

**Sprint® Digital Voice  
Models DVP – 203 & DVP – 403  
Quick Start Guide**

**Item Number 699345**



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**Welcome to  
Sprint Digital  
Voice**

*Voice Mail &  
Automated  
Attendant  
for Your Phone  
System*

### **Sprint® Digital Voice Automated Attendant:**

- Answers incoming calls with a recorded main greeting (also called an Instruction Menu). It typically begins with the phrase *Thank you for calling XYZ company* followed by a list of dialing options. If this default greeting is too generic, the Instruction Greeting can be customized at any time.
- Lets outside callers press digits on their touchtone phone to process their own call. Dialing option can be customized to aid callers with such options as *For sales, press 1. For customer service, press 2. For Joe, press 3.,* etc. Or, the default selection of dialing options can be used.

### **Sprint Digital Voice:**

- Lets an Automated Attendant caller leave a recorded message for an extension if the extension is busy, does not answer, or is in Do Not Disturb mode. Or, the caller can return to the Automated Attendant Instruction Menu.
- Provides a Subscriber Mailbox for each extension user. This Subscriber Mailbox holds the recorded messages, lets the extension users record and send messages to each other, plus more.
- Retains any customized programming in the event of a power failure.

### **About This Guide**

This guide explains how to get Sprint Digital Voice up and running with the Protege® 3x8, CTX, MTX, LTX or XTX phone system. Once the setup procedure is completed:

- each phone system extension will have a Subscriber Mailbox, and
- the Automated Attendant will answer calls using the default main greeting and dialing options.

To customize Sprint Digital Voice, refer to the *System Administrator's Guide*.

### **Other Guides With Sprint Digital Voice**

#### **• User's Guide**

This guide explains Sprint Digital Voice's subscriber mailbox features and how to use them. It is for extension users. (Subscriber mailboxes are referred to as *Voice Mailboxes* in the User's Guide.)

#### **• System Administrator's Guide**

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

- **Laptop Programming Guide**

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

- **Integration Guide**

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

- **Release Notes for Software Versions**

This document details the latest change to the software.

### Hardware Requirement

#### Voice Processing Engine

Number of Ports

DVP – 203 allows for two ports

DVP – 403 allows for four ports

Analog network interface

On-board loop start interface circuits

Control Microprocessor

Intel® 80C188

Digital Signal Processors

Motorola DSP56303 @ 80MHz

#### Host

486 33MHz

PC core AMD Élan SC410

embedded processor

2Mbytes

DRAM

Application Integrity

Real Time Clock with battery back up

2 DB-9 Serial Ports

Operating at 115 kb/s RS232 (COM2 supports keyboard display emulation via ROM-DOS)

Base Address

Fixed at DE00 to DEFF

Interrupt Level

Fixed at IRQ 5

#### Telephone Interface

Trunk Type

Loop Start (Ground Start for answer only)

Impedance

600 Ohms nominal

Ring Detection

40 Vrms min., 15.3 to 68 Hz, 130 Vrms max.

Loop Current Range

20 to 120 mA, dc (polarity insensitive)

Crosstalk Coupling

-70dB at 3KHz channel-to-channel

Frequency Response

300 Hz to 3400 Hz  $\pm 3$  dB (transmit and receive)

Connector

RJ-11 type

#### Power Requirements

External Wall Transformer

120VAC 60Hz

Plug-in Power Cord

provides 24VAC

Base Unit

Consumers 12W max.

Operating Temperature

32°F to +104°F (0°C to + 40°C)

Storage Temperature

32°F to + 158°F (0°C to + 70°C)

Humidity

20% to 50% non-condensing

## Chapter 2: Installation Checklist

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### Physical Dimensions

Base Unit	Wall or desktop mount
Height	2.2 inches
Width	11.1 inches
Depth	2.0 inches
Weight	2.0 pounds

### Power Requirements

External Power Supply	Wall transformer, 6 foot power cord
Height	2.5 inches
Width	2.25 inches
Depth	2.0 inches
Weight	.90 pounds

### Regulatory Certifications

United States	FCC part 68 ID#: EBZUSA-25267-VM-T REN: 1.1B UL: E96804
Canada	IC CS-03, 885 8871 A REN=0.3 ULC: E96804

