** that are available to all subscribers with public message access. The system may also be set up to send a public message if a system error occurs.

Typically, the Public Interview Box handles calls to the Operator that go unanswered and asks for the caller name, telephone number and a brief message so the call can be returned. The Public Interview Box does have other functions.

```
▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N    D I R E C T O R Y ▓▓▓▓▓▓▓▓ ID SORT ▓▓
      Name: Public Interview        Interview box of   Public Access
  System ID: ŞPM                     Voice name: 0:02

— Question —— Reply ———│— Question ——— Reply ———│— Question —— Reply ——
  1. 0:08   6   secs      9. 0:00   0   secs     17. 0:00   0   secs
  2. 0:02   9   secs     10. 0:00   0   secs     18. 0:00   0   secs
  3. 0:02   9   secs     11. 0:00   0   secs     19. 0:00   0   secs
  4. 0:02   9   secs     12. 0:00   0   secs     20. 0:00   0   secs
  5. 0:03  40   secs     13. 0:00   0   secs
  6. 0:03   0   secs     14. 0:00   0   secs
  7. 0:00   0   secs     15. 0:00   0   secs     Send Msg Urgent? No
  8. 0:00   0   secs     16. 0:00   0   secs     After: Say-bye
```

Figure 14-1 The Public Interview Box

SECTION 1
SET UP THE
PUBLIC INTERVIEW
BOX

Set up the Public Interview Box the same way you set up a regular interview box. Refer to Chapter 6 Interview Boxes if you need instructions.

Public Interview Box ID: $PM

The Public Interview Box comes with a default $PM System ID. You can change the box ID, but you cannot delete the Public Interview Box or add a new one. If you do change the box System ID, you should also change all references to the old ID. This System ID is typically used with the **GotoID**→ action set on the Operator Box on Application screen Page 3, or on opening greeting boxes on Application screen Page 2.

Default Questions

The questions below are recorded defaults in the Public Interview Box.

Question	Max Reply Time
Who's calling please?	6
Whom are you trying to reach?	9
What's this in reference to?	9
At what number can you be reached?	9
What additional message would you like to leave?	40

SECTION 2
LEAVE A MESSAGE IN THE PUBLIC INTERVIEW BOX

A caller routed to the Public Interview Box is asked the series of questions recorded in the box. If the caller does not finish speaking in the specified reply time, the system continues with the next question.

If the caller does not respond to the first question, the system moves on to the next question. If the caller still does not respond, the system skips to the Action. For example, if the **Action** field is **Say-bye**, the caller hears:

"If you need further assistance, press the pound key now. Thank you and good-bye."

If the caller responds to the first question, but does not answer a later question, the system continues with the next question in the series.

☞   If dial tone detect is enabled, the system detects a caller disconnect and stops the interview.

SECTION 3
DELETE PUBLIC
INTERVIEW BOX
MESSAGES

You can delete all messages in the Public Interview Box.

☞   You should delete Public Interview Box messages when system traffic is low.   If the box has many messages, the system may not be able to answer calls for several minutes. If you must delete Public Interview Box messages while calls are coming in, forward all voice mail lines to the operator.

Delete all messages in the Public Interview Box

1.   Sign in to the system. Press `Ctrl`-`T` to display the Transaction Directory.

2.   Press `PageDown` (or use the Jump command) to view the Public Interview Box.

3.   Press `F7`.

4.   Press `↵Enter` to select **All Messages**.

5.   Press `Y` to confirm.

SECTION 4
SET UP SUBSCRIBERS
TO RECEIVE PUBLIC
MESSAGES

Public Interview Box, Public Fax Box, or Operator Box messages are available to all subscribers who have public message access. The system may also send a public message if a system error occurs. Subscribers with **P** in the **Access** field cannot access public messages. Ensure that **P** is removed from the access field on the Personal Directory page to provide access.

Most sites want System Managers and operators to have public message access. Usually they are the only subscribers who do not have the **P** access code and can receive public messages.

☞   The system should have at least one subscriber without the **P** access code, so that someone can receive public messages. Otherwise, these messages can go unnoticed and fill up disk space.

SECTION 5
MESSAGES FROM THE
PUBLIC INTERVIEW
BOX

Subscribers who have access to public messages, hear any message left in the Public Interview Box after they check all new messages.

Each set of responses to the Public Interview Box questions is stored as a single message. A beep is recorded between each response in the interview. You do not hear the original interview questions when you hear the replies. If a caller does not answer a question, you hear two consecutive beeps, indicating no response.

If more than one subscriber has public message access, only the first subscriber to hear a public message hears it as a new message. The message is available to subsequent subscribers with public message access as an old message. If a subscriber deletes a public message, it is deleted from the system and is not available to other subscribers.

The number of people who can access public messages should be limited to help ensure that important messages are not inadvertently deleted. You should have at least one person also, such as the receptionist, who receives all new public messages, and, if necessary, can redirect the messages to the applicable subscribers. If you delete the only subscriber who has public message access, remove the **P** access code from another subscriber so that person can receive public messages.

✆   Preserve a Public Message

You can also keep a public message as a new message that can be heard by other subscribers with public message access. To do this, the first subscriber to hear the message must press ***** either while listening to the message or during the message time and date announcement.

When any subscriber hears an old public message, that subscriber must archive it to keep the message as an old message for other subscribers with public message access. An old public message listened to but not archived is immediately deleted from the system.

✆   Message Notification for Public Messages

System Managers and operators may not want the system to call them or light message waiting lamps if the only messages they have waiting are public messages. They can add the **C** access code to the **Access** field of their Personal Directory pages to have the system light message waiting lamps only when they have new messages specifically addressed to them.

SECTION 6
SET PUBLIC MESSAGE
FIELDS

Refer to Figure 14-2 Application Screen Page 6, with Public Message Fields. Line 51 has fields that control the Public Interview Box.

```
░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░░ Page 6 of 6 ░░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
─────────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5     Short ending: 2     Long ending: 3
55. Beep on record? Yes          Disk full warning at: 15    mins left
─────────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes        Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:            Monthly:
58. Startup:                             Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
──────────────────── Public Fax Box ──────────────────
 Fax ID: $_FAXBOX       │ Transfer? No          │ Alt Action: Operator
 Voice name: 0:02       │ Await-Ans-->4  Rings   │
                        │ Holding? No           │ Announce: Always
```

Figure 14-2   Application Screen Page 6, with Public Message Fields

✆   Public Hold/Archive msgs

This dual field indicates how many days to hold old public messages and archived public messages. With **0** in the **Hold** field, an old public message is deleted at midnight on the day it is first heard. With **2** in the **Archive** field, an archived public message is deleted two days after it was last saved. Each time an old public message is heard, it must be saved again or it is deleted.

✆   New Msgs: 0=0:00 Total: 0=0:00

These display-only fields show the number of public messages on the system. The **New Msgs** field has the number of new public messages and the total time in hours:minutes. The **Total** field has the number of new and old public messages stored on the system and the total time for these public messages in hours and minutes.

Also Refer To:

✆   Chapter 6 Interview Boxes

✆   Chapter 9 Section 1 Message Types on page 9-1

✆   Chapter 9 Section 10 Message Playback on page 9-31

✆   Chapter 11 Opening Greeting

✆   Chapter 12 Operator Box

✆   Chapter 13 Port Applications

✆   Chapter 15 Recording Voice Fields

✆   Chapter 17 Schedules

Recording Voice Fields

A **voice field** on a system screen allows access to a recording. The System Manager accesses voice field recordings at the console. Subscribers can access some voice fields by telephone. Voice field recordings include: prompts, recorded names, greetings, introductions, and interview questions. Each recording is stored in a voice field if the recording is made at the console or by telephone.

This chapter describes how to make recordings in voice fields at the console and includes:

✆ Voice field locations

✆ Recording tips

✆ Making voice field recordings

✆ Copying recordings

✆ Appending to recordings (adding another recording, beeps, or silence)

✆ Deleting recordings

✆ Restoring original system prompts

✆ Using Quick Play to speed the conversation

☞ The opening greeting can be structured in different ways; please read Opening Greeting before recording any opening greeting prompts again.

SECTION 1
LOCATION OF
VARIOUS VOICE
FIELDS

Many recordings are shipped with the voice mail system. The voice fields for these recordings are located on several screens:

✆ The voice field for most prompts is displayed on the Voice Prompt Editor screen. Refer to Figure 15-1 The Voice Prompt Editor Screen.

✆ The voice field for the opening greeting prompt is displayed in Transaction Directory $Greeting.

✆ The Operator Box has voice fields for its introduction (*"I'll transfer you now"*), recorded name, and greetings on Application screen Page 3.

Many voice fields throughout the system store recordings by the System Manager or individual subscribers, such as voice names, individual greetings, or group voice names.

SECTION 2
HOW VOICE FIELDS
ARE DISPLAYED

If a voice field contains a recording, it displays a number (*e.g.*, :5 or 0:05). The number indicates how many seconds the recording lasts. In a voice field large enough for only two characters, recordings lasting longer than 9 seconds are indicated by **>9**.

A voice field without a recording has either ← or 0:00 displayed.

☞   A voice field may contain **QP** to indicate the recording is indexed for Quick Play, a feature that speeds the system conversation. On Application screen Page 2 and the Voice Prompt Editor screen, only the recordings in the **All Ports Day** voice field may be indexed in Quick Play. For details, refer to Quick Play in .

The Voice Prompt Editor screen and Application screen Page 2 display voice fields in a grid, based on the ports installed on the system. Each port has dual columns that correspond to the voice mail system Day and Night modes. Dual columns for **All Ports** are also provided for recordings to be used on all system ports, unless a different value is specified in an individual port column.

SECTION 3
THE VOICE PROMPT
EDITOR SCREEN

```
░░░░░░░░░░░░░░░░░░░░░░V O I C E   P R O M P T   E D I T O R░░░░░░░░░░░░░░░░░░░░░░░
PROMPT SET: DT-Date & Time    All Ports  Port 1    Port 2    Port 3    Port 4
Num.  Description             Day Nt     Day Nt    Day Nt    Day Nt    Day Nt
────────────────────────────┼──────────┼─────────┼─────────┼─────────┼──────────
   1   Monday (trailing)      :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   2   Tuesday (trailing)     :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   3   Wednesday (trailing)   :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   4   Thursday (trailing)    :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   5   Friday (trailing)      :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   6   Saturday (trailing)    :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   7   Sunday (trailing)      :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   8   January                :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
   9   February               :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
  10   March                  :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
  11   April                  :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
  12   May                    :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
  13   June                   :1  <-     <-  <-    <-  <-    <-  <-    <-  <-
```

Figure 15-1 The Voice Prompt Editor Screen

Most prompts recorded in the system voice are displayed on the Voice Prompt Editor Screen.

The Voice Prompt Editor has a prompt set for each language installed. A **prompt set** is a group of prompts relating to a specific part of the conversation. The prompts the system plays when an outside caller reaches a subscriber voice mailbox are stored in the MB-Message Box prompt set.

To move around the Voice Prompt Editor Screen:

Press [PageUp]   Move to the previous page in the prompt set.

Press [PageDown]   Move to the next page in the prompt set.

Press [Home]   Move to the beginning of the prompt set.

Press [End]   Move to the end of the prompt set.

Press [Ctrl]-[J]   Jump to a prompt number. Enter the prompt number, and [←Enter]. You cannot jump to a prompt in a different language.

Press [Ctrl]-[PageDown] Display prompts for additional ports.

Press [Tab↹]   Move cursor one field to the right.

Press [Shift]-[Tab↹]   Move cursor one field to the left.

Press [↑]   Move cursor to the closest field above.

Press [↓]   Move cursor to the closest field below.

Press [←Enter]   Move cursor to the next field.

Press [F8]   Move to the next prompt set.

Press [Shift]-[F8]   Move back to the previous prompt set.

SECTION 4
RECORD TIPS

You do not need to record any voice field on the system again, but most organizations record at least the opening greeting again.

If you decide to record part of the system conversation, remember that the voice mail system is often the first contact people have with your organization. The quality of the system recordings (the volume, tone, clarity, and timing) reflects the image of your organization. You should verify that the recordings are easy to understand, and sound friendly and professional.

To make high-quality recordings, follow these tips:

✆ Record in a quiet place. Verify that there is no background noise or telephone line static. If your office is noisy most of the time, record with a noise canceling handset called a confidencer.

✆ Speak clearly and with energy, but not too fast. Could a first-time caller understand the recording? Pay attention to the timing of what you record. Are the right words stressed? Does the recording make sense each time it is used in the system conversation?

✆ If the recording asks callers to enter touchtones, include some silence at the end of the recording. This gives the caller a chance to make a selection. Appending silence is discussed later in this chapter.

✆ To control the volume of the recording, vary the distance between your mouth and the handset. Listen to each recording immediately after you record it. Verify that it is loud enough, but not too loud. If the recording sounds too loud or raspy, lower your voice or hold the handset further away from your mouth. A different telephone or a different handset may produce a better quality recording.

✆ Record long prompts sentence by sentence, and append the sentences together to make the whole recording. Appending recordings is discussed later in this chapter.

SECTION 5
MAKE VOICE FIELD
RECORDINGS

Recording in a voice field involves the following steps:

☞ Day, Night, and Holiday opening greetings can be easily changed from any telephone without using the console. Refer to Chapter 15 Section 6 Change Opening Greeting on page 15-6 for instructions.

Plan the Recording Changes

Unplanned voice field recordings may confuse callers. This is especially true of prompts. Prompts may be used in more than one phrase in the system conversation. A change in wording, inflection, or timing that works in one phrase, may not work in another.

Establish a Local Connection

To change any other voice field recording, use a telephone near the console, so you can speak into the telephone and reach the console keyboard at the same time:

1.   Call the system. Monitor the port status found in the upper-left corner of the screen. Watch for the port taking the call. (If the system has more than 12 ports, press Ctrl-F3 to view the port status for the additional ports). The system displays **RINGING** followed by **DAY ANSWER** (or **NIGHT ANSWER**) after the system answers the line. If you are on a busy system, you might have to wait until a voice port is free.

2.   Press F3 to move the port selection indicator (**>>)** to the port that has just answered the call.

3.   Press F4 to connect locally. The port status changes to Local Connect, and any message you hear playing on the telephone stops.

4.   When locally connected, leave the telephone handset off-hook. Place the handset on the desk, not back in the cradle. If you hang up before you are finished with the local connection, you must disconnect, wait for the system to clear the port, and then establish the local connection again.

5.   After recording **all** desired changes, press F3 to move **>>** to the locally connected port to exit local connect mode.

6.   Press F4 to disconnect, then hang up the telephone.

Record the Voice Field

After you plan the recordings and establish a local connection, you are ready to record. After you make a recording, check the volume, emphasis, speed, and tone. You may have to record several times before the recording sounds the way you want it. To index a recording for Quick Play, refer to Quick Play in Chapter 15 Section 3 The Voice Prompt Editor Screen on page 15-2.

☞   If you record over an existing voice field, the new recording completely replaces the old one.

1.   Plan the recording and establish a local connection.

2.   Move the cursor to the voice field containing the recording you want to change. Press F9.

3.   Press SpaceBar to start recording. After the beep, speak into the telephone handset. When you finish, press SpaceBar again. The number of seconds the recording lasts is displayed in the voice field.

Listen to the Recording

After you make a recording, listen to it to verify that it is correct.

1. If necessary, establish a local connection.

2. Move the cursor to highlight the voice field containing the recording you want to hear.

3. Press F10.

SECTION 6
CHANGE OPENING
GREETING

To change an opening greeting, you can make the recording from any telephone without using the console.

1. Plan the recording.

2. Call the system and sign in with your Personal ID and security code.

3. Press 0 to skip to the System Manager conversation.

4. Press 5 to skip to the **opening greetings** options.

5. After you make a recording, listen and verify that it is correct.

SECTION 7
COPY RECORDINGS

You can press F2 to copy a recording from a voice field to a sound file. You can then copy this same sound file into another voice field to replace the existing recording. You can also copy the file to a floppy disk, to store it or use it in other voice mail systems.

☞ The sound files format is unique for the system voice boards. It is different from multimedia sound files such as .WAV files.

Copy from a voice field to a sound file:

1. Move the cursor to the voice field for the recording you want to copy to a file.

2. Press F2 to display the Command Menu.

3. Press ↵Enter to Copy.

4. Press O for Out to a file.

5. Enter an 8-character filename, and press ↵Enter.

   If you are copying the recording to a floppy disk, remember to begin the filename with the drive letter (A: or B:). Each file takes about 3000 bytes (3K) of disk space per second of recording.

Copy a sound file to a voice field:

1.   Sign in to the system and highlight the voice field where you want to copy the recording.

2.   Press ⌨F2⌨. The system displays the Command Menu.

3.   Press ⌨←Enter⌨ to Copy.

4.   Press ⌨I⌨ for Into current field.

5.   Enter the filename of the sound file, and press ⌨←Enter⌨.

If you are copying the recording from a floppy disk, remember to begin the filename with the drive letter (A**:** or B**:**). After the recording is copied, the voice field displays how many seconds the newly-copied recording lasts.

☞   If a recording is already stored in the voice field, the system asks if you want to replace or append to the current voice field recording.

**SECTION 8
APPEND TO
RECORDINGS**

To add to the end of a current recording instead of replacing it, **append** to it. You can append another recording, a beep, or silence.

Sometimes it is easiest to combine shorter recordings to make a long recording. Make a new short recording in a temporary voice field, copy it to its own sound file, then **append** it to another recording.

Append one voice field recording to another voice field recording:

1.   Highlight the voice field for the recording to add to another recording.

2.   Press ⌨F2⌨ to display the Command Menu.

3.   Press ⌨←Enter⌨ to Copy.

4.   Press ⌨O⌨ for Out to a file.

5.   Enter an 8-character filename, and press ⌨←Enter⌨. To copy the recording to a floppy disk, begin the filename with the drive letter A: or B:.

6.   Move the cursor to highlight the voice field to add to.

7.   Press ⌨F2⌨. The system displays the Command Menu.

8.   Press ⌨←Enter⌨ to Copy.

9.   Press ⌨I⌨ for **Into current field**.

10.   Enter the filename of the sound file you want to add, and press ⌨←Enter⌨. If you are copying the sound file from a floppy disk, remember to begin the filename with the drive letter A: or B:.

11. The system asks if you want to replace or append to the current voice field recording. Press Ⓐ to append. After the recording is appended, the voice field displays how many seconds the complete recording lasts.

12. Repeat these steps if you want to add another recording.

Append a Beep

The system is shipped with a prerecorded beep that you can append to the end of any recording. This is useful when the Beep on record? field on Application screen Page 6 is No. This keeps the system from automatically playing a beep after prompting a caller to record a message.

If you want the system to beep at the end of such a prompt, just append the prerecorded beep to the recording voice field. Highlight the voice field for the recording that requires a beep.

1. Press F2 to display the Command Menu.

2. Press ↵Enter to Copy.

3. Press Ⓘ for Into current field.

4. Enter **BEEP**, and press ↵Enter.

5. Press Ⓐ to append the beep. after the beep is appended, the voice field displays how many seconds the recording, including the beep, lasts.

6. Repeat these steps if you want to add another beep.

Append Silence

When you record a prompt that asks a caller to press touchtones, you should include a pause so the caller has time to make a selection.

Although you can add a pause simply by not saying anything while recording, you may inadvertently record background noise or static.

To solve this problem, the system is shipped with a file called SILENCE that contains a half-second of complete silence. Append this sound file to the prompt (once or as many times as you need to) to add completely silent pauses to the recording.

1. Highlight the voice field for the recording that requires silence.

2. Press F2. The system displays the Command Menu.

3. Press ↵Enter to Copy.

4. Press Ⓘ for Into current field.

5.   Enter **SILENCE**, and press ⏎Enter. The system asks if you want to append or replace the prompt.

6.   Press Ⓐ to append the silence or press Ⓡ to record only silence in the field. The voice field displays how many seconds the recording, including the silence, lasts.

7.   Repeat these steps if you want to add another half second of silence.

SECTION 9
DELETE A RECORDING
IN A VOICE FIELD

If you accidentally delete a recording you made, you cannot restore it unless you copied the recording in a sound file.

1.   Sign in to the system and highlight the voice field for the recording you want to delete.

2.   Press Del. The system asks you to confirm.

3.   Enter **Y**, and press ⏎Enter.

SECTION 10
RECORD QUICK PLAY
PROMPTS

The voice mail system uses a feature called **Quick Play** to index the prompts most often used in the conversation. This allows the system to copy these prompts to an index file, so that they can be played quickly when they are needed. Quick Play significantly speeds the flow of the conversation.

You can record Quick Play prompts again (marked **QP** in a voice field) the same way you record other prompts. However, until you restart the system, the newly recorded prompt is played from the hard drive and not from Quick Play.

Restarting the system disrupts all calls in progress. Restart the system after business hours.

You can change the list of prompts the system uses for the Quick Play feature. For details, refer to Quick Play in Section 3 The Voice Prompt Editor Screen on page 15-2.

Also Refer To:

✆   Chapter 11 Opening Greeting

✆   Chapter 12 Operator Box

✆   Chapter 13 Port Applications

✆   Chapter 14 Public Interview Box and Public Messages

✆   Chapter 17 Schedules

✆   EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0

Reports

The voice mail system can provide a great deal of information about your organization incoming and outgoing telephone calls. You can use the information to help make decisions about your organization, such as staffing levels, productivity, and your telephone hardware needs.

The voice mail system provides the following reports:

✆   Usage Reports

✆   Directory Reports

✆   Busy Ports Report

✆   Call Log

✆   Error Log

You can view reports, print them on a printer connected to the voice mail system, copy them to files, or import them to other applications.

This chapter describes each report, and explains how to create and view each report.

SECTION 1
STORE DATA FOR
REPORTS

Each day, the system creates a special file to store data about its actions and call traffic. The system uses these daily files to create reports.

The **Call Report Aging** field on Application screen Page 6 controls the time the system stores this information. Refer to Figure 16-1 Call Report Aging Field. The default is 14 days.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E   A P P L I C A T I O N ▓▓▓▓ Page 6 of 6 ▓▓▓
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
───────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left
───────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes       Screen Type: Auto       Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:            Weekly:           Monthly:
58. Startup:                        Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes   ID for Num Groups:
─────────────────────────── Public Fax Box ──────────────────────────
 Fax ID: $_FAXBOX    | Transfer? No          | Alt Action: Operator
 Voice name: 0:02    | Await-Ans-->4  Rings  |
                     | Holding? No           | Announce: Always
```

Figure 16-1   Call Report Aging Field

The system can store a file for each of the last 365 days, but to conserve disk space you should set the value in the **Call Report Aging** field to no more than 31 days.

☞   If you choose a start date for a report that is earlier than the number of days in the **Call Report Aging** field, the report covers only the number of days in the field. Always check the top of the report to find the actual start and stop dates for the report.

SECTION 2
USAGE REPORTS

Usage reports give you a picture of how much the voice mail system is being used over time. You can run a usage report for an individual guest, subscriber, Extension # ID, or System ID. You can also track usage of the entire voice mail system. You can create the report as a bar graph or a table. Specify a range of days to be covered by the report.

✆   The Usage Bar Graph Reports

For an individual guest, subscriber, Extension # ID, or System ID, the **bar graph** shows the percentage of each hour that the person or box was using the voice mail system. Refer to Figure 16-2 Sample Subscriber Usage Bar Graph Report. This percentage is equal to the number of minutes the person or box used the system, divided by 60 minutes.

```
SYSTEM CONNECTION USAGE REPORT FOR 01/19 TO 02/03 CREATED:09/03/94AT 10:57AM
                    FOR: WHISTLE, PENNY
            10%  20%  30%  40%  50%  60%  70%  80%  90%  100%
     ____|____|____|____|____|____|____|____|____|____|____
   6A- 7A:  (0%)
   7A- 8A:  (0%)
   8A- 9A: ▪ (2%)
   9A-10A: ▪▪▪▪ (11%)
  10A-11A: ▪▪▪▪▪▪ (16%)
  11A-12P: ▪▪▪▪▪ (14%)
  12P- 1P: ▪▪▪▪▪▪▪▪ (22%)
   1P- 2P: ▪▪▪ (8%)
   2P- 3P: ▪▪ (3%)
   3P- 4P: ▪ (2%)
   4P- 5P:  (0%)
   5P- 6P:  (0%)
```
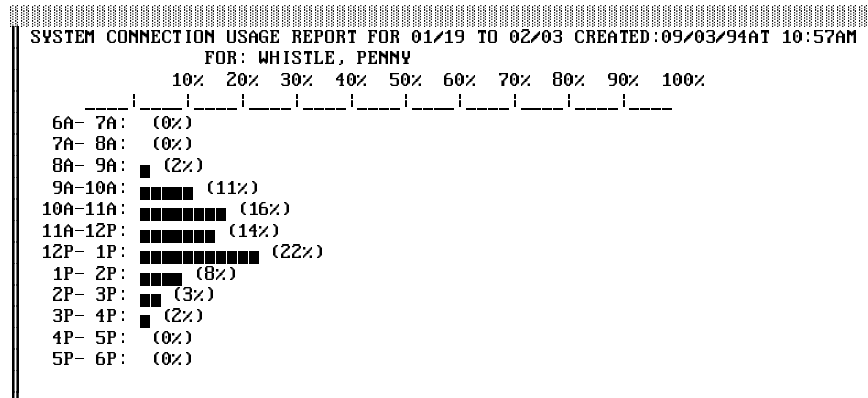
Figure 16-2   Sample Subscriber Usage Bar Graph Report

When you run a usage report on a subscriber name or Personal ID, the report shows all usage for that mailbox. However, you can create a report that shows usage just for a subscriber message box (calls from outside callers) by running the report by Extension # ID.

The bar graph report for **the entire system** shows the percentage of each hour that the voice mail system ports were in use. Refer to Figure 16-3 Sample System Usage Bar Graph Report. This percentage equals the number of minutes the ports were busy, divided by the number of minutes they **could** have been busy. The number of minutes they could have been busy equals 60 minutes times the number of ports on the system.

```
SYSTEM CONNECTION USAGE REPORT FOR 01/19 TO 02/03 CREATED:02/03/97 AT 10:57AM

              10%  20%  30%  40%  50%  60%  70%  80%  90%  100%
        ____:____:____:____:____:____:____:____:____:____:____
 6A- 7A:   (0%)
 7A- 8A: ▪ (2%)
 8A- 9A: ▪ (2%)
 9A-10A: ▪▪▪▪▪▪▪▪ (22%)
10A-11A: ▪▪▪▪▪▪▪▪▪▪ (29%)
11A-12P: ▪▪▪▪▪▪▪▪▪▪▪▪▪ (35%)
12P- 1P: ▪▪▪▪▪▪▪▪ (22%)
 1P- 2P: ▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪ (53%)
 2P- 3P: ▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪▪ (78%)
 3P- 4P: ▪▪▪▪▪▪▪▪▪▪▪ (31%)
 4P- 5P: ▪▪▪▪▪ (17%)
 5P- 6P:   (0%)
```
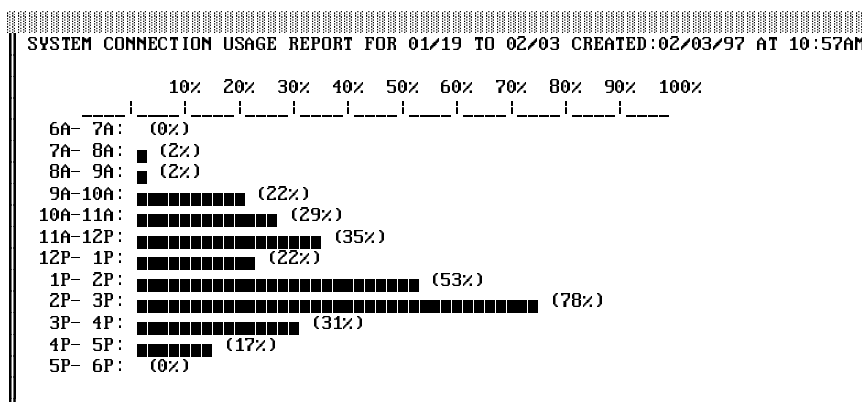
Figure 16-3   Sample System Usage Bar Graph Report

This report tells you when the voice mail system is busiest, so you can decide when you need to add ports to the system to answer more calls.

✆   The Usage Table

When you run the usage **table** for an individual guest, subscriber, Extension # ID, or System ID, the report totals the number of calls by system port, and totals the number of minutes the calls lasted. Refer to Figure 16-4 Sample Subscriber Usage Table Report.

```
TOTAL CALLS/TIME USAGE REPORT FOR 02/11 TO 02/25 CREATED:02/03/97 AT  3:10PM
                 FOR: Box of WHISTLE, PENNY
                TOTAL        PORT 1        PORT 2        PORT 3        PORT 4
             Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls  HH:MM  Calls HH:MM
            _____ _____ _____ _____ _____ _____ _____ _____ _____ _____
 6A- 7A:    0      0:00   0      0:00   0      0:00   0      0:00   0      0:00
 7A- 8A:    1      0:02   0      0:00   1      0:02   0      0:00   0      0:00
 8A- 9A:    2      0:03   0      0:00   1      0:01   1      0:02   0      0:00
 9A-10A:   11      0:31   1      0:02   4      0:09   3      0:15   3      0:05
10A-11A:    8      0:16   2      0:04   4      0:10   1      0:01   1      0:01
11A-12P:    6      0:14   1      0:01   4      0:09   0      0:00   1      0:04
12P- 1P:   12      0:22   3      0:05   6      0:11   1      0:03   1      0:02
 1P- 2P:    5      0:08   0      0:00   3      0:05   1      0:01   1      0:02
 2P- 3P:    9      0:16   1      0:01   4      0:09   3      0:04   1      0:02
 3P- 4P:    2      0:08   1      0:05   0      0:00   0      0:00   1      0:03
 4P- 5P:    4      0:10   1      0:02   2      0:05   0      0:00   1      0:03
 5P- 6P:    0      0:00   0      0:00   0      0:00   0      0:00   0      0:00
```

Figure 16-4   Sample Subscriber Usage Table Report

A usage table for **the entire system** shows, for each hour of the day, the total number of calls answered by each system port, and the total number of minutes the calls lasted. Refer to Figure 16-5 Sample System Usage Table Report. The report also includes grand totals for day, night, and an entire 24-hour period.

☞   For reports, DAY refers to the hours between 6:00am and 6:00pm, and **NIGHT** refers to the hours between 6:00pm and 6:00am.

```
 Total Calls/Time Usage Report For 02/01 to 02/03    Created:02/03/97
                 TOTAL          PORT 1          PORT 2          PORT 3          PORT 4
            Calls  HH:MM   Calls  HH:MM   Calls  HH:MM   Calls  HH:MM   Calls HH:MM
           _____   _____
   6A- 7A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   7A- 8A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   8A- 9A:   53    1:54    11    0:21     16    0:36     11    0:22      15    0:35
   9A-10A:   47    2:15    10    0:24     12    0:41     15    0:40      10    0:30
  10A-11A:   64    3:01    21    0:58     13    0:52     20    0:56      10    0:15
  11A-12P:   67    2:18    26    0:45     20    0:52     12    0:20       9    0:21
  12P- 1P:   46    1:01    12    0:14     11    0:19     12    0:15      11    0:13
   1P- 2P:   57    1:57    16    0:42     14    0:39     13    0:12      14    0:24
   2P- 3P:   64    2:08    12    0:18     23    1:00     17    0:35      12    0:15
   3P- 4P:   52    2:19     8    0:21     14    0:33     11    0:33      19    0:52
   4P- 5P:    8    0:19     7    0:17      1    0:02      0    0:00       0    0:00
   5P- 6P:    1    0:01     1    0:01      0    0:00      0    0:00       0    0:00
 DAY       459   17:13   124    4:21    124    5:04    111    3:53     100    3:25

                 TOTAL          PORT 1          PORT 2          PORT 3          PORT 4
            Calls  HH:MM   Calls  HH:MM   Calls  HH:MM   Calls  HH:MM   Calls  HH:MM
           _____   _____
   6P- 7P:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   7P- 8P:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   8P- 9P:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   9P-10P:    2    0:04     1    0:03      1    0:01      0    0:00       0    0:00
  10P-11P:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
  11P-12A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
  12A- 1A:    1    0:00     1    0:02      0    0:00      0    0:00       0    0:00
   1A- 2A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   2A- 3A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   3A- 4A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   4A- 5A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
   5A- 6A:    0    0:00     0    0:00      0    0:00      0    0:00       0    0:00
 NIGHT      3    0:04     2    0:05      1    0:01      0    0:00       0    0:00
 24 HRS   462   17:17   126    4:26    125    5:05    111    3:53     100    3:25
```

Figure 16-5 Sample System Usage Table Report

SECTION 3
DIRECTORY REPORTS

Directory reports show you the structure of the system, its subscribers, System IDs, message groups, and numeric directory assistance. You can run the report for everyone enrolled in the system, for all Extension # IDs, for message groups, or for numeric directory assistance.

✆ Subscriber Report

The **Subscriber Report** lists each subscriber and guest enrolled in the system. Refer to Figure 16-6 Subscriber Report. The report includes each Personal ID, the number of new messages waiting, the total number of new and old messages, the date the person last called the voice mail system, the number of days the system saves old and archived messages, and the personal access codes.

```
                             SUBSCRIB.RPT
              SUBSCRIBER REPORT CREATED  2/04/97 AT 10:59AM
                                Messages         Last
     NAME                Pers ID   New     Total   Contact   Hd/Ar   Access
     _____    _____   _____   _____   _____   _____   _____
     BEAR, COLORADO      COLO      2=0:01  3=0:02  2/04/94   0 /2    PC
     BRONSON, DENISE     9DEN      3=0:03  8=0:04  2/04/94   0 /2    C
     DONALDSON, RAY      9RAY      1=0:01  3=0:02  2/04/94   0 /2    PACDMORB+
     DUCKWORTH, DAN      DUCK      2=0:02  4=0:04  2/04/94   0 /2    PCBZ
     FULLER, ROGER       9ROG      1=0:01  2=0:02  2/04/94   0 /2    PC
     NGUYEN, BRENDA      9BREN     1=0:01  3=0:04  2/04/94   0 /2    PC
     RONK, AMY           NEC       1=0:01  2=0:02  2/04/94   0 /2    C
     WHISTLE, PENNY      9PEN      1=0:01  6=0:08  2/04/94   0 /2    PC
```

Figure 16-6   Subscriber Report

If the subscriber has more than eight access codes, **+** is displayed at the end of the access codes list. To view the subscriber additional access codes, look at the **Access** field on the subscriber Personal Directory page.

If access codes are not listed, the person is most likely a guest.

✆ The Extension List

The **Extension List** shows every subscriber on the system with an Extension # ID, and the System ID for any transaction box and interview box the subscriber owns. Refer to Figure 16-7 Extension List Report. This report does **not** include guests.

For each subscriber, the report lists: whether call transfer is on or off, the phone number calls are transferred to, the call transfer type, how many times the extension rings before taking action (applies to Await Answer and Wait for Ringback call transfer only), call transfer options, and if call holding is **Yes**, **Vox**, or **No**.

