

COMDIAL®

The Rising Star™



DX - 80™

Hard Drive

Voice Mail

Installation and

Supervisor Guide

D X - 8 0

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1. System Overview

1.1 What Does the DX-80 Hard Drive Voice Mail Do?

In its simplest form, the Hard Drive Voice Mail acts like a telephone receptionist. The system answers incoming calls and transfers them to the appropriate extension. If the called extension is not available (busy or no answer), the system offers to take a message or try an alternative extension.

Voice Mail functionality includes:

- Automated attendant features
- Voice mail features

These two functions work together to provide smooth call coverage for your application.

1.1.1 What is an Automated Attendant?

The Voice Mail automated attendant features perform the tasks of a live attendant. The following table illustrates how.

Live Attendant	DX-80 Hard Drive Voice Mail Automated Attendant
Answers an incoming call by lifting telephone.	Answers an incoming call by going "off-hook."
Greets the caller with "Welcome to [XYZ Company]."	Greets the caller by playing a pre-recorded greeting, "Welcome to [XYZ Company]."
Asks to whom the caller wishes to speak.	Plays a pre-recorded greeting that prompts the caller to either dial the extension of the party they are trying to reach or choose from a list of voiced options to route their call to a specific department or group.
Listens to the caller's response.	Listens to the digits dialed by the caller.

Live Attendant	DX-80 Hard Drive Voice Mail Automated Attendant
Says "Please hold."	Plays a pre-record phrase <i>"Please hold..."</i>
Calls the required extension, by hook-flashing and dialing the extension number.	Calls the required extension, by hook-flashing and dialing the extension number.
Listens for busy tone, ring tone, answer, etc.	Listens for busy tone, ring tone, answer, etc.
If the extension is busy, offers to let the caller hold. If the extension does not answer, offers to take a message or try another extension.	If the extension is busy, plays a pre-recorded prompt, offering the option to hold. If the extension does not answer, plays a pre-recorded prompt offering to take a message or try another extension.

1.1.2 What is Voice Mail?

The term "voice mail" refers to systems that can record a voice message and treat it like a mail message. In a typical office environment, the live attendant takes a message from a caller and writes it down on a piece of paper. The attendant then places the slip in the recipient's in-box or "mailbox." The box owner then retrieves and reads the message placed in the box.

In contrast, the DX-80 Voice Mail records a message from a caller and places it in a voice mailbox. The mailbox owner can later retrieve the message by calling into the Voice Mail and listening to the recording. The table below compares how the Voice Mail processes voice messages compared to a live attendant.

Live Attendant	DX-80 Hard Drive Voice Mail
Attendant listens as the caller dictates his/her message, writing it down on a piece of paper.	The Voice Mail records the message as the caller speaks.
Attendant places the message slip in a mailbox belonging to the recipient.	The Voice Mail stores the voice message electronically in the recipient's voice mailbox.
Attendant dials code to turn on message waiting lamp on recipient's telephone.	The Voice Mail dials code to turn on the message waiting lamp on recipient's telephone.
Recipient sees message waiting lamp is on, and retrieves message slips from message mailbox.	Recipient sees message waiting lamp is on and dials the Voice Mail to retrieve messages.

Live Attendant	DX-80 Hard Drive Voice Mail
Recipient reads messages left on message slips.	The Voice Mail plays messages recorded by callers in the voice mailbox.

1.2 Understanding the DX-80 Hard Drive Voice Mail Product Design

The Voice Mail is designed using the Box concept. A box contains a set of instructions that tell the program what to do with a call it is handling. By setting up the system to send calls to different boxes created on the system, you can have it effectively process calls—including playing certain prompts or greetings to callers, collecting information and messages from callers, and routing calls to certain extensions based on digits dialed by callers.

The Voice Mail product uses the same software base as other Voice Mail system products, but it is limited in the number of boxes (100 mailboxes) you can set up on the system. These limitations effectively position the Voice Mail as a product for smaller businesses needing a simple, reliable voice mail system without all the advanced features of a larger, more expensive system.

The Routing boxes are used to answer incoming calls, play a listing of options to callers, and route the call to a specific mailbox based on the digits dialed by the caller. The mailboxes transfer calls to their associated extensions and store messages for system subscribers, and they can be set up to forward calls to another phone or extension number, deliver messages to another phone or pager, play one of 9 pre-recorded greetings to callers, screen calls, queue calls when the extension is busy, or record call conversations.

Note: The Voice Mail supports up to 100 boxes, including ACD, Group, Question, and Account Number boxes. These boxes provide more advanced functionality that may be port-intensive and therefore inappropriate for Voice Mail applications.

Differences between the DX-80 Hard Drive Voice Mail and an External Small Office VP System

There are several key differences between the DX-80 Hard Drive Voice Mail and an external Small Office system:

1. The on-screen display showing the number of messages per mailbox is not available on the DX-80 Hard Drive Voice Mail.
2. The DX-80 has built-in UCD capability. A UCD group can be set up, and calls can be routed to the UCD group without any involvement from the Voice Mail. This is completely separate and distinct from the ACD provided on Voice Mail.

When a call is sent to a DX-80 UCD group and all agents are busy, the DX-80 will queue the call, waiting for an agent to become available. When an agent becomes available, the DX-80 will send the call to that agent, causing his/her phone to ring. The Voice Mail is not involved at all. (In fact, there does not have to be a Voice Mail on the system.)

When the DX-80 queues a call while waiting for an agent to become available, the DX-80 can play its music-on-hold to the caller, but this is limited and cannot be modified. However, the DX-80 can conference in a voice mail port to the queued call. The DX-80 rings the voice mail port, sends the Voice Mail some digits to specify which UCD queue the call is in, and lets the Voice Mail play voice messages to the caller while the call is in the DX-80 UCD queue.

The DX-80 will allow the Voice Mail to remain connected to the call until it sees that a DX-80 UCD agent has become available. As soon as an agent becomes available, the DX-80 will disconnect the Voice Mail and send the call to the agent. The Voice Mail will see that the call has disconnected and will return the voice mail port to idle.

During the time the Voice Mail is connected to the call, the caller will hear voice messages, and can respond by pressing digits. The Voice Mail implements this by sending the call to a Routing box, which plays the Routing box greeting, waits for digits, and moves to other boxes in the normal manner.

The simplest example would be a case in which the Voice Mail just provides music on hold. In this case, the Routing box greeting would just be a short piece of music. The field labeled "If no digits dialed" would send the call back to this same Routing box. The "Destination for digit x" for all digits would be set to send the call back to this Routing box. This would cause the Voice Mail to keep playing the greeting (music) over and over.

Another example would be a case in which you want to allow the caller to hear information about different products while he/she is on hold. The Routing box greeting could be recorded as “While you are holding, to hear about our spring products, press 1, to hear about our summer products, press 2,” etc. The Routing box could route the call to another Routing box, depending on what the caller enters. This new Routing box could offer another menu, a product description, or other information as appropriate.

Finally, to handle the case in which the caller decides not to continue in the DX-80 UCD queue and wants the auto-attendant features to route the call, the caller can tell the Voice Mail this by pressing 7. The Voice Mail determines how to handle the call using this logic: "If the Voice Mail is handling a call in a Routing box *and* the call came from the DX-80 as a UCD call, *and* the caller dials 7 *and* the “Destination for digit 7” is not set to a valid box number, then the Voice Mail will signal (by a double hookflash) to the DX-80 that the DX-80 should remove the call from the UCD queue and relinquish control of the call to the Voice Mail.

The Routing boxes for each UCD group are defined in TRANS.TXT file. By default, they are:

UCD group 1 overflow announcement 1 = 3101
UCD group 1 overflow announcement 2 = 3201
UCD group 1 reroute announcement = 3301
UCD group 2 overflow announcement 1 = 3102
UCD group 2 overflow announcement 2 = 3202
UCD group 2 reroute announcement = 3302

This continues for groups 3 through 5.

3. It is not possible to enable the optional features (Fax, Telemarketing, or Talking Classifieds) on the DX-80 Hard Drive Voice Mail.
4. Serial numbers on the DX-80 Hard Drive Voice Mail are 10 characters long and begin with 3. They may contain letters as well as numbers.
5. Since the integration parameters for the DX-80 are pre-set on the Hard Drive Voice Mail before it leaves the factory, no First Time Setup procedure is necessary.