### Warranty

One (1) Year

### Software Requirement

### Software Capacity

Storage Capacity	DVP – 203 allows for 3.5 hours DVP – 403 allows for 3.5 hours
Subscriber Mailboxes	Maximum 50 mailboxes
Trunk Mailboxes	Maximum depends on system
Programming Interface	A Protegé <sup>®</sup> digital extension or a single line extension

### Default Voice Mail Setup

- Sprint<sup>®</sup> Digital Voice DVP – 203 and DVP – 403 provide 50 Subscriber Mailboxes.
- When Sprint Digital Voice DVP – 203 initializes for the first time, it defaults to the Protegé 3x8 numbering plan. The DVP – 403 defaults to the Protegé CTX.
- Sprint Digital Voice lets extension users know when they have a new message in their Subscriber Mailboxes. The voice mail feature key on the telephone flashes when the mailbox has a new message.
- After leaving a message in a Subscriber Mailbox, an Automated Attendant caller can dial zero (0) to reach the lowest numbered extension (which is frequently an operator extension).

### Default Automated Attendant Answering

- By default, the Automated Attendant answers with this recorded main greeting: ***Thank you for calling. If you are calling from a touchtone phone, please dial the extension number you wish to reach or dial zero for assistance. If you are calling from a Rotary Dial phone, please stay on the line for assistance.*** This greeting can be re-recorded at any time.
- Sprint Digital Voice lets the Automated Attendant play different main greetings according to schedules that are based on the day(s)/date and time. For example, you can set up a schedule for typical business workdays (Monday-Friday, starting at 9:00 a.m.). Then you can set up another schedule for typical off-hours (Monday-Friday, starting at 5:00 p.m. This schedule is used for weekends). This way you can have two main greetings: one for workdays, and one for off-hours. These schedules are already set up as defaults.

### Default Automated Attendant Dialing Menu

The dialpad keys 0-8 can be used to customize a dialing menu. Keys 9, \*, and # are each permanently assigned for a certain function (described in the list below). Callers can dial either extension or mailbox numbers.

**By default, the dialing menu is as follows:**

- Press zero (0), or wait on the line for the operator (the lowest numbered extension) during the workday schedule.  
Press zero (0), or wait on the line to record a message for the operator (the lowest numbered extension) during the off-hour schedule.
- Dial a Subscriber extension number to transfer to that extension. If the extension is busy, does not answer, or is in Do Not Disturb, the caller hears, ***At the tone, leave a message for extension XXX.***
- Press 9 to hang up the call (this cannot be changed).
- Press \* and a Subscriber extension number to leave a recorded message in that mailbox (this cannot be changed).
- Press # and a Subscriber Mailbox Number to log onto that mailbox and listen to the messages and/or use other Voice Mail features (this cannot be changed).

**Note:** The Time Out function determines where the Automated Attendant routes a call if the caller doesn't press a key after the Main Greeting finishes playing. The Time Out function works differently according to the workday schedule or the off-hours schedule. By default, the Automated Attendant sends the caller to the lowest numbered extension during the workday schedule and lets the caller leave a message for the lowest numbered extension during off-hours.

### Contacting Technical Support

For questions regarding Sprint® Digital Voice DVP – 203 or DVP – 403 or a Protege® system, contact Sprint Products Group Technical Support at 1-800-791-1110.



**Before  
Installing the  
Voice Mail  
and Phone  
Systems**

Sprint® Digital Voice is easy to install and maintain if the details of the installation are outlined before the phone or voice mail are installed. Before beginning the installation, talk with the customer and make sure that you have a complete understanding of how the customer wants the systems to function. This will keep you from having to make changes after installation that can cause Sprint Digital Voice to re-initialize. When the voice mail has to be re-initialized, previous programming and recordings, such as main greetings and subscribers' greetings, are destroyed.

Some of the questions that you will need answers to are outlined below.

- Which Protegé® system is being used?
- How many mailboxes will be needed?
- Will the default numbering plan change?
- Will Dial by Name be used?
- If Dial by Name is used, will it be first or last name?
- How many greetings need to be recorded?
- Who will record the greetings?
- What information will the greetings contain?
- Will the site use the Automated Attendant feature?