```
                        EXTENSIO.RPT
          EXTENSION REPORT CREATED  02/04/97 AT 10:59AM

NAME               Ext. ID    Transfer     Type    Options    Hold
_____   _____   _____   _____   _____   _____
BEAR, COLORADO       142       Y->X        A->4      A         NO
BRONSON, DENISE      136       Y->X        A->4      A         YES
    Sales Box 1      9991
    Sales Box 2      9992
    Sales Box 3      9993
DONALDSON, RAY       134       Y->X        A->4      A         VOX
DUCKWORTH, DAN       137       Y->X        A->4      A         YES
FULLER, ROGER        138       Y->X        A->4      A         NO
NGUYEN, BRENDA       139       Y->X        A->4      A         NO
RONK, AMY            140       Y->X        A->4      A         NO
WHISTLE, PENNY       141       Y->X        A->4      A         YES
```

Figure 16-7   Extension List Report

The Extension List uses these codes:

Y   Yes

N   No

X   A telephone extension that matches subscriber Extension # ID

A   Await Answer call transfer

R   Release call transfer

W   Wait for Ringback call transfer

In the transfer Options field, the report uses the voice mail system standard transfer and screening option codes. For details on the codes, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

Group Reports

The Group Reports give current information about the message groups and directory groups in the system. The information about message groups changes often, because all authorized subscribers can create message groups using the telephone. By running the Group Reports from time to time, you can verify that each message group is used, and that there are no duplicate groups. Group reports include:

✆   Group List

This report can include all message groups, open message groups only, or all the groups owned by a particular subscriber. Refer to Figure 16-8 Group List. The list shows the group spelled name, whether the group is open or private, whether or not it has dispatch distribution, and the group owner.

When listing groups owned by an individual subscriber, the report includes open and private groups.

```
████████████████████████████ GROUPLIS.RPT ████████████████████████████
Group List Report                        Created 02/04/97 at 10:21AM

 Group Name               Type      Dispatch?   Owner
 ──────────────────────   ───────   ─────────   ──────────────────────
 All Employees            Open      No          Ronk, Amy
 Mailroom                 Open      Yes         Zeller, Nell
 Sales                    Private   No          Yale, Hugh
 Staff                    Private   No          Yeoman, Mike
 Staff                    Private   No          Aaronson, Chris
 Technical Support        Open      Yes         Aaronson, Chris
 Vice Presidents          Private   No          Xavier, Jan

```

Figure 16-8   Group List

✆   Group Membership

Lists all members of a group. Refer to Figure 16-9 Group Membership. It also includes the last time a message was sent to the group, and when each member heard the last message.

```
████████████████████████████ GROUPMEM.RPT ████████████████████████████
Group Membership Report          Created: 02/04/97 at 10:42AM
Group Name: All Employees        Open Group of Ronk, Amy
Dispatch Group: No               Last Message Sent: 08:04am 21-Sep
Member name       Last contacted   Member name        Last contacted
─────────────────────────────────  ─────────────────────────────────
Aaronson, Chris   08:33am 21-Sep   Ronk, Amy          9:53am 22-Sep
Xavier, Jan                        Yale, Hugh
Yeoman, Mike                       Ying, Sue
Zaftig, Pat       09:46am 21-Sep   Zeller, Nell
Zink, Jay

```

Figure 16-9   Group Membership

✆   Subscriber Membership

Lists all message groups on the system that a subscriber or guest is a member of. Refer to Figure 16-10 Subscriber Membership.

```
████████████████████████████ MEMBERSH.RPT ████████████████████████████
Subscriber Membership Report          Created 02/04/97 at 10:43AM
Yeoman, Mike    is a member of:
 Group Name                         Group Name
 ────────────────────────────────  ────────────────────────────────
 All Employees                      Sales

```

Figure 16-10   Subscriber Membership

✆   Directory Group List

This report shows all the directory groups and directory menus in the system. Refer to Figure 16-11 Directory Group List.

```
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░  DALIST.RPT  ░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░
Directory Group List                        Created 02/04/97 at 10:43AM

Group Name              Type                Directory ID
_____  _____     _____
Accounts                Dir Group
Customer Service        Sub Menu
Numeric Directory       Sub Menu            $411
Sales                   Dir Group
Shipping                Dir Group
Technical Support       Dir Group
```

Figure 16-11 Directory Group List

SECTION 4
BUSY PORTS REPORT

This report shows the total number of times all or selected ports were busy. It also shows the average percentage of time the ports were busy during a specific time period. You can run the report for all ports on the system, or for a selected group of ports.

```
Ports Busy Analysis for  09/10 to 09/11      Created: 02/05/97 at 11:05AM
                        For Ports 1-8
                                         Average Per Day
           Hour        Count   MM:SS     Count   MM:SS    Percent
          6A- 7A:        0     0:00       0.0     0:00      0.0%
          7A- 8A:        0     0:00       0.0     0:00      0.0%
          8A- 9A:        4     1:57       2.0     0:58      1.6%
          9A-10A:       10     0:58       5.0     0:29      0.8%
         10A-11A:        5     0:28       2.5     0:14      0.3%
         11A-12P:        1     0:01       0.5     0:00      0.0%
         12P- 1P:        1     0:08       0.5     0:04      0.1%
          1P- 2P:        1     0:24       0.5     0:12      0.3%
          2P- 3P:       10     1:28       5.0     0:44      1.2%
          3P- 4P:        2     0:24       1.0     0:12      0.3%
          4P- 5P:        0     0:00       0.0     0:00      0.0%
          5P- 6P:        0     0:00       0.0     0:00      0.0%
             DAY:       34     5:48      17.0     2:54      0.4%

          6P- 7P:        0     0:00       0.0     0:00      0.0%
          7P- 8P:        0     0:00       0.0     0:00      0.0%
          8P- 9P:        0     0:00       0.0     0:00      0.0%
          9P-10P:        0     0:00       0.0     0:00      0.0%
         10P-11P:        0     0:00       0.0     0:00      0.0%
         11P-12P:        0     0:00       0.0     0:00      0.0%
         12A- 1A:        0     0:00       0.0     0:00      0.0%
          1A- 2A:        0     0:00       0.0     0:00      0.0%
          2A- 3A:        0     0:00       0.0     0:00      0.0%
          3A- 4A:        0     0:00       0.0     0:00      0.0%
          4A- 5A:        0     0:00       0.0     0:00      0.0%
          5A- 6A:        0     0:00       0.0     0:00      0.0%
           NIGHT:        0     0:00       0.0     0:00      0.0%
         24 HRS:        34     5:48      17.0     2:54      0.2%
```

Figure 16-12   Busy Ports Report

SECTION 5

CALL LOG

This report (called REPLOG) records all calls the voice mail system answers, dials, or transfers. You can run it for the system, or for an individual subscriber or System ID, and the system creates an ASCII file called REPLOG.PRN that you can import into most database and spreadsheet programs for further analysis. Refer to Figure 16-13 Call Log.

The REPLOG.PRN file contains a record of each call placed to the system. Each record is divided into fields of data, separated by commas. Refer to Figure 16-14 Call Log Data Fields. Each call record in the REPLOG.PRN file is 82 characters long, including the commas between data fields and two control characters (Return and Line feed) ending each record. Text fields are surrounded by quotation marks. Numeric fields are not.

```
4,"97/07/10","06:59:41",  42,"A","Msgbox  ","Complete","156      ","Box of St"
7,"97/07/10","06:59:33",  84,"A","Msgbox  ","Complete","$PM      ","Public In"
5,"97/07/10","07:00:59",  57,"A","Owner   ","Complete","43164    ","Yeoman Mi"
6,"97/07/10","07:01:57",   4,"D",",#16,164","Complete","43164    ","Yeoman Mi"
6,"97/07/10","07:06:09",  25,"A","Owner   ","Complete ","4191     ","Zink Jay"
6,"97/07/10","07:08:51", 171,"A","Owner   ","Complete","45198    ","Xavier Ja"
5,"97/07/10","07:25:58",  30,"A","Owner   ","Complete","4178     ","Zaftig Pa"
1,"97/07/10","07:28:29",  19,"A","Msgbox  ","Complete","174      ","Box of Ph"
6,"97/07/10","07:28:58",  39,"A","Owner   ","Complete","43155    ","Ying Sue "
6,"97/07/10","07:29:37",   4,"D",",#16,155","Complete","43155    ","Ying Sue "
7,"97/07/10","07:29:12",  44,"A","Owner   ","Complete","43164    ","Yeoman Mi"
8,"97/07/10","07:29:42",  15,"A","Msgbox  ","Complete","$1800    ","TS - Open"
6,"97/07/10","07:41:22",  98,"A","Owner   ","Complete","4142     ","Zeller Ne"
1,"97/07/10","07:54:29",   9,"C","Msgbox  ","Complete","158      ","Box of Xa"
3,"97/07/10","08:09:13",  12,"A","Bad ID  ","No msg  ","62       ","         "
1,"97/07/10","08:14:32",   7,"A","Xfer id ","Complete","0        ","System Op"
-- ------- ------- -- -- -------- -------- ---------- ----------
↓    ↓        ↓       ↓    ↓    ↓             ↓          ↓         ↓
Port  Date     Time      Origin           Status   System ID   Name of
                              Type                             Subscriber
                        Length                                 or box
```

Figure 16-13   Call Log

FIELD	LENGTH	DESCRIPTION
Port	2	Voice mail answering port answering this call.
Date	10	Date of call: YYMMDD format.
Time	10	Time of call: HH:MM:SS format.
Call Length	4	Duration in seconds
Origin	3	A – Answered incoming call/collision C – Continued (call restarted) D – Dialed out
Call Type	8	Possible values include: Owner – Call from subscriber Guest – Call from guest Int Box – Call for interview box Tran Box – Call for transaction box Msgbox – Call for message box Public–Public call Xfer op – Transfer to operator Xfer ID – Operator ID transfer Remote – Network call Restart – Voice mail software restarted Shutdown – Voice mail software stopped <Phone#> – VMS placed call with no contact or dialed out to light message waiting lamp Failure – System failure, fail codes in next three fields Complete – Call completed Transfer – Caller transferred
Call Status	10	Possible values: Busy Complete No answer No connect Intercept Incomplete No ID No msg Error Bad ID Bad SC Locked
System ID	12	ID of caller (blank for outside caller)
Name	9	Name of subscriber, guest or box. For outside caller, the telephone number where the caller is transferred is displayed.

Figure 16-14   Call Log Data Fields

SECTION 6
ERROR LOG

This report lists system errors, including the error code, the port on which the error occurred, and the date and time the error occurred. Use this report to identify system problems. Write down the error code and contact Technical Support.

```
     Error Log Report for  06/07 to 06/21   Created: 06/21/97 at  1:11PM
  Contact your service representative for more information on any errors found
  ─────────────────────
  Error:    (M91-1)  (E2-2)      (D5)
  Port:   1
  Date/Time:     06-15-97   at 13:16
  ─────────────────────
  Error:    (M150-9)  (E2-2)      (D42)
  Port:   1
  Date/Time:     06-15-97   at 13:16
  ─────────────────────
  Error:    (M91-1)  (E2-2)      (D5)
  Port:   1
  Date/Time:     06-15-97   at 13:32
  ─────────────────────
  Error:    (M150-9)  (E2-2)      (D45)
   Port:   1
  Date/Time:     06-15-97   at 13:32
  ─────────────────────
  Error:    (M150-4)  (E2-2)      (D0)
  Port:   1
  Date/Time:     06-15-97   at 13:32
  ─────────────────────
  Error:    (M91-19)  (E2-3)      (D5)
  Port:   1
  Date/Time:     06-15-97   at 13:20
  ─────────────────────
  Error:    (M91-1)  (E2-2)      (D5)
  Port:   1
  Date/Time:     06-15-97   at 13:20
```

Figure 16-15   Error Log

SECTION 7
PREVIOUS REPORT

You can use this feature to display, copy or print reports created earlier. This feature is useful when you have displayed a report on screen, then later decide to print it. You can also use this option to display or print other ASCII text files, such as README files.

SECTION 8
RUN REPORTS

To run a report:

Each time you run a report type, the system uses the same filename and replaces the last report of that type. To save a particular report, copy it to a file with a different name. For details, refer to Section 9 Choose the Report Output **later in this chapter.**

Access the Reports Menu

1.   At the voice mail system Banner Screen, press [F2] to sign in. Enter a System Manager ID, and press [←Enter]. If asked, enter the System Manager security code, and press [←Enter].

2.   From any system screen, press [F2]. The Command Menu appears.

3.   Press [R] for **Reports**. The Reports Menu appears.

Run a Usage Report

1.   At the Reports Menu, verify that **Usage reports** is highlighted, and press [←Enter].

2.   To run report for the entire system, press [←Enter].

3.   To run the report for an individual guest, subscriber, extension or System ID, press [Y].

4.   For a guest or a subscriber, enter the last name, and press [←Enter]. For a System ID, enter the ID, and press [←Enter].

5.   When the system asks for confirmation, press [←Enter].

6.   Enter the start date for the report, and press [←Enter]. (*e.g.*, enter **9-Sep** for September 9th.)

7.   Enter the end date for the report, and press [←Enter].

8.   Press [↓] to highlight either **Graph of usage** or **Table of usage**, and press [←Enter].

Run a Directory Report

1.   At the Reports Menu, press [↓] to highlight **Directory reports**, and press [←Enter].

2.   Press [↓] to highlight **Subscriber Report**, or **Extension List,** and press [←Enter].

Run a Group report:

1.   At the Reports Menu, press [↓] to highlight **Directory reports**, and press [←Enter].

2.   Press [↓] to highlight **Group Reports**, and press [←Enter].

3.   Press [↓] to highlight **List of Message Groups**, **Members in a Group**, or **Groups including Person,** and press [←Enter].

4.   If running a **List of Message Groups** report, answer the yes-and-no questions to list:
      All groups in the system
      Open groups in the system
      The groups owned by a particular subscriber.

5.   If running a **Members in Group** report, enter the group name, and press ⏎Enter. Press ⏎Enter to confirm.

6.   If running a **Groups Including Person** report, enter the subscriber or guest last name, and press ⏎Enter. Press ⏎Enter to confirm.

Run the Busy Ports or Error Log Report

1.   At the Reports Menu, press ↓ to highlight the name of the report, and press ⏎Enter.

2.   Enter the start date for the report, and press ⏎Enter. (*e.g.*, enter **9-Sep** for September 9th.)

3.   Enter the end date for the report, and press ⏎Enter.

4.   If you are running the Busy Ports report, specify the port numbers to include, separated by commas (*e.g.*, **1, 2, 3**), or enter a range of port numbers separated by a hyphen (**1-4**). To run the report for all voice mail system ports, press ⏎Enter.

Run the Call Log

1.   At the Reports Menu, press ↓ to highlight, and press ⏎Enter.

2.   To run the report for the entire system, press ⏎Enter.

3.   To run the report for an individual guest, subscriber, Extension # ID, or System ID, press Ⓨ.

4.   For a guest or a subscriber, enter the last name, and press ⏎Enter. Or, for a System ID, enter the ID, and press ⏎Enter.

5.   When the system asks for confirmation, press ⏎Enter.

6.   Enter the start date for the report, and press ⏎Enter. (*e.g.*, enter **9-Sep** for September 9th.)

7.   Enter the end date for the report, and press ⏎Enter.

SECTION 9
CHOOSE THE REPORT
OUTPUT

After a report is created, you can view it on-screen or copy it to a new disk file that can be imported to other programs.

View a Report On Screen

1. Run the report. The Output Menu is displayed.

2. Press ⏎Enter. The system displays the report. To move through the report, press ↓, ↑, PageUp, PageDown, Home, or End, or use the Jump command.

   In the upper left corner of the screen, the system tells you how much of the report you have viewed (*e.g.*, **50%**). In the upper right corner of the screen, the system tells you the number of the last line displayed on screen (*e.g.*,**Line #18**).

Search for Words and Phrases in Reports

The voice mail system Jump command lets you jump ahead to the information you are interested in. First, display the report on screen. Then, use the Jump command to find dates, numbers, error codes, or any word or phrase up to 30 characters.

The Jump command is especially useful for reading a Call Log report that covers many days. Use the Jump command to search for the date you want, or to search for values in data fields. For values that may occur in a Call Log report data fields, Refer to Figure 16-14 Call Log Data Fields.

1. Run the report and view it on screen.

2. Press Ctrl-J.

3. Enter the characters you want to search for. You can use numbers or letters. You can enter the letters in uppercase/lowercase (the search facility is not case sensitive). Press ⏎Enter.

4. To repeat a search for the same characters, press Ctrl-J again. The system displays the characters you used in the last search. Press ⏎Enter.

Copy the Report to a File

1.   Run the report. The system displays the Output Menu.

2.   Press ⬇ to highlight **Copy**, and press ⏎Enter.

3.   Select a filename for the report.

By default, the system displays the filename that appears at the top of the Output Menu. To accept the default filename and copy the new report file to the directory containing the system files, press ⏎Enter.

Copy the report to a floppy disk

1.   Insert the disk in drive A

2.   Enter **A:<**_filename_**>,** and press ⏎Enter, where _<filename>_ is the name of the file.

After you copy the report file to a floppy disk, you can use it on another computer with most spreadsheet, database or word processing programs.

☞   If you copy more than one report to a floppy disk, give each report a different filename.

The Previous Report Option

The system stores the contents of the reports you run in disk files, located in the directory containing the voice mail system software. You can view, copy, or print a report at a later time by requesting the report filename.

1.   At the Reports Menu, Press ⬇ to highlight **Previous Report,** and press ⏎Enter.

2.   When prompted for a filename, enter the name of the report file, and press ⏎Enter. Refer to Figure 16-16 Filenames for Reports.

> **Each time you run a report type, the system uses the same filename and replaces the last report of that type. To save a particular report, copy it to a file with a different name.**

REPORT TYPE	FILENAME
Any Usage Graph Report	GRAPH.RPT
Any Usage Table Report	TABLE.RPT
Subscriber Report	SUBSCRIB.RPT
Extension List	EXTENSIO.RPT
List of Message Groups	GROUPLIS.RPT
Group Membership	GROUPMEM.RPT
Groups Including Person	MEMBERSH.RPT
Directory Assistance	DRLIST.RPT
Busy Ports	BUSYPORT.RPT
Call Log	REPLOG.PRN
Error Log	ERRLOG.RPT

Figure 16-16   Filenames for Reports

Use the Previous Report Option to View Other Files

You can use the Previous Report option to view a text file on a floppy disk or the system hard drive without shutting down the voice mail software.

1.   At the Reports Menu, press ⊞ to highlight   **Previous Report**, and press ⏎Enter.

2.   When the system prompts you for a filename, enter the full path and filename for the report or text file you want. The system displays the Output Menu. You can then display, copy or print the file.

Also Refer To:

✆   Chapter 13 Port Applications

✆   Chapter 22 System IDs

Schedules

Most offices are not open around the clock. You can configure the voice mail system to handle calls differently during the hours your company is closed. You define for the system the hours and days of the week your office is open for business. You can also specify holidays when your office is closed.

This chapter describes how to set the system schedules and how they affect the system Day and Night Modes of operation. Refer to Figure 17-1 Application Screen Page 4.

```
░░░░░░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N  ░░░░░░ Page 4 of 6 ░░░░░
30. Today date: 19-Jan-94                            Time Now: 10:23am

31.    Schedule #1            Schedule #2                Schedule #3
a: 8:00am- 5:00pm MTWHF   a:      -              a:        -
b:       -                b:      -              b:        -
c:       -                c:      -              c:        -
     Current mode: DAY       Current mode: NIGHT       Current mode: NIGHT
 Ignore holidays? No      Ignore holidays? No       Ignore holidays? No

32. Schedule #4: DAY

33. Holidays:
     1-Jan    25-Dec

34. Daylight Savings? No                  On Now? N/A
        Date On:         Off:             Hours: 1
```

Figure 17-1 Application Screen Page 4

Use Toolkit to schedule unattended backups and disk optimization. For details, refer to Chapter 26 Back Up and Restore.

To bypass Toolkit to schedule other processes, use the **DOS Surrender** fields (Application screen Page 6) and the daily, weekly, and monthly batch files.

SECTION 1
DAY AND NIGHT
MODES

You can configure the system for Day Mode or Night Mode. You define the hours and days when your office is open as Day Mode. When your office is closed, the system operates in Night Mode. Day Mode hours do not have to be normal daylight hours. Day Mode hours are the business hours when standard telephone service is available.

SECTION 2

MULTIPLE SCHEDULES   You can define up to four different Day Mode schedules (#1 - #4) then assign particular system ports or transaction boxes a different Day Mode schedule. For example, if you had a Customer Service Department that was open on weekends when the rest of the office was closed, you might create an extended Day Mode schedule for the calls routed to that department from a particular port.

By default, the system uses only Schedule #1, unless you explicitly tell the system to use Schedule #2, #3, or #4.

✆   Schedule #1, #2, or #3

Schedule #1, #2, and #3 can each have three ranges (**a:**, **b:**, or **c:)** of hours and days that define that schedule Day Mode. Refer to Figure Figure 17-2 Sample schedule.

```
┌──────────────────────────────┐
│31.     Schedule #1           │
│a: 8:00am- 5:00pm MTWHF       │
│b:           -                │
│c:           -                │
│     Current mode: DAY        │
│ Ignore holidays? No          │
└──────────────────────────────┘
```

Figure 17-2 Sample schedule

When the current time and day fall in any range defined for a schedule, that schedule is in Day Mode. The rest of the time, the schedule is in Night Mode. The **Current mode** field is a display-only field that tells you the current schedule mode (*e.g.*, **Current mode: DAY**).

✆   Schedule #4

Schedule #4 is a special schedule that stays in either Day Mode or Night Mode, 24 hours a day, 365 days a year. The mode can be changed at the console only. This allows you to set a group of ports or boxes to stay in a particular mode regardless of the time of day. By changing the setting of Schedule #4, you can reset all the ports or transaction boxes that use Schedule #4. The Schedule #4 field has no impact on Schedule #1, #2 or #3.

SECTION 3
DAY MODE SCHEDULE

To define a Day Mode schedule, enter the Day Mode hours and days under that schedule heading. For example, enter normal business hours under the Schedule #1 field. Typically, you need to enter only one range of hours in the a: field. If your company is open from 8 to 5, Monday through Friday, enter **8:00am - 5:00pm MTWHF** in the **a:** field under **Schedule #1.** If your company has different weekend or evening hours, you can enter these hours in the **b:** and **c:** fields for that schedule.

The seven days of the week are designated by MTWHFSU. H is Thursday and U is Sunday. Midnight is 12:00am, and noon is 12:00pm.

The **Current mode:** field displays the schedule mode based on the ranges that define that schedule. As you change the hours of the schedule, this field may change from **DAY** to **NIGHT** or vice versa. Even if this field displays **Current mode: NIGHT**, remember to define only the hours and days this particular schedule is in Day Mode.

SECTION 4
ADDITIONAL

SCHEDULES

In most applications, you use only one schedule throughout the entire system. However, there may be cases when you want to define and apply additional Day Mode schedules. Define the additional schedules under the headings Schedule #2 and Schedule #3, the same way you define Schedule #1.

After you have defined additional schedules, **apply** the additional schedule by entering the applicable schedule number (1, 2, 3 or 4) in one of these fields:

✆   To apply the schedule to a particular **port**, use Application screen Page 2, Line 12.

✆   To apply the schedule to a **transaction box** or **voice detect box**, use the field labeled **Schedule #** in the upper-right corner of the screen.

☞   Unless you apply a particular schedule to a transaction or voice detect box, the box follows the schedule used by the port that answered the call routed to the box.

**SECTION 5
CHANGE CURRENT
SCHEDULE BY
TELEPHONE**

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ⑥ to skip to the **system schedule** options.

**SECTION 6
HOLIDAYS**

You may specify up to 18 different holidays and the system operates in Night Mode for the entire day. Enter your company holidays on the two rows below **33. Holidays**. You may enter up to 9 holidays on each row.

Enter each holiday as a day and month (*e.g.*, **1-Jan, 25-Dec**). The date entered is considered a holiday every year. For holidays that fall on different dates in different years, you must change the date each year.

☞   If Schedule #4 is in Day Mode, it stays in Day Mode even during system holidays.

Ignore Holidays

You can control whether Schedule #1, #2, or #3 operate in Holiday Mode on holidays. This feature is useful for organizations with varied holiday schedules. For example, a hospital may close its business office on holidays, but keep its emergency clinic open 365 days a year.

The **Ignore holidays?** field controls whether or not a schedule recognizes holidays. If this field is **No** (default) in a schedule, ports and boxes following that schedule operate in Holiday Mode throughout the holidays.

If the **Ignore holidays?** field is **Yes**, the system operates as if no holidays were specified and follows the regular Day and Night Mode schedule as defined. A schedule can recognize all or no holidays.

**SECTION 7
SWITCH TO OR FROM
HOLIDAY MODE**

You can place a schedule in or out of Holiday Mode anytime, regardless of whether or not the current date is defined as a system holiday in the schedule. This feature is useful for unforeseen business closures due to weather conditions.

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ⑤ to skip to the **opening greetings** options.

SECTION 8
SET DAYLIGHT
SAVINGS TIME

You may configure the system to automatically adjust to Daylight Savings Time. To activate this feature, set the **Daylight Savings?** field to **Yes**. In the **Date On** and **Off** fields, enter the dates that Daylight Savings Time begins and ends for the current year. These settings should be updated yearly.

At 2:00am on the date in the **Date On** field, the system clock is set ahead by the time in the **Hours** field. At 2:00am on the date in the **Off** field , the system clock is set back by the time in the **Hours** field.

SECTION 9
SET DATE OR TIME

You can use the **Today date** field or the **Time Now** field to change the current date or time on the voice mail computer internal calendar or clock.

☞   If you change the date or time, it could affect the timestamp on messages, and messages set for future delivery.

Change the date or time by telephone

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ⑥ to skip to the **system schedule** options.

Change the date or time at a console

1.   Sign into the system, and press ⌈PageUp⌋ or ⌈PageDown⌋ to display Application screen Page 4.

2.   To change the date in the computer calendar, highlight the **Today's date** field. Enter the new day, month, and year (*e.g.*, **19-Jun-97**), and press ⌈←Enter⌋.

3.   To change the current time in the computer clock, highlight the **Time Now** field. Enter the new time, and press ⌈←Enter⌋ (*e.g.*, **10:23am** or **11:25pm**).

Also Refer To:

✆   Chapter 11 Opening Greeting

✆   Chapter 12 Operator Box

✆   Chapter 13 Port Applications

✆   Chapter 18 Screens for application screens

✆   Chapter 24 Transaction Boxes

✆   EliteMail VMS/EliteMail Limited Job Specifications Manual #750176-1

Screens

This chapter describes system screens and the keys used to move around the screens and indicates where in this manual to find more details on a field. To find details in the system on-screen help, highlight a field, and press $\boxed{\text{F1}}$.

SECTION 1
THE BANNER
SCREEN

This screen, displayed before you sign in at the console, gives information about system ports, date and time, system schedule, and hours of storage available on the system hard disk. Refer to Figure 18-1 The VMS Banner Screen and Figure 18-2 The Limited Banner Screen.

```
  » 1. Ans                                  12:37pm   DAY  09-Jun-97
    2. Ans
    3. Ans                                  Recording Time:  18:00
    4. A/D

██████████████████████████ N E C ██████████████████████████

              N E C   A M E R I C A




                        EliteMail



     F1 Help              F3 Select Port         F5 Versions
     F2 Sign-in           F4 Local on/off        ESC Exit
     Enter any character.
```
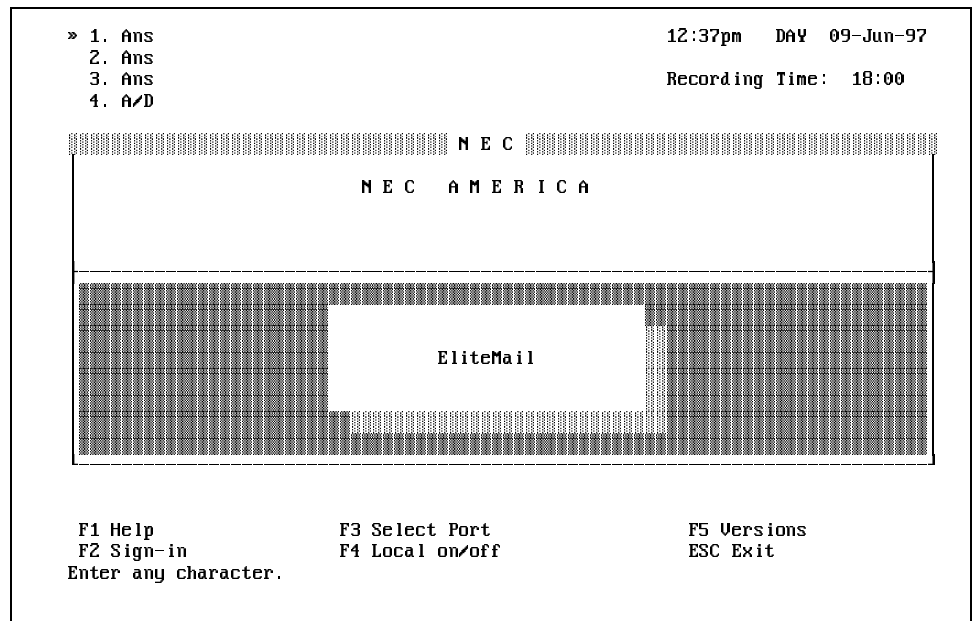
Figure 18-1 The VMS Banner Screen
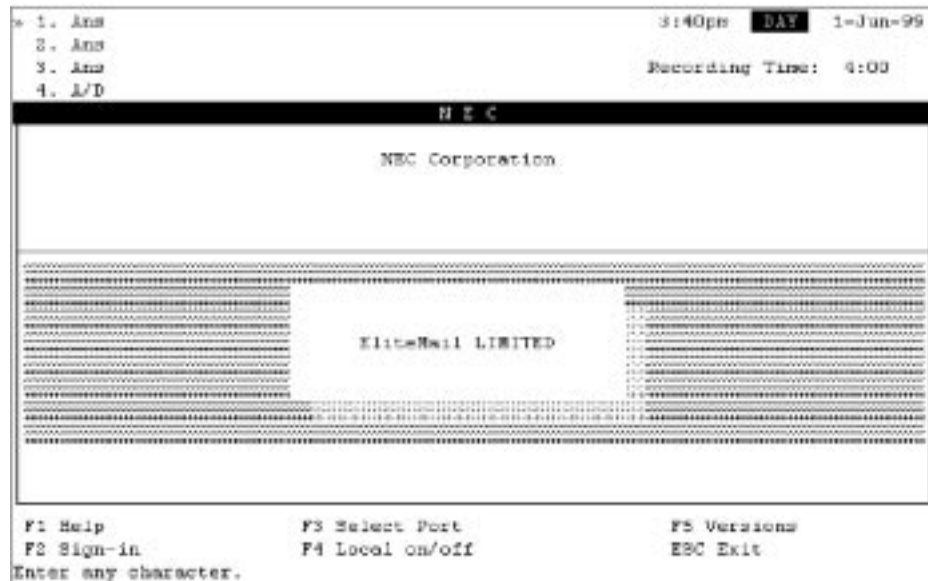
NEC Corporation should read NEC America, Inc.

Figure 18-2 The Limited Banner Screen

✆   Port Status

      The upper-left corner of the screen shows port numbers (1, 2, 3,4)
      and an abbreviation for each current status. A **port** is a telephone
      line connection. Status changes while calls are answered and
      processed.

✆   Date & Time

      The upper-right corner of the screen shows the date and time using
      the system internal clock. It must be kept accurate, because the
      system uses this clock for the time and date on each message and
      report.

✆   Day or Night Mode

Between the time and date, the system shows either DAY or NIGHT, depending on whether Schedule #1 is in Day Mode or Night Mode.

✆   Keylock Status

Just below the date and time is an area that shows if the Caps Lock, Numb Lock, or Insert key is active on the console keyboard. When on, CAPS keeps all letters UPPERCASE, NUM enables the console numbered pad, and INSERT means that entered characters are inserted in a line (rather than overwrite the existing characters). These keys may or may not be active on the keyboard.

✆   Recording Time

This field, just below the keylock status, indicates the number of hours and minutes still available for new messages. Depending on the hardware, the total time available for message storage can range from a few hours to dozens of hours. Watching this number change over time gives a feeling for how much recording time is normal. If business grows and this number starts to drop dramatically, your NEC Associate can help you expand recording capacity.

✆   Screen Window

The center area of the display is the window to the system database and fields organized around 6 sets of screens. Refer to Figure 18-3 The System Screens. Screens include:

- Application Screen
- Personal Directory Screen
- Groups Screen
- Transaction Directory Screen
- Voice Prompt Editor Screen
- Switch Setup Screen

When no one is signed in at the console, the system displays the Banner Screen to prevent unauthorized users from viewing or changing values on the system screens.

✆   Function Keys

Along the screen bottom, a list of keys shows functions currently available. These correspond to the keys labeled F1 through F5 on the keyboard (*e.g.*, press F1 to get on-line help).

✆   One-line Reminder

At the bottom of the screen, immediately below the function key list, is a one-line reminder. This tells you what the system expects you to enter. As you enter information in the system, watch this area for quick reminders.

Refer to Appendix D Console Shortcut Keys for detailed descriptions of the keys you can use to move quickly between screens, pages and fields.

SECTION 2
AWAITING A KEY

Generally, when you sit down at the console, the system is turned on and active. However, the screen probably is blank except for the message **AWAITING A KEY**. This prolongs the life of the monitor. After a few minutes of keyboard inactivity, the system clears the full screen and displays this short message instead. The message itself changes screen position every few minutes.

When you press any key on the keyboard, the awaiting a key message disappears and the screen returns to normal.
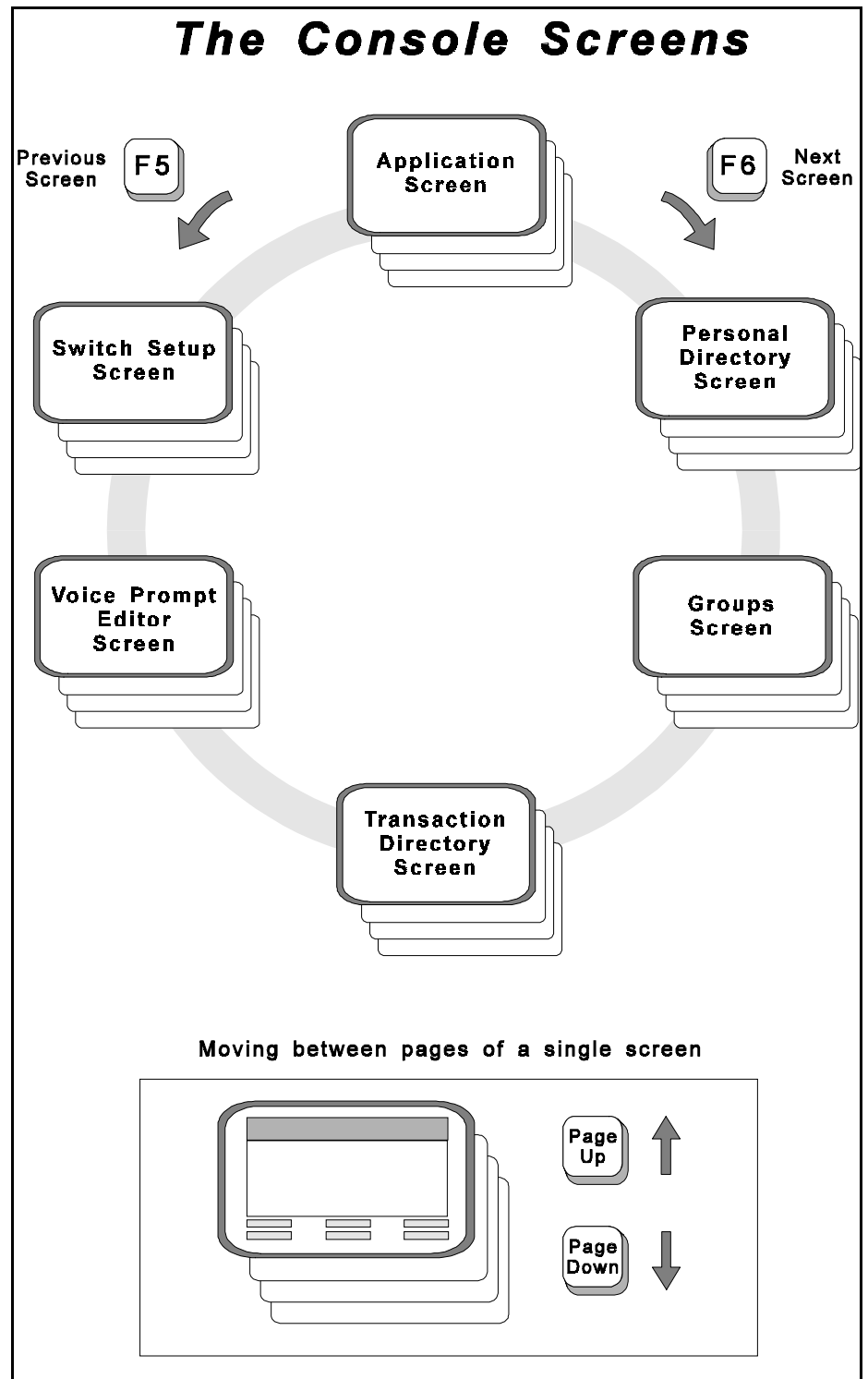
Figure 18-3   The System Screens

SECTION 3
APPLICATION SCREEN
PAGE 1

Use Page 1 to store general information about the configuration and set station numbers. Refer to Figure 18-4 Application Screen Page 1.