2. System Setup Instructions

The Voice Mail card contains a default database with a setup configuration that allows the Voice Mail to efficiently perform fundamental call processing tasks with minimal system adjustments by the installing technician. This default database configuration includes 2 pre-defined classes of service (0 and 7), 1 supervisor mailbox (mailbox 70), and 3 Routing boxes—800, 801, 821. Information provided in this document explain how these pre-set defaults function on the Voice Mail.

As you proceed through these setup instructions, you may decide to make adjustments to specific information relating to the default setup. You may even decide to set up the other 2 available Routing boxes to perform additional call routing tasks. As you make any changes, keep in mind that we urge you to maintain the initial general configuration of Routing boxes 800, 801, and 821, class of service 7, and supervisor mailbox 70. This configuration allows the Voice Mail to perform fundamental call processing tasks efficiently. Maintaining it helps both you, the technician, and Voice Mail technical support to efficiently service the system and resolve any call processing issues. For these reasons we urge you not to deviate from this general system setup default configuration.

<p>Note: Section 2.5 provides an overview of the default database setup shipped on the Voice Mail.</p>

2.1 Available System Setup Techniques

There are two techniques you can use to set up Voice Mail:

- Attach a laptop to the Voice Mail card and use the program's screen interface to complete System Information and Box Setup screens
- Call into the Voice Mail and use the Teleparameter feature to enter parameter codes and corresponding values to set up system and box information

This document provides instructions for using either system setup technique.

Technicians who have experience setting up Corporate Office or Small Office systems may prefer to use the Teleparameter feature to quickly make modifications and get the Voice Mail up and running at the customer's site. Be advised, however, that since this technique involves inputting codes that represent system parameters and corresponding values to which parameters are to be set, it is a bit more difficult to use effectively if you are unfamiliar with setting up Corporate Office or Small Office. For this reason, we recommend that technicians unfamiliar with Corporate Office, Small Office, or DX-80 Hard Drive Voice Mail attach a laptop to the Voice Mail and use the instructions provided here to complete all necessary system setup steps through the screen interface.

<p>Note: If you choose to set up the system using the Teleparameter feature, be sure to first review section 2.6 so you clearly understand the setup of the default database included on the Voice Mail.</p>
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2.2 Preparing for System Setup

To install, set up, and maintain a DX-80 Hard Drive Voice Mail voice processing system, you need the following equipment:

Equipment Needed

- **DX-80 Hard Drive Voice Mail card**

If you choose to set up the system by connecting a laptop to the Voice Mail card, you need the following additional equipment:

- **Laptop computer**
- **Straight through serial cable**
- **Serial Administration or KeyLink communications software** (provided with all Voice Mail cards)

This additional equipment is necessary because the Voice Mail does not have a keyboard and monitor. To set up the system using a laptop, you must use a Straight through serial cable to attach the laptop PC to the Voice Mail card. So that the laptop computer can communicate with the Voice Mail, you must install Serial Administration or KeyLink communication

software, provided with the Voice Mail, onto the laptop PC. The Serial Administration or KeyLink installation procedure is provided in this document.

Once the system is set up and tested, the system supervisor on-site can maintain the day-to-day aspects of the system (adding, deleting, modifying mailboxes; modifying greetings and call routing; etc.) by simply calling into the system using a telephone. No special Teleparameter modification instructions or laptop computers are necessary for regular daily maintenance of the Voice Mail.

Typical Setup

For typical automated attendant service, the phone system is programmed so that incoming calls are routed via the phone system to ring the Voice Mail. The Voice Mail answers the call and asks the caller to enter the required extension (or mailbox) number. The caller enters the number, and the Voice Mail transfers the call, just as a live attendant would.

2.3 Collecting Necessary Customer Information

While setting up the Voice Mail, you may need to adjust default settings for the customer's regular business open hours and business closed hours. You also need to set up Routing boxes to handle incoming calls and set up mailboxes for subscribers who will be using the system. The following worksheets are provided to help the installing technician collect this information from the system supervisor.

Business Hours Worksheet

(System Supervisor Completes)

On the lines corresponding to each day of the week, write in 24-hour format (for example 8:00 PM is 20:00) the normal hours the company opens and closes for business. If the business is open 24 hours on a particular day, enter 0:00 as the DAY SERVICE BEGINS time and 24:00 as the DAY SERVICE ENDS time. If the business is closed the entire day on a particular day, enter 0:00 on both lines.

Indicate, if appropriate, any hour(s) during which the business closes during the day, for lunch or any other reason.

B U S I N E S S H O U R S				
	Day service begins	Day service ends	Lunch service begins	Lunch service ends
SUN:	_____	_____	_____	_____
Mon:	_____	_____	_____	_____
Tue:	_____	_____	_____	_____
Wed:	_____	_____	_____	_____
Thu:	_____	_____	_____	_____
Fri:	_____	_____	_____	_____
Sat:	_____	_____	_____	_____
Change "Good afternoon" to "Good evening" at: _____				

Specify the time of day the automated attendant should start answering calls with a "good evening" greeting.

Subscriber Mailbox Information Worksheet

(System Supervisor Completes)

Photocopy this page, then complete the form for each subscriber who is to have a mailbox.

Subscriber Data	
First name:	
Last name:	
Extension number:	
Should the system announce the caller's name to the subscriber upon transfer?	
Should all conversations be recorded?	
Paging Data	(complete only if subscriber is to use the feature)
Pager number	
Pager type (circle one)	TONE DIGITAL
Paging schedule (circle one)	Always During office open hours During closed hours Schedule*: A B C D
Auto Message Forward and Message Delivery Data	(complete only if subscriber is to use these features)
Auto forward new messages:	To box: _____ After _____ hours
Auto forward new messages schedule (circle one):	Always During office open hours During closed hours Schedule*: A B C D
Message delivery schedule 1:	Number to call: _____
When should delivery be active? (circle one):	Always During office open hours During closed hours Schedule*: A B C D

Continued on back

<p>Message delivery schedule 2:</p> <p>When should delivery be active? (circle one):</p>	<p>Number to call: _____</p> <p>Always During office open hours During closed hours</p> <p>Schedule*: A B C D</p>
<p>Message delivery schedule 3:</p> <p>When should delivery be active? (circle one):</p>	<p>Number to call: _____</p> <p>Always During office open hours During closed hours</p> <p>Schedule*: A B C D</p>
<p>Message delivery schedule 4:</p> <p>When should delivery be active? (circle one):</p>	<p>Number to call: _____</p> <p>Always During office open hours During closed hours</p> <p>Schedule*: A B C D</p>
<p>Message delivery schedule 5:</p> <p>When should delivery be active? (circle one):</p>	<p>Number to call: _____</p> <p>Always During office open hours During closed hours</p> <p>Schedule*: A B C D</p>

*If specifying a particular schedule, complete a subscriber schedule worksheet for the individual.

Subscriber Schedule Worksheet

(System Supervisor Completes)

Photocopy this page, then complete the form for each subscriber who is using the Paging, Auto Message Forwarding, or Message Delivery out-calling features according to a particular schedule, as indicated on his/her Subscriber Mailbox Information sheet.

You can designate up to 4 different schedules below, then apply one schedule to each out-calling feature the subscriber will be using. Enter information for 1 to 4 schedules below in 24-hour format (for example 8:00 PM is 20:00). You do not need to complete the **BOX NUMBER** field.

M A I L B O X Page 3					
Box number: _____		First Name: _____		Last: _____	
SCHEDULE A Start End SUN: _____ Mon: _____ Tue: _____ Wed: _____ Thu: _____ Fri: _____ Sat: _____	SCHEDULE B Start End Sun: _____ Mon: _____ Tue: _____ Wed: _____ Thu: _____ Fri: _____ Sat: _____	SCHEDULE C Start End Sun: _____ Mon: _____ Tue: _____ Wed: _____ Thu: _____ Fri: _____ Sat: _____	SCHEDULE D Start End Sun: _____ Mon: _____ Tue: _____ Wed: _____ Thu: _____ Fri: _____ Sat: _____		

Routing Worksheet (System Supervisor Completes)

Refer to **section 3.2** to familiarize yourself with the function of Routing boxes. This section also provides a sample of greetings that are typically recorded in the 3 Routing boxes pre-configured on the Voice Mail. After reviewing this information, complete this worksheet to indicate the wording for the greetings you want this Voice Mail to voice.

Note that you should indicate in your greeting any single-digit call routing options you want to provide to callers (“...*Press 2 for Sales...*”) and identify the extension to which a caller pressing that single-digit number should be transferred.