**Important**

**If the default mailbox numbering is incorrect for the extension numbering plan on your phone system, change it before doing any other programming. To change the mailbox numbering you must re-program mailbox ranges. This information is covered in STEP 8 of this document.**

## Chapter 2: Installation Checklist

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### STEP 1

#### Check Equipment

#### Protegé® System Equipment Requirements:

- Check the Installation and Maintenance Manual of the Protegé system you are installing to see that you have all of the equipment required. Plus, it contains the installation information needed to install the system.
- An analog station port from the phone system will be needed for each Voice Mail port.

**Note:** On the Protegé 3x8 and CTX systems, this will be an Analog Adapter. On the MTX and LTX, the analog port may be from an analog station card or Analog Adapter.

#### Sprint® Digital Voice Equipment Requirements:

- Sprint Digital Voice cabinet (see Figures 1 and 2)
- Sprint Digital Voice AC power adapter, AC outlet (120V, 60Hz)
- Modular line cord(s) (2-wire or 4-wire)
- RJ11 Jack.
- Laptop computer (optional). Sprint Digital Voice is configured to work with any of the phone systems in the Protegé family. Upon the completion of the installation, the unit is operational. To change or modify the default settings, such as mailbox numbering or providing advanced programming options and diagnostics, a laptop is required.

#### Package Contents

Each Sprint Digital Voice DVP – 203 or DVP – 403 should be unpacked and inspected:

- Remove the DVP – 203 or DVP – 403 from its packaging and place it on a level surface.
- Check that all components are included in the package. These include
  - One (1) voice mail unit
  - Two (2) mounting screws with flange standoffs
  - Two (2) wall anchors for drywall installation
  - One (1) 120VAC 60Hz Power Supply with six foot cord
  - One (1) Wall-Mounting Template and Instructions

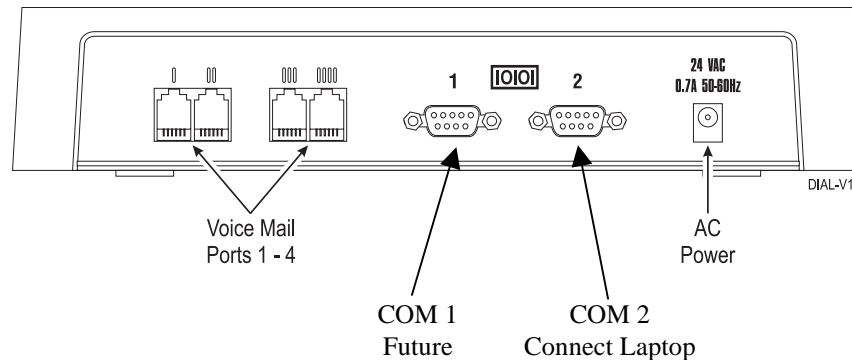
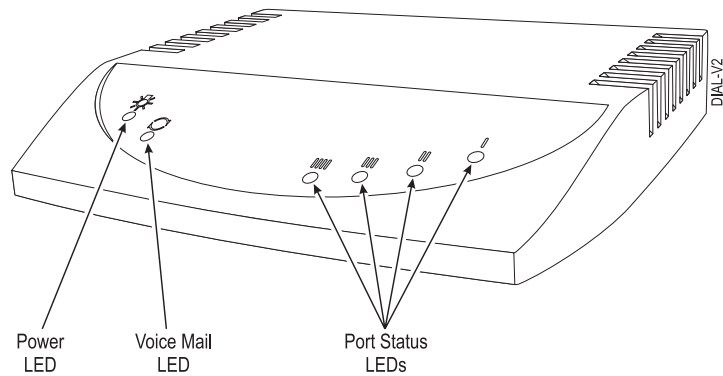


Figure 1: Sprint Digital Voice Cabinet (Back Panel)

## Chapter 3: Getting the Voice Mail System Up and Running

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**Note:** The LEDs are lit when:

- the unit has power (Power LED).
- Sprint® Digital Voice is up and running (Voice Mail LED).
- a particular Voice Mail port is busy (Port Status LEDs).