```
░░░░░░░░░░░░░░░  E A S Y M A D E   A P P L I C A T I O N ░░░░░ Page 1 of 6 ░░░░░

1. Site name: Your Company Name
2. Contact:                                        Phone#:
─────────────────────────── Calls Answered ────────────────────────────────

3. Total trunks/stations: 0  /0               Calls/day: 0
4. Day Calls Answered: All-trunks             Night Calls: All-trunks
5. All ports busy action: Ring-until-answered
─────────────────────────── Access Numbers ────────────────────────────────
6. Trunk Pilot #:                             # of Trunks Answered: 0
     Alternate Trunk #s:
7. Voice Port Stations        Pilot #:
   Station Numbers:

```

Figure 18-4   Application Screen Page 1

✆   Site Name

     The name of your organization.

✆   Contact

     The person responsible for maintaining the voice mail system at your organization, such as the System Manager.

✆   Phone#

     The contact telephone number.

✆   Total Trunks/Stations

     The number of trunks and stations on the NEC telephone system.

✆   Calls/Day

     The average number of calls answered each day.

✆   Day Calls Answered

     The voice mail system answers all, some, or no trunks.

✆   Night Calls

     The voice mail system answers all, some, or no trunks.

✆   All Ports Busy Action

Tells how the NEC telephone system responds: ring until answered, forward to the operator, or play a busy signal.

✆   Trunk Pilot #

The telephone number outside callers dial to reach voice mail.

✆   # of Trunks Answered

The number of trunks the voice mail system answers.

✆   Alternate Trunk #s

Three other numbers outside callers use to reach voice mail.

✆   Voice Port Stations

The number of ports on the system used for voice mail.

✆   Pilot #

The internal extension called to reach the voice mail system.

✆   Station Numbers

NEC telephone system station numbers connected to voice mail port.

SECTION 4
APPLICATION SCREEN
PAGE 2

Use Page 2 to specify the Opening Greeting Box, to set the status for each port, to set rings to answer for each port, and to set the schedule and special options for each port. Refer to Figure 18-5 Application Screen Page 2.

```
░░░░░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░ Page 2 of 6 ░░░░░
                            All Ports  Port 1   Port 2   Port 3   Port 4
                            Day Nt    Day Nt   Day Nt   Day Nt   Day Nt
        ─────────────────────────┼────────┼────────┼────────┼────────┼────────

11. Opening Greeting Box ID:     $GR $GR


        ─────────────────────────┼────────┼────────┼────────┼────────┼────────
14. Port Status:                          Ans      Ans      Ans     A/D
15. Rings to answer (0=>pool):             1        1        1       1
16. Day/Night Schedule (1..4):             1        1        1       1

```

Figure 18-5   Application Screen Page 2

☎   Line 11

The field on this line sets up your opening greeting. For more details, refer to Chapter 11 Opening Greeting, Chapter 13 Port Applications, and Chapter 15 Section 3 The Voice Prompt Editor Screen on page 15-2 for Quick Play.

☎   Port Status

This field controls how the system uses each port to answer, route calls, and to dial out to notify subscribers of voice mail received. Refer to Chapter 13 Port Applications.

☎   Rings to Answer

This field contains the number of rings before the system answers a call. Refer to Chapter 13 Port Applications.

☎   Day/Night Schedule

The system supports up to 4 different day and night schedules that may be applied to ports individually. Refer to Chapter 13 Port Applications and Chapter 17 Schedules.

SECTION 5
APPLICATION SCREEN
PAGE 3

Use Page 3 to configure how and when the system transfers callers to the human operator, and the action to take if no operator is available. Refer to Figure 18-6 Application Screen Page 3. For a detailed explanation of how to use this screen, refer to Chapter 12 Operator Box.

```
░░░░░░░░░░░░░░░░░░  E A S Y M A D E   A P P L I C A T I O N ░░░░░░ Page 3 of 6 ░░░░
20.   Set up System Operator
  System ID: 0                          Voice name: 0:01


┌──────────────────────────┬─>Greeting ───┬─>Action ─────────────────────────┐
│  Day?   Yes-->100        │ »Day:  0:10  │ Day:  GotoID-->$PM               │
│  Nite?  No               │  Nite: 0:08  │ Nite: GotoID-->$PM               │
│                          │              │                                  │
│  Release     0  Rings    │  Alt:  0:08  │  Max-msg:   90 sec               │
│  Intro: 0:02    Holding? No │           │  Edits OK? Yes                   │
│  Transfer Options :      │  Active: D/N │  Send Msg Urgent? No             │
│                          │              │  After Msg: Hangup               │
├──────────────────────────┴──────────────┴──────────────────────────────────┤
│ Alternate System IDs for Special Operators on each Port:                    │
│                                                                             │
│                                                                             │
└─────────────────────────────────────────────────────────────────────────────┘
```
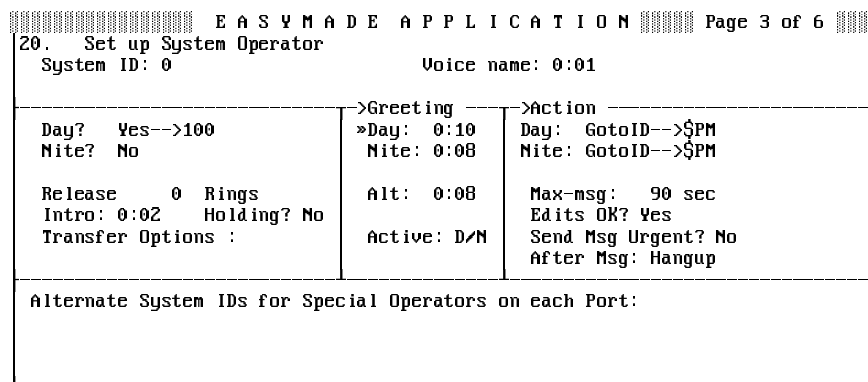
Figure 18-6   Application Screen Page 3

☎   System ID

The operator System ID.

✆   Voice Name

The Operator Box recorded name.

✆   Rings

This field indicates the number of times the voice mail system should ring the operator extension before taking the next step in the Transfer→ Greeting→Action structure for Await Answer and Wait for Ringback transfer only.

✆   Intro

This voice field contains a short recording that the system plays to the caller before attempting to transfer the call to the operator. The default Intro recording is "*I'll transfer you now.*"

✆   Holding?

When this field is **Yes**, the caller can press a touchtone to hold for the operator when the operator line is busy. When this field is **Vox**, the caller can say Yes to holding. When this field is **No**, call holding is turned off. Available only with the Await Answer and Wait for Ringback call transfer. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Transfer Options

This field controls how calls are transferred to the operator. For more details on how to set up call transfer, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Greeting Day/Nite/Alternate

These voice fields store the Operator Box greetings.

✆   Active

This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active. **Alt** means the alternate greeting is currently active.

✆   Action Day/Nite

These fields tell the system what to do if the caller does not press any touchtones during the operator greeting. The default action for the Operator Box is **GotoID→$PM** for the Public Interview Box.

✆   Max-msg

This applies only if the Action is **Take-msg**. This field sets the time in seconds (maximum 9999 or 2 hours, 46 minutes) an outside caller message can last. For more details, refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Edits OK?

Applies only if the Action is **Take-msg**. This field controls whether outside callers are asked if they want to add to, listen to, or record their messages again. For more details, refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Send Msg Urgent?

This applies only if the Action is **Take-msg**. This field allows outside callers to leave urgent messages. For more details on urgent messages, refer to Chapter 9 Messages on page 9-1.

✆   After Msg

Applies only if the Action is **Take-msg**. This field controls whether or not the system takes another action after recording a message from the caller. For more details, refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Alternate System IDs for Special Operators on each Port

This field allows you to route callers pressing 0 to a different operator, depending on which system port the call came in on. For more details about programming your system to handle calls differently for each port, refer to Chapter 9 Section 12 Take a Message on page 9-45.

SECTION 6
APPLICATION SCREEN
PAGE 4

Use Page 4 to set Day and Night Modes, and to schedule holidays. Refer to Figure 18-7 Application Screen Page 4. For more details about the fields on this screen, refer to Chapter 17 Schedules.

```
░░░░░░░░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N ░░░░░░░ Page 4 of 6 ░░░░░
30. Today's date: 01-Jul-97                        Time Now: 10:23am
------------------------------------------------------------------------------------
31.    Schedule #1              Schedule #2               Schedule #3
a: 8:00am- 5:00pm MTWHF   a:        -             a:        -
b:         -              b:        -             b:        -
c:         -              c:        -             c:        -
    Current mode: DAY         Current mode: NIGHT       Current mode: NIGHT
 Ignore holidays? No       Ignore holidays? No       Ignore holidays? No
------------------------------------------------------------------------------------
32. Schedule #4: DAY
------------------------------------------------------------------------------------
33. Holidays:


34. Daylight Savings? No                      On Now? N/A
        Date On:           Off:               Hours: 1
------------------------------------------------------------------------------------
```

Figure 18-7   Application Screen Page 4

✆   Today's Date

Set date in this field.

✆   Time Now

This field shows the current time. Date and time are stored in the system battery-powered clock/calendar.

✆   Schedule #1, Schedule #2, Schedule #3

The voice mail system can handle calls differently for day and night. Use Line 31 to set hours and days of the week for these two modes.

✆   Current Mode

This field tells you whether a schedule is currently in Day Mode or Night Mode.

✆   Ignore Holidays?

This field controls whether or not to use Night Mode on holidays.

✆   Schedule #4

Schedule #4 is an additional schedule that can be manually set to Day Mode or Night Mode. When set, it never changes mode unless the System Manager changes the mode at the system console.

✆   Holidays

Line 33, **Holidays** contains fields for up to 18 dates. Dates are entered in day-month format (*e.g.*, **15-Jan**). If the **Ignore holidays?** field is **No**, the system operates on a NIGHT schedule all day each holiday.

✆   Daylight Savings?

Line 34 fields control daylight savings time for systems in North America. To turn on this feature, set this field to **Yes**. Set the **Date On** and **Off** fields to the Sunday dates when the time changes. During daylight savings time, the **On Now?** field is **Yes**.

SECTION 7
APPLICATION SCREEN
PAGE 5

Use Page 5 to set default settings for each new subscriber. Refer to Figure 18-8 Application Screen Page 5. Also refer to Chapter 20 Subscribers.

```
░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░░░ Page 5 of 6 ░░░░░
   40. Defaults for each new  Subscriber:
   Personal ID: 9X
                                          Hold/Archive msgs:   0 /2   days
        Access: PCBF
  ─>Transfer ─────────────────┬─>Greeting ──────┬>Action ───────────────────────
   Transfer? Yes──>X           │                 │ Take-msg
   Await-Ans──>4  Rings        │                 │
   Screening? No  Holding? No  │                 │ Max-msg:  90 sec  Edits OK? Yes
  ──Message Notification ─────────────────────────────────────────────────────────
  Lamp #: X                                     Activate Lamps? Yes
  #1: X           after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30   min,Off
  #2:             after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60   min,Off
  #3:             after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30   min,Off
  #4:             after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60   min,Urgent
  ─────────────────────────────────────────────────────────────────────────────
                       Ctrl-E for expanded options
```

Figure 18-8   Application Screen Page 5

✆   Personal ID

Used to create Personal IDs for subscribers. Refer to Chapter 22 System IDs.

✆   Hold/Archive msgs

Contains the number of days the system stores subscriber held and archived messages. Refer to Chapter 9 Messages.

✆   Access

Controls which features subscribers can access by default.

✆ Transfer

Controls if and how calls are transferred to a subscriber telephone extension. For more details, refer to Chapter 2 Section 2 Call Transfer on page 2-11, Section 3 Screen Calls on page 2-16, and Chapter 9 Section 12 Take a Message on page 9-45.

✆ Action

Action the system takes after playing a subscriber greeting. Refer to Chapter 2 Section 2 Call Transfer on page 2-11, Section 3 Screen Calls on page 2-16, and Chapter 9 Section 12 Take a Message on page 9-45.

✆ Message Notification

Controls default message delivery and whether or not the system lights message waiting lamps for subscribers. Refer to Chapter 9 Section 13 Message Waiting Lamps on page 9-54.

Access Code Options

Press Ctrl-E, then press ←Enter to view a help screen for selecting access codes. These codes are used by each new subscriber added to the system. Press SpaceBar to add or remove a code. For details on access codes, refer to Chapter 20 Subscribers.

```
░░░░░░░░░░░░░ E A S Y M A D E  A P P L I C A T I O N  ▒▒▒▒ Page 5 of 6 ▒▒▒▒
   40. Defaults for each new  Subscriber:
   Personal ID: 9X
                                      Hold/Archive msgs:   0 /2   days
═══ A C C E S S   C O D E   O P T I O N S ════════════════ Press ESC to Exit ═

 A [ ] No Setup Options    J [ ] Auto Live Monitor   S [ ] Can't Send Message
 B [*] No Rec't Summary    K [ ] Can Edit Holding    T [ ] Traditional Order
 C [*] No Public Notify    L [ ] Message Length      U [ ] Not to Subscribers
 D [ ] Not in Directory    M [ ] Menu Mode           V [ ] No Private Message
 E [ ] Messages by Ext     N [*] Hands-Free Play     W [ ] No Future Delivery
 F [*] First-Time Enroll   O [ ] No Old Messages     X [ ] No Receipt Request
 G [ ] Can't Edit Greet    P [*] No Public Message   Y [ ] No Open Groups
 H [ ] Unused              Q [ ] No Urgent Message   Z [ ] Automatic Receipts
 I [ ] Live Monitor On?    R [ ] Can't Redirect

Press ↑↓→← TAB or Shift-TAB to move;Press SPACE to add or remove a code═══╝
```

Figure 18-9   Access Code Options Window for New Subscribers

Expanded Transfer Options

Press ⌨Ctrl-E, then press ⬇, and press ⏎Enter to view additional call transfer settings on Application screen Page 5. Refer to Figure 18-10 Application Screen Page 5 with Expanded Transfer Options For more details, refer to Chapter 2 Section 2 Call Transfer on page 2-11, Section 3 Screen Calls on page 2-16 and Chapter 9 Section 12 Take a Message on page 9-45. For descriptions of each transfer option code, refer to Appendix B Action Codes.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓  E A S Y M A D E  A P P L I C A T I O N ▓▓▓▓▓ Page 5 of 6 ▓▓▓▓▓
    40. Defaults for each new  Subscriber:
    Personal ID: 9X

                                         Hold/Archive msgs:   0 /2   days
  ═ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit
  ──>Transfer ─────────────────┬──>Greeting ────┬──>Action ───────────────────
   >Transfer? Yes-->X           │               │ Take-msg
   Await-Ans-->4  Rings         │               │
   Screening? No  Holding? No   │               │ Max-msg:  90 sec  Edits OK? Yes
  »Transfer Options : A         │               │ Send Msg Urgent? No
   Screening Options:           │  Int = Yes    │ After Msg: Say-bye
  ──────────────────────────────┴───────────────┴──────────────────────────────
    One key dialing: 1>         2>        3>         4>        5>
                     6>         7>        8>         9>        0>
```

Figure 18-10   Application Screen Page 5 with Expanded Transfer Options

✆   Transfer Options / Screening Options

The one-letter codes control how calls are transferred to a subscriber by default.

- Int =

  When **Yes**, subscribers can record an internal greeting that is played to internal callers. For details, refer to Chapter 20 Subscribers.

- Send Msg Urgent?

  Controls whether or not outside callers are asked to leave urgent messages.

- After Msg

  Action the system takes after recording a message from an outside caller.

- One key dialing

  Use these fields to program a menu of choices for outside callers. The menu choices you set on Application screen Page 5 are set for each new subscriber added to the system.

SECTION 8
APPLICATION SCREEN
PAGE 6

Use Page 6 to configure system-wide parameters. Figure 18-11 Application Screen Page 6.

```
░░░░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N ░░░░░░░ Page 6 of 6 ░░░░
50. Maximum Message Life: 999 days          Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2          New Msgs:  0=0:00  Total:  0=0:00
───────────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4     Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes         Disk full warning at: 15   mins left
───────────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes       Screen Type: Auto        Keypad: Q=7, Z=9 keys
57. DOS Surrender- Daily:           Weekly:            Monthly:
58. Startup:                        Error notices to: 0
59. ID for Alpha Directory: 555      Auto xfer? Yes  ID for Num Groups:
──────────────────────────── Public Fax Box ───────────────────────────────────
Fax ID: $_FAXBOX     │ Transfer? No          │ Alt Action: Operator
Voice name: 0:02     │ Await-Ans-->4  Rings  │
                     │ Holding? No           │ Announce: Always
```

Figure 18-11   Application Screen Page 6

✆   Maximum Message Life

The number of days the system keeps a new message on the system. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Call Report Aging

The number of days of information the system stores for creating reports. Refer to Chapter 16 Reports.

✆   Public Hold/Archive Msgs

The number of days the system keeps held and archived public messages. Refer to Chapter 9 Section 12 Take a Message on page 9-45 and Chapter 14 Public Interview Box and Public Messages.

✆   New Msgs/Total

The number of new Public messages on the system and the time in minutes and seconds the messages last. The total number of messages includes new and old public messages.

✆   Max Person-Person Recording

The maximum time in seconds a message between subscribers can last. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Max Screening Recording

The maximum time in seconds an outside caller has to reply to the question *"Whom may I say is calling?"* Refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Skip Back Time On #

The time in seconds the system moves forward or backward when a subscriber presses the pound key or the 7 or 9 keys during message playback. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Max ID Attempts

The number of times a subscriber can try to enter a valid Personal ID. Refer to Chapter 22 System IDs.

✆   Bad ID Got➔

Callers who enter an invalid Personal ID the number of times indicated in the **Max ID attempts** field are routed to the System ID in this field. Refer to Chapter 22 System IDs.

✆   Record Pauses...Beginning/Short Ending/Long Ending

These fields control how the system decides when a caller has stopped talking. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Beep On Record?

The field controls whether or not the system plays a beep after prompting a caller to record. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Disk Full Warning at 15 Mins Left

The system asks subscribers to delete unnecessary messages when the message storage time left on the system is equal to or less than the value in this field. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Blank PC Screen?

Controls whether or not the system displays the **AWAITING A KEY** message after a few minutes of inactivity.

✆   Screen Type

The monitor that the system determined was in use when the software was installed.

✆   Keypad

The keypad map set for the system. This field is not editable. For details, refer to Chapter 7 Keypad Maps.

✆   DOS Surrender Daily/Weekly/Monthly

Lets you program the system to exit to DOS automatically to back up the system, run utility programs, or run reports. For details, refer to Chapter 26 Back Up and Restore.

✆   Startup

Lets you program special options that take effect when you start the voice mail system.

✆   Error Notices to

Sets who receives a voice message if certain system errors occur. For details, refer to Chapter 9 Messages.

✆   ID for Alpha Directory

The System ID for the automatic directory. Refer to Chapter 3 Directory Assistance.

✆   Auto Xfer?

When only one name matches the three letters a caller enters in the automatic directory, the system automatically transfers the caller to the subscriber extension. Refer to Chapter 3 Directory Assistance.

✆   ID for Num Groups

For subscribers who leave messages by number, this is the System ID to press before leaving a message for a message group. Refer to Chapter 9 Section 7 Message Groups on page 9-18.

✆   Fax ID

The System ID for the fax box. For details, refer to Chapter 4 Faxes and the Public Fax Box and Chapter 22 System IDs.

✆   Voice Name

The fax box recorded name.

✆   Transfer?

Controls whether or not and how calls are transferred to the fax machine telephone extension.

✆   Call Transfer Type

This unlabeled field, below the **Transfer?** field, is used to set the way the voice mail system transfers calls to the Public Fax Box.

✆   Holding?

Controls whether callers can hold for the fax machine if the fax extension is busy.

✆   Alt Action

Sets the action the system takes if the fax extension does not answer, or is busy (and call holding is not allowed).

✆   Announce

Controls whether or not the system sends a public message when it delivers a fax to the fax machine, and whether or not the system asks an outside caller to record a message describing the fax.

SECTION 9
PERSONAL DIRECTORY
SCREEN

The Personal Directory Screen contains one page for each subscriber, guest and System Manager enrolled in the system. Refer to Figure 18-12 Personal Directory Screen. Use this screen to customize transfer, screening, holding, message box and delivery options for individual subscribers. The directory can be sorted by subscriber last name or Extension # ID.

```
░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
              Name: Yale, Hugh
     Personal ID: 9312          SC            Voice name: 0:02
Extension # ID: 312                           Hold/Archive msgs:   0 /2   days
        Access: PCMBF                         New Msgs:0  =0:00  Total:0  =0:00
---->Transfer ------------------>Greeting ----┬->Action -------------------
    Transfer? Yes-->X            »Std: 0:00   │ Take-msg
    Await-Ans-->4  Rings          Int: 0:00   │
    Screening? No  Holding? No    Alt: 0:00   │ Max-msg:  90 sec  Edits OK? Yes
---Message Notification ------------------
Lamp #: X                                     Activate Lamps? Yes  On Now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60  min,Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30  min,Off
#4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60  min,Urgent
------------------------------------------------------------------
                        Ctrl-E for expanded options
```

Figure 18-12   Personal Directory Screen

✆   Personal ID

The subscriber unique Personal ID. If SC is displayed a few spaces after the Personal ID, the subscriber has set a security code.

✆   Extension # ID

The touchtone numbers a caller presses to reach a subscriber.

✆   Hold/Archive Msgs

This dual field defines how long the system saves the subscriber old and archived messages. The hold time or the archive time can be set to up to 99 days. However, to conserve disk space, you should set it for 7 days or less.

✆   Access

Uses one-letter codes to turn on or turn off specific system features.

✆   New Msgs / Total

The number of new messages waiting, and the time in minutes and seconds the messages last. The total number of messages includes new messages and old messages.

✆   Transfer?

Controls whether or not calls are transferred to the subscriber extension. If call transfer is turned on, the field also specifies the telephone number or extension calls are transferred to.

✆   Call Transfer Type

This unlabeled field, below the **Transfer?** field, sets the way the voice mail system transfers calls to subscribers. For details on the call transfer types, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Rings

The number of extension rings before a caller is transferred to the voice mailbox. Applies only if call transfer is **Wait-Ring** or **Await-Ans**.

✆   Screening?

Controls whether **Transfer Options** or **Screening Options** are currently active for the subscriber. If **Yes**, the subscriber Screening Options are active. For details, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Holding?

Controls call holding. For details, refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Greeting

Contains voice fields for the subscriber standard, internal, and alternate personal greetings. For details, refer to Chapter 20 Subscribers. You can display additional information about greetings by displaying the expanded transfer options. Refer to Chapter 20 Subscribers Section 5 Expanded Transfer Options Window on page 20-7.

✆   Action

Defines system action after playing the subscriber greeting.

✆   Max-msg

Sets the time in seconds (Maximum 9999) messages from outside callers can last. This field applies only if the **Action** field is **Take-msg**. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Edits OK?

Controls whether or not outside callers are asked if they want to add to, listen to, or record their message again. This field applies only if the **Action** field is **Take-msg**. For details, refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Lamp # / Activate Lamps?

Controls message waiting lamps for the subscriber. For details, refer to Chapter 9 Section 13 Message Waiting Lamps on page 9-54.

✆   On Now?

Tells you whether or not the voice mail system thinks the subscriber message waiting lamp is on now.

✆   #1 - #4

Lines 1 through 4 in the lower part of the screen each set a message delivery telephone number, schedule, and delivery method for up to 4 telephone numbers. Refer to Chapter 9 Section 5 Message Delivery on page 9-9.

SECTION 10
ACCESS CODE
OPTIONS

Press Ctrl-E, then press ↵Enter to view a help screen for selecting access codes. Press Tab, Shift-Tab, ↑, ↓, [←], or → to highlight the checkbox to the left of a code description. Press SpaceBar to add or remove a code. Refer to Chapter 20 Subscribers Section 5 Expanded Transfer Options Window on page 20-7 for a description of each code.

```
░░░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░ NAME SORT
            Name: Aaronson, Chris              SYSTEM MANAGER
      Personal ID: 9890          SC            Voice name: 0:02
Extension # ID: 890                            Hold/Archive msgs:   0 /2   days
╔═ A C C E S S   C O D E   O P T I O N S ═════════════════ Press ESC to Exit ╗
║                                                                            ║
║ A [ ] No Setup Options   J [ ] Auto Live Monitor   S [ ] Can't Send Message║
║ B [*] No Rec't Summary   K [ ] Can't Edit Hold     T [ ] Traditional Order ║
║ C [*] No Public Notify   L [ ] Message Length      U [ ] Not to Subscribers║
║ D [ ] Not in Directory   M [ ] Menu Mode           V [ ] No Private Message║
║ E [ ] Messages by Ext    N [*] Hands-Free Play     W [ ] No Future Delivery║
║ F [*] First-Time Enroll  O [ ] No Old Messages     X [ ] No Receipt Request║
║ G [ ] Can't Edit Greet   P [*] No Public Message   Y [ ] No Open Groups    ║
║ H [ ] Unused             Q [ ] No Urgent Message   Z [ ] Automatic Receipts║
║ I [ ] Live Monitor On?   R [ ] Can't Redirect                             ║
╚Press ↑↓→← TAB or Shift-TAB to move; Press SPACE to add or remove a code════╝
```

Figure 18-13   Access Code Options Window

SECTION 11
EXPANDED TRANSFER
OPTIONS

Press Ctrl-E, then press ↓, and press ←Enter to display additional call transfer options for a subscriber. Refer to Figure 18-14 Personal Directory Screen with Expanded Transfer Options.

```
░░░░░░░░░░░░░░░░░░░░░░ P E R S O N A L     D I R E C T O R Y ░░░░░░░░░░░░ NAME SORT
          Name: Aaronson, Chris              SYSTEM MANAGER
      Personal ID: 9890         SC           Voice name: 0:02
  Extension # ID: 890                         Hold/Archive msgs:   0 /2   days
╔═ E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ╗
║─>Transfer ─────────────────>Greeting ──────>Action ──────────────────────║
║  Transfer? Yes-->X            »Std: 0:00     Take-msg                     ║
║  Await-Ans-->4  Rings         »Int: 0:00                                  ║
║  Screening? No  Holding? No    Alt: 0:00     Max-msg:  90 sec  Edits OK? Yes║
║ »Transfer Options : A          Active: STD   Send Msg Urgent? No          ║
║  Screening Options:            Int: Yes      After Msg: Say-bye           ║
║                                                                           ║
║   One key dialing: 1>       2>         3>          4>        5>           ║
║                    6>       7>         8>          9>        0>           ║
║                                                                           ║
╚═══════════════════════════════════════════════════════════════════════════╝
```

Figure 18-14   Personal Directory Screen with Expanded Transfer Options

✆   Transfer / Screening Options

Control how calls are transferred to a subscriber extension. Refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Std / Int / Alt

Voice fields for the standard, internal and alternate greetings.

✆   Active

Tells you which greeting is active: standard (**STD**) or alternate (**ALT**). If the standard greeting is active and an internal greeting is recorded and set to **Yes**, the internal greeting is played for internal callers. For details, refer to Chapter 20 Subscribers.

✆   Int

Indicates whether or not the internal greeting is on (**Yes**) or off (**No**). If **Yes**, if an internal greeting is recorded, and if the standard greeting is active, then the internal greeting is played for internal callers. For details, refer to Chapter 20 Subscribers.

✆   Send Msg Urgent?

Controls whether or not outside callers are allowed to leave urgent messages for the subscriber. Refer to Chapter 9 Messages.

✆   After Msg

Defines action the system takes after recording a message for this
subscriber from an outside caller. Refer to Chapter 9 Section 12 Take
a Message on page 9-45.

SECTION 12

GUESTS

The system also allows subscribers to host guests on the system. Guests
are greeted by name and can exchange messages with their host
subscriber. They have limited system privileges. The Personal Directory
includes a page for each guest in the system. Refer to Figure 18-15
Personal Directory Page for a Guest The fields on a guest page control the
same features as on a subscriber page. Refer to Chapter 5 Guests.

```
░░░░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
            Name: Rosen, Mike                    Guest of...... Ronk, Amy
      Personal ID: 6453                           Voice name: 0:02
                                                  New Msgs:0  =0:00  Total:0  =0:00
Send Msg Urgent? No
───────────────────────────────────────────────────────────────────────────────


                            ─────Message Notification ─────────────────────────

#1:            after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30   min,Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  rings 60   min,Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30   min,Off
#4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60   min,Urgent
```

Figure 18-15   Personal Directory Page for a Guest

SECTION 13

GROUPS SCREEN   Use the Groups Screen to set up message groups, directory groups, and directory menus.

Message Group

Use a message group to send the same message to several subscribers at once. Refer to Figure 18-16 A Message Group For details, refer to Chapter 9 Section 7 Message Groups on page 9-18.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ G R O U P S ▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓
 Name: All Staff                          Open Group of Aaronson, Chris
 Dispatch: No                         Voice:  0:02

 Member name          Last contacted   Member name          Last contacted

 Xavier, Jan                           Yale, Hugh
 Yeoman, Mike                          Ying, Sue
 Zaftig, Pat                           Zeller, Nell
 Zink, Jay
```

Figure 18-16   A Message Group

✆   Name

The message group spelled name or group number.

✆   Voice

The message group recorded name.

✆   Open Group of or Private Group of

The name of the message group owner.

✆   Dispatch

When **Yes**, the first person in the group who listens to a message is the only person who receives it.

✆   Member name

Lists the last and first names of each message group member in alphabetical order.

✆   Last contacted

Shows the date and time a group member last listened to a group message.

Directory Group

Lets you create numeric directory assistance. Refer to Figure 18-17 A Directory Group. The fields on this screen are described in detail in Chapter 3 Directory Assistance.

```
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░ G R O U P S ░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░
 Name: Sales                              DIRECTORY Group of ·SYSTEM·
 Directory ID:                            Voice:  0:02
─────────────────────────────────────────────────────────────────────────────
 Member name         Voice  Ext # ID │ Member name         Voice  Ext # ID
─────────────────────────────────────┼─────────────────────────────────────
 Ronk, Amy           0:02   9696     │
                                     │
                                     │
                                     │
                                     │
                                     │
                                     │
                                     │
                                     │
─────────────────────────────────────────────────────────────────────────────
```

Figure 18-17   A Directory Group

✆   Name

The directory group name.

✆   DIRECTORY group of •SYSTEM•

The directory group owner (always **•SYSTEM•)**.

✆   Directory ID

The directory group System ID.

✆   Voice

The directory group recorded name.

✆   Member name / Voice / Ext # ID

The members of the directory group are listed in alphabetical order in this column, along with their recorded name and Extension # ID.

Directory Menu

A one-key dialing menu for numeric directory assistance. Refer to Figure 18-18 A Directory Menu. For details, refer to Chapter 3 Directory Assistance.