Office Open Greeting:

Single digit routing paths:

Office Closed Greeting:

Single digit routing paths:

Continued on back

Office Holiday Greeting:

Single digit routing paths:

2.4 Setting Up the System by Attaching a Laptop

Use the information in this section to complete all necessary system setup steps by attaching a laptop computer to the Voice Mail card and using the Voice Mail's screen interface to complete System Information and Box Setup screens.

2.4.1 Installing Serial Administration Software on the Laptop

Serial administration features allow the Voice Mail (referred to as a *host* PC) to communicate with a laptop PC (referred to as a *remote* PC) through a Straight through cable.

Serial Administration / KeyLink host software is pre-installed on the Voice Mail before it is shipped to you. The procedures detailed below outline the steps you follow to install the KeyLink or serial administration remote software on a laptop PC. Be sure to follow the proper procedure for your laptop's operating environment.

To install KeyLink for DOS on a DOS-based remote PC:

1. Insert the KeyLink installation diskette into the diskette drive on the PC.
2. At the prompt for the laptop's hard drive (typically C:\ or D:\), type A:INSTALL then press <Enter>.
3. Follow the prompts to install the Remote software and enter the requested information. When you are prompted to indicate the directory in which you want to install KeyLink files, accept the default directory \REMOTE. Accept program default setup selections whenever possible.

When all the necessary files have been copied, a message displays indicating that the installation is complete.

To install serial administration software on a Windows-based remote PC:

Note: The Windows-based PC must be running Windows 95, 98, 2000 or Windows NT.

1. Insert the first Serial Administration installation diskette (#1) into the diskette drive on the PC.

2. From the Start button, choose Programs, then Windows Explorer.
3. On the All Folders side of the Exploring screen, select the diskette drive (typically A:).
4. Double-click on SETUP.EXE from the right side of the Exploring screen.
5. Follow the prompts to install the remote software. When prompted to indicate the directory in which you want to install Serial Administration files, accept the default directory. Accept program default setup selections whenever possible.
6. When prompted, remove installation diskette #1 and insert diskette #2. Press OK. If the operating system on the laptop is Windows NT, after you remove diskette #1, you will receive an error message asking you to re-insert the disk. Instead, insert diskette #2, press the Retry button on the error message, and then select the Continue button.
7. When prompted, remove installation diskette #2 and insert diskette #3. Press OK. If the operating system on the laptop is Windows NT or Windows 2000, after you remove diskette #2, you will receive an error message asking you to re-insert the disk. Instead, insert diskette #3, press the Retry button on the error message box, and then select the Continue button.
8. When the Setup Complete screen appears, press Finish. A Serial Administration icon displays on the desktop.

2.4.2 Connecting the Laptop to the DX-80 Hard Drive Voice Mail

You connect the Voice Mail card to the laptop computer using a Straight through serial cable.

<p>NOTE: Before connecting the Straight through cable between the Voice Mail and the laptop, connect power to the Voice Mail and allow it to power up for 3 minutes or more. After 3 minutes, connect the Straight through cable between the laptop and the Voice Mail, then attempt to establish communication using the procedure provided below.</p>

When you install KeyLink or serial administration software on the laptop computer, the program defaults to using the COM 1 port on the laptop. Therefore, unless you change this

default, you should connect one end of the Straight through serial cable to the **laptop's COM 1** port. Connect the other end of the cable to the COM port on the Voice Mail card.

Establishing a Communication Link Between a DOS-based Laptop and DX-80 Hard Drive Voice Mail:

1. To access the Voice Mail program screens from a DOS-based remote PC, change to the `\REMOTE` directory then type `REMOTE` and press `<Enter>`.
2. A screen displays while the program loads and initializes communications. KeyLink then detects the baud rate set up on the host PC and establishes a compatible connection. This detection takes several moments.

Once KeyLink establishes a connection between the two systems, the screen refreshes with a display that shows the host (Voice Mail). The keyboard and monitor of the remote computer now effectively control the Voice Mail.

<p>NOTE: If a connection cannot be established between the host (Voice Mail) and the remote PC, verify you specified the appropriate COM port settings during KeyLink installation. Also verify you are using a Straight through cable.</p>

To break the connection between the remote PC and the host (Voice Mail), press `<Ctrl-Break>` on the remote PC's keyboard. The KeyLink program ends its communication with the Voice Mail, and the remote PC's screen refreshes. To re-establish communication, repeat steps 1-2.

<p>Note: If you type <code>EDIT</code> to invoke a DOS editor on the Voice Mail, you will invoke a special editor pre-installed on the card. This editor was developed specifically for use with a Straight through cable.</p>

<p>Note: For additional information on transferring files between the Voice Mail and the attached PC, contact technical support.</p>

Establishing a Communication Link Between a Windows-based Laptop and DX-80 Hard Drive Voice Mail:

1. From the remote PC Windows desktop, click on the Serial Administration icon. The serial administration program loads and the SERIAL ADMINISTRATOR screen displays.
2. From the File pull-down menu, select the CONFIGURE PORTS option. The CONFIGURE SERIAL CONNECTION screen displays.
3. Verify that the COMPORT field indicates the port to which the Straight through cable is attached on the remote PC. Also confirm that other COM port information is specified correctly and corresponds with the information in the USE REMOTE DBA line in the host VM.CFG file. Select the OK button. You return to the SERIAL ADMINISTRATOR screen.

From the SERIAL ADMINISTRATOR screen you can work with the Voice Mail host two ways:

- Use Serial Administration / KeyLink to view and work with the Voice Mail's DOS screen interface.
- Through a Windows interface to the Voice Mail. The windows interface will allow you to control much but not all of the Voice Mail functionality. You will need to use Serial Administration / KeyLink to select options or program components that are not available through the Windows interface.

To use Serial Administration / KeyLink to view and work with the Voice Mail's DOS screen interface, from the Serial Administration / KeyLink pull-down menu, select the REMOTE CONTROL option. Once Serial Administration / KeyLink establishes a connection between the two systems, the screen refreshes with a display that shows the host (Voice Mail). The keyboard and monitor of the remote computer now effectively control the Voice Mail. The screens you view show the setup and functionality of the Voice Mail, and the keystrokes you make affect the functionality of that system.

To use a Windows interface to the DOS-based system, from the File menu, select the CONNECT option. Once a connection is established between the systems, the Boxes, System, Diagnostics, and Help pull-down menus are activated on the SERIAL ADMINISTRATOR screen. Using options available on these Windows-based menus, you can modify the system and box setup structure on the Voice Mail. For information on using specific options, select options from the Help pull-down menu.

To break the connection between the remote PC and the host (Voice Mail), select the Exit option from the File pull-down menu.

Note: If a connection cannot be established between the host (Voice Mail) and the remote PC, verify that you specified the appropriate COM port settings during Serial Administration / KeyLink installation. Also verify that you are using a **Straight through** cable.

Note: It is important to note that the Windows interface to the Voice Mail is based on a version of VP system software, and for this reason, the Windows interface Help menu contains the information provided with VP systems.

Note: Some Serial Administrator windows will not fit screens using a resolution of less than 800 x 600.

2.4.3 Setting up the System

Because the integration parameters are pre-set before the Voice Mail leaves the factory, once you access the Voice Mail using a laptop computer, you are ready to begin customizing the system. Customizing the system involves:

- Specifying System Information
- Specifying Routing Box and Mailbox Information

2.4.4 Specifying System Information

System Information screens contain system setup information that applies system-wide, to all boxes set up on the system. There are six System Information screens:

- General Information Screen
- Line Information Screen
- Business Hours Screen
- Call Transfer Screen
- Class of Service Screen(s)
- Other Customizations Screen

Before you set up Routing boxes and mailboxes, it is best to ensure all System Information screens are properly completed.

Note: Because the default information on System Information screens is set so the Voice Mail is operational with as few changes as possible, the procedures provided in this document for entering data on System Information screens do not go into detail about all the screen entries. Instead, the procedures guide you through accessing and reviewing pertinent fields on certain screens, so you can verify that default data is properly set and modify it if absolutely necessary.

Note that you can access online help at any time by pressing <F1>.

2.4.4.1 Accessing System Information Screens

1. From the Line Status screen, **press <F10>**. The Main menu displays, and you are prompted to enter a system password.
2. At the prompt to enter the system password, press <Enter>. (The default Customer level password is blank. The default Technician level password is **1234**.)
3. From the Main Menu, select **SYSTEM INFORMATION**. The System Information menu displays.