*Figure 2: Sprint Digital Voice Cabinet (Front Panel)*

### STEP 2

#### *Observe Safety Precautions*

#### **Phone System Safety Precautions:**

Before beginning installation of a Protegé<sup>®</sup> phone system, read through *Important Safety Instructions* found in the Installation and Maintenance Manual.

#### **Sprint<sup>®</sup> Digital Voice Safety Precautions:**

- Do not expose this product to rain or any type of moisture.
- Do not locate the unit near heating appliances.
- Do not expose the operating unit to direct sunlight.
- Locate the unit away from devices that generate electrical noise like fluorescent lamps and motors.
- Protect the unit from dust, high temperatures, and vibration.
- Do not place any covering over the unit while it is in operation.
- Do not obstruct the ventilation holes on the sides of the unit.
- Allow at least two inches of clearance from any adjacent surface.
- Keep the environment at a temperature of 50° to 104° F (10° to 40° C) with a 10 - 90% relative humidity (non-condensing).

### STEP 3

#### *Install Your Phone System*

**If this is a new installation, install the Protegé phone system in accordance with the phone system Installation and Maintenance Manual.**

#### **IMPORTANT NOTE ABOUT THE OUTSIDE LINES**

Request outside lines with open loop flash disconnect supervision from the phone company. Outside lines with open loop disconnect supervision prevent the recording of unwanted silence. This can happen when an Automated Attendant caller records a message and then hangs up but Sprint Digital Voice is unable to detect the hang up.

Also, request that the telephone company apply an open loop of at least 300 milliseconds. If this feature is not available in the area, request that continuous dial tone be sent upon disconnect from the far end (that is, when an Automated Attendant caller hangs up).

Once the Protegé phone system is installed and operational proceed with Step 4.

### STEP 4

#### Install Sprint Digital Voice

#### To install Sprint® Digital Voice:

1. Mount Sprint Digital Voice on a wall, using the screw slots located on the bottom of the cabinet. Use the enclosed template as a guide when wall mounting. Make sure that the ventilation slots are not blocked. Position the cabinet so that the LEDs are not blocked from view.

#### OR

- Place Sprint Digital Voice on any sturdy flat surface.
2. Plug Sprint Digital Voice power supply cord into the connector labeled “24 VAC.” Place the adapter box into a 120V, 60 Hz grounded outlet. See Figure 3.