```
▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒ G R O U P S ▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒▒
 Name: Numeric Directory           DIRECTORY Menu of  ·SYSTEM·
 Directory ID: §411                 Voice:  0:02

   Key  Directory Name                Type       Voice    Dir ID

   1.   Sales                         Dir Group  0:02
   2.   Shipping                      Dir Group  0:02
   3.   Customer Service              Sub Menu   0:02
   4.
   5.
   6.
   7.
   8.
```

Figure 18-18 A Directory Menu

✆   Name

The directory menu name.

✆   DIRECTORY Menu of •SYSTEM•

The directory menu owner (always **•SYSTEM•)**.

✆   Directory ID

The directory menu System ID.

✆   Voice

The directory menu recorded name.

✆   Key

Numbers 1~8 indicate a touchtone choice on the directory menu.

✆   Directory Name

Lists one-key dialing choices on the directory menu.

✆   Type

Whether the menu choice is a directory group or a directory menu.

✆   Voice

Each menu choice recorded name.

✆   Dir ID

Each menu choice System ID, if applicable.

SECTION 14
TRANSACTION
DIRECTORY SCREEN

Use the Transaction Directory to create transaction boxes and interview boxes that are the building blocks for special applications using special call routing, audiotext, information menus, directories, and interviews. You can also set up special voice detect applications for callers who want to speak their answers, instead of pressing touchtones.

Each transaction box, interview box, and voice detect box in the system has one page in the Transaction Directory. The Transaction Directory can be sorted by box name or System ID. The fields on these screens are described in detail in Chapter 24 Transaction Boxes, Chapter 6 Interview Boxes, Chapter 14 Public Interview Box and Public Messages, and Chapter 25 Voice Detect.

Transaction Boxes

Transaction boxes let you set up special call routing and audiotext applications. Refer to Figure 18-19 Transaction Box Screen.

```
░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
       Name: Departments Box            Transaction box of Ronk, Amy
   System ID: 411                      Voice name: 0:02    Schedule #:

  ->Transfer ----------------┬->Greeting ----┬->Action -------------------
   Day?   No                 │»Day:  0:13    │ Day:  Operator
   Nite?  No                 │ Nite: 0:00    │ Nite: Operator
                             │               │
   Await-Ans-->4  Rings      │ Alt:  0:00    │ Max-msg:   90 sec
   Intro: 0:00    Holding? No│               │ Edits OK? Yes
   Transfer Options :        │ Active: D/N   │ Send Msg Urgent? No
                             │               │ After Msg: Say-bye

    One key dialing: 1>700     2>800      3>555     4>         5>
                     6>        7>         8>        9>         0>
```

Figure 18-19   Transaction Box Screen

✆　Name

　　The transaction box spelled name.

✆　Transaction box of

　　The transaction box owner.

✆　Voice name

　　The transaction box recorded name.

✆　Schedule #

　　Schedule the box follows (1, 2, 3 or 4). If blank, the transaction box follows the schedule for the port the call came in on. For details, refer to Chapter 17 Schedules.

✆   Transfer Day? Nite?

Use these fields to turn call transfer on or off for Day Mode and Night Mode. Refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Call Transfer Type

This unlabeled field, below the **Nite?** field, sets call transfer. Refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16 and Chapter 9 Section 12 Take a Message on page 9-45.

✆   Rings

The number of times the extension should ring if the call transfer is Await Answer or Wait for Ringback.

✆   Intro

The system plays any recording in the **Intro** field before it transfers a call. The system does not play the **Intro** if call transfer is turned off.

✆   Holding?

This field is Yes if call holding is used. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Transfer Options

Controls how the system transfers calls routed through the transaction box. Refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Greeting Day/Nite/Alternate

Controls 3 separate transaction box greetings. The fields display how many seconds each greeting lasts.

✆   Active

Tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on current mode). **Alt** means the alternate greeting is currently active.

✆   Action Day/Nite

Tells the system what to do if the caller does not press any touchtones during the greeting.

✆   Max-msg

Applies if the **Action** field is **Take-msg**. Sets time (maximum 9999 seconds or 2 hours, 46 minutes) an outside caller message can last.

✆   Edits OK?

Applies only if the **Action** field is **Take-msg** and controls whether or not outside callers are asked if they want to add to, listen to, or record their message again. Refer to Chapter 9 Section 12 Take a Message on page 9-45.

✆   Send Msg Urgent?

Controls whether or not messages left by outside callers should be marked urgent. Refer to Chapter 9 Messages.

✆   After Msg

Controls how the system handles the call after recording a message from the caller.

✆   One key Dialing

Allows you to program single digits to represent full System IDs for subscriber Extension # IDs or other boxes.

Interview Boxes

Interview boxes let you program the system to ask callers questions, and record their answers in a message. Refer to Figure 18-20 Sample Interview Box. This screen is described in detail in Interview Boxes.

```
░░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░ ID SORT ░
        Name: Order Entry Box              Interview box of   Ronk, Amy
    System ID: $350                        Voice name: 0:02

 -- Question -- Reply ----┬-- Question --- Reply ---┬-- Question --- Reply ----

    1. 0:08   7   secs      9. 0:00    0   secs     17. 0:00    0   secs
    2. 0:06   8   secs     10. 0:00    0   secs     18. 0:00    0   secs
    3. 0:05   9   secs     11. 0:00    0   secs     19. 0:00    0   secs
    4. 0:09   9   secs     12. 0:00    0   secs     20. 0:00    0   secs
    5. 0:10  30   secs     13. 0:00    0   secs
    6. 0:03   0   secs     14. 0:00    0   secs
    7. 0:00   0   secs     15. 0:00    0   secs     Send Msg Urgent? Yes
    8. 0:00   0   secs     16. 0:00    0   secs     After: Say-bye
```

Figure 18-20   Sample Interview Box

✆   Name

The interview box spelled name.

✆   Interview box of

The interview box owner.

✆   System ID

The interview box unique System ID.

■ Voice name

The interview box recorded name.

■ Question

The recording for each of the questions in the interview and the number of seconds the question lasts. You can record up to 20 questions per interview.

■ Reply

The time in seconds outside callers are allowed to record their reply to a question.

■ Send Msg Urgent

Controls whether or not messages left by outside callers should be marked urgent. Refer to Chapter 9 Messages.

■ After

Controls how the system handles the call after recording the caller responses to the interview.

Public Interview Box

The system is shipped with a Public Interview Box. Refer to Figure 18-21 The Public Interview Box. Messages left in the Public Interview Box are called public messages that are available to subscribers with public message access. Usually, the Public Interview Box is used to take messages from callers when the operator is not available.

The fields on this screen work the same as those on the interview box screen. Refer to Chapter 14 Public Interview Box and Public Messages and Chapter 9 Messages.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N   D I R E C T O R Y ▓▓▓▓▓▓▓▓▓▓  NAME SORT
        Name: Public Interview          Interview box of   Public Access
     System ID: $PM                      Voice name: 0:02

─── Question ── Reply ──────┬── Question ─── Reply ───┬── Question ─── Reply ─────
                           │                         │
    1. 0:08   6   secs      │  9. 0:00   0   secs     │ 17. 0:00   0   secs
    2. 0:02   9   secs      │ 10. 0:00   0   secs     │ 18. 0:00   0   secs
    3. 0:02   9   secs      │ 11. 0:00   0   secs     │ 19. 0:00   0   secs
    4. 0:02   9   secs      │ 12. 0:00   0   secs     │ 20. 0:00   0   secs
    5. 0:03  40   secs      │ 13. 0:00   0   secs     │
    6. 0:03   0   secs      │ 14. 0:00   0   secs     │
    7. 0:00   0   secs      │ 15. 0:00   0   secs     │ Send Msg Urgent? No
    8. 0:00   0   secs      │ 16. 0:00   0   secs     │ After: Say-bye
                           │                         │
                           │                         │
────────────────────────────┴─────────────────────────┴────────────────────────
```

Figure 18-21   The Public Interview Box

Voice Detect

You can use voice detect boxes to program the voice mail system to recognize when an outside caller says Yes or remains silent to answer a question. Refer to Figure 18-22 Sample Voice Detect Box. This screen is described in detail in Chapter 25 Voice Detect.

```
░░░░░░░░░░░░░░░T R A N S A C T I O N   D I R E C T O R Y░░░░░░░░░  NAME SORT
           Name: Voice detect box       Voice detect box of Ronk, Amy
      System ID: $VOICE                  Voice name: 0:02    Schedule #:

    -->Transfer ----------------->Greeting ---->Action -------------------
    Day?   No                   »Day:  0:15   Day:  Operator
    Nite?  No                    Nite: 0:00   Nite: Operator

    Await-Ans-->4  Rings         Alt:  0:00    Max-msg:    90 sec
    Intro: 0:00    Holding? No                 Edits OK?   No
    Transfer Options :           Active: D/N   Send Msg Urgent? No
                                               After Msg: Say-bye

    Voice Selection:  Voice              Silence
```

Figure 18-22   Sample Voice Detect Box

Voice detect boxes use the same Transfer→Greeting→Action structure as transaction boxes. The fields on voice detect screens work the same as on transaction box screens. However, the bottom of a voice detect screen includes a Voice Selection section, instead of **One key dialing**. The Voice Selection fields are:

✆   Voice

The System ID callers are routed to if they speak after the voice detect box greeting.

✆   Silence

The System ID callers are routed to if they remain silent after the voice detect box greeting.

SECTION 15
VOICE PROMPT
EDITOR SCREEN

Use the Voice Prompt Editor Screen to listen to, record, or copy system prompts. Refer to Figure 18-23 Voice Prompt Editor Screen. The fields on this screen are described in detail in Chapter 15 Recording Voice Fields. Press F8 to move forward through the prompt sets. Press Shift-F8 to move backward through the prompt sets.

```
░░░░░░░░░░░░░░░░░░░░░░░░ V O I C E   P R O M P T   E D I T O R ░░░░░░░░░░░░░░░░░░░░░
 PROMPT SET: DR-Directory        All Ports  Port 1   Port 2   Port 3   Port 4
 US-English                       Day Nt    Day Nt   Day Nt   Day Nt   Day Nt
┌──────────────────────────────┬──────────┬────────┬────────┬────────┬────────
    1  Please press the first thr :4  <-      <-  <-    <-  <-    <-  <-    <-  <-
    2  Please enter the letters n :2  <-      <-  <-    <-  <-    <-  <-    <-  <-
    3  You may dial the extension :3  <-      <-  <-    <-  <-    <-  <-    <-  <-
    4  To stop the directory, pre :6  <-      <-  <-    <-  <-    <-  <-    <-  <-
    5  There are no matches to th :3  <-      <-  <-    <-  <-    <-  <-    <-  <-
    6  Press 1 to try another nam :2  <-      <-  <-    <-  <-    <-  <-    <-  <-
    7  I'm sorry, directory assis :4  <-      <-  <-    <-  <-    <-  <-    <-  <-
    8  This directory will help y :5  <-      <-  <-    <-  <-    <-  <-    <-  <-
    9  End of...                  :2  <-      <-  <-    <-  <-    <-  <-    <-  <-
   10  To start the list again, p :3  <-      <-  <-    <-  <-    <-  <-    <-  <-
   11  To hear the list again, pr :3  <-      <-  <-    <-  <-    <-  <-    <-  <-
   12  Extension...               :2  <-      <-  <-    <-  <-    <-  <-    <-  <-
   13  For...                     :1  <-      <-  <-    <-  <-    <-  <-    <-  <-
```

Figure 18-23   Voice Prompt Editor Screen

✆ Prompt Set

The name of the set of prompts you are viewing. The column on the left side of the screen displays the number for each prompt.

✆ Description

Briefly describes the text of each prompt. Editing the description does not change the recording.

✆ Number

This left column on the screen shows the number for each prompt.

✆ All Ports Day/Nt

This dual column contains voice fields for prompts played for all ports, during Day Mode and Night Mode.

✆ Port n Day/Nt

An additional dual column for each system port contains voice fields for prompts you want the system to play only on that port, and only during Day Mode or Night Mode.

SECTION 16
SWITCH SETUP
SCREEN PAGE 1

Use Page 1 to fill in values automatically for your NEC telephone system. Refer to Figure 18-24 Switch Setup Screen Page 1. For details on any field on the Switch Setup Screen, refer to Chapter 21 Switch Setup.

```
▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E  S W I T C H   S E T U P ▓▓▓▓ Page   1 of 3 ▓▓▓▓
1. Switch: NEC                    Electra Elite                    DEFAULTS .2
2. Integration Options: CRR,,,,DT DT8-0 DT9-0 ELECTRA SKT=15,30
─────────────────────────────────────────────────────────────────────────────
3. Outdial Access: 9
4. Transfer Initiate: &X                    Recall: R
            Connect: T                      Busy Recall: R
─────────────────────────────────────────────────────────────────────────────
5. TT Prompt/Msg/Record: 4 /4 /7            Release on LCR? Yes
6. Answer on ring low? Yes                  Off-hook delay: 50
7. Ring-on time: 30                         Ring-off time: 50
8. Pooled delay: 450
```

Figure 18-24   Switch Setup Screen Page 1

✆   Switch

The NEC telephone system.

✆   Description

A brief description of the NEC telephone system model. This field cannot be edited.

✆   Integration Options

Special parameters that affect how the voice mail system works with the NEC telephone system.

✆   Outdial Access

The number(s) the voice mail system dials to access an outside line, such as for message delivery.

✆   Transfer Initiate

The sequence the voice mail system dials to put an outside caller on hold and ring an extension.

✆   Recall

The sequence the voice mail system dials to return to the outside caller if an extension does not answer.

✆   Connect

The sequence the voice mail system dials to complete a transfer to an extension.

✆   Busy Recall

The sequence the voice mail system dials to return to the outside caller if an extension is busy.

✆   TT Prompt/Msg/Record

The minimum time, in hundredths of a second, the voice mail system expects a touchtone to last. Normally, you should not change the values in these fields.

✆   Release on LCR?

Controls whether or not the voice mail system assumes the caller has hung up when it receives a loop current open signal.

✆   Answer on ring low?

Whether or not the voice mail system waits through a complete ring on incoming calls before answering.

✆   Off-hook delay

How many hundredths of a second, the voice mail system waits after answering the telephone, before speaking or accepting touchtones.

✆   Ring-on time / Ring-off time

The time, in tenths of a second, of the on/off periods in an incoming ring cycle.

✆   Pooled delay

This field is not used with EliteMail VMS/EliteMail Limited.

SECTION 17
SWITCH SETUP
SCREEN PAGE 2

Use Page 2 to set message waiting lamp codes, dial-out timing, call holding, Live Record, and Constant Message Count options. Refer to Figure 18-25 Switch Setup Screen Page 2.   Refer also to Chapter 21 Switch Setup.

```
░░░░░░░░░░░░░ E A S Y M A D E   S W I T C H   S E T U P ░░░ Page   2 of 3 ░░░
10. Message Lamp On: X                    Retries: 1
            Off: X                        Interval (mins): 5
    Reset All Lamps? No                   Daily Lamp Reset:
───────────────────────────────────────────────────────────────────────────
11. Dialout pause (,)= 100  (;)= 300      Hookflash (&)= 65   (%)= 200
12. Dialout DTMF duration: 10             DTMF interdigit delay: 10
13. Dialtone delay: 100
───────────────────────────────────────────────────────────────────────────

14. Max lines holding total: 8           Max lines holding for ext: 8
15. Number tries between TT checks: 4    Extra hold time between tries: 50
                                         Message refresh interval: 0
    Live Record beep interval: 15        Live Record after transfer: No
```

Figure 18-25   Switch Setup Screen Page 2

✆   Message Lamp On

The code to turn message waiting lamps on.

✆   Message Lamp Off

The code to turn message waiting lamps off.

✆   Retries

The number of additional times the voice mail system should dial
each message waiting lamp on/off code to verify that it takes effect.

✆   Interval (mins)

The time to wait between dial-out attempts to light the same message
waiting lamp.

✆   Reset All Lamps?

Lets you manually cause the system to light message waiting lamps.
Immediately after you change this field to **Yes**, the system dials out to
light message waiting lamps for subscribers with messages waiting.

✆   Daily Lamp Reset

The time the system automatically dials out to turn on message
waiting lamps for subscribers with new messages waiting. This
ensures the proper message waiting lamps are on.

✆   Dialout Pause

The time, in hundredths of a second, of a pause in a dialing
sequence.
, = 100. Causes a 1-second pause.
; = 300. Causes a 3-second pause.

✆   Hookflash

The time, in hundredths of a second, of the connection period in a
dialing sequence.

✆   Dialout DTMF Duration

The time, in hundredths of a second, the voice mail system plays a
touchtone in a dialing sequence. This field is display only.

✆   DTMF Interdigit Delay

The time, in hundredths of a second, between each touchtone the
voice mail system plays in a dialing sequence.

✆   Dialtone Delay

The time, in hundredths of a second, the voice mail system should
wait before dialing after going off hook to place a call.

✆   Max Lines Holding Total

The maximum number of calls allowed to hold at one time on the entire system. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Max Lines Holding For Ext

The maximum number of calls allowed to hold at one time for a particular extension. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Number Tries Between TT Checks

The number of voice mail system tries to transfer a caller on hold to an extension, before checking back with the caller. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Extra Hold Time Between Tries

The time, in tenths of a second, the voice mail system waits between transfer attempts while an outside caller is on hold. Refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆   Live Record Beep Interval

The time, in seconds, between beeps confirming that a conversation is being recorded. For details, refer to Chapter 8 Live Record/Live Monitoring.

✆   Live Record After Transfer

With some NEC telephone systems, controls whether or not to continue to record a live conversation after the subscriber who initiated Live Record transfers the call to another extension. For details, refer to Chapter 8 Live Record/Live Monitoring.

✆   Message Refresh Interval

The time, in seconds, between updates of Constant Message Count displays. For details, refer to Chapter 9 Section 9 Message Notification on page 9-29.

SECTION 18
SWITCH SETUP
SCREEN PAGE 3

Use Line 20 through Line 28 on Page 3 to modify ring detection values. Refer to Figure 18-26 Switch Setup Screen Page 3. The fields on this screen should be changed only if you are experiencing problems with ring detection.

```
░░░░░░░░░░░░ E A S Y M A D E  S W I T C H   S E T U P  ░░░ Page   3 of 3 ░░░

20. Call Analysis Delay: 10              Ring to begin on: 1
21. Debounce Silence: 6   Voice: 3      Leading edge detect? Yes
-----------------------------------------------------------------------
22. Tolerance above 1st low %: 10        Below 1st low %: 13
23. Tolerance above 2nd low %: 10        Below 2nd low %: 13
24. Tolerance above 1st high %: 12       Below 1st high %: 14
-----------------------------------------------------------------------
25. Max short low in dbl ring: 1         Min long low: 170
26. Max time busy 1st low: 60            Max time busy 2nd low: 60
27. Max time busy high: 65               Busy states over rings: 0
28. Size of long high: 75                Max sil. long: 210   short: 210
-----------------------------------------------------------------------
29. Max time to wait for voice: 3
```

Figure 18-26   Switch Setup Screen Page 3

✆ Max time to wait for voice

The field on Line 29 is used for voice detect boxes and voice detect call holding and controls the time in seconds the system waits for an outside caller to speak. For details, refer to Chapter 25 Voice Detect and Chapter 2 Section 1 Call Hold on page 2-1.

Also Refer To:

✆ EliteMail VMS/EliteMail Limited Job Specifications Manual #750176-1.

Security Codes

A subscriber security code prevents unauthorized callers from accessing confidential messages.

For maximum security, the system never displays the security code on the screen or reads it over the telephone, even to the subscriber. System Managers cannot change or set a subscriber security code. Only the subscriber can set the code, and only by telephone.

This chapter explains how security codes work, including how subscribers set a security code by telephone, and what to do if subscribers forget their security code.

SECTION 1
SECURITY CODES
AND PERSONAL ID

A security code is like a Personal ID because the subscriber enters it on the touchtone pad as part of the subscriber identification process. A security code is different from a Personal ID because a subscriber can change the security code anytime.

Two subscribers with different Personal IDs can have the same security code with no conflicts. The total possible security codes each subscriber may have decreases the possibility of an unauthorized caller successfully cracking the system. Unlike Personal IDs, the security code is never displayed anywhere.

SECTION 2
SET A SECURITY
CODE

A subscriber can set a security code during the enrollment conversation or by accessing setup options.

If the subscriber enrolls in the system by telephone, the system asks the subscriber to set a security code. The subscriber can set the security code then, or skip setting a code and add one later using setup options. The subscriber can also use setup options to change the code anytime.

A subscriber that does not set a security code may access the voice mail system just by calling a Personal ID. However, privacy or unauthorized use is not assured unless a security code is used.

To set a security code by telephone, refer to the EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0.

Reference

SECTION 3
USE A SECURITY
CODE

When a subscriber who has set a security code calls the system and enters a Personal ID, the system asks:

"Please enter your personal security code."

The subscriber then enters the security code on the keypad. If the subscriber enters the code correctly, the system begins the subscriber conversation.

If the subscriber enters the wrong security code, the system informs the subscriber, then restarts the call.

The subscriber must enter the Personal ID before the system asks for the security code again. This makes it more difficult for an unauthorized caller to break into the system and prevents the subscriber from entering the wrong Personal ID.

You may program the maximum number of retries a subscriber can make to enter a valid Personal ID and security code in the **Max ID attempts** field on Application screen Page 6.

The system does **not** play the subscriber recorded name until after the correct security code is entered.

A subscriber who realizes the security code entered is wrong can press the pound key and enter a correct personal ID and security code.

Security Codes and Other Security Issues

Each system subscriber must use a security code to protect the subscriber from unauthorized or fraudulent use of the voice mail system. Subscribers should also be cautioned to:

✆   Keep their security code secret.

✆   Change their security code frequently. Use a code that is easy to remember, but hard for others to guess.

✆   Notify the System Manager if their EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0 or Quick Option Menus card is stolen. Someone may try to crack the system by guessing Personal IDs or try to find a mailbox without a security code.

If your organization uses the first-time enrollment conversation, you can further protect the voice mail system by limiting the number of unused voice mailboxes on the system. Check the Personal Directory frequently to find out if new subscribers are promptly enrolling themselves by telephone. Contact any subscribers not yet enrolled, and encourage them to do so. Delete unused voice mailboxes from the system.

SECTION 4
FORGOTTEN SECURITY
CODES

The System Manager is not allowed to view, set, or change a security code for another subscriber. The system indicates if a security code is set by a subscriber by placing the letters SC on the subscriber Personal Directory page. Refer to Figure 19-1 Personal Directory Page with a Security Code Set. The system also records all incidents of an incorrectly entered security code in the Call Log to alert a System Manager of possible unauthorized callers. For details refer to Chapter 16 Reports.

If a subscriber forgets the security code, the System Manager cannot look up the security code on any system screen, but he can delete the subscriber security code at the Personal Directory Screen. The subscriber should then call the system and set a new security code.

```
░░░░░░░░░░░░░░░░░░░░ P E R S O N A L     D I R E C T O R Y ░░░░░░░░░ NAME SORT
         Name: Yale, Hugh
    Personal ID: 9312           SC          Voice name: 0:02
 Extension # ID: 312                        Hold/Archive msgs:   0 /2   days
         Access: PCMBF                       New Msgs:0  =0:00  Total:0  =0:00
 -->Transfer ----------------->Greeting ----->Action -----------------------
   Transfer? Yes-->X            »Std: 0:00    Take-msg
   Await-Ans-->4  Rings          Int: 0:00
   Screening? No  Holding? No    Alt: 0:00   Max-msg:  90 sec  Edits OK? Yes
 --Message Notification ---------------------
 Lamp #: X                               Activate Lamps? Yes  On Now? No
 #1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
 #2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  Rings 60  min,Off
 #3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
 #4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
 -------------------------------------------------------------------------
                      Ctrl-E for expanded options
```

Figure 19-1   Personal Directory Page with a Security Code Set

See if subscriber has a security code or delete it by telephone

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ⑧ to skip to the **operator mailbox** options.

Delete a subscriber security code at the console

1.   Press F2 to sign in at the voice mail system Banner Screen.

2.   Enter a System Manager ID, and press ←Enter. If asked, enter the
     System Manager security code, and press ←Enter.

3.   Press Ctrl-D to jump to the Personal Directory Screen.

4.   Press PageDown (or use the Jump command) to display the subscriber
     Personal Directory Page.

5.   Press F7.

6.   Press ↓ ↓ to highlight **Security Code,** and press ←Enter.

7.   When prompted, press Y to delete the code. After you delete the
     code, the **SC** is removed from the subscriber page.

8.   Encourage the subscriber to call in immediately to set a new security
     code.

Also Refer To:

✆   Chapter 17 Schedules

✆   Chapter 19 Security Codes

✆   EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0

Most people enrolled in the voice mail system are called **subscribers**. A subscriber can receive messages from outside callers, leave messages for other subscribers, be a host for guests, create message groups by telephone, and use many of the system voice mail and automated attendant features.

The system uses a page of the Personal Directory to store each subscriber Personal ID, Extension # ID, personal greetings, and settings for call transfer and message delivery. Subscribers can change many of these settings by telephone. The System Manager can also change subscriber settings at the system console.

This chapter explains:

✆ The default settings for subscribers

✆ The first-time enrollment conversation

✆ The Personal Directory and its screens

✆ Subscriber access codes

✆ The personal secretary feature

✆ Adding subscribers one by one, or by range

✆ Deleting a subscriber, or just subscriber messages

✆ Sorting the Personal Directory

✆ The subscriber conversation

✆ Quick keys and quick option menus

SECTION 1
DEFAULT
SUBSCRIBER
SETTINGS

To make adding subscribers quick and easy, Application screen Page 5 lets you program settings for all new subscribers. Refer to Figure 20-1 Application Screen Page 5. This screen stores the default settings for Personal IDs, languages, message retention, access codes, voice mail and call transfer features, message notification, and message delivery.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E  A P P L I C A T I O N ▓▓▓▓▓ Page 5 of 6 ▓▓▓▓
    40. Defaults for each new  Subscriber:
    Personal ID: 9X
                                          Hold/Archive msgs:   0 /2   days
          Access: PCMBF
  ─>Transfer ──────────────────┬─>Greeting ───┬─>Action ──────────────────────
    Transfer? Yes──>X           │              │  Take-msg
    Await-Ans──>4  Rings        │              │
    Screening? No  Holding? No  │              │  Max-msg:  90 sec  Edits OK? Yes
  ──Message Notification ───────┴──────────────┴───────────────────────────────
  Lamp #: X                                    Activate Lamps? Yes
  #1: X          after 0    min,  8:00am- 6:00pm MTWHF    4  rings 30   min,Off
  #2:            after 0    min,  6:00pm- 9:00pm MTWHF    5  rings 60   min,Off
  #3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  rings 30   min,Off
  #4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  rings 60   min,Urgent
  ─────────────────────────────────────────────────────────────────────────────
                         Ctrl-E for expanded options
```

Figure 20-1 Application Screen Page 5

Before you add subscribers, set the fields on this screen for the features most subscribers use. Each time you add a subscriber to the system, the system automatically sets the subscriber Personal Directory page with the defaults. You can then change the settings on individual subscriber pages for those subscribers who want features different from the defaults.

☞   When you change settings on Application screen Page 5, the system uses the new settings only for subscribers added **after** the changes are made. Making changes to the defaults has **no effect** on current subscribers.

SECTION 2
THE FIRST-TIME
ENROLLMENT
CONVERSATION

The system can be configured to play a special **enrollment conversation** for new subscribers the first time they call the voice mail system. The enrollment conversation makes setting up the voice mail system fast and easy. If the system uses a lettered keypad map, the conversation asks new subscribers to record their name, spell their name, choose whether or not to be listed in the alphabetic directory, record a personal greeting, and set a security code. If the system uses the number-only keypad map, the conversation does not ask a subscriber to spell a name, or to choose whether or not to be listed in automatic directory assistance.

The F access code causes the system to play the enrollment conversation for a subscriber. To have **all** new subscribers enroll themselves by telephone, add **F** to the **Access** field on Application screen Page 5.

New subscribers hear the enrollment conversation only the first time they call. After a subscriber is enrolled, the system automatically removes the **F** code.

You can also add the **F** access code to the **Access** field on individual subscriber Personal Directory pages. The system plays the enrollment conversation for those subscribers the next time they use the voice mail system.

☞ The system **does not** deliver messages or turn on message waiting lamps for subscribers with the **F** access code. The system enables message delivery only after enrollment.

For more information on using the enrollment conversation to speed up the process of adding subscribers to the system, refer to Section 7 Add Subscribers on page 20-10.

**SECTION 3
THE PERSONAL

DIRECTORY**

Each subscriber, guest and System Manager in the system has a page in the system Personal Directory. Refer to Figure 20-2 The Personal Directory. Use the Personal Directory to customize features for individual subscribers. This screen also has expanded windows for setting access codes and for setting Expanded Transfer Options.

```
░░░░░░░░░░░░░░░░░░░ P E R S O N A L   D I R E C T O R Y ░░░░░░░░░░ NAME SORT
          Name: Yale, Hugh
   Personal ID: 9312          SC           Voice name: 0:02
Extension # ID: 312                        Hold/Archive msgs:   0 /2   days
        Access: PCB                        New Msgs:0  =0:00  Total:0  =0:00
---->Transfer ---------------->Greeting -----┬->Action -----------------------
  Transfer? Yes-->X            »Std: 0:08    | Take-msg
  Await-Ans-->4  Rings          Int: 0:00    |
  Screening? No  Holding? No    Alt: 0:10    | Max-msg:  90 sec  Edits OK? Yes
---Message Notification -----------------------------------------------------
Lamp #: X                               Activate Lamps? Yes  On Now? No
#1: X          after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30   min,Off
#2:            after 0    min,  6:00pm- 9:00pm MTWHF   5  Rings 60   min,Off
#3:            after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30   min,Off
#4:            after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60   min,Urgent
----------------------------------------------------------------------------
                    Ctrl-E for expanded options
```

Figure 20-2   The Personal Directory

The fields on the Personal Directory you can edit are:

✆ Personal ID

The subscriber unique Personal ID.

✆ Voice name

The subscriber recorded name.

✆ Extension # ID

The touchtone number a caller presses to reach a subscriber.

✆   Hold/Archive msgs

This dual field defines how long the system saves the subscriber old and archived messages. The hold time or the archive time can be set to up to 99 days. However, to conserve disk space, you should set it for 7 days or less.

✆   Access

Uses one-letter codes to turn on or turn off specific system features. You can specify combinations of the access codes listed and described in Appendix A Access Codes.

✆   New Msgs / Total

The number of new messages waiting, and the time (in hours and minutes) the messages last. Total messages includes new messages and old messages.

✆   Transfer?

Controls call transfer to the subscriber extension. If call transfer is on, the field also specifies the telephone number or extension where calls are transferred.

✆   Call Transfer Type

This unlabeled field, below the **Transfer?** field, sets the way calls are transferred and can be: **Await-Ans** (Await Answer), **Release**, or **Wait-Ring** (Wait for Ringback). For details, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16.

✆   Rings

The number of extension rings before a caller is transferred to the subscriber voice mailbox for Await Answer or Wait for Ringback.

✆   Screening?

Controls **Screening Options**. If yes, the subscriber Screening Options are active. The subscriber must have Await Answer call transfer to use the system transfer and screening options.

✆   Holding?

Controls call holding and allows you to queue up several callers that are waiting when the subscriber extension is busy. The values allowed in this field are: **Yes** (To let outside callers press 1 to hold), **Vox** (To let outside callers say Yes to hold), or **No** (To turn holding off). You can use call holding only with Await Answer or Wait for Ringback call transfer. For details, refer to Chapter 2 Section 1 Call Hold on page 2-1.

✆　Greeting

Contains the voice fields for the subscriber standard, internal, and alternate personal greetings. The system indicates the greeting currently being used with **>>**. If a field displays **0:00**, no greeting is recorded and the subscriber uses the system default standard, internal, and alternate greetings. You can use a local connection to record a subscriber greeting. For details, refer to Chapter 15 Recording Voice Fields.

✆　Action

Defines how the system handles a caller after playing the subscriber greeting. Enter the letter for the Action you want:

G　　Go to system ID
H　　Hangup
O　　Transfer to operator
R　　Restart
S　　Say good-bye
T　　Take message

Refer to Appendix B Action Codes for complete descriptions of these codes.

✆　Max-msg

Sets the time in seconds (maximum 9999) messages from outside callers can last and applies only if the **Action** field is **Take-msg**.

✆　Edits OK?

Applies only if the **Action** field is **Take-msg** and controls whether or not outside callers hear this after leaving a message:
"Thank you. If you would like to add to your message, press 1. To listen to it, press 2. To re-record it, press the pound key. Otherwise, I'll make sure your message is delivered."

✆　Lamp # / Activate Lamps?

These fields control message waiting lamps for the subscriber. When the **Activate Lamps?** field is **Yes**, the system dials the number in the **Lamp #** field to turn message waiting lamps on and off for the subscriber (or on some telephone systems, to play a distinctive dial tone). For details, refer to Chapter 9 Section 13 Message Waiting Lamps on page 9-54.

✆　On Now?

Tells you if the subscriber message waiting lamp is on now.

✆   #1 - #4

Lines 1 through 4 each set a message delivery telephone number,
schedule, and delivery method. Subscribers can also change
message delivery telephone numbers, schedules, or delivery
methods by telephone.

For details, refer to Chapter 9 Section 13 Message Waiting Lamps
on page 9-54.

SECTION 4
ACCESS CODES
WINDOW

You can use a special Access Code Options window to set access codes
for an individual subscriber, or to set the default codes for each new
subscriber added to the system.

To view the Access Code Options window for a subscriber, press Ctrl-E,
then press ←Enter at the subscriber Personal Directory page. Refer to
Figure 20-3 Access Code Options Window for a Subscriber.