2.4.4.2 Setting Up the General Information Screen

1. From the System Information menu, select **GENERAL**. The General Information setup screen displays.
2. Press <Enter> to move the cursor to the **AUTOMATICALLY EXIT TO DOS AT** field. **Enter the time** at which the Voice Mail should exit to DOS to perform its auditing functions. The default setting is 3:00 AM.
3. To save the information and exit the screen, **press <F10>**. The System Information menu displays.

2.4.4.3 Setting Up the Line Information Screen

1. From the System Information menu, select **LINE INFORMATION**. The Line Information setup screen displays. Each row on this screen corresponds to one line connected to the Voice Mail.
2. Press <Enter> to move the cursor to the Initial Box field under Day Service for line 1. Verify that **800** displays in this field, indicating that calls received during Day Service hours are to go to Routing box 800.
3. Press <Enter> to move the cursor to Initial Box field under Night Service for line 1. Verify that **801** displays in this field, indicating that calls received after the day service hours are to go to Routing box 801.
4. Press <Enter> to move the cursor to the Initial Box field under Lunch Service for line 1. Verify that **800** displays in this field, indicating that calls received during Lunch Service are also to go to Routing box 800.
5. Press <Enter> to move the cursor to the **OUTGOING ALLOWED** field for line 1. Verify this field is set to **No**.
6. Repeat steps 3 through 5 for each line on the screen. For the last line, however, be sure to verify that **Yes** in the **OUTGOING ALLOWED** field.
7. To save the information and exit the screen, **press <F10>**. The System Information menu displays.

2.4.4.4 Setting Up the Business Hours Screen

1. From the System Information menu, select **BUSINESS HOURS**. The Business Hours setup screen displays.
2. For each day of the week, enter the **office opening time** in the **DAY SERVICE BEGINS** field and the **office closing time** in the **DAY SERVICE ENDS** field. The default is an office open time of 8:00 AM and office closing time of 17:00 (5:00 PM). If you want calls to be handled in the same way day and night, enter **00:00** in the **DAY SERVICE BEGINS** field, and **24:00** in the **DAY SERVICE ENDS** field. Refer to the Business Hours Worksheet completed by the system supervisor for specific information.

3. To save the information and exit the screen, **press <F10>**. The System Information menu displays.

2.4.4.5 Setting Up the Call Transfer Screen

1. From the System Information menu, select **CALL TRANSFER**. The Call Transfer setup screen displays.
2. The fields in the top half of the screen list the sequences that the Voice Mail is to dial to transfer calls (the “!” signifies *hook-flash* and the comma signifies *pause for one second*). Typically, these settings are appropriate for most telephone systems without any modification. If you *know* the actual sequences required by the telephone system, and they are different from those shown, make the changes as necessary.
3. To save the information and exit the screen, **press <F10>**. The System Information menu displays.

2.4.4.6 Setting Up the Class of Service Screen

Each mailbox on the system is assigned a class of service. The class of service assigned to the box dictates which Voice Mail features the mailbox owner has access to and how he/she can use those features.

There are 8 classes of services (0 through 7) that can be set up then applied to mailboxes on the Voice Mail. Two of them are pre-configured on the system. Class of service 0 is assigned by default to the prototype mailbox 9994, which serves as a template for every mailbox that you create on the system. Class of service 7 is assigned supervisor mailbox privileges. This class of service is assigned to mailbox 70, which is also pre-configured on the system. Mailbox 70, therefore, serves as the supervisor mailbox. By calling into the system and accessing the supervisor mailbox, the system supervisor can make necessary day-to-day modifications to the voice processing system, such as adding mailboxes, changing Routing box greetings, etc. See **section 3** for details.

1. From the System Information menu, select **CLASS OF SERVICE**. The Class of Service setup screen displays.
2. Use the information provided below to review and, if necessary, adjust the fields on two different Class of Service screens. First, review class of service 0, which functions as the

class of service that will be assigned to subscriber mailboxes on the system. When you reviewed the screen for class of service 0, **press <F6>** to progress through the classes of service and go to the setup screen for class of service 7.

Review and, if necessary, adjust class of service 7. Ensure that in class of service 7 the **SUPERVISOR STATUS?** field is set to **Yes**. This allows the owner of the mailbox assigned this class of service to access the Supervisor menu over the telephone. Using this menu, the system supervisor can call into the system to perform day-to-day maintenance on the system.

C L A S S O F S E R V I C E			
Class-of-service number: 0		CLASS-OF-SERVICE NAME: XXXXXXXXXX	
Maximum number of greetings: 1	Maximum greeting length (secs): 50		
Maximum number of messages : 200	Maximum message length (secs): 50		
Auto-delete OLD messages from system after 30 days.			
Auto-delete NEW messages from system after 99 days.			
Supervisor status ?	No	Play menu after greeting?	No
Access to Group-boxes ?	Yes	Allowed to receive faxmail?	No
Dial-out allowed?	No	Operator Box (Day): 888	(Night): 888
Access to P.A.?	Yes	When exiting open Mail Box, go to box 821	
Max lines allowed to hold for one box: 2		Digits allowed while holding: XXXX	
While in queue, say position in line? No			
Try extension 3 times, before going back to caller.			
R E S T R I C T E D N U M B E R S			
Digits: XXXX	Digits: XXXX	Digits: XXXX	Digits: XXXX
Digits: XXXX	Digits: XXXX	Digits: XXXX	Digits: XXXX
F1=Help F5=Previous COS F6=Next COS F10=Exit			

CLASS OF SERVICE NUMBER

This field indicates the number of the class of service you are currently working with. To move to the next class of service number, press <F6>. Once you assign a class of service to a mailbox, the mailbox inherits all the privileges and restrictions defined in the class of service.

CLASS OF SERVICE NAME

Use this field to give the class of service a meaningful name. This helps remind you of the purpose for the class of service. Sample names include *Supervisors*, *Subscribers*, etc.

MAXIMUM NUMBER OF GREETINGS

A mailbox can have up to 10 pre-recorded personal greetings. The mailbox owner may record these greetings, store them in the mailbox, then choose the greeting that is to be active at any specific time. You may want to offer use of all 10 greetings to users or restrict them to fewer greetings. Use this field to define how many personal greetings users with this class of service should be allowed to record. If you set the field to 0, then callers who route to a mailbox belonging to this class of service always hear the pre-recorded system prompt, *"That extension is not available..."* The default setting is **10**.

Note that in class of service 7, this field must be set to allow at least 2 greetings. Class of service 7 is assigned to mailbox 70, the supervisor mailbox that controls the Routing boxes on the system. Because you will be setting up these Routing boxes with at least 2 greetings, this parameter must be set to at least **2** in the supervisor mailbox class of service.

MAXIMUM GREETING LENGTH

When a mailbox owner calls in to re-record his/her personal greeting, the Voice Mail limits the length of the new greeting to the value entered in this field. The default setting is **60**.

MAXIMUM NUMBER OF MESSAGES

The Voice Mail can hold up to 200 messages per mailbox. However, you may want to restrict some mailboxes to a lower limit (to conserve disk space). Use this field to define the maximum number of messages that can be stored in mailboxes assigned this class of service. Once the limit is reached for a particular mailbox, callers attempting to leave more messages in the mailbox are told that the box is full. The default setting is **200**.

MAXIMUM MESSAGE LENGTH

The value in this field defines the maximum length of a message (in seconds) that a caller can leave for mailboxes belonging to this class of service. The default setting is **60**.

AUTOMATICALLY DELETE OLD MESSAGES FROM SYSTEM AFTER X DAYS

The Voice Mail deletes messages saved as Old from mailboxes belonging to this class of service after the number of days you specify. An old message is one the mailbox owner has

listened to, but has not yet deleted. If you enter **0** in this field, an old message is deleted at midnight on the day the message became old. If you enter **1** in this field, an old message is deleted at midnight on the day following the day the message became old.

To disable deletion of Old messages, enter **99** in this field. However, do this with caution, since accumulating messages may create disk storage problems. The default setting is **30**.

AUTOMATICALLY DELETE NEW MESSAGES AFTER X DAYS

<p>Note: Use this parameter with caution. Improper use may cause important messages to be lost.</p>
--

The Voice Mail deletes new messages from mailboxes belonging to this class of service after the number of days you specify. A new message is one the mailbox owner has not yet listened to. If you enter **0** in this field, a new message is deleted at midnight on the day the message was received. If you enter **1** in this field, a new message is deleted at midnight on the day following the day the message was received.