#### Tools Need for Wall-Mounting

Onto Plywood

Drill

1 / 8 in. Bit

Phillips screwdriver

Onto Drywall

Drill

1 / 4 in. bit

Hammer

Phillips screwdriver

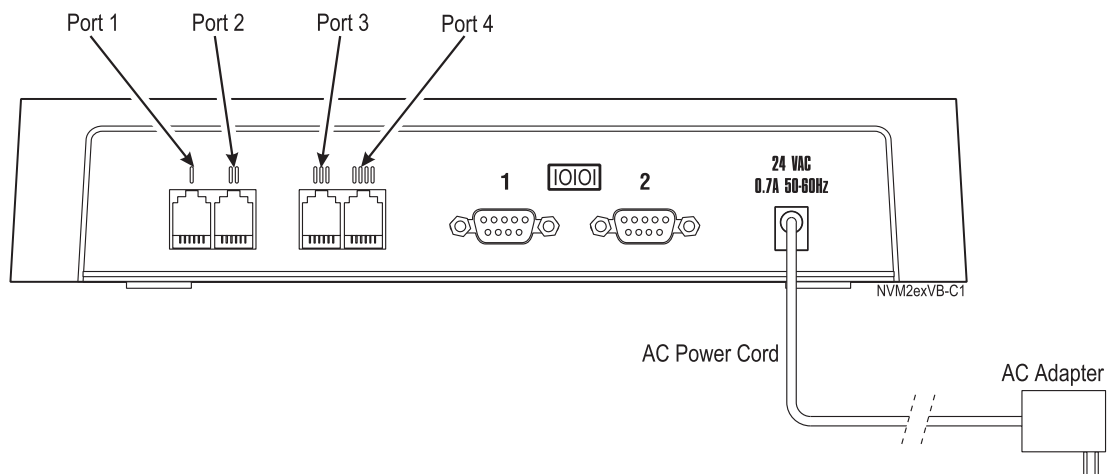


Figure 3: Installing Sprint Digital Voice

### STEP 5

#### *Connect Sprint Digital Voice to Your Phone System*

#### **To connect Sprint® Digital Voice to a Protegé® system:**

1. Plug one end of a modular line cord into Voice Mail Port 1 on Sprint Digital Voice. See Figure 4.
2. Connect the other end into the RJ11 modular jack that is connected to an analog port on the phone system (Note: on the 3x8 and CTX systems, this will be an Analog Adapter. On the MTX and LTX, the analog port may be from an analog station card or Analog Adapter.)
3. Repeat steps 1 and 2 for voice mail ports 2, 3 and 4 (if ports 3 and 4 are installed).
4. Verify that all cabling and connections are correct. Plug in the AC adapter connector to the voice mail, and then plug the AC adapter into an electrical outlet.

**Note:** If using a phone system other than Protégé, refer to the Release Notes for Software Versions and the Integration Guide for further options.

#### **IMPORTANT NOTE**

Extensions will receive notification of new messages (flashing Intercom LEDs) only when voice mail port 2 is connected to the phone system. This is the factory default and can be modified if required. For further information refer to STEP 8 of this guide.

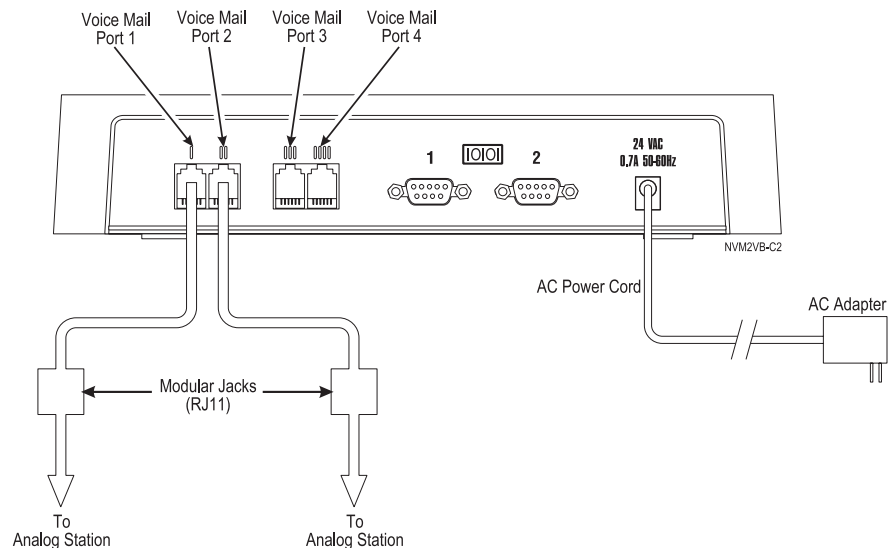


Figure 4: Connecting Sprint Digital Voice to the Protegé Phone System

### STEP 6

*Program Sprint  
Digital Voice for the  
Correct Phone  
System*

#### **Protégé® 3x8 is the default phone system for Sprint® Digital Voice DVP - 203. Protégé CTX is the default phone system for Sprint Digital Voice DVP - 403**

To change this setup, log onto the system administrator's mailbox. At default that is either 10 or 201, depending on the Protégé system and Sprint Digital Voice. Once logged on follow the prompts to change the default phone system to the correct Protégé system.