```
░░░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░░░ NAME SORT
              Name: Yale, Hugh
    Personal ID: 9312          SC              Voice name: 0:02
 Extension # ID: 312                        Hold/Archive msgs:   0 /2   days
╔═ A C C E S S   C O D E   O P T I O N S ═════════════════ Press ESC to Exit ╗
║                                                                             ║
║  A [ ] No Setup Options   J [ ] Auto Live Monitor   S [ ] Can't Send Message ║
║  B [*] No Rec't Summary   K [ ] Can Edit Holding    T [ ] Traditional Order  ║
║  C [*] No Public Notify   L [ ] Message Length       U [ ] Not to Subscribers ║
║  D [ ] Not in Directory   M [ ] Menu Mode            V [ ] No Private Message ║
║  E [ ] Messages by Ext    N [*] Hands-Free Play      W [ ] No Future Delivery ║
║  F [*] First-Time Enroll  O [ ] No Old Messages      X [ ] No Receipt Request ║
║  G [ ] Can't Edit Greet   P [*] No Public Message    Y [ ] No Open Groups     ║
║  H [ ] Unused             Q [ ] No Urgent Message    Z [ ] Automatic Receipts ║
║  I [ ] Live Monitor On?   R [ ] Can't Redirect                               ║
║                                                                             ║
╚Press ↑↓→← TAB or Shift-TAB to move; Press SPACE to add or remove a code═════╝
```

Figure 20-3 Access Code Options Window for a Subscriber

To view the Access Code Options for each new subscriber added to the
system, press Ctrl-E, then press ←Enter at Application screen Page 5.

The Access Code Options window gives a brief description of each access
code. To select and remove codes for a subscriber, highlight the code
checkbox and press Spacebar. To move through the codes, Press Tab,
Shift-Tab, ↑, ↓, ←, or →. As you move the cursor through the list of
codes, the one-line help at the bottom of the screen displays a longer
description of each code.

Remove an access code

1.   Highlight the [   ] to the left of the description of the code.

2.   Press Spacebar.

3.   Repeat steps 1 and 2 for each access codes to delete.

4.   Press Esc to close the Access Code Options window.

SECTION 5
EXPANDED TRANSFER
OPTIONS WINDOW

You can use an Expanded Transfer Options window to set advanced call transfer options for a subscriber or for all new subscribers added to the system.

To view Expanded Transfer Options for a subscriber, press Ctrl-E, then press ↓, and press ↵Enter at the subscriber Personal Directory page. Refer to Figure 20-4 Personal Directory with Expanded Transfer Options Displayed.

```
░░░░░░░░░░░░░░░░░░░░░ P E R S O N A L   D I R E C T O R Y ░░░░░░░░░░░░░ NAME SORT
            Name: Yale, Hugh
     Personal ID: 9312         SC          Voice name: 0:02
  Extension # ID: 312                      Hold/Archive msgs:  0 /2   days
 ══ E X P A N D E D   T R A N S F E R   O P T I O N S ════ Press ESC to Exit ╗
 ╔───>Transfer ─────────────────>Greeting ──────>Action ─────────────────────
   Transfer? No                  »Std: 0:00     Take-msg
   Await-Ans-->4  Rings          »Int: 0:00
   Screening? No  Holding? No     Alt: 0:00     Max-msg:  90 sec  Edits OK? Yes
  »Transfer Options : A           Active: STD   Send Msg Urgent? No
   Screening Options:             Int: Yes      After Msg: Hangup
 ──────────────────────────────────────────────────────────────────────────
    One key dialing: 1>         2>        3>         4>         5>
                     6>         7>        8>         9>         0>
```

Figure 20-4   Personal Directory with Expanded Transfer Options Displayed

To view the default Expanded Transfer Options for each new subscriber, press Ctrl-E, then press ↓, and press ↵Enter at Application screen Page 5. Refer to Figure 20-5 Default Expanded Transfer Options.

```
░░░░░░░░░░░░░░░░░░░░  E A S Y M A D E   A P P L I C A T I O N ░░░░░░ Page 5 of 6 ░░░░░
    40. Defaults for each new  Subscriber:
    Personal ID: 9X
                                        Hold/Archive msgs:   0 /2   days
┌═ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit ═┐
│──>Transfer ─────────────────┬─>Greeting ────┬─>Action ──────────────────│
│  Transfer? Yes-->X          │               │  Take-msg                  │
│  Await-Ans-->4  Rings       │               │                            │
│  Screening? No  Holding? No │               │  Max-msg:  90 sec  Edits OK? Yes │
│ »Transfer Options : A       │               │  Send Msg Urgent? No       │
│  Screening Options:         │  Int = Yes    │  After Msg: Say-bye        │
│                             ─────────────────────────────                │
│    One key dialing: 1>         2>        3>         4>        5>          │
│                     6>         7>        8>         9>        0>          │
│                                                                          │
└──────────────────────────────────────────────────────────────────────────┘
```

Figure 20-5   Default Expanded Transfer Options

Expanded Transfer Options let you program the call transfer and call screening option sets, change which personal greeting is active, and program additional message taking options.

✆   Transfer Options / Screening Options

Contain one-letter code that controls how calls are transferred to a subscriber. Subscribers can turn on call transfer or call screening options to their extension by telephone. To use these options, the **Transfer?** field must be **Yes**, and the call transfer must be **Await-Ans**.
You can use any combination of these codes:

A   Announce

C   Confirm

I   Introduce

M   Message screen

S   Screen

Refer to Appendix C Call Transfer Options for complete descriptions of each transfer option.

✆   Greeting

These fields in the Expanded Transfer Options window differ between the Application Screen and the Personal Directory Screen.

✆   Send Msg Urgent?

Controls urgent messages. If this field is **Yes**, every message from an outside caller is marked urgent. If this field is **Ask**, the system asks an outside caller whether or not to mark the message urgent. If this field is **No**, outside callers cannot leave urgent messages.

✆   After Msg

Controls what follow-up action the system takes after taking a message. This field applies only if the **Action** field is **Take-msg**.

✆   One Key Dialing

Programs choices to offer in personal greetings. A single touchtone represents a full System ID. A caller can then press a single key to route the call to another extension, the operator, a transaction box, or an interview box. For more information on Expanded Transfer Options, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Chapter 9 Section 12 Take a Message on page 9-45.

SECTION 6
PERSONAL
SECRETARY FEATURE

The Expanded Transfer Options window can be used to program the **Personal Secretary** feature for a subscriber. This feature ensures that important calls are always handled, even when a subscriber is on the telephone or out of the office, by routing calls on to a subscriber secretary or assistant. You can combine settings in the **Action**, **After Msg**, and **One key dialing** fields to provide this special routing in a variety of ways.

When the voice mail system is used as a personal secretary, the system first transfers the caller to the subscriber extension. Then, if the subscriber extension is busy or not answered, the system can:

✆   Automatically route the caller to another System ID, without playing the subscriber greeting

✆   Play the subscriber greeting, take a message from the caller, then automatically route the caller to a System ID in the **After Msg** field

✆   Play the subscriber greeting that contains instructions for using a one-key-dialing menu so the caller can choose where the call is routed

Set up the personal secretary feature for a subscriber

✆   Use the **Action** field to tell the system how to handle the caller if no touchtones are entered during the subscriber greeting.

✆   Use the **After Msg** field if you want the system to automatically route outside callers to another System ID after they leave a message.

✆   Program a one-key-dialing menu to allow callers to choose where their call is routed.

SECTION 7
ADD SUBSCRIBERS

A System Manager can enroll all the subscribers by using the telephone or the console to enter each subscriber ID and spelled name, record a name, and set any special options or can add a range of subscriber mailboxes, and let subscribers enroll themselves by telephone when they first call the system. Both methods are detailed below.

Each method has advantages – some sites may use both enrollment methods. Enrolling at the console gives the System Manager full control. The subscriber last and first name can be fully spelled out on-screen, making it easier to maintain the system later. No extra, unused mailboxes are created. When subscribers first call the system, their voice mailbox is fully functional.

Having subscribers enroll by telephone creates less work for the System Manager, who can add a range of subscriber mailboxes and then tell users their Personal IDs. Through the enrollment conversation, subscribers learn about the system features. They are encouraged to record personal greetings and names, and set security codes. The system may be less secure, however, if more mailboxes are created than are actually used. The spelled name that a subscriber enters by telephone may be displayed on-screen differently than the way the name is actually spelled.

When using enrollment by telephone, consider doing the following soon after general enrollment:

✆   Delete unused subscriber mailboxes.

✆   Go through the Personal Directory in ID Sort order and enter the full name for each subscriber.

The Main Steps to Add Subscribers

Program the default settings for new subscribers. Set the fields for the features most subscribers use, including access codes, call transfer, call holding, message notification and delivery, and the enrollment conversation.

Add Mailboxes Using the Telephone

1.   Call the system and sign in with your Personal ID and security code.

2.   Press ⓪ to skip to the System Manager conversation.

3.   Press ④ to skip to the **change mailbox** options.

Add Subscribers Individually at the Console

1.   At the voice mail system Banner Screen, press F2 to sign in. Enter a System Manager ID, and press ↵Enter. If asked, enter the System Manager security code, and press ↵Enter.

2.   Press Ctrl-D to display the Personal Directory.

3.   Press F8. The Add Menu appears.

4.   Press ↵Enter. You're prompted to enter the extension number.

5.   Enter the subscriber Extension # ID, and press ↵Enter. You're prompted for subscriber last, first, and then middle name.

6.   Enter the subscriber last name, and press ↵Enter.

7.   Enter subscriber first and middle names, and press ↵Enter. (This step is optional.) You're prompted to enter a personal ID.

8.   Choose a Personal ID. Press ↵Enter to accept the Personal ID the system offers, or enter a new one, and press ↵Enter.

9.   The system prompts you to enter another Extension # ID for the next subscriber you want to add. To add more subscribers, repeat steps 4 through 6. Otherwise, press Esc to cancel.

Add Many Subscribers by Range at the Console

To speed up the process of adding subscribers to the system, you can add many subscribers at once in a range of Extension # IDs.

☞   This process may take several minutes and may keep the system from answering calls, depending on how many subscribers you add. Add ranges of extensions when call traffic is light, or busy out all the system ports and transfer calls to the operator.

1. At the voice mail system Banner Screen, press [F2] to sign in. Enter a System Manager ID, and press [←Enter]. If asked, enter the System Manager security code, and press [←Enter].

2. Press [Ctrl]-[D] to display the Personal Directory.

3. Press [F8] to Add.

4. Press [↓] [↓] to select **Range**, and press [←Enter].

5. Enter the starting number of the range, and press [Tab]. Enter the ending number of the range, and press [←Enter].

> **Enter Range of Extension # IDs**
> **Start: Stop:**

6. If desired, enter any numbers or letters as a prefix to the Extension # IDs you are adding. Press [Tab]. Enter any numbers or letters as a suffix to the Extension # IDs you are adding. Press [←Enter].
    The system displays the selected range and asks to confirm.

> **Constant prefix:**
> **Constant suffix:**

7. To accept the range, press [Y]. Otherwise, press [N]. Follow these steps again to add a new range of Extension # IDs.

8. After you confirm the range, the system displays a series of status messages as it adds the Extension # IDs.
    If an ID in the range conflicts with a System ID already in the system, that particular ID is not added. The system displays this message:
    ID... conflicts with existing
    ID: <ID and name of mailbox> and was not added.
    Please make a note of this.
    Do you want to continue with the
    next Extension # ID (Y/N)?

9. To continue adding the remaining Extension # IDs in the range, press [Y], and press [←Enter].

10. To stop the process altogether, Press [N]. You may then repeat these steps to add different ranges of Extension # IDs that do not include the conflicting IDs.

11. When the system finishes adding the range of Extension # IDs, look through the Personal Directory to find the pages the system added. Each new subscriber has a spelled name with the Extension # ID in curly brackets { }. Refer to Figure 20-6 Subscriber Added by Range.

```
░░░░░░░░░░░░░░░░░░ P E R S O N A L    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
          Name: {314}
     Personal ID: 9314                    Voice name: 0:00
  Extension # ID: 314                     Hold/Archive msgs:   0 /2   days
          Access: PCMBF                   New Msgs:0  =0:00  Total:0  =0:00
  ┌─>Transfer ───────────────┬─>Greeting ──┬─>Action ─────────────────────┐
     Transfer? Yes-->X         »Std: 0:00     Take-msg
     Await-Ans-->4  Rings        Int: 0:00
     Screening? No  Holding? No   Alt: 0:00    Max-msg:  90 sec  Edits OK? Yes
  ┌─Message Notification ────────────────────────────────────────────────┐
  Lamp #: X                              Activate Lamps? Yes  On Now? No
  #1: X            after 0    min,  8:00am- 6:00pm MTWHF   4  rings 30  min,Off
  #2:              after 0    min,  6:00pm- 9:00pm MTWHF   5  Rings 60  min,Off
  #3:              after 0    min, 12:00am-11:59pm MTWHFSU 0  Rings 30  min,Off
  #4:              after 0    min, 12:00am-11:59pm MTWHFSU 4  Rings 60  min,Urgent
  ├──────────────────────────────────────────────────────────────────────┤
  │                    Ctrl-E for expanded options                         │
  └──────────────────────────────────────────────────────────────────────┘
```

Figure 20-6   Subscriber Added by Range

Record a Name

Unless the system is using the enrollment conversation, record a voice name for each subscriber you add to the system. Refer to Chapter 15 Recording Voice Fields.

SECTION 8
PERSONAL GREETINGS

Subscribers can record personal greetings that callers hear before leaving messages. EliteMail allows each subscriber three different greetings: a standard greeting, an alternate greeting, and an internal greeting. In most cases, the standard greeting is for when the subscriber is in the office, and the alternate greeting is used for special purposes, such as when the subscriber is out of the office. The internal greeting is a special greeting played to internal callers only. For example, a subscriber might want coworkers to refer calls to a conference room all day. The internal greeting is played only if the standard greeting is active. When the alternate greeting is active, it plays for both internal and external callers.

To enable subscribers to record an internal greeting, use the Expanded Transfer Options window on Application screen Page 5. To access, from Application screen Page 5, press Ctrl-E, then ↓, and ↵ Enter.

```
░░░░░░░░░░░░░░░░░░ E A S Y M A D E   A P P L I C A T I O N  ░░░░░ Page 5 of 6 ░░░░
   40. Defaults for each new  Subscriber:
   Personal ID: 9X
                                         Hold/Archive msgs:   0 /2   days
╔═ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit ╗
║--)Transfer -----------------)Greeting ----┬-)Action -------------------------║
║ Transfer? Yes-->X                         │ Take-msg                        ║
║ Await-Ans-->4  Rings                      │                                 ║
║ Screening? No  Holding? No                │ Max-msg:  90 sec  Edits OK? Yes ║
║»Transfer Options : A                      │ Send Msg Urgent? No             ║
║ Screening Options:         │ Int = Yes  │ │ After Msg: Say-bye              ║
║                            └────────────┘ │                                 ║
║   One key dialing: 1)         2)        3)        4)         5)             ║
║                    6)         7)        8)        9)         0)             ║
║                                                                             ║
╚═════════════════════════════════════════════════════════════════════════════╝
```

Figure 20-7 Enabling the Internal Greeting Option

When **Int** is **Yes**, subscribers are asked if they want to record an internal greeting during the enrollment conversation.

On the Personal Directory Screen, the **Greeting** section of the Expanded Transfer Options window displays information about each subscriber greetings. Refer to Figure 20-8 Subscriber Personal Greetings Fields.

```
░░░░░░░░░░░░░░░░░░ P E R S O N A L   D I R E C T O R Y ░░░░░░░░░░ NAME SORT ░
        Name: Aaronson, Chris              SYSTEM MANAGER
   Personal ID: 9890        SC             Voice name: 0:02
Extension # ID: 890                        Hold/Archive msgs:   0 /2   days
╔═ E X P A N D E D   T R A N S F E R   O P T I O N S ════  Press ESC to Exit ╗
║--)Transfer -----------------)Greeting ----)Action -------------------------║
║ Transfer? Yes-->X              »Std: 0:00   Take-msg                        ║
║ Await-Ans-->4  Rings           »Int: 0:00                                   ║
║ Screening? No  Holding? No      Alt: 0:00   Max-msg:  90 sec  Edits OK? Yes ║
║»Transfer Options : A            Active: STD  Send Msg Urgent? No            ║
║ Screening Options:              Int: Yes     After Msg: Say-bye             ║
║                                                                             ║
║   One key dialing: 1)         2)        3)        4)         5)             ║
║                    6)         7)        8)        9)         0)             ║
║                                                                             ║
╚═════════════════════════════════════════════════════════════════════════════╝
```

Figure 20-8   Subscriber Personal Greetings Fields

✆   Std / Int / Alt

These voice fields are for the standard, internal, and alternate greetings. The system indicates the greeting currently being used with **>>**. If a field displays **0:00**, no greeting is recorded and the subscriber uses the system default standard and alternate greetings. You can use a local connection to record a subscriber greeting. For details, refer to Chapter 15 Recording Voice Fields.

✆   Active

This field tells you whether the standard (**STD**) or alternate (**ALT**) greeting is currently active.

☞   The internal greeting is used only when the standard greeting is active.

✆   Int

This field indicates when the subscriber internal greeting is activated. It is initially **Yes** for all subscribers, but you can set it to **No** system-wide on Application screen Page 5.

Record or Change Greetings

Subscribers can record, change, or switch between standard and alternate greetings during the enrollment or subscriber conversation. Subscribers can initially record an internal greeting during the enrollment conversation. A subscriber can edit the internal greeting during the subscriber conversation. The internal greeting can be turned on or off at the console or through the menu mode or speed key mode conversation.

To change active greeting at the console, the System Manager can highlight the field, enter **S** (standard) or **A** (alternate), and press ⏎ Enter.

☞   If a subscriber does not record a standard, internal, or alternate greeting, the system plays the applicable default greeting.

SECTION 9
DELETE SUBSCRIBERS
OR THEIR MESSAGES

If you delete a subscriber, the system deletes all the subscriber messages, private message groups, transaction boxes, and interview boxes. The system reassigns ownership of a subscriber open message groups to •**SYSTEM**•. You can reassign these open groups to other subscribers who can change the message groups by telephone.

☞   The system cannot delete a subscriber while any system port is active. When you delete a subscriber, the console screen remains frozen until all system ports are cleared. Only then does the system actually delete the subscriber.

You can also delete subscriber messages. When you delete a subscriber message, the system deletes all the messages to **and from** the subscriber. The system does **not** delete the subscriber message groups, transaction boxes, or interview boxes.

Delete subscriber or reset mailbox for new subscriber using the telephone

1. Call the system and sign in with your Personal ID and security code.

2. Press ⓪ to skip to the System Manager conversation.

3. Press ⑧ to skip to the **change mailbox** options.

Delete subscriber using the console

1. Sign in to the system and press Ctrl-D to display the Personal Directory. Press PageDown (or use the Jump command) to display the subscriber page.

2. Press F7. The Delete Menu is displayed.

3. Press ↵Enter to select **This Subscriber**. The system asks you to confirm that you want to delete the subscriber.

4. Press ↵Enter to confirm. The system deletes the subscriber when all ports are clear.

Delete only subscriber messages using the console

1. Sign in to the system and press Ctrl-D to display the Personal Directory. Press PageDown (or use the Jump command) to display the subscriber page.

2. Press F7. The Delete Menu is displayed.

3. Press ↓ to select **Only Messages,** and press ↵Enter.

4. Press ↵Enter to confirm that you want to delete all the subscriber messages.

Sort the Personal Directory

You can sort the pages of the Personal Directory either by subscriber last names, or by Personal ID. The current sort order is displayed in the upper right corner of each Personal Directory page.

1. Sign in to the system and press Ctrl-D to display the Personal Directory.

2. Press F2. The Command Menu is displayed.

3. Press ↓ to select the way you want the pages sorted, and press ↵Enter. Or, press Esc to keep the same sort order.

SECTION 10
THE SUBSCRIBER
CONVERSATION

Subscribers use the voice mail system by calling from any touchtone telephone and entering a Personal ID and security code. Most subscribers use the system by answering a series of yes-and-no questions. This series of questions lets subscribers perform the following basic actions:

✆   Check new messages

✆   Leave messages

✆   Review old messages

✆   Change setup options.

Through setup options, subscribers can change many aspects of their voice mail setup by telephone, including:

✆   Record and switch between standard and alternate greetings

✆   Edit internal greetings

✆   Create, edit, list, or delete message groups they own, including changing the group name or list of members

✆   Turn call transfer to their extension on or off, including changing the telephone number where calls are transferred

✆   Turn call screening on or off (if available)

✆   Turn call holding on or off (if available)

✆   Change message delivery telephone numbers and schedules

✆   Change several personal options, such as security code, recorded name, spelled name, or directory listing.

The System Manager can control many of the features a subscriber can change by telephone by adding or removing codes in the subscriber **Access** field.

Quick Keys

Subscribers can use quick key sequences to jump ahead in the conversation directly to a particular option. The quick key sequences use the 4, 5, 6, and 7 keys on the keypad. For example, after entering a Personal ID and security code, a subscriber can press 754 to jump directly to adding a message group. By pressing 3 during a yes-and-no question, subscribers hear a help menu that lists the quick key for each option associated with that question.

Quick Option Menus

Some subscribers may want to hear special quick option menus in place of the yes-and-no subscriber conversation. To do this, add the M access code to the subscriber **Access** field. For details on the quick key sequences and how the menu mode conversation works, refer to the EliteMail VMS/EliteMail Limited Voice Mail User Guide #750178-0 and the Quick Option Menus card.

Also Refer To:

✆   Chapter 2 Call Hold, Transfer, and Screen

✆   Chapter 9 Section 1 Message Types on page 9-1

✆   Chapter 9 Section 5 Message Delivery on page 9-9

✆   Chapter 9 Section 7 Message Groups on page 9-18

✆   Chapter 9 Section 9 Message Notification on page 9-29

✆   Chapter 9 Section 10 Message Playback on page 9-31

✆   Chapter 9 Section 11 Message Receipts on page 9-42

✆   Chapter 9 Section 12 Take a Message on page 9-45

✆   Chapter 9 Section 13 Message Waiting Lamps on page 9-54

✆   Chapter 19 Security Codes

✆   Chapter 22 System IDs

✆   Chapter 23 System Manager

✆   The Quick Option Menus card

Switch Setup

The voice mail system works with the NEC Electra Elite telephone system (or switch) at the Switch Setup screen. The voice mail system is shipped with predefined parameters for each NEC telephone system, and filling in the fields on the Switch Setup screen usually is as easy as identifying your NEC telephone system.

This chapter explains the Switch Setup screen fields and provides guidelines for changing them after installation.

For details on how to connect the voice mail system and the NEC Electra Elite telephone system, refer to the Electra Elite System Hardware Manual #750363. For details about the NEC Electra Elite telephone system, read the voice mail system online help, and check the NEC Electra Elite telephone system documentation.

SECTION 1
AUTOMATIC
SWITCH SETUP

To view Switch Setup screen, sign in to the voice mail system and press Ctrl-S. Refer to Figure 21-1 Switch Setup Screen Page 1. Press PageUp or PageDown to view additional pages.

```
▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E   S W I T C H   S E T U P ▓▓▓ Page   1 of 3 ▓▓▓
1. Switch: NEC                    Electra Elite                    DEFAULTS .2
2. Integration Options: CR,,,, DT8=0 DT9=0        ELECTRA  SKT=15,30


3. Outdial Access: 9,
4. Transfer Initiate: &X                    Recall: R,
           Connect: T                       Busy Recall: R,
─────────────────────────────────────────────────────────────────────────
5. TT Prompt/Msg/Record: 4 /4 /7            Release on LCR? Yes
6. Answer on ring low? Yes                  Off-hook delay: 50
7. Ring-on time: 30                         Ring-off time: 50
8. Pooled delay: 450
```

Figure 21-1 Switch Setup Screen Page 1

The Switch Setup screen sets the following information about the NEC Electra Elite telephone system:

✆　　Call transfer access codes

✆　　Message waiting lamp activation codes

✆　　Outdial access code

✆　　DTMF (touchtone) sensitivity

✆　　Ring and busy cycle characteristics.

The voice mail system is shipped with a Switch Setup Library that includes the parameters predefined for NEC telephone systems. Enter **NECX** in the Switch field on Switch Setup screen Page 1, then choose the parameters predefined for the NEC Electra Elite telephone system model and software version. The fields on all the Switch Setup pages are filled in automatically.

You can change the values for some parameters on the Switch Setup screens manually.

SECTION 2
USE ONLINE SWITCH
SETUP HELP

The voice mail system provides online help for the Switch Setup Screen for the NEC Electra Elite telephone system, and describes each field on each page.

View online help for the Switch Setup Screen

1.　Sign in to the system and press Ctrl-S to view Switch Setup screen Page 1.

2.　Press F1 to view help for the Switch Setup screen. Refer to Figure 21-2 Switch Setup Help Screen.

3.　Press F1 again to view the help file for how to program the NEC Electra Elite telephone system currently selected.

4.　Press ↑, ↓, PageUp, or PageDown to move through the help file.

5.　Press Esc to exit help.

```
░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░░ H E L P ░░░░░░░░░░░░░░░░░░░░░░░░░░░ Line #1251 ░░
                        THE SWITCH SETUP SCREEN
   The Switch Setup screen contains three pages of information
   that defines how the voice mail system works with your telephone system.


   *************************************************************************
   *   Press [F1] again for help on the particular telephone system       *
   *   currently configured for the voice mail system.                    *
   *************************************************************************


   CHOOSING A TELEPHONE SYSTEM
   Type in the first few letters of the telephone system manufacturer.
   Press [Enter]. The voice mail system offers you the matching phone
   system models and software versions it has in its switch library, one at
   a time. Be sure to select the correct software version and model number.


   If you select one of the choices the system offers, all the parameters on
   the Switch Setup Screen pages are automatically configured for that
   telephone system.
```

Figure 21-2 Switch Setup Help Screen

6.   Press ⌨F1⌨ again to view the help file for how to program the NEC Electra Elite telephone system currently selected.

7.   Press ⌨↑⌨, ⌨↓⌨, ⌨PageUp⌨, or ⌨PageDown⌨ to move through the help file.

8.   Press ⌨Esc⌨ to exit help.

SECTION 3
CHANGE SWITCH
SETUP PARAMETERS

If the default parameters for the NEC Electra Elite telephone system do not work the way you want them to on your telephone system, you may need to change some parameters on the Switch Setup screen. Refer to Figure 21-1 Switch Setup Screen Page 1.

The Switch Setup screen includes three pages:

✆   Page 1 sets special integration options, dialing codes, touchtone sensitivity, and incoming call timing.

✆   Page 2 controls message waiting lamps, dial-out timing, call holding, Live Record, and Constant Message Count.

✆   Page 3 sets ring detection and a special parameter for voice detect.

SECTION 4
SET INTEGRATION
OPTIONS

The **Integration Options** field on Line 2 of Switch Setup screen Page 1 sets special integration options that control how the voice mail system works with the NEC Electra Elite telephone system, including:

✆ Dialtone detection

✆ Outdial trigger length for external calls

✆ Particular NEC telephone system integrations.

You can list more than one integration option in this field, if each integration option code is followed by a single space. The codes are listed in Appendix F Integration Option Codes.

SECTION 5
SET DIALING CODES

The voice mail system must know what codes to dial to access particular features of the NEC Electra Elite telephone system. For more information on these special telephone number characters, refer to Appendix E Special Dialing Characters.

✆ Outdial Access

To place outside calls (to deliver messages off-site or to activate pagers), the voice mail system must know the outdial access code. The voice mail system dials this code (typically 9) to get an outside line.

☞ By default, the voice mail system automatically dials outdial access codes before dialing any message delivery telephone number longer than 5 digits. This causes a problem if Extension # IDs are longer than 5 digits. To disable the outdial access code for a particular telephone number, put **,** in front of the first digit of the telephone number (*e.g.,* **,5551234**) or change the outdial trigger length.

✆ Call Transfer Sequences

For the voice mail system to transfer calls, it must know the transfer dialing sequences for the NEC Electra Elite telephone system. It must know how to put a caller on hold, call an internal extension, and connect the caller or return to the caller if the extension is busy or not answered.

The specific call transfer sequences are:

- Initiate

  The Initiate sequence is dialed by the voice mail system to put an outside caller on hold and ring an internal extension. The **&X** stands for go on hook then off hook, then dial the extension number.

- Recall

  The Recall sequence is dialed by the voice mail system to return to the outside caller when the internal extension did not answer.

- Busy Recall

  Busy Recall is dialed by the voice mail system to return to a caller on hold when the called extension is busy. It is usually the same as the Recall sequence.

- Connect

  Connect is dialed by the voice mail system to complete the transfer of an outside caller to an internal extension. Typically, it is Q for hang up.

SECTION 6
CONTROL TOUCHTONE
SENSITIVITY

When the voice mail system is playing and recording messages and prompts, it must recognize real touchtones dialed by the caller while screening out the false touchtones that may occur in human speech.

Because of no audible difference between the sound of dialed touchtones and spoken ones, the system can only distinguish between them by length. Dialed touchtones are usually longer than spoken ones, so the voice mail system ignores tones less than a certain length.

The voice mail system has the following minimum lengths for touchtones:

✆ Prompt

Used when the system plays a prompt and expects the caller to enter touchtones.

✆ Msg

Used when the system plays back a message recorded over the telephone and knows that the caller might enter a touchtone.

✆ Record

Used when the system records a message and does not expect the caller to enter a touchtone.

These minimum values, stored on Line 5 of Switch Setup screen Page 1, are specified in hundredths of a second (*e.g.*, 6 means ignore tones shorter than 6 hundredths of a second or 60 milliseconds).

Unless you experience problems with the system failing to recognize touchtones, do not change these values. If you experience this problem, try reducing the prompt DTMF length by one unit at a time until the voice mail system consistently recognizes dialed touchtones. The minimum value is 4 (40 milliseconds).

SECTION 7
SET INCOMING CALL
TIMING

The following fields affect the voice mail system response to an incoming ring signal. There is no need to adjust these values unless the voice mail system fails to answer incoming calls. All timing fields are in hundredths of a second (*e.g.*, **50** is one-half second).

✆   Release on LCR

Tells the voice mail system whether or not to assume the caller has hung up when it receives a loop current reversal signal from the NEC Electra Elite telephone system.

✆   Answer on Ring Low

Tells the voice mail system whether or not to wait through a complete ring on incoming calls before answering.

✆   Off-hook Delay

Tells the voice mail system how long to wait after answering the telephone before speaking or accepting touchtones.

✆   Ring-on Time/Ring-off Time

Incoming calls send a ring signal to the voice mail system with a voltage alternating on and off. Line 7 specifies the time (in tenths of a second) of the on and off periods in the ring cycle.

✆   Pooled Delay

This field is not used with Electra Elite.

SECTION 8
CONTROL MESSAGE
WAITING LAMPS

Message waiting lamps are programmed on Switch Setup screen Page 2. Refer to Figure 21-3 Switch Setup Screen Page 2.
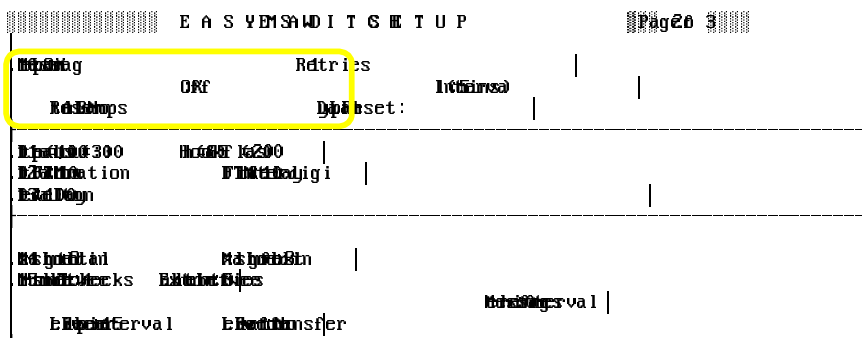
Figure 21-3   Switch Setup Screen Page 2

The codes for turning message waiting lamps on and off are on Line 10 of Switch Setup screen Page 2. For the Electra Elite, the two dialing codes are both **X** for the extension number. **Do not change these codes**. For details, refer to Chapter 9 Messages.

SECTION 9
CONTROL DIAL-OUT
TIMING

Dial-out timing fields affect the voice mail system dialing out to place calls. All times are specified in hundredths of a second.

✆   Dialout Pause

Specifies the time of a pause for **,** and **;** in a dialing sequence.

✆   Hookflash Times

Specifies the on-hook time for a hookflash when encountering **&** and **%** in a dialing sequence.

✆   Dialout DTMF Duration / DTMF Interdigit Delay

Specifies how long the voice mail system should sound a touchtone and how long it should wait between touchtones when dialing.

✆   Dialtone Delay

Specifies the time the voice mail system should wait before dialing after going off hook to place a call.

SECTION 10
CONTROL CALL
HOLDING

When the voice mail system tries to transfer a call and the line is busy, the caller can hold until the line becomes free. This process is described in Call Holding. The following field on Switch Setup screen Page 2 affects call holding.

Max lines holding total/Max lines holding for ext

On Line 14, you may specify the maximum number of calls allowed to hold in the system at one time and the maximum number of calls allowed to hold for any one extension at one time. Each holding call occupies one port, so set the maximum to a value less than the voice mail system total number of ports to avoid having the whole system tied up with calls on hold.

SECTION 11
SET THE CALL
HOLDING PATTERN

When a caller is holding for an extension, the voice mail system attempts to transfer the caller several times, then returns to ask if the caller still wants to hold. The fields on Line 15 control this pattern. For details, refer to Chapter 2 Call Hold, Transfer, and Screen.

✆   Number of tries between TT checks

Specifies the number of times the voice mail system should attempt to transfer the call between checks with the caller. The default value is 4.

✆   Extra hold time between tries

Specifies how long (in tenths of a second) voice mail should wait between transfer attempts. Setting this field lower puts calls through quicker. Setting it higher makes the holding conversation sound better to the caller. The default is **50**; the voice mail system waits 5 seconds between transfer attempts.

SECTION 12
CONTROL LIVE
RECORD

These fields control Live Record at your site. Refer to Figure 21-4 Live Record Fields.