To disable the deletion of new messages, retain the default setting of **99** in this field. This is the default operating mode. If you enter a number other than 99 in this field, remember that messages are deleted whether or not the mailbox owner has listened to them.

SUPERVISOR STATUS

This field defines whether mailboxes belonging to this class of service should have supervisor privileges. A supervisor can perform certain actions not available to regular mailbox owners. For example, a supervisor can add a mailbox or delete a mailbox by calling in from any telephone. Additional information on supervisor functions is provided in **section 3**. The default setting in class of service 0 is **No**, in class of service 7 is **Yes**.

ACCESS TO GROUP BOXES

By setting this field to **Yes**, you allow subscribers assigned this class of service to access any Group boxes set up on the system. (The default setting is **Yes**.)

DIAL-OUT ALLOWED

This field indicates whether the owner of a mailbox belonging to this class of service is allowed to place outgoing calls from the mailbox. The default setting is **No**.

ACCESS TO P.A.

When a caller is listening to a mailbox owner's greeting, one of the features the Voice Mail offers is the option to have the call announced over the P.A. system. Use this field to allow or deny access to the P.A. feature for callers to mailboxes belonging to this class of service. The default setting is **Yes**.

PLAY MENU AFTER GREETING

If an extension is busy or does not answer, the Voice Mail plays the mailbox owner's personal greeting. After playing the greeting, it can announce the options available to the caller (for example, *"If you would like to leave a message, press 1. To try another extension, press 3, or to speak with an operator, press 0."*). If the mailbox owners do not record these options as part of their greetings, set this field to **Yes** so that the Voice Mail plays the menu. If you want to allow each mailbox owner to decide which options to offer, set this field to **No** and instruct each mailbox owner to include the options in his/her personal greeting. The default setting is **No**.

ALLOWED TO RECEIVE FAXMAIL

Voice Mail users should retain the default setting **No** in this field.

OPERATOR BOX (DAY) (NIGHT)

When a caller is listening to a mailbox greeting, one of the options is to dial zero to reach an operator. Use these fields to indicate the mailbox to which the call should be routed if the caller indicates that he/she wishes to speak with an operator. The default setting is **888**.

WHEN EXITING OPEN MAILBOX, GO TO BOX

When a mailbox owner has logged in to his/her box, has concluded listening to messages, changing options, etc., and has selected to exit from the Main menu, this field tells the Voice Mail where to send the call. Voice Mail users should retain the default setting in this field as **821**.

MAX LINES ALLOWED TO HOLD FOR ONE BOX

You can limit the number of lines that can simultaneously hold for a mailbox belonging to this class of service. For example, if you set this number to 3, and lines 1, 3, and 6 are holding for a mailbox, then subsequent callers are not offered the option to hold. Instead, they hear the personal greeting recorded for the box, so they can leave a message, try another extension, etc. The default setting is **2**.

Note: If you want to disable the Call Queuing feature for the class of service, set this field to **0**.

DIGITS ALLOWED WHILE HOLDING

While a caller is in the queue holding for an extension, he/she can press a digit to leave the queue and process the call differently. By default, the options open to the caller are the same as those available when the caller hears the personal greeting (*"If you would like to leave a message, press 1. To try another extension, press 3, or to speak with an operator, press 0."*). If you want to restrict the caller to fewer choices while in the queue, use this field to specify which digits are allowed. All other digits are ignored by the Voice Mail while the caller is in the queue. For example, if you enter 13 in this field, the only options available to the caller are:

- 1 To leave a message
- 3 To try another extension

WHILE IN QUEUE, SAY POSITION IN LINE

While a caller is in the queue, holding for an extension, the Voice Mail can keep him/her informed on the progress of the call. If you set this field to **Yes**, the Voice Mail announces to the caller:

"That extension is still busy. You are number [x] in line. If you would prefer to leave a message, press 1, or to speak with an operator, press 0."

If you select **No** in this field, the Voice Mail voices:

"That extension is still busy. If you would prefer to leave a message, press 1, or to speak with an operator, press 0."

The default setting is **No**.

TRY EXTENSION X TIMES, BEFORE GOING BACK TO CALLER

This parameter applies only if the **MAX LINES ALLOWED TO HOLD** field is greater than 0. If the caller chooses to hold, the Voice Mail plays a series of hold prompts to the caller (these are typically music or commercials). At the end of each hold prompt, the Voice Mail tries the extension again. If it is busy, then the next hold prompt is played to the caller.

After the defined number of hold prompts have been played, the Voice Mail goes back to the caller and offers the options to remain on hold, try another extension etc. This field allows you to specify the number of hold prompts that should be played before the Voice Mail offers these options to the caller.

As shipped, the Voice Mail has only one hold prompt recorded (system prompt #146). Therefore, if you enter 3 in this field, a caller queued to a busy station hears this same prompt three times before being offered the options again. If you record the second hold prompt (#147), then the caller hears prompt # 146, #147, then #146 again before being offered the options. You may record up to 100 different hold prompts, which are played in sequence. (Remember: At the end of *each* hold prompt, the Voice Mail tries the extension again). After the Voice Mail plays the highest number hold prompt recorded, it returns to the lowest number after the next try. The default setting is **3**.

<p>Note: The time between tries to a busy extension is determined by the length of each hold prompt recorded. The prompt supplied with the Voice Mail (#146) is approximately 30 seconds.</p>
--

RESTRICTED NUMBERS

When a mailbox owner calls in to change his/her call-transfer number, pager number, or message notification number, you may want to prevent him/her from changing it to certain numbers, such as long-distance numbers.

These fields allow you to define digit sequences that are to be blocked. The Voice Mail looks at each of these Digits fields to determine if any of them match the number entered by the mailbox owner. If the number entered by the caller begins with the digits specified in the Digits field, the Voice Mail defines the number entered as a match.

For example, if you enter the digits 1900 in one of the Digits fields, the Voice Mail considers 1-900-555-1212, 1-900-123-4567, 1-900-111-2222 to be matches. Telephone number 1-901-555-1212 would not be considered a match.

If you enter the digit 0 in one of the digits fields, the Voice Mail considers all numbers beginning with 0 to be matches. This would include calls to the operator (0), calls to the long-distance operator (00), international calls (011), and any operator-assisted call (0 followed by telephone number).

If the caller enters a number that matches one of the digit strings you enter here, the Voice Mail informs the mailbox owner that the number is not acceptable and retains the current set up.

Once you review and adjust all fields on both Class of Service setup screen 0 and Class of Service setup screen 7, **press <F10>** to save the information and exit. The System Information menu displays.

You have now reviewed the necessary entries on the System Information screens. To return to the Line Information screen, **press <F10>**.

2.4.5 Specifying Box Information

2.4.5.1 What Is a Box?

When the Voice Mail answers a call, it processes it by sending it to a *box*. Each box performs a specific function (for example, playing a menu to the caller and waiting for a response). It then passes the call to another box, which in turn performs its specific function, etc.

Depending on the configuration purchased, the Voice Mail provides 100 Boxes. Routing boxes are used to answer incoming calls, play a listing of option to callers, and route the call to a specific mailbox based on the digits dialed by the caller. The mailboxes transfer calls to their associated extensions and store messages for system subscribers, and they can be set up to forward calls to another phone or extension number, deliver messages to another phone or pager, play one of 9 pre-recorded greetings to callers, screen calls, queue calls when the extension is busy, or record call conversations.

2.4.5.2 Understanding Routing Box 800, 801, and 821

According to the entries specified on the Line Information screen, the Voice Mail will route all incoming calls to Routing box 800. This box answers calls during the day and lunch service hours and plays a greeting to callers. After day/lunch service hours, the system routes calls to Routing box 801. Typically, companies offer more extensive call routing options to callers during day/lunch service hours than during closed hours. Often, for example, single-digit call routing (“...*Press 2 for Sales...*”) is not offered during closed hours. Therefore, the

greeting voiced by and options available in Routing box 801 are often different than those in Routing box 800.

So that the system supervisor can alter the system to voice a generic holiday greeting on holidays the office is closed, you will set up both Routing box 800 and 801 to include a holiday greeting alternative. Therefore, procedures in this document guide you through recording two greetings in both boxes 800 and 801: an office open greeting and a holiday greeting in box 800, and an office closed greeting and a holiday greeting in box 801. (Keep in mind that holidays last 24 hours, therefore calls received on a holiday may be processed by either box 800 or 801, depending on when the call is received. For this reason, a holiday greeting must be recorded in both box 800 and 801). Sample greetings for these boxes are provided in **section 3.2**.