**Note:** This step must be performed *before* the Protégé phone system is programmed for voice mail.

#### **Change the default phone system to the one installed in Step 3:**

1. Log onto the System Administrator Mailbox, which before initialization is extension 10 or 201 depending on Sprint Digital Voice unit installed, as follows:  
Dial into the Automated Attendant using the outside number  
*or*  
Dial the extension number
2. If you hear the Main Greeting, dial #.  
Otherwise, go to step 3.
3. If requested, dial mailbox number 10 or 201. Before initialization of the new system, Sprint Digital Voice's system administrator mailboxes are programmed for the lowest mailbox number.
4. At the Main Menu, press **DM (36)** for the Database Management Menu.
5. Press **SI (74)** for System Initialization.
6. Press **3** to initialize Sprint Digital Voice database for a specific phone system.  
On the list below, find the code corresponding to the Protégé system you installed:
  - 1 - Protégé 3x8
  - 2 - Protégé CTX, MTX or LTX
  - 3 - Protégé XTX

**Note: If using a phone system other than Protégé, refer to the Release Notes for Software Versions and the Integration Guide for further options.**

7. Enter the code and #. Follow the voice prompts.



### STEP 7

*Program the  
Protegé® Phone  
System for Voice  
Mail*

### **Certain functions in the phone system require specific programming entries when integrated with Sprint® Digital Voice.**

**Note:** If using a phone system other than Protégé, refer to the Release Notes for Software Versions and the Integration Guide for further options.

#### **Protegé® 3x8**

When installing Sprint Digital Voice on a Protégé 3x8 system, the following settings must be changed on the phone system through the System Administrator's mailbox using a display keyset.

**Extension – Ring Assignment:** Under Extension change Ring Assignment for all voice mail ports to NO. At default on the 3x8 system all extensions are assigned to ring for all lines in Day Mode operation. If the voice mail ports' ring assignments are YES, then all voice mail ports will answer incoming calls simultaneously.

**Trunkline – Voice Mail Group Answer:** Program Voice Mail Group Answer to allow ring in to the Automated Attendant based on the time of day when the Auto Attendant should answer. If no Automated Attendant is used, the field should be set to NEVER. The other valid entries are ALWAYS, DAY or NIGHT.

**Call Handling – Voice Mail Dialing Ratio:** Set both the Tone Time and Int\_Dgt Time to 90.

**Control – Voice Mail:** Program all of the fields in this category as follows:

VM Group Member – enter all the voice mail extensions that are used.

Prefix Codes – ICM/VM: 12

Transfer: 11

Busy FWD: 11

No Ans: 11

Direct FWD: 11

Suffix Code – NULL

Disconnect Digits - 999999

#### **Protegé CTX/MTX/LTX**

When installing Sprint Digital Voice on a Protégé CTX, MTX or LTX system, the following settings must be changed through Remote Maintenance Programming. Once the changes are complete, connect a laptop to the Protégé system and send the updated information.

**RMP-Programming-Extension-Category 3:** Mark all ports that are connected to Sprint Digital Voice as V.M. The last column on the right specifies the port type. To change a type, press e until V.M. is displayed in the field. Exit the screen and Save.

**RMP-Programming-Call Handling-Voice Mail Function:** Using the Down Arrow, highlight the Disconnect Codes field and enter six of the number nine (9). Exit the screen and Save.

**RMP-Programming-Extension Application- Uniform Call Distribution-UCD Settings:** Enter the number of the UCD hunt group that will be used as the voice mail hunt group and press e. From the Parameter

Programming screen, use the Down Arrow to highlight the “Members” field and press the e key to proceed to the Hunt Group Member screen. Enter each extension’s directory number that will be a member of the Hunt Group. Exit the screen and Save.

### **Protegé® XTX**

This is for future development.

#### **STEP 8**

*Select the numbering for your Subscriber Mailboxes*

#### **IMPORTANT**

**If the default mailbox numbering does not match the extension numbering plan of your phone system, you will need to set up all your mailbox numbering before you perform any other voice mail programming. If you add or change the mailbox numbering at a later date, you will have to re-initialize Sprint® Digital Voice. As a result of the re-initialization, you must re-program the entire system, users must re-record their personal Mailbox Greetings, all messages and greetings will be erased.**

When you select a phone system for integration (see STEP 6), Sprint Digital Voice automatically assigns numbers to the Subscriber Mailboxes. Generally, these numbers start at the lowest numbered extension and continue in sequence until the total number of mailboxes reaches 50.

However, Protegé 3x8 has fewer than 50 extensions. For these systems, Sprint Digital Voice provides Subscriber Mailbox numbers that correspond to the current phone system numbering plan. With the current 3x8 system, there will be 34 unused mailboxes. These unused mailboxes typically are numbered in sequence starting with mailbox 810.