```
▓▓▓▓▓▓▓▓▓▓▓▓  E A S Y M A D E  S W I T C H   S E T U P ▓▓▓ Page   2 of 3 ▓▓▓▓

10. Message Lamp On: X                          Retries: 1
                Off: X                          Interval (mins): 5
    Reset All Lamps? No                         Daily Lamp Reset:
------------------------------------------------------------------------------
11. Dialout pause (,)= 100  (;)= 300            Hookflash (&)= 65   (%)= 200
12. Dialout DTMF duration: 10                   DTMF interdigit delay: 10
13. Dialtone delay: 100
------------------------------------------------------------------------------

14. Max lines holding total: 8                  Max lines holding for ext: 8
15. Number tries between TT checks: 4           Extra hold time between tries: 50
                                                Message refresh interval: 0
    Live Record beep interval: 15               Live Record after transfer: No
```

Figure 21-4   Live Record Fields

✆   Live Record beep interval

Many locales require telephone systems to issue a **beep** during conversations being recorded. This field allows you to set an interval (in seconds, from 0 to 65) for a beep sound to confirm that the conversation is being recorded. When this field is **0**, no beep is issued.

✆   Live Record after transfer

This setting determines whether or not the system continues to record a live conversation after the **subscriber** who initiated Live Record transfers the call to another extension.

When **No**, transferring to another extension ends the recording session.

SECTION 13
SET REFRESH
INTERVAL FOR
CONSTANT MESSAGE
COUNT

You can set the refresh interval on Switch Setup screen Page 2. Refer to Figure 21-5 Constant Message Count Refresh Rate.
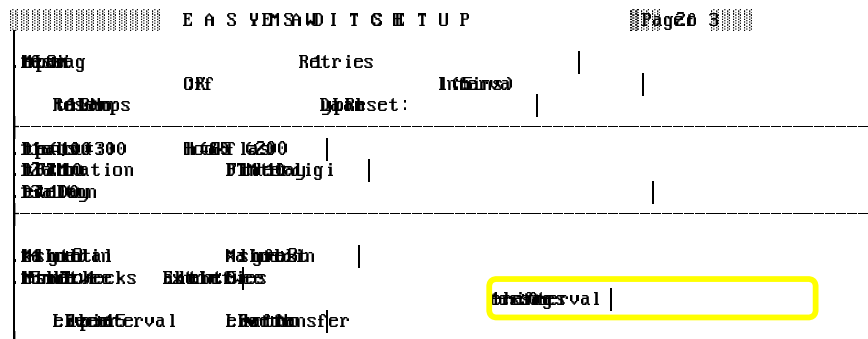
Figure 21-5   Constant Message Count Refresh Rate

Specify the interval between subscriber updates in seconds, from 0 to 10. The voice mail system updates one subscriber message count every *n* seconds. Setting this value to **0** turns off the Constant Message Count. A subscriber telephone must be on-hook to have the voice mail system refresh (update) Constant Message Count. For details, refer to Chapter 9 Messages .

SECTION 14
SET UP RING
DETECTION

When voice mail dials out, either for message delivery or to transfer a call, it monitors the line listening for a ring signal, busy signal, or connection. To detect these signals correctly, voice mail must recognize the ringing and busy signals on the NEC Electra Elite telephone system. In particular, the voice mail system must know the signal patterns or ringback (the on and off periods) of these signals.

Switch Setup screen Page 3, Lines 20 through 28 list the fields that tell the voice mail system what signal patterns to expect on the NEC Electra Elite telephone system. Refer to Figure 21-6 Switch Setup Screen Page 3.

```
||||||||||||||||||||||  E A S Y EMS  AND I T  G E T U P          ||Page0 3||||
                                                                             |
20:DialDaysi              Bobeqti           |
2a:fidentiGtice           lpcwAlybrect      |
                                                                  -----------|
27:cNnmenN0c              Bct hox 3         |
27:cNBnmenN0c             Bc2 hox 3         |
27:cNclnkatgy2            Bct hct194        |
                                                                  -----------|
25:bNmkxd b bng           Mkjdt0N70         |
26:cNmIp ts 60            Mct lybGxd 60     |
2c:bNmIp m 65h            Bxbtwtt0ngs       |
20:bNjmm 95h              Mx t0x10 sR10t|
                                                                  -----------|
2c:cbvdbt0Gice                              |
9
9
```

Figure 21-6   Switch Setup Screen Page 3

SECTION 15
SET THE VOICE
DETECT PARAMETER

Max time to wait for voice

This field on line 29 of Switch Setup screen Page 3, sets the time (in seconds) the system waits for a caller to speak for voice detect boxes, and boxes using voice detect call holding. By default, the system waits 3 seconds for the caller to speak. Refer to Chapter 25 Voice Detect and Chapter 2 Call Hold, Transfer, and Screens.

Also Refer To:

✆   Chapter 2 Call Hold, Transfer, and Screen

✆   Chapter 11 Opening Greeting

✆   Chapter 12 Operator Box

✆   Chapter 13 Port Applications

✆   Chapter 18 Screens for application screens

✆   EliteMail VMS/EliteMail Limited Job Specifications Manual #750176-1

System IDs

System IDs are crucial to proper system operation. They route calls to the proper extensions and mailboxes and can be used to link boxes for advanced call routing and audiotext features.

Each subscriber, guest, interview box, transaction box, voice detect box, directory group, or directory menu, is identified by a unique System ID. The system also uses a unique System ID for automatic directory assistance and sending messages to numbered groups.

SECTION 1
EXAMPLES OF
SYSTEM IDS

System IDs include several types. Refer to Figure 22-1 System IDs and the Screens Where they Reside.

ID	IDENTIFIES	SCREEN LOCATION
Personal ID	Subscribers and Guests	Personal Directory Screen
Extension # ID	A subscriber mailbox. (Callers dial this number to reach the subscriber.)	Personal Directory Screen
Box IDs	Transaction Boxes Interview Boxes Voice Detect Boxes	Transaction Directory Screen
	Operator Box	Application Screen Page 3
	Auto Directory Assistance	Application Screen Page 6 **ID for Alpha Directory**
Directory IDs	Numeric Directory Assistance (directory groups and menus)	Groups Screen
Special System ID for Numbered Groups	Subscribers leaving messages for message groups by number	Application Screen Page 6 **ID for Num Groups**

Figure 22-1   System IDs and the Screens Where they Reside

✆   Extension # IDs

The caller dials An Extension # ID to reach a subscriber. Think of it as the address of the subscriber voice mailbox on the system.

Usually an Extension # ID matches a subscriber actual telephone extension number. However, this may not always be the case. Two subscribers who share the same telephone extension have different Extension # IDs on the voice mail system.

✆   Personal IDs

A **Personal ID** identifies the caller to the system. The system identifies subscribers and guests through their Personal ID. A subscriber Personal ID is often created by adding **9** at the front of the subscriber Extension # ID, but other Personal ID conventions may be used.

When **subscribers** call the system and enter a Personal ID, they can listen to messages, leave two-way messages for their guests and other subscribers, or change their setup options.

When **guests** call and enter a Personal ID, they can trade two-way messages only with their host subscriber.

✆   Box IDs

This is similar to an Extension # ID, but it identifies a transaction box, interview box, or voice detect box, rather than a subscriber. A Box ID is also used to reach the Operator Box. For all these boxes, this ID is labeled **System ID**. Callers can dial Box IDs like any other Extension # ID to reach a particular box. The system may also use Box IDs for automatic routing of calls and in one key dialing menus.

The Operator Box ID is set on Application Screen Page 3. The default Operator Box ID is 0.

✆   Directory IDs

Callers press a **Directory ID** to hear directory assistance and find a subscriber extension number. Some organizations use the automatic directory that allows callers to find a subscriber Extension # ID by spelling the first three letters of the subscriber last name on the touchtone keypad. The default Directory ID for automatic directory assistance is 555.

For organizations with callers that have only numbers on their touchtone keypads, you can set up numeric directory assistance, using directory groups and directory menus. Each directory group and directory menu can have its own Directory ID. As an example of how this can work, the system is shipped with an example of numeric directory assistance that uses the System ID $411. To try the numeric directory assistance example, change the System ID to an ID you can dial. For details, refer to Chapter 3 Directory Assistance.

SECTION 2
SPECIAL SYSTEM ID
FOR NUMBERED
GROUPS

You may allow subscribers to leave messages for message groups by pressing numbers to identify the group, instead of spelling the group name. To allow subscribers to do this, you enter a special System ID in the **ID for Num Groups** field on Application Screen Page 6, and start each group name with three digits (*e.g.*, **234 Sales Department**).

To send a message to a message group by number, a subscriber first presses a special System ID for numbered groups, then the group number. Because the numbers used for message groups may duplicate other System IDs, the system uses the special System ID for numbered groups to indicate when a subscriber is going to press a message group number.

SECTION 3
RULES FOR SYSTEM
IDS

Callers enter System IDs from a touchtone telephone to tell the voice mail system how to route the call or to identify themselves to the system. Each System ID may have up to 10 digits. **Most important, each System ID must be unique**. No two entities in the system can have the same System ID.

A System ID is usually entered and displayed as numbers on-screen. However, it can also be shown as letters or even include **$**. When **$** is used, the System ID cannot be dialed from a telephone. This lets you hide System IDs from direct telephone access.

For systems using a lettered keypad map, the system translates letters in a System ID into the corresponding numbers on the telephone keypad. For example, on some keypads, touchtone 2 is associated with the letter A, B, or C.

If the system uses a lettered keypad map, remember that the touchtone numbers make a System ID unique, not the corresponding letters. For example, on the Q=7, Z=9 keypad map, the System ID *SANDY* is identical to the System *RANDY*, because each ID translates to the System ID 72639. Similarly, the System ID AAA is identical to BBB, because both translate to 222 in touchtones.

SECTION 4
HOW THE SYSTEM
LISTENS FOR IDS   When the system asks a subscriber a question, it listens for touchtones that indicate the subscriber answer, usually 1 for yes, 2 for no, or a quick option menu choice. When the system asks for an extension number, it is listening for a System ID. At other times when the system speaks, it is also listening for System IDs.

The system listens for System IDs digit-by-digit. When a caller enters an ID, the system examines the first touchtone to see if it alone is a valid System ID. If not, the system adds the second touchtone, then checks if the combination matches a valid two-digit ID. If the system still does not find a valid ID, it adds the third touchtone, then checks if the combination matches a valid three-digit ID. This process repeats for every touchtone, until the touchtones match a System ID or until there are no more touchtones to check.

Touchtones entered: 76543		
THE SYSTEM DETERMINES:		
Does	7	match a System ID? NO
Does	76	match a System ID? NO
Does	765	match a System ID? NO
Does	7654	match a System ID? YES
The System Routes the Call to Extension # ID 7654		

Figure 22-2   How the System Listens for IDs

When the system matches a valid System ID, it takes the applicable action. If it matches a Personal ID, the system starts playing the subscriber conversation to allow the subscriber or guest to check messages. If it matches an Extension # ID or Box ID, the system follows the Transfer→Greeting→Action sequence that is programmed for the subscriber or transaction box, with that ID. Typically, this involves transferring a call to a particular telephone extension or taking a message if the line is busy or goes unanswered.

Conflicting IDs

The system method of listening for System IDs provides quick responses from the system, but it has an important impact: it limits the number of unique System IDs. Because the system acts as soon as it hears a valid System ID, it is impossible to have a long ID that begins with digits that match a shorter ID. For example, you cannot have both 234 and 2345 as System IDs, because as soon as the system hears the touchtones 234, it matches a valid System ID. Immediately, the system responds and directs the call accordingly. The system would never identify the ID 2345.

The system gives you an error message if you try to add a System ID that conflicts with an ID already created. For example, if the ID 234 is already stored as a valid System ID, you would not be able to add the System ID 23 or 2345, because each conflicts with the existing ID 234. You could, however, add the System IDs 233, 235, or 24.

☞   To avoid confusion, you should use IDs that all contain the same number of digits. This also maximizes the total number of IDs available.

Bad IDs

If a sequence of touchtones does not match a valid System ID, the system waits up to three seconds to see if any more touchtones are pressed. If not, the system responds:

"I'm sorry, I did not hear your selection. Please re-enter your selection now."

If a caller does not enter a valid Personal ID or Extension # ID after several tries, the system can either disconnect the caller or route the caller to a need help System ID, such as the System Operator Box (System ID 0).

You control this feature on Application screen Page 6. Line 53 has two fields, **Max ID attempts** and **Bad ID Goto→**. Enter the number of times a caller may try to enter a valid Personal ID in the **Max ID attempts** field. The default is 4 tries. Enter the System ID that callers who need help should reach in the **Bad ID Goto→** field.

If you leave the **Bad ID Goto→** field blank, callers who do not enter a valid System ID in the maximum number of tries allowed are disconnected.

SECTION 5
USE INTERNAL IDS

When you want to prevent callers from dialing a subscriber or transaction box, assign a System ID that contains the **$** that cannot be dialed from a touchtone keypad. These are called internal IDs or hidden IDs.

Internal IDs can still be used in the system automatic call routing features, but cannot be dialed by callers directly.

The most common use of internal System IDs is for linking voice detect boxes, transaction boxes, or interview boxes with the **GotoID**→ action.

The system comes with a Public Interview Box with a System ID of $PM. This ID is used because a caller never dials the Public Interview Box directly. A caller is routed to the Public Interview Box automatically only when the operator is not available, or when a caller does not press any touchtones when calling after hours.

SECTION 6
PLAN SYSTEM IDS

Estimate what kind and how many System IDs you need, then design an easy-to-remember numbering system that best meets these needs.

The number of System IDs determines how many digits you should have in your IDs. The table estimates how many unique IDs are available for a particular ID numbering plan. Allow plenty of spare System IDs for future growth. Remember, System IDs are assigned not only to subscribers, but also to all transaction boxes, interview boxes, and subscriber guests.

ID DIGITS	UNIQUE IDS
1	9
2	90
3	900
4	9,000
5	90,000
6	900,000
7	9,000,000
8	90,000,000
9	900,000,000
10	9,000,000,000
	Assumes Operator Box ID = 0

Ranges of System IDs

You may want to assign particular ranges of IDs to a particular purpose. You could reserve System IDs 10 through 19 for menus (transaction boxes) that can be accessed by outside callers, IDs 200 to 399 for Extension # IDs for subscribers, IDs 9200 to 9399 for subscriber Personal IDs (9 + Extension # ID), and IDs 7200-7399 for guest Personal IDs. You could also assign additional System IDs beginning with **$** for internal IDs for opening greeting boxes, or on transaction boxes that handle special call routing applications.

Operator Box ID

The default System ID for the Operator Box is 0 (Application Screen Page 3). This precludes any other System ID beginning with 0.

Special System ID for Numbered Groups

If you allow subscribers to leave messages for message groups by pressing numbers to identify the group, you must enter a special System ID in the **ID for Num Groups** field on the Application screen Page 6, and start each group name with three digits (*e.g.*, **234 Sales Department**).

For this special System ID for numbered groups, you should choose a number that is easy for subscribers to enter. While you should try to use a short number, keep in mind that a short number prevents you from using some System IDs. For example, using 14 prevents you from using any other System IDs that start with 14, such as 140-149 and 1400-1499.

Match Extension # IDs with Extension Numbers

You could simplify the application if you make subscriber Extension # IDs match the subscriber actual telephone extension number, but you should first assess how this affects your overall ID plan.

Consider this extreme case. If you had a company operator at extension 0 and nine subscribers with telephone extension lines already numbered 1~9, you could assign Extension # IDs 1~9 to these subscribers to match the actual telephone extensions. But then you could not assign any more System IDs. If you had guests or new employees to add to the system, you would need a completely new ID numbering plan. However, you could assign Extension # IDs as 10 through 19. This allows you to add many more System IDs starting with the digits 2 through 9.

The following rules apply for System IDs:

- ✆ Each System ID must be unique.

- ✆ Each System ID can have up to 10 characters, but can vary in length.

- ✆ A shorter System ID cannot duplicate the beginning digits of another, longer System ID (*e.g.*, 234 and 2345 are not unique).

- ✆ System IDs that contain letters are translated into corresponding touchtones (*e.g.*, on the Q=7, Z=9 keypad map, *RANDY = SANDY = 72639*).

SECTION 7
DEFAULT SYSTEM IDS

The voice mail system is shipped with certain default System IDs already set. Refer to Figure 22-3 Default System IDs. If you decide to change any of these System IDs, you should enter these changes on all the screens where the old System ID is referenced.

SYSTEM ID	ENTITY	SCREEN
0 (Extension ID)	System Operator	Application Screen Page 3
9696 (Extension ID) NEC (632) (Personal ID)	System Manager (Amy Ronk)	Personal Directory Screen
6453 (Personal ID)	Guest of Amy Ronk (Mike Rosen)	Personal Directory Screen
555 (Extension ID)	Automatic Directory	Application Screen Page 6
$PM (Internal ID)	Public Interview Box	Transaction Directory Screen

Figure 22-3   Default System IDs

Sample Boxes and Directories

Three sample transaction boxes and one sample voice detect box are included in the default system. You can study these examples to see how System IDs are used. These examples are not required features of the system. You may delete them, record them again, or change their System IDs as necessary.

✆   Box ID 411:   Sample Departments Box

✆   Box ID 700:   Sales Department Box

✆   Box ID 800:   Technical Support Department Box

✆   Box ID $VOICE: Sample Voice Detect Box

As an example of numeric directory assistance, the system also includes 2 directory menus and 4 directory groups on the Groups Screen. The System ID for the numeric directory assistance example (that begins with a directory menu called Numeric Directory) is $411. Directory groups and submenu (Accounts, Customer Service, Sales, Shipping, and Technical Support) do not have System IDs. For details, refer to Chapter 3 Directory Assistance.

**SECTION 8
PERSONAL IDS AND
SECURITY CODES**

If you create Personal IDs from Extension # IDs, it is relatively easy for a stranger or coworker to guess at a subscriber Personal ID. To increase the system security, subscribers should add their own security code to the system.

A security code can have up to 10 digits. Unlike a System ID, a security code does not have to be unique. Two subscribers (with different Personal IDs) can have the same security code. Also, because a security code is not an ID code, a subscriber choice of security code is not limited by the numbering plan you use for System IDs.

This greatly increases the total number of security codes subscribers may have and decreases the possibility of an unauthorized caller guessing the security code.

Subscribers enter a security code on the telephone keypad after they enter their Personal ID. An unauthorized caller must know both a subscriber Personal ID and security code to break into the system. Unlike Personal IDs, security codes are never displayed.

Also Refer To:

✆   Chapter 2 Section 2 Call Transfer on page 2-11

✆   Chapter 2 Section 3 Screen Calls on page 2-16

✆   Chapter 3 Directory Assistance

✆   Chapter 5 Guests

✆   Chapter 6 Interview Boxes

✆   Chapter 12 Operator Box

✆   Chapter 13 Port Applications

✆   Chapter 14 Public Interview Box and Public Messages

✆   Chapter 18 Screens for application screens

✆   Chapter 19 Security Codes

✆   Chapter 20 Subscribers

✆   Chapter 23 System Manager

✆   Chapter 24 Transaction Boxes

✆   EliteMail VMS/EliteMail Limited Job Specifications Manual #750176-1

System Manager

The **System Manager** is responsible for day-to-day management of the voice mail system.

System Managers can sign in at the computer console to modify system fields, create subscribers, groups, guests, or other boxes. Only System Managers can record voice prompts or fields at the console. The person designated System Manager must be a responsible person who is available to other subscribers for questions and system changes.

SECTION 1
WHO CAN BE A SYSTEM MANAGER?

You can assign System Manager status to any subscriber and should have at least two System Managers, so that one is always available.

System Managers should be on-site. On-site System Managers are typically office managers, office administrators or receptionists that are trained to do routine maintenance, such as adding and deleting subscribers.

SECTION 2
SIGN IN AS SYSTEM MANAGER

Only System Managers can sign in at the computer console.

To sign in at the system console, from the Banner Screen, press F2. Enter a System Manager ID, and press ⏎Enter. If asked, enter the System Manager security code, and press ⏎Enter.

If this is the first time you use the system, or if you have not yet created another System Manager, sign in as the default System Manager, Amy Ronk, whose Personal ID is NEC (632).

After a system is installed and a new System Manager assigned, you should change Amy Ronk ID to protect the system from unauthorized access. You may want to delete Amy Ronk from the system altogether. (However, be aware that any transaction boxes, private message groups, or guests owned by Amy Ronk are also deleted.)

To **change** Amy Personal ID, go to Amy page on the Personal Directory Screen, and enter the new ID over the existing one in the Personal ID field.

SECTION 3
CREATE SYSTEM
MANAGERS

Only a System Manager can create or demote another System Manager. Before you can create another System Manager that subscriber must be enrolled on the system.

Promote a subscriber to a System Manager

1.   Sign in to the system, and press [Ctrl]-[D] to jump to the Personal Directory Screen. Press [PageUp] or [PageDown] to page to the Personal Directory of the subscriber you want to promote to System Manager.

2.   Press [F8] to view the Add Menu.

3.   Press [M] to add System Manager status to the subscriber. **SYSTEM MANAGER** is displayed to the right of the subscriber name.

Remove System Manager status

1.   Sign in to the system, and press [Ctrl]-[D] to jump to the Personal Directory Screen.

2.   Press [PageUp] or [PageDown] (or use the Jump command) to display the subscriber Personal Directory page.

3.   Press [F7].

4.   Press [↓] [↓] to highlight **Manager Status**, and press [←Enter].

5.   Press [Y] to confirm.

☞   You cannot delete or remove System Manager status for the System Manager ID you used to sign in. If you press [F7] at that System Manager Personal Directory page, you can only delete messages.

Also Refer To:

✆   Chapter 18 Screens

✆   Chapter 20 Subscribers

✆   Chapter 22 System IDs

SECTION 4
IMPROVED SYSTEM
MANAGER
CONVERSATION

The new System Manager conversation is easy to access and allows the System Manager to maintain the voice messaging system over the telephone. After you have System Manager access in the console, access the System Manager conversation with your Personal ID and security code. If you use the Yes/No conversation, the setup options question now concludes with, *Would you like to access System Manager options?* If you use the Menu Mode conversation, the main menu now contains a System Manager Options choice.

If you are using a Multiline Terminal with softkeys, the MGR softkey is displayed to access System Manager Options.

Transaction Boxes

A transaction box is a special mailbox that you can use to program special call routing, create menus, or provide announcements of recorded information.

The applications for transaction boxes can be as simple or complex as you wish. Some organizations use transaction boxes to route callers to different departments, or provide morning, afternoon, and evening greetings. Other organizations use transaction boxes to play detailed audiotext messages, route callers to other submenus, and route callers to interview boxes.

This chapter describes how transaction boxes work and explains how to use them.

SECTION 1
ACCESS A
TRANSACTION
BOX

To access a transaction box

1. The caller dials the box System ID.

2. The caller presses a single touchtone in response to a one-key dialing menu.

3. The **GotoID→** action automatically routes the caller to a transaction box.

4. The system answers a port with the transaction box.

SECTION 2
THE TRANSACTION
DIRECTORY

Each transaction box has a page in the Transaction Directory. Refer to Figure 24-1 Sample Transaction Box.

```
▒▒▒▒▒▒▒▒▒▒▒▒ T R A N S A C T I O N   D I R E C T O R Y ▒▒▒▒▒▒▒▒▒ NAME SORT
        Name: Order Box                 Transaction box of Ronk, Amy
    System ID: 700                       Voice name: 0:02    Schedule #:

┌──>Transfer ──────────────────┬─>Greeting ────┬─>Action ──────────────────
│ Day?   Yes──> 323            │ »Day:  0:08   │ Day:  Operator
│ Nite?  No                    │  Nite: 0:12   │ Nite: Take-msg
│                              │               │
│ Await-Ans──>5  Rings         │  Alt:  0:00   │  Max-msg:   90 sec
│ Intro: 0:02    Holding? Yes  │               │  Edits OK? Yes
│ Transfer Options : A         │  Active: D/N  │  Send Msg Urgent? Ask
│                              │               │  After Msg: Say-bye
├──────────────────────────────┴───────────────┴──────────────────────────
│   One key dialing: 1>        2>        3>        4>        5>
│                    6>        7>        8>        9>        0>
│
└──
```

Figure 24-1   Sample Transaction Box

Each box has a spelled name, a unique System ID, and an owner. The owner name is displayed in the **Transaction Box of** field in the upper-right corner of the screen. The owner of the box receives all messages left in the transaction box, and can record the box greetings by telephone.

The **Schedule #** field determines which system schedule the box follows (1, 2, 3 or 4). Set the system schedules on Application screen Page 4. (For details, refer to Chapter 17 Schedules).

If you do not enter a Schedule #, the box uses the schedule of the port that answered the call coming in to the transaction box.

The Transfer → Greeting → Action Structure

Each page in the Transaction Directory has this structure. If call transfer is turned on, the voice mail system first tries to transfer a call to the telephone number or extension listed. If the call transfer is unsuccessful, the system plays the applicable greeting for the box, then follows the instructions programmed in the **Action** area.

Unlike a subscriber Personal Directory page, a transaction box can be programmed for Day Mode or for Night Mode.

The transaction box uses these fields to establish the Transfer → Greeting → Action sequence:

Transfer

✆   Day?/Nite?

Use these fields to turn call transfer on/off for Day/Night Mode. If either field is **Yes**, enter the telephone number or extension the system should transfer calls to. The transfer number may be different for Day and Night Modes.

✆   Call Transfer Type

This unlabeled field below the Nite? field, sets how calls are transferred to the transaction box and can be: **Await-Ans** (Await Answer), **Release**, or **Wait-Ring** (Wait for Ringback). For details on these types and the other fields that affect call transfer, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16. For complete descriptions of each call transfer option, refer to Appendix C Call Transfer Options.

Greeting

✆   Day/Nite/Alt

This section controls the transaction box greetings. A transaction box can have three separate recorded greetings. The fields display how many seconds each greeting lasts. The subscriber who owns the transaction box can record all three greetings and switch between the active Day or Night greeting and the alternate greeting. The System Manager can also record transaction box greetings at the console using a local connection.
If you don't want the system to play a greeting, copy silence into the transaction box greeting fields. For steps, refer to Chapter 15 Recording Voice Fields.

☞   The greeting does not have to be an actual greeting. It can be any message you wish. However, it should be consistent with the Action you program.

✆   Active

This field tells you which greeting is currently active. **D/N** means the standard Day or Night greeting is active (depending on which mode the box schedule is currently in). **Alt** means the alternate greeting is currently active. If the alternate greeting is active, it is used in both Day Mode and Night Mode. When the standard greeting is active, but not recorded, the system plays one of these default standard greetings:

•   "<Owner recorded name> is not available right now."

•   "<Owner recorded name> is on the telephone now."

When the alternate greeting is active but not recorded, the system plays the default alternate greeting:

- "<Owner recorded name> is out today."

Action

✆ Day/Nite

These fields tell the system what to do if the caller does not press any touchtone during the greeting. You can set a different action for Day and Nite. The actions include:

G   Go to system ID
H   Hangup
O   Transfer to operator
R   Restart
S   Say good-bye
T   Take a message

Refer to Appendix B Action Codes for descriptions of these codes.

✆ Max-msg

Applies only if the **Action** field is **Take-msg**, and sets the time in seconds (maximum 9999 seconds, 2 hours and 46 minutes) an outside caller message can last.

✆ Edits OK?

Controls whether outside callers hear this after leaving a message:

"Thank you. If you would like to add to your message, press 1. To listen to it, press 2. To re-record it, press the pound key. Otherwise, I'll make sure your message is delivered."

✆ Send Msg Urgent?

This field controls urgent messages that are heard first in the transaction box owner message stack. Options include:

- Yes
  All outside caller messages are marked urgent

- No
  No outside caller messages are marked urgent

- Ask
  Callers are asked if they want to leave an urgent message

✆   After Msg

This field controls how the system handles the call after recording a message from the caller and applies only if the **Action** field is **Take-msg**.

SECTION 3
ONE-KEY DIALING
(SINGLE-DIGIT MENUS)   This section at the bottom of the Transaction Directory Screen allows you to program single digits for full-System IDs for subscriber Extension # IDs, transaction boxes, or interview boxes. Instead of entering the full System ID, the caller presses a single key. This makes it easy for callers to use menus. The system listens for one key dialing selections during the transaction box greeting, and during the phrase played when the box **Action** field is **Say-bye**. When you record the transaction box greetings, explain the menu selections, and include pauses so the caller has time to make a selection.

Example

You could create a transaction box for a Weekend Information Center with a greeting that says:

"You have reached our Weekend Information Center: For the weather forecast, press 1; for latest sports scores, press 2; for the special events calendar, press 3.... That's 1 for weather, 2 for sports, and 3 for special events. Have a great weekend!"

In the **1>**, **2>** and **3>** fields of the **One key dialing** section, enter the System IDs for the transaction boxes containing messages on weather, sports and special events.

Delay between Single Digits

You can set the system to pause a certain number of seconds for additional touchtones before routing the call according to any transaction box one-key-dialing menu.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E  A P P L I C A T I O N ▓▓▓▓ Page 6 of 6 ▓▓▓▓▓
50. Maximum Message Life: 999 days        Call Report Aging: 14 days
51. Public Hold/Archive msgs: 0 /2        New Msgs:  0=0:00  Total:  0=0:00
───────────────────────────────────────────────────────────────────────────
52. Max person-person recording: 300 secs   Max screening recording: 6
53. Skip back time on #: 4     Max ID attempts: 4    Bad ID Goto-->
54. Record Pauses...Beginning: 5    Short ending: 2    Long ending: 3
55. Beep on record? Yes       Disk full warning at: 15   mins left
───────────────────────────────────────────────────────────────────────────
56. Blank PC screen? Yes       Screen Type: Auto      Keypad: Q=7, Z=9 keys
57. OS Surrender- Daily:          Weekly:          Monthly:
58. Startup: OK1                    Error notices to: 0
59. ID for Alpha Directory: 555     Auto xfer? Yes  ID for Num Groups:
──────────────────────────── Public Fax Box ───────────────────────────────
  Fax ID: $_FAXBOX        Transfer? No           Alt Action: Operator
  Voice name: 0:02        Await-Ans-->4  Rings
                          Holding? No            Announce: Always
```

Figure 24-2   Startup Options, Application Screen Page 6

This pause lets callers enter full System IDs to bypass one-key dialing, even during a greeting. Program how long the system waits between touchtones using the OK option in the **Startup** field on Line 58 of Application screen page 6. Refer to Figure 24-2 Startup Options, Application Screen Page 6. If this field is blank or zero, callers cannot override the one-key dialing offered in transaction boxes.

Change the time the system waits during one- key dialing

1.   Sign in to the system, and press ⌈PageDown⌋ repeatedly to display Application Screen Page 6.

2.   Press ⌈Tab⌋ repeatedly until you highlight the **Startup** field.

3.   Press ⌈→⌋ repeatedly to move the cursor past any option codes in the **Startup** field. Enter **OK***n*, where *n* is the number of seconds the voice mail system should wait before processing a touchtone entered in a transaction box. Press ⌈←Enter⌋. Enter **1** if the voice mail system should wait 1 second before processing a touchtone during one-key dialing.

SECTION 4
SAMPLE TRANSACTION
BOXES

The voice mail system includes sample transaction boxes. The samples illustrate how you might use transaction boxes to handle sales calls and technical support calls. These sample transaction boxes are:

BOX NUMBER	DESCRIPTION
411	A sample departments box
700	Informs the caller that no one in the sales department is available to take the call, and transfers the caller to the operator.
800	Informs the caller that no one in Technical Support is available to take the call, and transfers the caller to the operator.

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N    D I R E C T O R Y ▓▓▓▓▓▓▓▓▓ NAME SORT
        Name: Departments Box              Transaction box of Ronk, Amy
    System ID: 411                         Voice name: 0:02    Schedule #:

 ->Transfer ──────────────┬─>Greeting ────┬─>Action ──────────────────
 Day?   No                │ »Day:  0:13    │ Day:  Operator
 Nite?  No                │  Nite: 0:00    │ Nite: Operator

 Await-Ans-->4  Rings     │  Alt:  0:00    │  Max-msg:   90 sec
 Intro: 0:00    Holding? No│               │  Edits OK? Yes
 Transfer Options :       │  Active: D/N   │  Send Msg Urgent? No
                          │               │  After Msg: Say-bye

   One key dialing: 1>700      2>800    3>555    4>       5>
                    6>         7>       8>       9>       0>
```

Figure 24-3   Sample Departments Box

Callers access the sample Departments Box by entering 411, usually during the opening greeting. The Departments Box does not attempt a call transfer. Refer to Figure 24-3 Sample Departments Box. It immediately plays the greeting:

"Press 1 for sales, 2 for support, or 3 for a list of all personnel. Once again, that's 1 for sales, 2 for support or 3 for a list of all personnel."

If the caller does not press any touchtones during the greeting, the system transfers the call to the operator. One-key dialing is programmed for this box. If the caller presses 1, the system routes the call to transaction box 700. If the caller presses 2, the system routes the call to transaction box 800. If the caller presses 3, the system routes the call to the automatic directory.

This type of transaction box is useful for companies that receive a large volume of calls for one or more departments, particularly if callers do not know the name of a subscriber they need to speak with. This lets callers quickly reach the department they need without going through the operator. Callers who do know the name or department, can reach the subscriber through directory assistance. For details, refer to Chapter 3 Directory Assistance.

The sample Sales Box (Box 700) is set to transfer the call, although the extension number is blank. Refer to Figure 24-4 Sample Sales Box.

```
░░░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░ NAME SORT
        Name: Sales Box                  Transaction box of Ronk, Amy
    System ID: 700                        Voice name: 0:02    Schedule #:

  ->Transfer ----------------->Greeting ----->Action ---------------------
  Day?   Yes-->                »Day:  0:08   Day:  Operator
  Nite?  No                     Nite: 0:12   Nite: Operator

  Await-Ans-->5  Rings          Alt:  0:00    Max-msg:   90 sec
  Intro: 0:02    Holding? Yes                 Edits OK? Yes
  Transfer Options :           Active: D/N    Send Msg Urgent? No
                                              After Msg: Say-bye

  One key dialing: 1>        2>        3>        4>        5>
                   6>        7>        8>        9>        0>
```

Figure 24-4   Sample Sales Box

To use this transaction box, enter a valid telephone extension number for the system to transfer callers to. If the telephone extension is busy or does not answer, the system plays the greeting:

"There is currently no one available to take your call, but if you'll leave your name and number, a member of the sales staff will return your call."

After playing the greeting, the system transfers the call to the operator.

The sample Technical Support Box (Box 800) is also set to transfer the call, but the extension number is blank. Refer to Figure 24-5 Sample Technical Support Box.