Routing Box 821 is designed by default to take over and route calls once they have passed through Routing box 800 or 801. A call may go to Routing box 821, for example, after the caller leaves a voice message in a subscriber's mailbox. Routing box 821 offers callers a menu similar to Routing box 800, but box 821 is pre-configured so if a caller does not enter an extension or select a menu option, the call is disconnected. In Routing box 800 and 801, callers who do not enter an extension or select an option are transferred to the operator. This is a safety measure designed to assist callers who use rotary phones or are too slow to respond to system prompts. By disconnecting non-responsive callers in box 821, the system simply assumes that the caller knew how to select menu options in box 800 or 801, and therefore, since no option was selected in box 821, the caller hung up.

Because we recommend you record two greetings in both Routing box 800 and 801, you will not use the **GREETING RECORDED** field on the Routing Box setup screens. This field allows you to record only one greeting for the Routing box. Instead you will record all necessary greetings by following the steps in the **section 2.4.5.9**, which you will complete after you review and set up the Routing boxes and mailboxes.

2.4.5.3 Accessing Box Information Screens

1. From the Line Status screen, **press <F10>**. The Main menu displays and you are prompted to enter a system password.
2. At the prompt to enter the **system password**, press <Enter>.
3. From the Main Menu, select **BOX INFORMATION**. The Box Information menu displays.

You should review the setup for the following boxes:

- Routing Box 800
- Routing Box 801
- Routing Box 821
- Prototype Mailbox 9994
- Supervisor mailbox 70

After you review and, if necessary, adjust prototype mailbox 9994, you use it to set up subscriber mailboxes. You then make necessary adjustments to these mailboxes to customize them for system subscribers. This section details the steps you must follow to set up all necessary boxes and make the required adjustments.

The following procedures identify screen setup entries necessary for the Voice Mail to effectively process calls. Fields that are not specifically discussed contain default values that should be appropriate in nearly all setup situations.

2.4.5.4 Reviewing Routing Box 800, 801, and 821 and Setting Up Single-Digit Call Routing

1. From the Box Information menu, select **ROUTING BOX**. The Routing Box setup screen displays.

R O U T I N G B O X			
Box number :	800	BOX NAME :	Main Greeting
Greeting recorded :	No	Owner :	70
Number of times to play the greeting :	1		
Number of seconds to wait for a digit:	1		
If no digits dialed, Go to box ... - box	821		
If invalid digit dialed, go to box	800		
Route the call based on :	Digit dialed		
When digit received, wait for more digits?	Yes		
Destination for digit 1 :		6 :	
2 :		7 :	
3 :		8 :	
4 :		9 :	
5 :		0 :	888
		* :	9998
		# :	9992
		Voice :	

2. Press <F4> to access the box selection screen. A small window displays prompting you for the box number. Type 800 then press <Enter>.
3. Press <Enter> to move the cursor moves to the **OWNER** field. So that more than one greeting can be recorded and stored for use with this Routing box, this box should be identified as being owned by the supervisor mailbox, mailbox 70. By specifying a mailbox owner for this Routing box, the box takes on certain “mailbox” attributes, which include being allowed to house the same number of greetings as the mailbox owner’s mailbox. (You specified this number when you set up class of service 7.)
4. Press <Enter> to move the cursor to the **DESTINATION FOR DIGIT** fields. If you are setting up the system to provide single-digit call routing options to callers, complete these fields. Refer to the Routing Worksheet completed by the system supervisor for specific information on entries for these fields. Do not modify the **DESTINATION FOR DIGIT *** and **#** fields.

5. Repeat steps 2 through 5 to set up Routing box 821. In step 2, type **821** (instead of 800) to access box 821. In the **DESTINATION FOR DIGITS** field, we recommend you make the same entries as you did on the setup screen for box 800.
6. Repeat steps 2 through 5 to set up Routing box 801. In step 2, type **801** (instead of 800) to access box 801. In the **DESTINATION FOR DIGITS** field, you may decide to modify or simply not include the single-digit dialing options, since this box will control how calls are routed when the office is closed. If you choose to use the same single-digit dialing options, simply re-enter them here.
7. To save all setup entries and exit the Routing Box setup screen, **press <F10>**. The Box Information menu displays.

2.4.5.5 Setting Up Prototype Mailbox 9994

You need to create a mailbox for each subscriber who will use the system to record messages. Since most of the setup information will be the same for every mailbox you need, you should review the system's prototype mailbox, which is used as the mailbox setup model. The prototype mailbox is box number 9994. Every time you select to create a new mailbox, the system does so by making a copy of mailbox 9994.

1. From the Box Information menu, select **MAIL BOX**. The Mail Box setup screen displays with the Page Number menu.
2. **Press <F4>** to access the box selection screen. A small window displays prompting you for the box number. Type **9994** then press <Enter>.
3. Press <Enter> to move the cursor to the **TRANSFER TYPE** field. When a call is routed to the mailbox, the first action taken is to transfer the call to the number specified in the **TO:** field. The Voice Mail offers several options as to how the call can be transferred. When you move the cursor to this field, the various options are presented in a menu.

All transfer type options are described below. Use this information to select a transfer type. Note that in almost all system setups, you should select the **Blind** transfer type so the system can function most efficiently. The default setting is Blind.

NO TRANSFER

The Voice Mail does not transfer the call. Instead, it plays the mailbox owner's personal greeting (if one has been recorded) or a system default greeting. The caller then has several available options before recording a message.

BLIND

The Voice Mail transfers the call by dialing the number, then dropping out of the call. It transfers the call without monitoring to check whether the called party is busy, answers, etc. The final outcome of the call is the total responsibility of telephone system. If the DX-80 has been programmed for transfer-recall capabilities, then when the telephone system transfer-recall timer expires, the call is returned to the Voice Mail. (The Voice Mail cannot perform call queuing when using Blind call transfers.)

WAIT FOR RING

This is a combination of the Wait For Answer and Blind transfer types. If the called party is busy, the calling party is offered the same options as with the Wait For Answer transfer type. If ringing is detected on the line, the Voice Mail executes a Blind transfer and drops out of the call. (The Voice Mail *can* perform call queuing if the extension is busy.)

WAIT FOR ANSWER

This transfer type is not available at this time. If your application requires call queuing, use Wait for Ring.

SCREEN

This transfer type functions exactly the same way as with the Wait For Answer transfer type until the called party answers. Once the called party answers, the Voice Mail plays a system prompt offering the called party several options:

- Press 1 to accept the call. The parties are connected.
- Press 2 to have the Voice Mail voice the mailbox owner's currently active greeting to the called party.
- Press 3 to send the calling party to the destination selected in the **IF CALLER CHOOSES OTHER OPTIONS** field on Page 2 of the mailbox's Mailbox setup screens.

- Press 4 plus a greeting number (0 through 9) to play the selected greeting to the caller, provided that the greeting has been recorded.
- Press 5 plus any valid box number to send the calling party to that box, where the call is treated as would any other call to that box.
- Press 6 to accept the call. The parties are connected, but the Voice Mail remains connected to the call and records the conversation. The recording is stored as a message in the called party's mailbox (provided the host telephone system allows conferencing on voice mail ports).

(With the Screen transfer type option, the Voice Mail can perform call queuing if the extension is busy.)

2.4.5.6 Creating Subscriber Mailboxes

Once you set up Prototype mailbox 9994, you can now efficiently set up all the mailboxes that will be used by subscribers on the system.

1. From the Box Information menu, select **MAIL BOX**. The Mail Box setup screen displays.
2. To add a new mailbox, **press <F2>**.
3. A small window displays prompting you for the box number. Enter the **number of the first mailbox** you want to create, then press <Enter>.

<p>Note: Enter as the mailbox number the same number as the extension to which the mailbox will transfer calls. Also, note that the default password for each mailbox is the same as the box number.</p>

4. The Voice Mail creates the new mailbox by making a copy of the Prototype mailbox. The new mailbox is displayed on the screen.
5. Repeat steps 3 through 5 for each subscriber mailbox you want to create.
6. Once you create all necessary mailboxes, continue with the next procedure, below.