For example, the default numbering for Subscriber Mailboxes in the Protegé 3x8 is 10 to 25 and 810 to 843.

To create these mailbox ranges, you use the laptop computer that you connected to Sprint Digital Voice and access a program in Sprint Digital Voice called the System Configuration Management Program. You can change a Protegé system’s numbering plan and create different ranges of mailbox numbers. Such as ranges 10 to 15 and 22 to 25 for the 3x8. For more information on this feature refer to the document *Using a Laptop with Sprint Digital Voice*.

When you create mailbox ranges, you need to account for any additional Mailboxes that you may need to use later on. After you create the desired mailbox ranges, you must re-initialize Sprint Digital Voice. The re-initialization returns the entire database to default values and erases any recordings (such as the Main Greeting, personal Mailbox Greetings and messages).

#### **To determine if you want the default Mailbox numbering:**

1. From the table below, locate the system you selected in STEP 7.
2. Review the default Mailbox numbering. Note, Trunk Mailbox numbering is not used with this version

3. If you want to use the default numbering, proceed to STEP 9.
4. If you want to create ranges of Subscriber Mailbox numbers, see the document, *Using a Laptop with Sprint Digital Voice*. When you are finished changing ranges of mailbox numbers, go to STEP 9 below.

Phone System	Default Subscriber Mailbox Numbering	Default First Trunk Mailbox Number
Protegé® 3x8	10-25, 810-843	Not used
Protegé C/M/LTX	201-250	700
Protegé XTX	2201-2250	7701

### STEP 9

*Set Sprint® Digital Voice Time and Date*

#### **To set Sprint® Digital Voice time and date from the System Administrator Mailbox (the lowest numbered extension):**

1. Log onto the System Administrator Mailbox (see STEP 6).
2. Dial **SA (72)** for System Administrator Menu.
3. Dial **TI (84)** for System Time. Follow the voice prompts. When finished setting the time, go step 4.
4. Press **DT (38)** for System Date. Follow the voice prompts. When finished, follow the voice prompts for exiting.

#### **The basic setup is complete. The default Sprint Digital Voice is up and running.**

- By default, there are 50 Subscriber Mailboxes.
- The Automated Attendant will answer incoming calls. When the Automated Attendant answers, callers can dial a desired extension number to which to transfer their call.

STEP 10 and STEP 11 show you how to verify the Subscriber Mailboxes and the Automated Attendant operation.

### STEP 10

*Call (Log Onto) a Subscriber Mailbox*

#### **To call a Subscriber Mailbox from its own (corresponding) extension:**

1. From any extension: Get intercom dial tone. Access Voice Mail by pressing the voice mail feature key on the telephone, or by dialing the voice mail group extension number.
2. If you hear the Main Greeting, dial # and your mailbox number.
3. Wait for the voice prompt, *You have no messages. To record and send a Message, press RS (77). For a help message, press zero (0). Ready.*
4. Listen for the above voice prompt. If you do not hear it, return to STEP 3 (*Install Your Phone System*).

### STEP 11

*Test the  
Automated  
Attendant*

#### **Call in on one of your outside lines, and wait for the Automated Attendant to answer.**

The Automated Attendant will say the following main greeting, which is called an Instruction Menu: *Thank you for calling. If you are calling from a touchtone phone please dial the extension number you wish to reach or dial 0 (zero) for assistance. If you are calling from a Rotary Dial phone, please stay on the line for assistance.*

The Automated Attendant allows callers to select options from a dialing menu. To change the dialing menu, see the *System Administrator's Guide*. For now, leave the dialing menu alone and go on to STEP 12.

### STEP 12

*Re-record the  
Main Greeting*

#### **You may want to change the Main Greeting before doing any other Auto Attendant programming.**

By default, you can have two main greetings (Instruction Menus) — one for each of the time periods listed below:

- Monday to Friday, starting at 9:00 a.m. This is for typical workweek days.
- Monday to Friday, starting at 5:00 p.m. This is for typical business off-hours, including weekends.