```
░░░░░░░░░░░░░░░░░ T R A N S A C T I O N   D I R E C T O R Y ░░░░░░░ NAME SORT
          Name: Technical Support Box    Transaction box of Ronk, Amy
     System ID: 800                       Voice name: 0:02    Schedule #:

 ┌─>Transfer ──────────────────┬─>Greeting ────┬─>Action ──────────────────────┐
 │ Day?   Yes──>               │»Day:   0:05   │ Day:  Operator                │
 │ Nite?  No                   │ Nite:  0:13   │ Nite: Operator                │
 │                             │               │                               │
 │ Await-Ans──>5  Rings        │ Alt:   0:00   │ Max-msg:    90 sec            │
 │ Intro: 0:02    Holding? Yes │               │ Edits OK? Yes                 │
 │ Transfer Options :          │ Active: D/N   │ Send Msg Urgent? No           │
 │                             │               │ After Msg: Say-bye            │
 ├─────────────────────────────┴───────────────┴───────────────────────────────┤
 │   One key dialing: 1>          2>        3>          4>        5>            │
 │                    6>          7>        8>          9>        0>            │
 └─────────────────────────────────────────────────────────────────────────────┘
```

Figure 24-5 Sample Technical Support Box

This box plays the greeting:

"*All of our support lines are currently busy. Please leave your name and number and someone will return your call.*"

SECTION 5
THE TRANSACTION
BOX OWNER

Before adding a transaction box, decide which subscriber (or System Manager) owns the box. The box owner controls the box in several ways:

✆ Any messages recorded in the box (if the **Action** field is **Take-msg**) are available only to the box owner.

✆ The owner can record the box greetings by telephone.

✆ If you delete a subscriber, you also delete all the transaction boxes owned by that subscriber.

☞ You cannot change who owns a transaction box or copy a transaction box to someone else.

Create a Test Box Owner

In complex applications, you may create a test subscriber (one who does not really exist) and make this subscriber the owner of a set of transaction boxes. Test subscribers are not deleted from the system, so you avoid accidentally deleting the transaction boxes the test subscriber owns.

You can then tell the actual subscriber who maintains these transaction boxes to regularly call the system using the test subscriber Personal ID to check messages left in the transaction boxes or change the box greetings.

If this subscriber leaves your organization, change the test subscriber Personal ID or security code to deny access to the transaction boxes.

Record Transaction Box Greetings by Telephone

The transaction box owner can record the transaction box greeting from any touchtone telephone.

☞   Transaction box owners who use numeric access **cannot** record a transaction box greeting by telephone if the transaction box System ID starts with **$** or any symbol not on a telephone keypad.

1.   Call the system. Enter your Personal ID and security code.

2.   Start to leave a message for the transaction box. Spell the first three letters of the transaction box name, or enter the box System ID. The system tells you which greeting is currently active.

3.   Answer the questions to record the standard day and night greetings, to record an alternate greeting, or to switch between the standard and alternate greetings.

  ☞   To record all three transaction box greetings by telephone, do this twice: once for the standard day and night greetings, and once for the alternate greeting.

SECTION 6
ADD TRANSACTION
BOXES

The System Manager adds transaction boxes at the system console, either one by one, or by a range of System IDs.

When you add transaction boxes, the system uses the values in the **Transfer** and **Action** sections of the transaction box currently on-screen. If an interview box is on-screen, the transaction box uses the default values for new subscribers, as entered on Application screen Page 5.

☞   The box name serves two functions:

  ✆   The first three digits or letters of the box name can be used by the box owner to access the box and record the box greetings again over the telephone.

  ✆   Transaction boxes are sorted on the Transaction Directory Screen by box name or by System ID. You may use a special naming convention for transaction boxes to keep them sorted together on-screen. You could start all transaction box names with T or Tbox, or reserve a range of System IDs for transaction boxes.

Add Transaction Boxes by Range

To speed up adding transaction boxes to the system, you can add many boxes at once in a range of System IDs.

☞   This process may take several minutes and keep the system from answering calls, depending on how many transaction boxes you add. Add ranges of System IDs when call traffic is light, or busy out all the system ports and transfer calls to the operator.
To add a range of hidden transaction boxes that cannot be dialed by a caller, add **$** as the constant prefix (or suffix) of the System IDs.

1.   Sign in to the system, and press ⌨Ctrl-⌨T to display the Transaction Directory.

2.   Press ⌨F8 to Add.

3.   Press ⌨↓ ⌨↓ to select **Range**, and press ⌨←Enter.

4.   Press ⌨←Enter to assign ownership of the transaction box to the System Manager, or press ⌨N to choose a different owner. Enter the owner last name, and press ⌨←Enter. Press ⌨←Enter when the system displays the name you want.

5.   Enter the starting number of the range, and press ⌨Tab. Enter the ending number of the range, and press ⌨←Enter.

6.   If desired, enter any numbers or letters as a prefix to the System IDs you are adding. Press ⌨Tab. Enter any numbers or letters as a suffix to the System IDs you are adding. Press ⌨←Enter.

      Confirm the range you selected. To accept the range, press ⌨Y. Otherwise, press ⌨N. Follow these steps again to add a new range of System IDs.

      After you confirm the range, the system displays a series of status messages as it adds the transaction boxes.

      If an ID in the range conflicts with a System ID already in the system, that particular ID is **not** added. The system displays this message:

      ID... conflicts with existing
      ID: <ID and name of mailbox> and was not added.
      Please make a note of this.
      Do you want to continue with the next Extension # ID (Y/N)?
      To continue adding remaining System IDs in the range, press [Y].

      To stop the process altogether, Press ⌨N. You may then repeat these steps to add different ranges of System IDs that do not include the conflicting IDs.

After the system adds the range of System IDs, look through the Transaction Directory to find the new boxes. On systems with lettered keypad maps, each new transaction box has a three-letter spelled name that corresponds to the System ID as it is entered on the telephone keypad (*e.g.*, the spelled name for System ID 463 is GMD). You can change the spelled name for any transaction box you added. Keep in mind that the subscriber who owns the transaction box spells the first three letters on the keypad to record greetings for the box.

Add Transaction Boxes One by One

1.   Sign in to the system, and press ⌨Ctrl-⌨T to access the Transaction Directory.

2.   Press ⌨F8 for Add. The Add Menu appears.

3.   Press ⌨Enter to select **Transaction box**.

4.   Press ⌨Enter to assign ownership of the transaction box to the System Manager, or press ⌨N to choose a different owner. Enter the owner last name, and press ⌨Enter. Press ⌨Enter when the system displays the name you want.

5.   Enter the transaction box System ID, and press ⌨Enter.

6.   Enter the name of the transaction box, and press ⌨Enter.

SECTION 7
RECORD A NAME

You should record a voice name for each transaction box you add to the system. This is stored in the **Voice name** field. For details, refer to Chapter 15 Recording Voice Fields.

The system plays the box name to the box owner when it announces new messages from the box. For example:

"The Sales Box has 4 new messages. Would you like to hear them?"

It also plays the box name when the owner selects it to record a new box greeting. If no name is recorded for the box, the system plays the box System ID instead. For example:

"Box 700 has 4 new messages. Would you like to hear them?"

**SECTION 8
DELETE A
TRANSACTION BOX OR
ITS MESSAGES**   You can delete any transaction box, or delete just the box messages.

Delete transaction box

1.   Sign in to the system, and press ⌃Ctrl-Ⓣ to display the Transaction Directory.

2.   Press ⎙PageDown (or use the Jump command) to display the transaction box you want to delete.

3.   Press ⎘F7. The Delete Menu appears, with **Box** highlighted.

4.   Press ⏎Enter to select **Box**.

5.   Press ⏎Enter to confirm.

Delete messages for a transaction box

1.   Sign in to the system, and press ⌃Ctrl-Ⓣ to display the Transaction Directory.

2.   Press ⎙PageDown (or use the Jump command) to display the transaction box you want to delete.

3.   Press ⎘F7. The Delete Menu appears, with **Box** highlighted.

4.   Press ⏎Enter to select **Box**.

5.   Press ⬇ to highlight **All Messages**. Press ⏎Enter.

6.   Press ⏎Enter to confirm.

**SECTION 9
SORT THE
TRANSACTION
DIRECTORY**   You can sort the pages of the Transaction Directory either by transaction box names, or by System ID.

1.   Sign in to the system and press ⌃Ctrl-Ⓣ to display the Transaction Directory.

2.   Press ⎘F2. The Command Menu appears.

3.   Press ⬇ until you select the way you want the pages sorted, and press ⏎Enter.

SECTION 10
OTHER TRANSACTION
DIRECTORY PAGES

In addition to transaction boxes, the Transaction Directory includes interview boxes, the Public Interview Box, and voice detect boxes. These boxes are covered in their own topics. The voice mail system also includes three sample transaction boxes, that you can use as-is, or modify to fit your needs.

Also Refer To:

✆   Chapter 2 Section 2 Call Transfer on page 2-11

✆   Chapter 6 Interview Boxes

✆   Chapter 9 Section 1 Message Types on page 9-1

✆   Chapter 9 Section 12 Take a Message on page 9-45

✆   Chapter 11 Section 1 The Opening Greeting Prompts on page 11-1

✆   Chapter 13 Port Applications

✆   Chapter 15 Recording Voice Fields

✆   Chapter 17 Schedules

✆   Chapter 18 Screens for the application screens

✆   Chapter 20 Subscribers

✆   Chapter 22 System IDs

✆   Chapter 25 Voice Detect

✆   EliteMail VMS/EliteMail Limited Job Specifications Manual #750176-1

Voice Detect

This feature allows callers to make choices or respond to prompts by saying Yes or remaining silent. The system listens for spoken sound, not touchtones. Outside callers can use the voice mail system by speaking, even if they do not have touchtone telephones.

You can use voice detect boxes to set up special call routing applications or special audiotext applications. You can combine voice detect boxes with interview boxes to collect information from callers.

You may also set up **voice detect call holding**. Callers can say Yes to indicate they want to hold for a busy extension. Voice detect call holding is available on voice detect boxes, transaction boxes, the Operator Box, and on Personal Directory pages. You can also set voice detect call holding for new subscribers on Application screen Page 5.

SECTION 1
VOICE DETECT
BOXES

The voice detect feature uses a special transaction box, called a **voice detect box**, that is similar to a normal transaction box, except that callers make selections by voice. Voice detect boxes are stored in the Transaction Directory. Each system is shipped with one sample voice detect box (System ID $VOICE) already added.

To view the sample voice detect box, sign in to the system. Press Ctrl-T to view the Transaction Directory. Press PageDown repeatedly or use the Jump command to display the sample voice detect box. Refer to Figure 25-1 Sample Voice Detect Box.

```
░░░░░░░░░░░░░░░ T R A N S A C T I O N    D I R E C T O R Y ░░░░░░░░░░ NAME SORT
          Name: Voice detect box          Voice detect box of Ronk, Amy
     System ID: $VOICE                     Voice name: 0:02    Schedule #:

  ─>Transfer ───────────────┬─>Greeting ──┬─>Action ────────────────────
  Day?   No                 │ »Day:  0:15 │ Day:  Operator
  Nite?  No                 │  Nite: 0:00 │ Nite: Operator

  Await-Ans-->4   Rings     │  Alt:  0:00 │  Max-msg:    90 sec
  Intro: 0:00    Holding? No│             │  Edits OK?    No
  Transfer Options :        │ Active: D/N │  Send Msg Urgent? No
                            │             │  After Msg: Say-bye

  Voice Selection:  Voice          Silence
```

Figure 25-1   Sample Voice Detect Box

Each box has a name, a unique System ID, and an owner. The owner name is displayed in the **Voice detect box of** field in the upper-right corner of the screen. The sample voice detect box recorded name is The Voice Detect Box. The owner of the voice detect box receives messages left in the box.

☞   If a subscriber is deleted from the system, voice detect boxes owned by that subscriber are also deleted.

The **Schedule #** field determines which system schedule the box follows (1, 2, 3 or 4). Set the system schedules on Application screen Page 4. For details, refer to Chapter 17 Schedules.

If you do not enter a schedule in the **Schedule #** field, the box follows the schedule of the port that answered the call.

SECTION 2
HANDLE CALLS WITH A
VOICE DETECT BOX

A voice detect box handles incoming calls as follows:

1.   If call transfer is on, the voice mail system first tries to transfer the call to the telephone number or extension listed.

2.   If the call is not answered within a specified number of rings (or if call transfer is off), the system plays the greeting for the box. During the greeting, the system listens for touchtones. If the caller presses a touchtone, the system takes the action set in the box **Action** field.

3.   After playing the box greeting, the system plays a beep to let the caller know when to speak.

4.   If the caller speaks, the system routes the caller to the System ID in the **Voice→** field. If the caller says nothing, the system routes the caller to the System ID in the **Silence→** field.

Use these fields to control incoming calls to a voice detect box:

✆   Transfer Day?/Nite?

Use these fields to turn call transfer on or off for Day Mode and Night Mode. If either field is **Yes**, enter the telephone number or extension the system should transfer calls to. The transfer number may be different for Day and Night Modes.

✆   Call Transfer Type

This unlabeled field, below the Nite? field, sets the way the voice mail system transfers calls to the NEC telephone system and can be: **Await-Ans** (Await Answer), **Release**, or **Wait-Ring** (Wait for Ringback). For details on the call transfer types, refer to Chapter 2 Section 2 Call Transfer on page 2-11 and Section 3 Screen Calls on page 2-16. For details on call transfer options, refer to Appendix C Call Transfer Options.

✆   Holding?

In most cases, if you allow outside callers to hold for a voice detect box, you should set this field to **Vox**. This lets callers say Yes to hold.

✆   Greeting Day:/Nite:/Alt:

This section controls the voice detect box greetings. A voice detect box can have three separate recorded greetings. The fields display how many seconds each greeting lasts. If the voice detect box has a spelled name or System ID that can be dialed by telephone, the subscriber that owns the voice detect box can record all three greetings and switch between the active Day or Night greeting and the alternate greeting. The System Manager can also record any voice detect box greeting at the console using a local connection. The system automatically plays a beep after playing a voice detect box greeting.

If you do not want the system to play a greeting, copy silence into the voice detect box greeting fields. For steps, refer to Chapter 15 Recording Voice Fields.

☞   The greeting does not have to be an actual greeting. It can be any message. However, it should clearly explain caller choices.

The sample voice detect box ($VOICE) is shipped with this Day greeting:

"If your telephone does not have a touchtone keypad, you may continue by using your voice. To do this, you say Yes for yes, or remain silent for no. To continue by using your voice, say Yes. Otherwise, remain silent to go to the operator."

✆   Action Day:/Nite:

In a voice detect application, the Action is taken **only** if the caller presses a touchtone during the voice detect box greeting. If you decide to set an Action for the voice detect box, the Actions you can choose are:

G   Go to system ID

H   Hangup

O   Transfer to operator

R   Restart

S   Say good-bye

T   Take a message

Refer to Appendix B Action Codes for complete descriptions of these codes.

The fields in the **Action** section operate the same as those in Transaction Boxes. For details, refer to Chapter 24 Transaction Boxes.

✆   Voice Selection

•   Voice

Use this field to set how the system routes a caller who says Yes.

•   Silence

Use this field to set how the system routes a caller who remains silent.

☞   **You must put a valid System ID in the Voice and Silence fields**

If you want the system to take an action after playing a voice detect box greeting, add a transaction box set for the action. Put the transaction box System ID in the **Silence** field. That way, the system verifies that the caller is still on the line before the system takes an action.

☞   **Avoid putting the operator System ID in the Silence field on a voice detect box**

It is best to route callers to another voice detect box that asks the caller to say Yes when still on the line and wanting to speak to an operator.

SECTION 3
SET UP A VOICE
DETECT APPLICATION   **To set up a voice detect application**

1.   Plan the voice detect application

      Decide how many voice detect boxes you need, and how callers are routed to them. Each voice detect box offers two choices; the caller can say Yes or remain silent. Decide whether or not you need transaction boxes or interview boxes in the application. Make a sketch to show how the boxes are related.

2.   Add the boxes to the system

      Set up call transfer, record names and greetings, and choose how the system should handle callers who do not answer Yes. Avoid putting the operator System ID in any voice detect box **Silence** field. Instead, set the **Silence** field to route callers to another transaction box which routes callers to the operator, or provides another action.

3.   Set up the opening greeting

      Route callers to the voice detect box by setting the **Action** field to go to the box System ID.

4.   After you set up the complete voice detect application, test it

      Call the system and verify that the system handles the call correctly both when you say Yes, and when you remain silent. Take each possible path through the voice detect application to verify that the prompts are clear, and that the system handles callers the way you want it to.

Example: Use Voice Detect for Operator Transfers

You can use the voice detect feature to verify that a caller is still on the line before the caller reaches the Operator Box. With voice detect, the system asks a caller to say Yes before the call is routed. To do this, add a special voice detect box and delete the Otherwise prompt in the opening greeting. You also add a special transaction box to set the system to hang up if the caller is no longer on the line. Refer to Figure 25-2 Using Voice Detect Before Routing Callers to the Operator Box.

```
┌─────────────────────────────────┐
│ Opening Greeting: ($Greeting)   │
│                                 │
│ "Thank you for calling WYZ      │
│  Corporation                    │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐                  Press touchtones to try an
│ If you are calling from a       │   ───────▶        extension number or
│ touchtone telephone, enter the  │                   dial 411 for directory
│ extension anytime. If you don't │                   assistance.
│ know the number, dial 411 for a │
│ directory.                      │
└─────────────────────────────────┘
                │   ACTION: $VOICE
                ▼
┌─────────────────────────────────┐            ┌─────────────────────────────────┐
│ System ID: $VOICE               │   Silence  │ System ID: $HANGUP              │
│                                 │  ───────▶  │                                 │
│ Otherwise to speak to an        │            │ Transfer: No                    │
│ operator, please say Yes after  │            │ Greeting: 1 sec. silence        │
│ the beep, and someone will be   │            │ Action:    Hangup               │
│ right with you."                │            │                                 │
│ <beep>                          │            │                                 │
└─────────────────────────────────┘            └─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│ System ID: 0                    │
│                                 │
│ Route to the Operator Box       │
│                                 │
│                                 │
└─────────────────────────────────┘
```

Figure 25-2   Using Voice Detect Before Routing Callers to the Operator Box

Use voice detect before routing callers to the Operator Box

1. Add a voice detect box and a transaction box to handle calls for the operator

    For details, refer to Chapter 24 Transaction Boxes.

    For the voice detect box:

    Record a name and greeting. Tell callers to say Yes to reach the operator. The system automatically plays a beep after playing a voice detect box greeting so callers know when to speak. For example: "*Otherwise, to speak with an operator, please say Yes after the beep and someone will be right with you...<beep>*".

    Set the **Voice** field to **0**. Set the **Silence** field to the System ID for a transaction box that hangs up if the caller remains silent. (For example, $HANGUP.)

    For the transaction box:

    Record a name. To keep the system from playing a default greeting, copy the SILENCE prompt into the **Day** greeting field. Set the **Transfer?** field to **No**, and set the **Action** field to **Hangup**.

2. Set up the opening greeting

    This is crucial for the application to work. Set the ACTION field in the $Greetings Box to route the call to the voice detect box.

3. Test how the system routes callers to the Operator Box

    Call the system and verify that calls are correctly handled when you say Yes and when you remain silent. Verify that the prompts are clear, and that the system routes callers to the Operator Box.

```
░░░░░░░░░░░░░░ T R A N S A C T I O N   D I R E C T O R Y ░░░░░░░░░░░ NAME SORT
        Name: VDetect to Operator      Voice detect box of Ronk, Amy
     System ID: $VOICE                  Voice name: 0:02    Schedule #:

┌──>Transfer ───────────────────┬──>Greeting ───┬──>Action ───────────────────┐
│   Day?   No                    │  »Day:  0:10  │  Day:  Restart              │
│   Nite?  No                    │   Nite: 0:00  │  Nite: Restart              │
│                                │               │                             │
│   Await-Ans-->4  Rings         │   Alt:  0:00  │   Max-msg:   90 sec         │
│   Intro: 0:02    Holding? No   │               │   Edits OK?   No            │
│   Transfer Options :           │   Active: D/N │   Send Msg Urgent? No       │
│                                │               │   After Msg: Say-bye        │
├────────────────────────────────┴───────────────┴─────────────────────────────┤
│Voice Selection:   Voice> 0          Silence> $HANGUP                          │
│                                                                               │
│                                                                               │
└───────────────────────────────────────────────────────────────────────────────┘
```

Figure 25-3   Sample Voice Detect Box for Routing Calls to Operator Box

```
▓▓▓▓▓▓▓▓▓▓▓▓▓▓ T R A N S A C T I O N   D I R E C T O R Y ▓▓▓▓▓▓▓▓▓ NAME SORT
          Name: Hangup Box                Transaction box of Ronk, Amy
    System ID: $HANGUP                     Voice name: 0:02    Schedule #:

  --->Transfer ──────────────┬─>Greeting ────┬─>Action ──────────────────
  Day?   No                  │»Day:   0:01   │Day:   Hangup
  Nite?  No                  │ Nite:  0:00   │Nite:  Hangup
                             │               │
  Await-Ans-->4  Rings       │ Alt:   0:00   │Max-msg:   90 sec
  Intro: 0:00    Holding? No │               │Edits OK? Yes
  Transfer Options :         │ Active: D/N   │Send Msg Urgent? No
                             │               │After Msg: Say-bye
  ──────────────────────────┴───────────────┴──────────────────────────
    One key dialing: 1>        2>       3>       4>       5>
                     6>        7>       8>       9>       0>

```

Figure 25-4 Sample Transaction Box Used in a Voice Detect Application

```
▓▓▓▓▓▓▓▓▓▓▓▓▓ E A S Y M A D E   A P P L I C A T I O N ▓▓▓▓ Page 2 of 6 ▓▓▓▓
                              All Ports  Port 1   Port 2   Port 3   Port 4
                              Day Nt     Day Nt   Day Nt   Day Nt   Day Nt
  ──────────────────────────┬────────┬───────┬────────┬────────┬───────
                            │        │       │        │        │
                            │        │       │        │        │
  11. Opening Greeting Box ID:   $GR $GR     │        │        │
                            │        │       │        │        │
                            │        │       │        │        │
  ──────────────────────────┼────────┼───────┼────────┼────────┼───────
  14. Port Status:                    Ans      Ans      Ans      A/D
  15. Rings to answer (0=>pool):       1        1        1        1
  16. Day/Night Schedule (1..4):       1        1        1        1

```

Figure 25-5   Sample Opening Greeting Routing to a Voice Detect Box

SECTION 4
ADD A VOICE DETECT
BOX

The System Manager adds voice detect boxes one at a time at the system console. A range of voice detect boxes cannot be added.

☞   When you add voice detect boxes, the system copies the values in the **Transfer** and **Action** sections of the transaction box or voice detect box on the screen. If an interview box is on screen instead, the voice detect box uses the default values for new subscribers, as entered on Application screen Page 5.

1.   Sign in to the system, and press ⌨Ctrl-⌨T to view the Transaction Directory.

2.   Press ⌨F8 for the Add Menu.

3.   Press ⬇ ⬇ ⬇ to highlight **Voice Detect box,** and press ⏎Enter.

4.   Press ⌨Y to add the box for the System Manager.

5.   Press ⌨N to add the box for a different subscriber. Enter the owner last name and press ⏎Enter. Press ⏎Enter when the system displays the name you want.

6.   Enter the box System ID, and press ⏎Enter.

7.   Enter the box name. The name may contain numbers or letters, but may not be left blank.

        ☞   The box name serves two functions:

               •   The first three characters (digits or letters) of the box name can be used by the box owner to access the box and record the box greetings over the telephone again.

               •   Transaction boxes and voice detect boxes are sorted together on the Transaction Directory Screen by box name or by System ID. You may want to use a special naming convention for voice detect boxes to keep them sorted together on-screen. For example, you could start all voice detect box names with V or VDetect, or reserve a range of System IDs for voice detect boxes.

✆   Record a Name for the Voice Detect Box

        After adding a voice detect box, you should record a name for the box. The system plays the box name to the subscriber that owns the box when introducing messages left in the box and when changing its greetings. If you do not record a name, the system reads the box System ID in its place.

✆   Record a Greeting for the Voice Detect Box

You can record the greeting or announcement you want callers to hear when they reach this voice detect box. When the standard greeting is active, but not recorded, the system plays one of these default standard greetings:

"<Owner recorded name> is not available right now."

"<Owner recorded name> is on the telephone now."

When the alternate greeting is active but not recorded, the system plays the default alternate greeting:

"<Owner recorded name> is out today."

To help callers know exactly when to speak, the system plays a beep automatically after playing a voice detect box greeting.

SECTION 5
DELETE A VOICE
DETECT BOX OR ITS
MESSAGES

You can delete a voice detect box, or just the box messages.

Delete a voice detect box

1.   Sign in to the system, and press Ctrl-T to view the Transaction Directory.

2.   Press PageDown repeatedly (or use the Jump command), to display the voice detect box you want to delete.

3.   Press F7.

4.   Press ↵Enter to confirm.

5.   Delete all references to the box. Remove System ID from any **Voice** or **Silence** field and from the **Action** field of any opening greeting box.

☞   When you delete a subscriber from the system, you also delete voice detect boxes for that subscriber.

Delete the messages for a voice detect box

1. Sign in to the system, and press ⌐Ctrl⌐-⌐T⌐ to view the Transaction Directory.

2. Press ⌐PageDown⌐ repeatedly (or use the Jump command), to display the voice detect box you want to delete.

3. Press ⌐F7⌐.

4. Press ⌐↓⌐ until you highlight **All Messages,** and press ⌐←Enter⌐.

5. Press ⌐←Enter⌐ to confirm.

SECTION 6

VOICE DETECT

OPENING GREETING

To route callers to your voice detect application, you must set up your opening greeting. To do this, sign in to the system. ⌐PageDown⌐ to view Application screen Page 2. Figure 25-5 Sample Opening Greeting Routing to a Voice Detect Box shows how to route callers through the **$VOICE** default voice detect box. In this example, voice detect is only used during Day Mode.

Set up the opening greeting for voice detect

1. To move callers quickly through to the first voice detect box, your opening greeting should include only an Intro and Action statement. For example:

    "Hello, this is (organization name). If you're calling from a touchtone telephone, you may enter the extension number anytime. If you don't know the number, press 411 for a directory."

    In the **ACTION** field of the $Greeting Box, enter the System ID of the first voice detect box in the application.

2. Make sure the greeting of the first voice detect box an outside caller reaches clearly explains the caller options.   For example:

    "*Or to speak with an operator, please say Yes after the beep and someone will be right with you...<beep>.*"

    The system automatically plays a beep at the end of the greeting to help callers know exactly when to speak.

SECTION 7
TEST THE VOICE
DETECT APPLICATION

Always test a voice detect application after you set it up. Call the system and check that the system handles the call correctly when you say Yes and when you remain silent.

A voice detect box uses advanced digital signal processing technology to distinguish between sound and silence. However, because of noisy telephone lines, background noise, or other noises made by the telephone system, the voice mail system may occasionally react as if the caller spoke, even if the caller remains silent. Also, if a caller speaks very softly, sometimes the voice mail system may not hear the caller, and instead reacts as if the caller remained silent.

Take these factors into account when you test the voice detect application. Try varying the volume of your voice, and calling the voice mail system from a noisy room. You may also raise or lower the number of seconds the system waits for a spoken answer. If you need additional assistance, contact Technical Support.

SECTION 8
SET UP VOICE DETECT
CALL HOLDING

This feature lets callers queue up for a busy extension by saying Yes instead of pressing a touchtone. Call holding only works with call transfer On, and Await Answer or Wait for Ringback call transfer.

You may set voice detect call holding on any screen that has the **Holding?** field by setting the field to **Vox**. For details, refer to Chapter 2 Section 1 Call Hold on page 2-1.

SECTION 9
CONTROL HOW LONG
THE SYSTEM WAITS
FOR SPEECH

You can control the number of seconds the system waits for an outside caller to speak. To do this, use the **Max time to wait for voice** field on Line 29 of Switch Setup screen Page 3. By default, the system waits 3 seconds for the caller to speak. Refer to Figure 25-6 Maximum Time to Wait for Voice Field.

```
▓▓▓▓▓▓▓▓▓▓▓▓  E A S Y M A D E   S W I T C H   S E T U P ▓▓▓ Page   3 of 3 ▓▓▓

20. Call Analysis Delay: 10              Ring to begin on: 1
21. Debounce Silence: 6    Voice: 3      Leading edge detect? Yes

22. Tolerance above 1st low %: 10        Below 1st low %: 13
23. Tolerance above 2nd low %: 10        Below 2nd low %: 13
24. Tolerance above 1st high %: 12       Below 1st high %: 14

25. Max short low in dbl ring: 1         Min long low: 170
26. Max time busy 1st low: 60            Max time busy 2nd low: 60
27. Max time busy high: 65               Busy states over rings: 0
28. Size of long high: 75                Max sil. long: 210   short: 210