M A I L B O X (Page 2)			
Box number:	10	First Name:	
		Last:	
PAGER NUMBER:		Pager type:	Digital
Times to call:	1	Mins between calls:	0
		Schedule:	Always
		Enabled?	No
After playing greeting:			
If caller chooses "other options": Go to box ... - box 821			
After leaving message, Go to box ... - box 821			
If call is via D.I.D. play greeting in language: 1			
Auto-forward NEW msgs to box after 0 hours. Schedule: Always			
MESSAGE DELIVERY -	Where and When	Repeat Interval	Schedule
Call:		2 50	Schedule A
Call:		3 10	Schedule B
Call:		3 10	Schedule C
Call:		3 10	Always
Call:		3 10	Always
Run this cycle 1 times.		Currently enabled? Disabled	
F1=Help F2=Add F3=Delete F4=Select F5=Prev F6=Next F9=Next page F10=Exit			

- Press <Enter> to move the cursor to the **PAGER NUMBER** field. If the subscriber is to use the Paging feature, use the following information to complete this section of the Mail Box setup screen.

PAGER NUMBER

Enter the telephone number of the paging service. The mailbox owner may change the number remotely. Normally, access codes for outside lines are not required here. Instead, that information should be entered on the System Information / General setup screen.

To restrict pager calls to use lines in a particular line group, enter the letter (A, B, C, or D) of the line group in braces { } before the telephone number (for example, {A}5551212).

Tone or Voice pagers may be used with the Message Delivery feature discussed later in this section.

The pager number you enter can contain the digits 0 through 9, star (*), pound (#), and the following special characters:

Character	Use
P	Use pulse (also known as 'rotary') dialing.
T	Use tone dialing (the default).
,	Short pause (duration can be changed in Technical Information screen. Default is one second).
%	Medium pause (equal in length to 4 commas).
L	Long pause (equal in length to 8 commas).
!	Hookflash.
N	No progress tones (must be last character). The Voice Mail ignores all call progress tones during the course of the call. When it has finished dialing, the system immediately assumes that the pager system has answered.
[]	Enclosing the number in brackets prevents the mailbox owner from being able to call in and change the number.
{ }	Specifies a line group is to be used (for example, {A}555-1212 indicates "choose any line in line group A, and dial the number 555-1212").
any other character	Can be used for punctuation and is ignored.

PAGER TYPE

The Voice Mail supports both Tone and Digital pagers in this section of the mailbox programming. Specify here which type of pager the mailbox owner has (Digital, Tone or None).

When a caller asks the Voice Mail to page a mailbox owner, the Voice Mail looks for a free line on which to call the paging service. If no lines are free to make the call, the Voice Mail queues the request and re-tries every 10 seconds for approximately 10 minutes.

NUMBER OF TIMES TO CALL

The Voice Mail calls the pager the number of times you specify in this field. Repetitive paging may be useful if the pager is turned off periodically or is out of pager range.

Note: This field is used to tell the Voice Mail how many successful calls it should make to the paging service. Do not confuse this with the pager-retry feature. If the Voice Mail calls the pager number and does not hear it ring and answer, then it automatically re-tries the call at 10-second intervals, for a pre-defined number of times.

MINUTES BETWEEN CALLS

If you enter a number greater than 1 in the **TIMES TO CALL** field, this field instructs the Voice Mail how long it should wait between re-calls.

Note: This field tells the Voice Mail how long to wait between successful calls to the paging service. Do not confuse this with the pager-retry feature.

CALL SCHEDULE

The Pager notification feature follows a time schedule. The options are:

Schedule	Result
ALWAYS	Pager notification is available at all times.
DAY SERVICE	Pager notification is available only during day/lunch service, as defined in the System Information / Business Hours screen.
NIGHT SERVICE	Pager notification is available only during non-day/lunch service, as defined in the System Information / Business Hours screen.
SCHEDULE A, B, C, or D	Pager notification is available only during the schedule defined on Page 3 of the Mail Box setup screen for this mailbox.

ENABLED

Set this field to **Yes** to indicate that the pager feature for this mailbox is currently on. Set the field to **No** to indicate that the pager feature is off. The mailbox owner can also toggle this field on and off by calling into the system. If this field is set to **No**, it overrides the call schedule set in the previous field.

5. Press <Enter> to move the cursor to the first **MESSAGE DELIVERY** field. If the subscriber is to use the Message Delivery feature, use the following information to complete this section of the Mail Box setup screen.

CALL

Enter the telephone number the Voice Mail should call to inform the mailbox owner that there are new messages in his/her mailbox.

The number can contain the DTMF digits 0 - 9, * and #, plus any of the following special characters:

Character	Use
P	Use pulse (also known as 'rotary') dialing.
T	Use tone dialing (the default).
,	Short pause (duration can be changed in Technical Information screen. Default is 1 second).
%	Medium pause (equal in length to 4 commas).
L	Long pause (equal in length to 8 commas).
!	Hookflash.
[]	Enclosing the number in brackets prevents the mailbox owner from being able to call in and change the number.
{ }	Specifies a line group is to be used (for example, {A}555-1212 indicates "choose any line in line group A, and dial the number 555-1212").
H	Hang up immediately after dialing the number (must be last character).
M	Answering machine. This must be the last character in the telephone number. It tells the Voice Mail that the number being called has an answering machine attached. When the Voice Mail calls the number, it announces that there are messages, as usual. If the Voice Mail has not

Character	Use
	received a DTMF digit (1 for Yes, anything else for No), by the end of the announcement cycle(s), it assumes that it is talking to an answering machine, and proceeds to play each new message in turn.
V	Voice pager. This must be the last character in the telephone number. Details of voice pager programming are found later in this section.
I	Internal (must be the first character). Overrides the INTERNAL parameter (in the configuration file VM.CFG) and treats this number as an internal call regardless of the number of digits. The Voice Mail does not dial the sequence specified in the General Information / Digits To Get A Line On External Call field.
E	External (must be the first character). Overrides the INTERNAL parameter (in the configuration file VM.CFG) and treats this number as an external call regardless of the number of digits. The Voice Mail dials the sequence specified in the General Information / Digits To Get A Line On External Call field.
N	No progress tones (must be the last character). The Voice Mail ignores all call progress tones during the course of the call.
any other character	Can be used for punctuation and is ignored.

The owner of a mailbox can call in and remotely change the first Message Notification number, but cannot use or modify special characters.

REPEAT

Enter the number of successful calls to each telephone number. A successful call is generally defined as one where the Voice Mail has seized an available line port, dialed the number, and detected an answer. If the call is not successful (for example, the called number was busy) the Voice Mail automatically re-tries every few seconds up to twenty times.

INTERVAL

If the Repeat field contains a number greater than 1 or there are additional Call number sequences, enter the interval (in minutes) between calls to this number and/or the interval before proceeding to the next Call number sequence.

SCHEDULE

Select when the Voice Mail should call this number. The options are:

Schedule	Result
ALWAYS	The number is called any time a new message is left in the mailbox.
DAY SERVICE	The number is called only during day/lunch service, as defined in the System Information / Business Hours screen.
NIGHT SERVICE	The number is called only during non-day/lunch service, as defined in the System Information / Business Hours screen.
SCHEDULE A, B, C, or D	The number is called only during the schedule defined on Page 3 of the Mail Box setup screen for this mailbox.

RUN THIS SEQUENCE N TIMES

Once the Voice Mail has called every number listed, it considers that it has run the sequence one time. It will then check the value in this field. If this field is set to a number higher than 1, the Voice Mail starts again and repeats the sequence the specified number of times.

CURRENTLY ENABLED?

This field identifies which messages the Voice Mail is to deliver:

DISABLED	The Voice Mail does not deliver messages.
URGENT MSGS ONLY	The Voice Mail delivers only messages marked urgent, but does not call to deliver non-urgent messages.
ALL MESSAGES	The Voice Mail calls every time a message is deposited into the mailbox.

Setting this field to **DISABLED** overrides the **SCHEDULE** field.

The owner of a mailbox can call in remotely and turn his/her Message Delivery feature on or off, or change the first number to be called. The other telephone numbers, if in use, cannot be changed remotely.

- To go to Page 3 of the Mail Box setup screen, **press <F9>**. The Page 3 screen displays.