#### **Suggestions for the Main Greeting:**

- If Sprint® Digital Voice is located in your business, it is common to say *Thank you for calling XYZ Company. Please dial . . .*
- When it comes to recording the dialing options, use the default menu (explained in the beginning of this guide) as an example. You may want to add the instructions for leaving a Quick Message (press the \* key and dial the extension number).

#### **To change the Main Greeting from the System Administrator Mailbox (the lowest numbered extension):**

1. Log onto a System Administrator Mailbox (see STEP 6). Wait for the voice prompt, *You have no messages. To record and send a message, press RS (77). For a help message, press zero (0). Ready.*
2. Dial **SA (72)** for System Administrator Menu.
3. Dial **I (4)** for Instruction Menu. Follow the voice prompts. When Sprint Digital Voice asks you to enter the mailbox number for the Main Greeting, do the following:
  - To change the workday Main Greeting, enter 802 (8002 in Protegé® XTX).
  - To change the off-hours Main Greeting, enter 803 (8003 in Protegé XTX).
4. When done, follow the voice prompts for exiting the System Administrator Menu.

To set up different time periods (schedules) for the main greetings, see the Programming section in the Installation and Maintenance Menu.

### STEP 13

#### **Set Up System Administrator's Mailbox**

**You may want to set up a system administrator's mailbox for technicians. This allows remote access to the system.**

By default, the lowest numbered mailbox on the system is the System Administrator's mailbox. This is traditionally used by an on-site administrator who is allowed to set up and delete mailboxes, reset passwords, customize attendant features and perform administrative and maintenance tasks on the voice mail system.

To ensure access to the system at all times, multiple system administrator mailboxes can be assigned. This will allow access to a secondary administrator when the primary administrator is unavailable.

There will be times when no administrators are available and a technician will be called to perform some task. With a system administrator mailbox set up on Sprint® Digital Voice, a technician can dial into the system and make any changes that are requested.

If available use mailbox number 25 on the Protegé® 3x8 or mailbox number 250 on the CTX/MTX/LTX. Follow the instructions in Chapter 4 "Customizing Subscriber Mailbox Features" in the *System Administrator's Guide* to set up a System Administrator's mailbox.

### STEP 14

#### **Customize Three Basic Subscriber Mailbox Features**

**The basic features are: Mailbox Greeting, Mailbox Security Code, and Mailbox Name. Subscribers do this from their own mailbox.**

- The typical recorded Mailbox Greeting is *Hello. This is John. I can't answer the phone right now . . .* Note that at default, Automated Attendant callers can dial zero (0) during or after the greeting to transfer the call to the lowest numbered extension as well as enter an extension number. Subscribers can include this information in their greetings.
- A Mailbox Security Code can be assigned to prevent unauthorized access to a Subscriber Mailbox. The code can be up to 6 digits long. No one can log onto the mailbox without entering the code. Note that there are no security codes assigned at default.
- A recorded Mailbox Name will play a personalized voice prompt instead of the corresponding extension or mailbox number. In other words, Sprint Digital Voice will say *John does not answer* instead of *Extension XX(X) does not answer*.

See the User's Guide for instructions.

### Step 15

#### **Installation Checklist**

**Review this 10 important steps to insure that Sprint Digital Voice is ready for use:**

- From Sprint Digital Voice's system administrator's mailbox (the lowest extension number, which defaults to extension 10 or 201 at installation, depending on the phone system and Sprint Digital Voice installed), select correct phone system. If mailbox range is incorrect, change it before proceeding with any other steps.

## Chapter 3: Getting the Voice Mail System Up and Running

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- Set date and time.
- Set answer schedule table with holiday schedule.
- Set each dial action table that is used.
- Record main greetings
- Disable mailboxes that are not in use. Be sure to set each unused mailbox's Message Limit to zero (0).
- If message wait indication is desired, make sure that port 2 on Sprint® Digital Voice unit is connected. If you have installed a DVP – 403, but initially are using only ports 1 and 2, disable message notification on ports 3 and 4. This will allow the voice mail system to operate properly.
- Assign mailbox names for dial by name directory.
- Record mailbox names for use until subscribers can enter their mailboxes and record their names.
- Assign system administrator's mailbox for vendors.

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