29. Max time to wait for voice: 3
```

Figure 25-6   Maximum Time to Wait for Voice Field

Change the time outside callers can wait before speaking

1. Sign in to the system, and press `Ctrl`-`S` to view the Switch Setup screen. Press `PageUp` to view Page 3.

2. Press `↓` until you highlight the **Max time to wait for voice** field.

3. Enter the number of seconds to wait, and press `↵Enter`.

SECTION 10
EXAMPLE OF AN
ADVANCED VOICE
DETECT APPLICATION

The XYZ Corporation uses an advanced voice detect application to route calls. Refer to Figure 25-7 Example of Advanced Call Routing Using Voice Detect. Most calls at XYZ are for the Sales Department. Many callers do not have touchtone keypads on their telephones, so XYZ has set up the system to accommodate them and touchtone callers.

During XYZ opening greeting, the system tells touchtone callers to press an extension number or 411 for a directory. If no touchtones are pressed, the system immediately routes callers to a voice detect box and gives them an opportunity to say Yes to move through the system.

Callers who say Yes are asked if they want the Sales Department. A caller who again says Yes is then transferred to the Sales Department extension number. If the Sales Department extension is busy, the caller can hold by saying Yes.

Callers who remain silent are routed to another voice detect box. This box asks callers to say Yes to speak with an operator. Otherwise, the system assumes the caller is no longer on the line, and disconnects.

This example uses three special boxes: $OPERATOR, $HANGUP, and $SALES. The $OPERATOR box is a voice detect box. $HANGUP and $SALES are transaction boxes.

The $OPERATOR voice detect box asks the caller to say Yes again, to confirm presence on line before the call is routed to the Operator Box. The $HANGUP transaction box is used in $OPERATOR box **Silence→** field. If the caller remains silent, the system assumes the caller is no longer on the line, routes the caller to the $HANGUP box (with the **Action** field **Hangup**) and hangs up. The $SALES transaction box is used to transfer callers to the Sales Department. It also offers voice detect call holding if the Sales Department extension is busy.

While this example only lets callers say Yes to reach one department, you could offer more departments in your application. For example, you could offer the Sales Department first, Customer Service second, and Accounting third. Callers say Yes to select a department, or remain silent to hear the next option.

Opening Greeting:
"Thank you for calling XYZ Corporation! If calling from a touchtone telephone, enter the extension anytime. If you don't know the extension, dial 411 for a directory."

Press touchtones to try an extension number or dial 411 for directory assistance.
Action: GotoID→$VOICE

Silence

System ID: $VOICE
Voice detect greeting: "To make choices without touchtones, say Yes after the beep. Or remain silent and an operator will be right with you." <beep>

Silence

System ID: $OPERATOR

"To confirm that you want to speak to an operator say yes after the beep." <beep>

System ID: $HANGUP

Transfer: No
Greeting: 1 sec. silence
Action: Hangup

Say Yes

System ID: $V1
"To reach Sales, say Yes after the beep. Or remain silent and an operator will be right with you."   <beep>

Say Yes

System ID: 0

Route to Operator Box

Silence

Say Yes

System ID: $SALES:
Transfer to Sales extension.
Holding set for voice detect (Vox)
Greeting: "We're sorry we missed your call. Leave a message and we will call."
Action: Take-msg

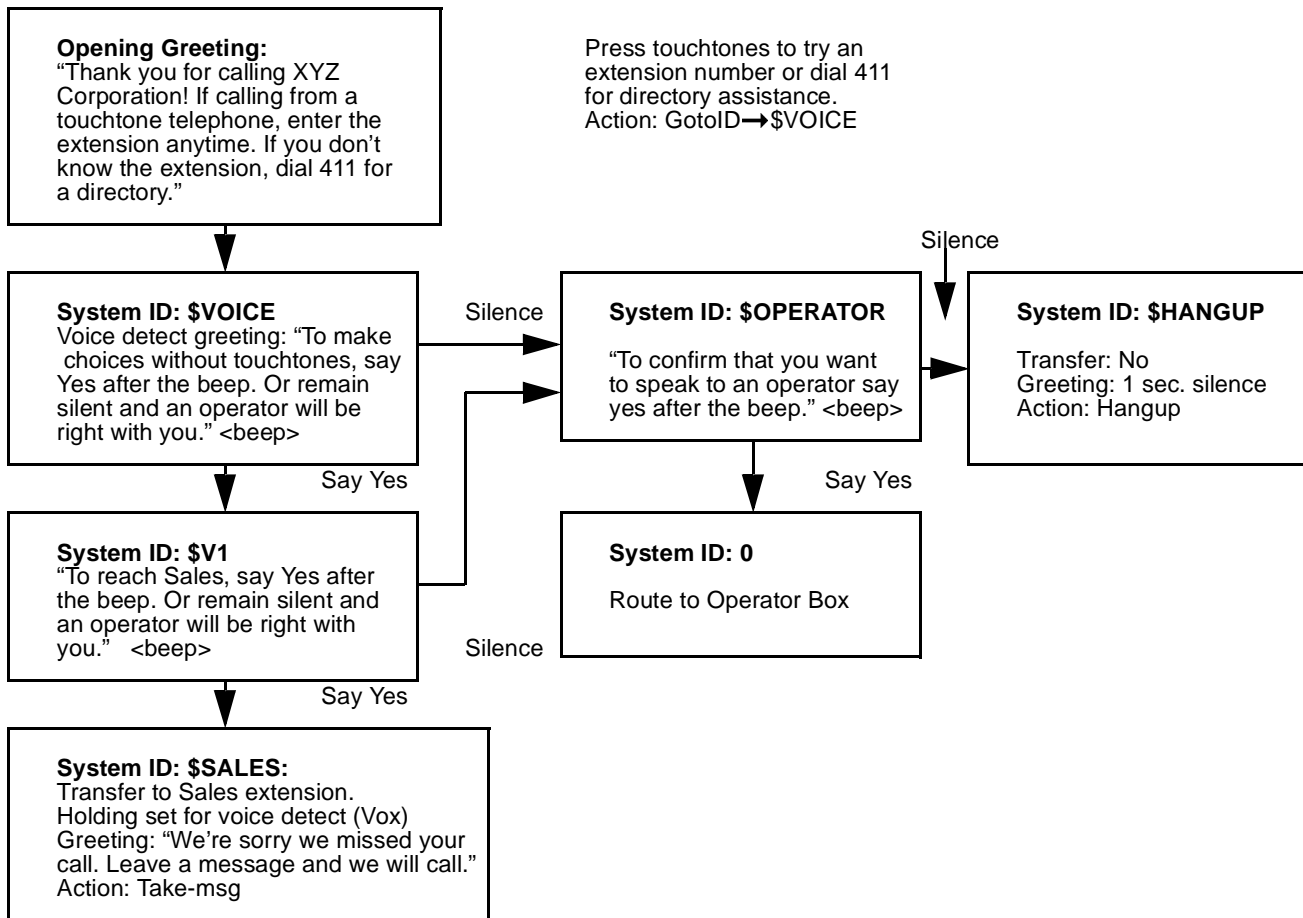**Figure 25-7 Example of Advanced Call Routing Using Voice Detect**

Also refer to:

✆   Chapter 2 Section 1 Call Hold on page 2-1

✆   Chapter 6 Interview Boxes

✆   Chapter 11 Opening Greeting

✆   Chapter 12 Operator Box

✆   Chapter 15 Recording Voice Fields

✆   Chapter 17 Schedules

✆   Chapter 18 Screens for the application screens

✆   Chapter 24 Transaction Boxes

Back Up and Restore

SECTION 1

INTRODUCTION

The backup and restore functions of EliteMail VMS/EliteMail Limited are largely self-functioning. CoSession is used when a technician performs manual backup or restore functions.

CoSession, a communication software tool available from NEC, is used for EliteMail to perform all configuration, maintenance and backup functions.

EliteMail VMS/EliteMail Limited has no access to secondary storage devices for backup. This new method is provided to perform database archive and system backup.

SECTION 2

DEFINITIONS

The following definitions apply:

✆ Backup

Backup is the transfer of all system data to offsite storage. In most cases, the data from EliteMail is backed up to a support PC.

✆ Archive

Archive is the transfer of system database and user greetings to a second location on the EliteMail board.

SECTION 3

ARCHIVE FEATURE

Description

The goal of database archive is to allow a system that has suffered catastrophic data loss or other failure to restore itself to working condition. EliteMail VMS/EliteMail Limited retains a default system database and the two most recent databases.

EliteMail checks daily to determine if the database should be archived. If necessary, the system builds a compressed file containing the system database and all user greetings. The compressed file is then moved to the **ARCHIVE** directory on the EliteMail hard drive.

During bootup, EliteMail determines if an archived database should be restored. If necessary, the system purges unusable data from the working directories and restores a database from the **ARCHIVE** directory.

Archive is not a replacement for the total system backup described below. The conditions that can damage data in the working directories can also damage the archive, but this is less likely.

Feature Input/Output

Archive

This feature requires a list of input files to be archived and a time for archival. When the system time reaches the archival time, the voice processing system (VPS) exits to DOS, compresses the list of files, and copies the archive file to the ARCHIVE directory. The time required to perform this procedure is indeterminate because of the variable factors.

After competing archive, the system reboots and the VPS starts again.

Restore

The VPS restores the archive database if the system is rebooted and quality checks of the active database fail. Conditions that can cause failure include deletion of critical database files or corruption of the hard drive. EliteMail VMS/EliteMail Limited first attempts to restore the most recent database archive (DBBACK1.ARC).

If this file does not exist in the ARCHIVE directory or restore fails, EliteMail next attempts to restore the second most recent database archive (DBBACK2.ARC).

If this restore also fails, the system cannot be repaired autonomously.

After each restore attempt, the system is rebooted, and the database is checked again.

The system manager can request a restore of either archive or the factory defaults by exiting to the DOS prompt and executing one of the batch files in the UTILITY directory (RESTORE1.BAT, RESTORE2.BAT, or DEFAULTS.BAT).

User Interface

Archive

The system manager sets the time to archive the database files from the console. He enters time and day archive in the Daily, Weekly, and Monthly surrender to DOS fields on the application general settings screen.

When the system reaches the time to archive, it exits to DOS and performs the command set to archive the database. A new database archive file is created and then copied to the ARCHIVE directory as the current file to move the previous archive to second most recent.

The following archive error conditions may be encountered by EliteMail VMS/EliteMail Limited:

✆   Unable to create new database archive

       This could be caused by lack of disk space or missing database or system files. EliteMail aborts the operation, reboots the system, and logs an error message.

✆   Unable to move existing database archive to second place

       This could be caused by lack of drive space or general drive failure. EliteMail aborts the operation, reboots the system, and logs an error message.

✆   Unable to copy new database archive to the ARCHIVE directory

       This could be caused by lack of drive space or general drive failure. EliteMail aborts the operation, reboots the system, and tries to log an error message.

✆   Corruption of the hard drive subsystem

       This major error usually results in an unusable system that probably does not return to normal operation after rebooting. Console maintenance is usually required.

Restore

EliteMail VMS/EliteMail Limited can restore the default database or either of the two most recent archives using one of the following methods:

✆   The first method is fully autonomous. When restarted, EliteMail examines the working directory database, and, if the database is missing or damaged beyond repair, it deletes remnants of corrupt data from the drive and dearchives the data from the ARCHIVE directory. When restoring, the system uses the most recent database archive if one exists. If a database archive does not exist on the drive, the default database is restored.

✆   The second method requires the technician to initiate restore by attaching to the system using CoSession, exiting voice mail application to DOS, and running one of three batch files (Archive 1, Archive 2, or Defaults). The technician must verify that all data should be replaced by archived data. Selected data is dearchived into the working directories, and the system is rebooted.

Operational Criteria

This feature must reliably and consistently shut down the VPS, copy database files from one directory to another, reboot the system, and start the VPS again.

This feature must perform its functions in a maximum of 5 minutes. Customers do not tolerate a VPS that is unavailable for longer time intervals.

This feature must accurately restore the archived database including personal names and user recordings but excluding messages and modified system prompts that existed when the database was archived.

SECTION 4
BACKUP FEATURE

Description

The backup feature saves the entire state of the voice processing system at time of backup. Archiving only stores part of the database, but backup saves executable files, the entire database, and all messages, greetings, and voice names from the system.

Feature Input/Output

Backup is performed manually, and the technician must connect to EliteMail VMS/EliteMail Limited through the serial port connection. VPS cannot be running during backup, and the procedure is not available through technician conversation.

User Interface

Backup uses CoSession to provide access to the EliteMail system and uses CoSession script feature to perform the system backup. All EliteMail systems are shipped with CoSession software that provides script ability.

A script driven utility allows the technician to perform either a backup or restore and configure communications between the support PC and EliteMail.

Begin the backup/restore function

1.   Connect to EliteMail VMS/EliteMail Limited using CoSession.

2.   Exit to DOS from voice mail application on EliteMail.

3.   At Utility Menu, select option 3.

4.   Press Alt key and left Shift simultaneously.

5.   To hang up, press F6.

6.   To exit, press F10.

7.   At the C:/Remote Prompt, enter backup, and press ←Enter.

After the backup and restore utility is working, a screen is displayed with the following information:

1.   Backup System

2.   Restore System

3.   Configure

X.   Exit

Enter Selection:

The technician enters the number (or X) for the option. Options are individually discussed below.

Backup

The utility prompts: Please specify the directory where the backup files should be stored. If a directory is not entered or the technician presses ESC, the Main Menu is displayed. When a directory is entered, one of the following cases occurs:

✆   The directory does not exist

      The utility asks if the directory should be created (Y/N).

      If Y is answered, the directory is created and backup continues.

      If N is answered, the utility returns to the directory prompt.

✆   The directory exists but contains a previous backup

      The utility asks if all data in the directory can be overwritten (Y/N).

      If Y is answered, backup continues.

      If N is answered, the utility returns to the directory prompt.

✆   The directory exists and does not contain a previous backup

The utility continues the backup.

The utility then displays the EliteMail directory to be backed up and the local directory used for backup, and asks: Is this correct? (Y/N).

If N is answered, the utility returns to the directory prompt.

If Y is answered, the system starts transferring EliteMail files to the backup directory. EliteMail files and directories to be backed up are designated by the BRFILES.LST in the remote directory on the support PC. Press Esc anytime to abort the backup procedure and return to the Main Menu.

Restore

The utility prompts: Please specify the directory from which to restore the system.

If a directory is not entered or the technician presses ESC, the Main Menu is displayed.

When a directory is entered, one of the following cases occurs:

✆   The directory does not exist

An error message is displayed, and the utility returns to the directory prompt.

✆   The directory exists but does not contain a previous backup

The utility prompts: <c:windows> does not appear to contain a valid system. Restore from this directory anyway? (Y/N).

If Y is answered, the process continues. If N is answered, the utility returns to the directory prompt.

✆   The directory exists and does contain a previous backup

The utility continues the restore process.

The utility then displays the EliteMail directory to be restored and the local directory used for restore, and asks for confirmation (Y/N).

If N is answered, the utility returns to the directory prompt.

If Y is answered, the system starts transferring files from the support PC to EliteMail. EliteMail files and directories to be restored are designated by the BRFILES.LST in the remote directory on the support PC. Press ESC anytime to abort the restore function and return to the Main Menu.

Configure

This option allows the technician to define how to communicate with EliteMail from the support PC. The configuration must be established prior to the first EliteMail backup. Parameters set here must match those set in the CoSession configuration.

When this option is selected, the utility displays current configuration settings to the technician and prompts: Would you like to change these settings? (Y/N).

If N is answered, the utility returns to the Main Menu.

If Y is answered, the utility displays a different parameter screen for each parameter, explains the parameter, and gives a location to enter the new value. Press `←Enter` to retain current settings.

✆ Phonebook entry name

The configuration defined by this utility can be stored in the CoSession remote telephone book directory to allow the technician to use the same configuration for backup/restore utility and CoSession, but because of limitations to the scripting program, the backup/restore utility cannot browse or edit existing entries in the phonebook. Default entry for this field is BACKUP.

✆ Remote working directory

This is the host system directory where the Voice Mail application resides. The default is C:\VMAIL and should not be modified for EliteMail VMS/EliteMail Limited.

✆ Remote telephone number

This defines the telephone number to dial to connect to Voice Mail. Default for this field is blank.

✆ CoSession login name:

The CoSession login name used by EliteMail. Default for this field is blank.

✆ CoSession password

The CoSession password used by EliteMail. Default for this field is blank.

✆ Modem type

This defines the modem used by the support PC to connect to EliteMail. User must enter the index number of the modem used. Press `←Enter` to retain current settings. VPS displays a list of possible modem index numbers. Default is 35 - Direct Connect.

✆   Baud rate

This defines serial communication speed between the support PC and EliteMail. Default (maximum) speed is 19200.

✆   Local COM port

This defines the communication port on the support PC used to connect to EliteMail.

After all parameters are set, the utility displays new parameters and asks: would you like to save these settings? (Y/N).

If N is answered, the utility returns to the first configuration screen.

If Y is answered, changes are saved locally and the utility then prompts: Would you like to add these settings to the CoSession Phone Book? (Y/N). The utility then processes either answer and returns to the Main Menu.

Exit

The system exits and returns the technician to the DOS prompt. The technician can then reboot EliteMail to restore operation.

- - - - - - - - - - - - - - - - - - - -

A	**No Setup Options Access** Subscriber cannot change options by telephone. Access codes A and T may be combined to deny access to all setup options *except* personal greetings.
B	**No Receipt Summary** The system does **not** tell the subscriber that messages were received, unless the subscriber marks a message for explicit return receipt.
C	**Cancel Public Message Notification** The system does not notify the subscriber when a public message is received. A public message is not addressed to a particular extension. Use this code for subscribers who have public message access (*i.e.*, no P access code) but want their message waiting lamp lit only for messages sent specifically to them.
D	**Directory Restriction** Subscriber is excluded from the automatic directory of subscribers.
E	**Address Messages by Extension** Subscriber leaves messages by extension number instead of the first three letters of the recipient last name.
F	**First-Time Enrollment Conversation** Subscribers are enrolled by telephone the next time they call voice mail. The system does **not** deliver messages to a subscriber with the F access code.
G	**Cannot Change Greeting** Subscriber cannot change personal greetings.
H	Reserved for future use.
I	**Live Monitor On?** Enables Live Monitoring for subscribers. ☞ Optional upgrade on EliteMail Limited
J	**Auto Live Monitor** Sets enabled Live Monitoring to Automatic Mode. ☞❯ Optional upgrade on EliteMail Limited
K	**Can Change Call Holding by Telephone** Subscriber can change call holding by telephone.
L	**Length of Messages Announced** The system announces the length of messages, for example *"You have 3 new messages totaling 3 minutes, 20 seconds. Would you like to hear them?"*

M	**Menu Mode Exclusively** Subscriber hears the system quick option menus for all voice mail features, instead of yes-and-no conversation. This code cancels the T access code.
N	**Hands-free Message Retrieval** This code turns on hands-free message retrieval. The system does not ask the subscriber *"Would you like to hear them?"* between message sources. This code also turns on softkeys on an equipped Multiline Terminal. * If this code is on, normal conversation mode is enabled. If this code is off, softkey mode is enabled.
O	**No Old Messages** Subscriber cannot review old messages.
P	**No Public Messages** Subscriber cannot access public messages. Usually, only one or two people at any site need access to public messages.
Q	**No Urgent Messages** Subscriber cannot mark messages urgent.
R	**Cannot Redirect Messages** Subscriber cannot redirect messages received.
S	**Cannot Send Messages** Subscriber cannot leave messages for other subscribers, guests, or groups.
T	**Traditional Conversation** Subscriber hears four basic questions in the following order: Check new messages, Leave messages, Change greetings, Review old messages. To reach setup options other than greetings, subscriber can press **# #** after the system asks *"Would you like to do anything else?"*. M cancels this code.
U	**No Messages to Subscribers** Subscribers cannot send messages to other subscribers but can leave messages for their guests and message groups.
V	**No Private Messages** Subscriber cannot mark messages private. Any message the subscriber sends may be redirected by the recipient.
W	**No Future Delivery** Subscriber cannot mark messages for future delivery.
X	**No Return Receipt Request** Subscriber cannot mark messages for explicit return receipt or cancel a return receipt marked automatically by the system.
Y	**No Messages to Open Groups** Subscriber cannot create open message groups, or leave messages for open message groups. Subscribers can still create and leave messages for private message groups.

Z	**Automatic Return Receipt** The system automatically marks *every* message sent by the subscriber for return receipt requested. To avoid redundant return receipts and receipt summary announcements, never use Z without also using access code B.

Action Codes

G	**Go to System ID** The system routes the call to another System ID. You must enter a valid System ID directly to the right of the **GotoID→** arrow. (*e.g.*, **GotoID→ $PM** routes a call to the Public Interview Box.) Do not create a closed loop of linked System IDs, in which each ID routes back to the other.
H	**Hang up** The system immediately hangs up, without saying good-bye.
O	**Transfer to Operator** The system routes the call to the Operator.
R	**Restart** For systems with only one language, return call to the opening greeting.
S	**Say Good-bye** The system says *"If you need further assistance, press the pound key now. <pause> Thank you and good-bye,"* then hangs up.
T	**Take a Message** The system says, *"If you'd like to leave a message, I'll record it now,"* then takes a message.

Call Transfer Options

A	**Announce** The person who answers the telephone hears a beep before being connected to the caller. This lets the operator know exactly when the call is being connected or that a call is an outside call.
C	**Confirm** Before a call is transferred, the person who answers the telephone can choose whether or not to take the call. If the call is refused, the system returns to the caller to play the applicable greeting and take an action (typically take message).
D	**Dialtone Detection** The voice mail system checks for dial tone before the call is transferred. For this transfer option to work, you must also use the DT integration option. For details, refer to Chapter 21 Switch Setup.
I	**Introduce** The person who answers the telephone hears *"Call for <name>"* before being connected to the caller. Use this when several people share the same telephone.
M	**Message Screen** Callers are asked to record their name. Before the call is transferred, the person who answers the telephone hears *"Call from <recorded name>."* If the caller leaves a message instead, the recorded name is added to the start of the message. Even if the caller does not leave a message, the recorded name is still left as a message box message. Do not use with the **S** call transfer option.
S	**Screen** Callers are asked to record their name. Before the call is transferred, the person who answers the telephone hears *"Call from <recorded name>."* The recorded name is **not** saved. Do not use with the **M** call transfer option.

Console Shortcut Keys

These keys jump to a console screen:

Key	Screen
`Ctrl`-`A`	**A**pplication Screen
`Ctrl`-`D`	Personal **D**irectory Screen
`Ctrl`-`G`	**G**roups Screen
`Ctrl`-`T`	**T**ransaction Directory Screen
`Ctrl`-`P`	Voice **P**rompt Editor Screen
`Ctrl`-`S`	**S**witch Setup Screen

These keys move between **pages** of a particular screen (pages are listed alphabetically by subscriber, box, or group):

Key	Action
`PageUp`	Move to the previous page.
`PageDown`	Move to the next page.
`Home`	Displays the first person, box, or group in a directory.
`End`	Displays the last person, box, or group in a directory.
`Ctrl`-`J`	Jumps to a subscriber, box, or group. When prompted for the name to jump to, enter the first few characters of the last name, and press `←Enter`. At the Voice Prompt Editor Screen, you can also press `Ctrl`-`J` to jump to a prompt number.

These keys move the cursor between **fields** on a page:

Key	Action
`Tab`	Move cursor one field to the right.
`Shift`-`Tab`	Move cursor one field to the left.
`↑`	Move cursor to the closest field above.
`↓`	Move cursor to the closest field below.
`←Enter`	Move cursor to the next field.

Each key also saves any changes you made to the current field. Press `Esc` if you do not want to save the changes you made in the current field.

Function Keys

F1	Help Information
F2	Command Popup Menu
F3	Select Port
F4	Local connect: on or off
F5	Previous Screen
F6	Next Screen
F7	Delete Popup Menu (not available on all screens)
F8	Add Popup Menu or Next Prompt Set (not available on all screens)
F9	Record Prompt (active only on voice fields)
F10	Play Prompt (active only on voice fields)

Special Dialing Characters

You may include the following special characters in telephone numbers dialed by the voice mail system. They affect how the voice mail system dials these numbers. The timing characteristics of the special characters (**,**), (**;**), (**&**) and (**%**) can be changed on Switch Setup Screen Page 2. For details, refer to Chapter 21 Switch Setup.

X

Causes the system to insert the subscriber Extension # ID at this point in the sequence. The subscriber Extension # ID is listed beneath the Personal ID on the Personal Directory Screen. This should be used only if the subscriber Extension # ID is the same as the actual telephone number you want to dial.

,

Causes the system to pause for one second during dialing. The length of the pause can be changed system-wide on Switch Setup Screen Page 2.

Subscribers can change a message delivery telephone number by telephone. When entering the new delivery telephone number, the subscriber can press **#** on the telephone keypad to enter a pause in the delivery number. This pause is displayed on screen as **,**.

;

Causes the system to pause for 3 seconds during dialing. The length of the pause can be adjusted system-wide on Switch Setup Screen Page 2.

&

Causes the system to go on hook, then go off hook. This is commonly used to access special features on the NEC Electra Elite telephone system. The time the system is on or off hook can be adjusted system-wide on Switch Setup Screen Page 2.

%

Causes the system to go on hook for a longer time (*e.g.*, 2 seconds), then off hook again.

P

Causes the system to use pulse dialing. The voice mail system uses tone dialing by default. To use pulse dialing throughout the system, you must prefix all dial-out telephone numbers with P.

Q

Causes the system to hang up and is useful in situations where the call is not meant to go to completion, as in calling a beeper. For activating most beepers, all that is necessary is to add a few pauses and a Q after the telephone number (*e.g.*, **555-1234,,,Q**).

You can also use Q to provide a message waiting ring to people who want to be notified when they have messages, but do not want the voice mail system to attempt delivery.

T

Causes the system to switch to tone dialing. The T option is only used when a number must be dialed by pulse, then switched midstream to tone (for example, a credit card call on a pulse exchange).

Integration Option Codes

In an integration, both the NEC Electra Elite telephone system and the voice mail system share information on the origin and destination of calls. The integration option codes are entered on Line 2 of Switch Setup Screen Page 1 to help the NEC Electra Elite telephone system better integrate with the voice mail system. You can enter more than one option in this field. Each option code must be separated by a single space. (*e.g.*, **CR,,, DT**)

SECTION 1
DIALTONE
DETECTION   ✆   DT

Enables the voice mail system dial tone detection.

The voice mail system listens for dialtone while playing prompts or recording messages. If the voice mail system detects a dialtone, it assumes the caller has hung up and ends the call.

The voice mail system also checks for dialtone before dialing out, and if dialtone is absent, assumes its outgoing call has collided with an incoming call on the same port. The voice mail system then immediately changes into call answering mode and places the outgoing call back into the dial-out queue to be dialed again later.

The following integration options control different aspects of the voice mail system dial tone detection sensitivity:

- DT8=0

  Entering DT8=0 in the Integration Options field disables dial tone detection on dial out calls. The voice mail system still listens for dial tone while recording messages, to verify that a caller has not hung up.

  To turn back on, enter DT8=1.

- DT9=0

  Entering DT9=0 on the Integration Options field disables dial tone detection on transferring calls to the operator. The voice mail system still listens for dial tone while recording messages, to verify that a caller has not hung up.

  To turn back on, enter DT9=1.

✆   SKT=n, n

This option controls softkey timeout. Two separate timers are used. The first timer controls the time that the softkeys are displayed when first calling in to voice mail. If softkeys are not pressed, the system changes to normal conversation mode after this timer expires. The second timer controls the time before moving back one menu if softkeys are not pressed.

SECTION 2
DIAL-OUT ACCESS

This code controls dial-out access. Refer to Chapter 21 Switch Setup for other dial-out settings.

✆   OTL=*n*

Outdial trigger length. By default, the voice mail system considers a telephone number to dial an external call if it has more than 5 characters (including any special dialing characters). However, if you need to change this value, you can do so by adding the outdial trigger length option.

To change the outdial trigger length, enter OTL=*n* where *n* equals a number between 4 and 15 (*e.g.*, enter OTL=11). In this example, the system considers telephone numbers with 11 or fewer characters as internal extension numbers, and longer telephone numbers are considered external calls.

SECTION 3
SPECIAL TELEPHONE
SYSTEM SETTINGS

✆   TM

Trunk mapping routes trunk calls to specific message boxes.

The format is TMn-m=ID where **n** is the first trunk number in a group, **m** is the last trunk number in the group, and **ID** is the System ID that receives calls from that trunk group. For example, TM1-6=206 specifies routes calls on trunks 1 through 6 to box number 206. You may specify multiple TM options to route different trunk groups to different message boxes.

Trunks must be programmed to ring directly to the voice mail system ports to use this feature. (Otherwise the trunk identification DTMF codes are not sent to the voice mail system.)

No check is made on the validity of the System ID specified when you enter it at the voice mail system screen. If an invalid System ID is specified for a given trunk, the voice mail system pauses 5 seconds, then says *"I'm sorry. I did not hear your selection. Please reenter your selection now."*

✆ CR

Special confirm return sequence. The voice mail system uses the special dialing sequence set by this option to return to the caller after trying to transfer a call to an internal extension if the subscriber with call screening answered the telephone but rejected the call by pressing 2. Specify the dialing sequence to use immediately after the **CR**.

You could specify **CR,,,** to tell the voice mail system to pause three seconds while the caller is automatically reconnected. This option is used only when the return sequence for rejected calls differs from the return sequence for unanswered calls.

Access

A field on a subscriber Personal Directory page that controls the available system features.

Action

A field on a Personal Directory page, transaction box, or the Operator Box that determines the system action after the greeting. The possible actions are: Take a Message, Operator, Say Good-bye, Hangup, Go To ID→, or Restart. These actions (except for Take a Message) can also be used in the **After** or **After Msg** fields on interview boxes, transaction boxes, or Personal Directory pages.

Alphabetic Directory

Refer to Automatic directory.

Alternate Greeting

A special greeting available for subscribers, transaction boxes, and voice detect boxes. Subscribers can record standard, internal, and alternate personal greetings and switch between standard/internal and alternate as needed. The transaction box or voice detect box owner can record a box standard or alternate greeting by telephone.

Archived Message

An old message that is explicitly saved by the subscriber. The message is saved for the number of days entered in the **Archive Msg.** field on the subscriber Personal Directory page.

Automated Attendant

A voice mail feature that automatically answers incoming calls and directs callers to the applicable extension without human operator assistance.

Audiotext

A menu tree for information distribution and collection. A caller makes a menu selection after listening to a variety of choices.

Audiotext Messages

Found in transaction boxes, audiotext messages are used to deliver information to a caller or lead a caller through a series of questions.

Auto Dial

Automatically routes caller to subscriber Extension # ID from the automatic directory.

Automatic Directory

A directory of subscriber recorded names and Extension # IDs available to outside callers. To identify a subscriber extension, outside callers spell the first three letters of the subscriber name using the telephone keypad. Subscribers can change whether or not they are listed in the automatic directory through setup options.

Await Answer

The system waits for the called extension to be answered before transferring the call to that extension.

Broadcast Distribution

With broadcast distribution, every member of a message group receives and hears the group message. A group has broadcast distribution when **Dispatch** is set to **No**.

Call Forward to Personal Greeting

The NEC telephone system can transfer calls directly to an extension and/or the subscriber voice mailbox when the extension is ring-no-answer or busy.

Call Screening

A feature consisting of several call transfer options giving subscribers information about incoming calls and control over which calls to accept and which to forward into a message box.

Day Mode

Identifies the hours the office is open. The system considers all other hours Night Mode. The system can be configured to function differently during Day Mode and Night Mode.

Default

The value in a field that the system uses if you have not entered another value.

Directory Assistance

A voice mail system feature that lets callers reach the person they are calling, without speaking to the operator or receptionist. Callers with letters on their telephone keypads can use automatic directory assistance. The System Manager can set up numeric directory assistance for outside callers with numbers only.

Directory Group

A special group used to create numeric directory assistance. Directory groups list subscribers with a common characteristic, such as a department, location, or schedule. When a caller requests numeric directory assistance, the system plays the names of the directory group members and their extension numbers.

Directory Menu

A special one-key dialing menu used to create numeric directory assistance.

Dispatch Distribution

Applies to message groups. Only the first group member to listen to a group message receives it. This is useful in any application where a group of subscribers are equally responsible for a task. A dispatch group might be used for assigning service jobs. The first service person to hear a message takes the job. Dispatch distribution can be set only by the System Manager at the console.

DTMF

Dual-Tone Multifrequency; the technical designation for true touchtones.

Enrolled

Indicates that the user name, extension number, and other information are in the system.

Extension

The actual telephone extension number of a telephone in the system. If the actual extension number is different from the voice mail system Extension Number ID, you must enter this number after the arrow in the field **Transfer? Yes→** on the subscriber Personal Directory page or Transaction Box page for calls to be transferred. If the extension number is the same as the Extension # ID, you may enter **X** instead.

Extension # ID

This is what an outside caller uses to reach a particular subscriber. The system allows extension numbers of up to 10 digits. The system Extension # ID is usually the same as the subscriber actual telephone extension number, but it can be different.

Follow-Along ID

Extension # ID provided by the NEC telephone system to the voice mail system when a call is transferred or forwarded back to the system on ring-no-answer or busy.

Greeting

This is a recording used as the middle part of the Transfer→Greeting→Action sequence. A subscriber has standard, internal, and alternate personal greetings. An opening line box, transaction box, and voice detect box each have a pair of standard greetings (Day & Night) and an alternate greeting that is used in both Day and Night Modes. A greeting is typically used to greet callers and encourage them to leave a message. Greetings can also be used to play audiotext messages, or offer one-key dialing menus. The system plays the opening greeting when first answering incoming calls.

Greetings

Includes: opening greetings, subscriber greetings, transaction box greetings and voice detect box greetings. An opening greeting is heard by outside callers when they first reach the system. Subscriber greetings are recorded by individual subscribers and are played to a caller when the subscriber is unable to take a call. For example, this might be an individual greeting for each extension to say *"Hi, I'll be away on vacation until..."* Transaction box and voice detect box greetings can greet a caller in many ways. For details, refer to the Reference Section.

Group

Refer to Message group.

Guest

A guest that is hosted by a subscriber is given a guest mailbox and limited system privileges. A client who calls frequently could be assigned as a guest of one of the staff. Unlike an outside caller, a guest can leave and receive private messages from the host subscriber. Guests have two-way communication on the system, but only with the host subscriber.

Held Message

A message heard but not archived by a subscriber nor deleted by the system. (Same as an old message.)

Interview Box

A special transaction box that can ask a caller up to 20 questions and record each response. The owner receives the responses in a single message.

Intro

This voice field can contain a short recording (*e.g.*, *"I'll transfer you now."*) that the system plays before attempting a call transfer.

Live Record

Allows a subscriber to record a telephone conversation and leave it as a message in a voice mailbox.

Live Monitoring

Allows a subscriber to hear a message being left by an outside caller through the speaker of the telephone. The subscriber can pick up the handset or press Speaker anytime to connect to the call.

☞   Optional upgrade on EliteMail Limited.

Local Connect

A port status that provides a direct audio connection to the system through the telephone line. Local connected status is required for recording all prompts, interview questions and recorded names.

Local Off-hook

A port status that indicates someone has taken a port off-line (similar to taking a telephone off hook) at the system console. Press F4 to take a port off-line.

Loopback

Subscribers can retrieve messages from the system when end-to-end DTMF is not available on the telephone system.

Message Box

Stores messages from outside callers. The system announces messages from outside callers by saying, *"...your message box has a message..."*.

Message Box Integration

The NEC telephone system can transfer calls directly to an extension and/or the subscriber voice mailbox when the extension is ring-no-answer or busy.

Message Delivery

The system calls the subscriber to indicate new messages. The subscriber must enter a Personal ID to hear the messages.

Message Group

A collection of subscribers and/or guests that receive a common message left by a subscriber. Refer to Broadcast distribution, Dispatch distribution, Private group and Open group.

Message Notification

A feature used by the voice mail system to notify a subscriber of new messages.

Message Waiting Lamp

A light on an extension telephone that is lit when the applicable subscriber has new messages.

Names

Refer to Spelled name or Voice name.

Night Mode

All times not in Day Mode.

Numeric Directory Assistance

A special directory assistance for callers with touchtone keypads without letters, or for other special directory assistance applications. Creates numeric directory assistance with directory groups and directory menus.

Open Group

All authorized subscribers on the system can send messages to an open message group. Usually, a subscriber is authorized to leave a message for any open group. Individual subscribers can be prevented from creating open groups or leaving open group messages by placing **Y** in the **Access** field on the individual subscriber Personal Directory page.

One-Key Dialing

Allows the caller to enter a single touchtone digit instead of a full System ID during a subscriber or transaction box greeting. This feature lets you offer callers a menu of choices during a greeting. One-key dialing options must be programmed individually for each subscriber and transaction box.

One-Way Message

A message left by an outside caller for a particular subscriber.

Opening Greeting

The greeting the system plays when it first answers a call. The system opening greeting is stored on Application Screen Page 3.

Option Set

The Transfer and Screening Options control how calls are transferred to a subscriber. Call transfer options are displayed in the Transfer section of the Personal Directory pages and include Announce, Confirm, Introduce, Message Screen, or Screen. Subscribers can switch between Transfer Options and Screening Options by telephone.

Outside Callers

Nonsubscribers (customers, clients, and friends who call your organization.

Owner

The owner is a subscriber or System Manager that controls a transaction box, voice detect box, interview box, or message group. The owner of a transaction box or interview box receives the messages left in the box. A transaction box owner can change the box greetings by telephone. The owner of a message group can change it by telephone. If the owner is deleted, all transaction boxes, interview boxes, and private message groups that the subscriber owned are also deleted. The subscriber open message groups are reassigned to •SYSTEM•.

Personal ID

A subscriber uses this number to retrieve messages, leave messages and perform personal housekeeping (*e.g.*, changing options or security codes) by phone. The system supplies a suggested Personal ID based on the Extension Number ID. In most cases, this is 9 plus the extension number.

Personal Secretary

Ensures every important call for a subscriber is answered. If the subscriber is unavailable, callers can be routed to another extension automatically or can make a menu selection to choose where to route the call.

Port

A telephone channel or line coming into the system.

Private Group

A private message group belongs to a single subscriber, called the group owner. Only the group owner may leave messages for other group members. Group owners cannot be a member of their private groups.

Prompt

A recording played at a specific time in the conversation. System prompts are stored in voice fields on the Voice Prompt Editor Screen.

Public Message

Messages left in the Public Interview Box or the Operator Box are public messages available to all authorized subscribers. Usually, only a few people have access to public messages.

Private Group

A private message group belongs to a single subscriber, called the group **owner**. Only the group owner may leave messages for other group members. Other members can hear the group message but cannot leave a message for the group in return.

Recorded Name

The recorded name of a subscriber, guest, operator or transaction box. The system plays the recorded names (also called *voice names*) in prompts that require identification of the source or destination of a message.

Release

Call transfer when the voice mail system releases a call to the NEC telephone system. The voice mail system does not track the progress of the call.

Screening Options

Call transfer options that the subscriber can turn on and off by telephone. This field may or may not include call screening codes (*e.g.*, C, I, M, or S).

Spelled Name

The name or three-character sequence that is displayed in the **Name** field of the Personal Directory page, transaction box page, voice detect box page, or groups page. Callers with letters on their touchtone keypad can select the person or box by spelling the first three letters of the name if the system is set up for lettered keypads. The spelled name should correspond to the recorded name.

Subscriber

This term refers to all enrolled *users* of the voice mail system that have name, extension number and other information entered in the system. This term includes regular subscribers (*e.g.*, company employees) and System Managers.

Switch

The NEC telephone system.

System ID

A code that uniquely identifies each subscriber, guest, transaction box and interview box on the system. Subscriber IDs are called Personal IDs.

System Manager

A subscriber that can access the system and manipulate its features, including adding and deleting subscribers, guests, or transaction boxes. A System Manager can promote other subscribers to be System Managers.

Two-way Message

Possible when both the sender and recipient are identified as enrolled subscribers or guests on the system. Allows an immediate reply.

Transaction Box

A box with a Transfer→Greeting→Action structure that is programmed to provide, special call routing, one-key dialing menus, or audiotext announcements. It is the basic building block of special voice processing applications.

Voice Detect

A special box that allows callers to say Yes to answer a question.

Voice Field

A field for recording prompts, recorded names, or greetings.

Voice Mail

A general term for messages recorded digitally over the telephone by one person to communicate with another person or persons.

Voice Name

The recorded name of a subscriber, guest, operator or transaction box. The system plays the voice names (recorded names) in prompts that require identification of the source or destination of a message.

Voice Response

Refer to Audiotext.

Wait for Ringback

The system waits for an extension to ring a certain number of times before transferring the call.

NEC

EliteMail VMS/ EliteMail Limited

TECHNICIAN GUIDE

NEC America, Inc.

Issue 3

Free Manuals Download Website

http://myh66.com

http://usermanuals.us

http://www.somanuals.com

http://www.4manuals.cc

http://www.manual-lib.com

http://www.404manual.com

http://www.luxmanual.com

http://aubethermostatmanual.com

Golf course search by state

http://golfingnear.com

Email search by domain

http://emailbydomain.com

Auto manuals search

http://auto.somanuals.com

TV manuals search

http://tv.somanuals.com