M A I L B O X Page 3					
Box number: 10		First Name: Sample		Last: Mail box	
SCHEDULE A	Start	End	SCHEDULE B	Start	End
SUN:	0:00	0:00	Sun:	0:00	0:00
Mon:	0:00	0:00	Mon:	0:00	0:00
Tue:	0:00	0:00	Tue:	0:00	0:00
Wed:	0:00	0:00	Wed:	0:00	0:00
Thu:	0:00	0:00	Thu:	0:00	0:00
Fri:	0:00	0:00	Fri:	0:00	0:00
Sat:	0:00	0:00	Sat:	0:00	0:00
SCHEDULE C	Start	End	SCHEDULE D	Start	End
Sun:	0:00	0:00	Sun:	0:00	0:00
Mon:	0:00	0:00	Mon:	0:00	0:00
Tue:	0:00	0:00	Tue:	0:00	0:00
Wed:	0:00	0:00	Wed:	0:00	0:00
Thu:	0:00	0:00	Thu:	0:00	0:00
Fri:	0:00	0:00	Fri:	0:00	0:00
Sat:	0:00	0:00	Sat:	0:00	0:00
F1=Help F2=Add F3=Delete F4=Select F5=Prev F6=Next F9=Next page F10=Exit					

7. Press <Enter> to move the cursor to the first SCHEDULE A field. If the subscriber is to use the Pager or Message Delivery feature according to a particular schedule, use the following information to complete the Mail Box Page 3 setup screen.

START

Enter the time at which this schedule should begin on this day. The time should be entered in 24-hour format (for example, enter 20:00 for 8:00 PM).

END

Enter the time at which this schedule should end on this day. The time should be entered in 24-hour format (for example, enter 20:00 for 8:00 PM).

Note: If you want the schedule to be active all day, enter 00:00 as the **START** time and 24:00 as the **END** time.

3. To go to Page 4 of the Mail Box setup screen, **press <F9>**. The Page 4 screen displays.

M A I L B O X (Page 4)			
Box number:	10	First Name:	
		Last:	
Hotel guest privileges only? No			
WAKE-UP TIME:	7:00	Currently scheduled?	No
PERSONAL DISTRIBUTION LISTS			
Name:		Name:	
Enabled?	Yes	Enabled?	Yes
Members:		Members:	
Name:		Name:	
Enabled?	Yes	Enabled?	Yes
Members:		Members:	
F1=Help F2=Add F3=Delete F4=Select F5=Prev F6=Next F9=Next page F10=Exit			

- Confirm that the **ENABLED** field is set to **Yes** for all four personal distribution lists. This allows subscribers to create up to 4 personal distribution lists in their mailboxes, which they can then use when sending messages to groups of subscribers.
- Repeat steps 1 through 9 to customize each mailbox you created for each subscriber on the system. Once you customize all subscriber mailboxes, continue with the next procedure.

2.4.5.8 Customizing the System Supervisor Mailbox

- To access the system supervisor mailbox, **press <F4>**. A small window displays prompting you for the box number. Type **70** then press **<Enter>**.
- Press **<Enter>** to move the cursor to the **FIRSTNAME** field. Type **SUPERVISOR** in this field. Press **<Enter>** to move the cursor to the **LAST** field. Enter the **system supervisor's last name**. Note that though you may type any name or words in these fields, using these entries identifies this mailbox as the supervisor mailbox and identifies the individual who is currently acting as the on-site system supervisor.

3. Press <Enter> to move the cursor to the **CLASS OF SERVICE** field. Verify that **7** is entered in this field. This entry assigns class of service 7, which has supervisor privileges, to this mailbox.
4. To go to Page 2 of the Mail Box setup screen, **press <F9>**. The Page 2 screen displays.
5. To complete the supervisor mailbox setup, repeat steps 4 through 9 of the previous procedure.
6. To save all mailbox customizations and exit the Mail Box setup screen, **press <F10>**. The Box Information menu displays.

2.4.5.9 Recording Routing Box Greetings

As described in **section 2.4.5.2**, the following procedure guides you through recording two greetings in both Routing boxes 800 and 801: an office open greeting and a holiday greeting in box 800, and an office closed greeting and a holiday greeting in box 801. Sample greetings for these boxes and for box 821 are provided in **section 3.2**.

<p>Note: When you record Routing box greetings, you must include instructions that identify any single-digit call routing options available to the caller.</p>

1. From a telephone, call into voice mail and log into **supervisor mailbox 70**. Note that the default password for the mailbox is the same as the mailbox number, 70.
2. The Voice Mail tutorial session starts. Complete the tutorial. When prompted to record the name and greeting, you may elect to identify this as the supervisor mailbox. When changing the password, be sure to inform the system supervisor of the number you select. When you complete the tutorial, press <*> to prevent it from voicing the next time the box is accessed.

3. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

Press 3 to change options. The system voices the Options menu:

Options Menu	
To Record Your Name	Press 1
To Record Your Greeting	Press 2
To Change Your Password	Press 3
To Change Your Call-Transfer Feature	Press 4
To Change Your Message Notification Feature	Press 5
To Change Your Pager Feature	Press 6
To Review Msgs Scheduled for Future Delivery	Press 7
To Change Your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

4. From the Options menu, **press 2**.
5. When prompted, **press 800** to indicate you want to work with Routing box 800.
6. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the following options:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

7. To record the first greeting for the Routing box, **press 2**. The system prompts you to enter the number of the greeting you want to record. Enter **greeting number 0**. Then, follow the prompts to **record the office open greeting**.

8. To record the holiday greeting for Routing box 800, repeat step 7, select **greeting number 1**, and **record the holiday greeting**.
9. To record greeting(s) for Routing box 801, **press <#>** to exit the menu shown above and return to the Options menu. Then repeat steps 4 through 7 above. In step 5, **press 801** to indicate you want to work with Routing box 801. In step 7, **record the office closed greeting**, instead of the office open greeting.
10. To record the holiday greeting for Routing box 801, repeat step 7, select **greeting number 1**, and **record the holiday greeting**.
11. To record the greeting for Routing box 821, **press <#>** to exit the menu shown above and return to the Options menu. Then repeat steps 4 through 7 above. In step 5, **press 821** to indicate you want to work with Routing box 821. In step 7, **record the office open greeting** call routing options, **omitting the introductory remarks** *“Welcome to ...”*
12. When you have recorded all necessary greetings, **press <#>** to return to the Options menu, then press <#> to return to the Main menu.

Be sure to instruct the system supervisor to refer to **section 3.2** for detailed instructions on changing the active Routing box greetings and recording new greetings.

2.5 Default Database Structure Overview

As mentioned previously, the Voice Mail contains a default database with a setup configuration that allows the Voice Mail to efficiently perform fundamental call processing tasks with minimal system adjustments by the installing technician. Information in this section highlights portions of this default database configuration. More detailed information on the purpose of Routing boxes and mailboxes and how box settings and other default settings affect system functionality is provided earlier in this document.

<p>Note: Though you may make adjustments to specific information relating to this default setup, <u>you are urged to maintain the general configuration of Routing boxes 800, 801, and 821, class of service 7, and supervisor mailbox 70.</u> This configuration allows the Voice Mail to efficiently perform fundamental call processing tasks. Maintaining it helps both you, the technician, and the Voice Mail technical support to efficiently service the system and resolve any call processing issues.</p>

- **Technician Password:**
 - * 1234
- **Business Hours** (specified on System Information / Business Hours screen):
 - * 8:00 AM - 5:00 PM
- **Routing Box 800:**
 - * Answers all incoming calls during day/lunch hours (specified on System Information / Business Hours screen)
 - * Owned by mailbox 70
- **Routing Box 801:**
 - * Answers all incoming calls during non-day/lunch hours (specified on System Information / Business Hours screen)
 - * Owned by mailbox 70
- **Routing Box 821:**
 - * Routes calls that have already passed through Routing box 800 or 801
 - * Owned by mailbox 70
- **Class of Service 0:**
 - * Set up with the following parameter settings (for information on specific parameter fields, refer to **section 2.4.4.6**):

MAXIMUM NUMBER OF GREETINGS: **10**
MAXIMUM NUMBER OF MESSAGES: **200**
MAXIMUM GREETING LENGTH (SECS): **60**
MAXIMUM MESSAGE LENGTH (SECS) **60**
AUTO-DELETE OLD MESSAGES AFTER **30** DAYS.
AUTO DELETE NEW MESSAGES AFTER **99** DAYS.
SUPERVISOR STATUS? **No**
ACCESS TO GROUP-BOXES? **Yes**
DIAL-OUT ALLOWED? **No**
ACCESS TO P.A.? **Yes**
PLAY MENU AFTER GREETING? **No**
ALLOWED TO RECEIVE FAXMAIL? **No**
OPERATOR BOX (DAY): **888** (NIGHT): **888**
WHEN EXITING OPEN MAILBOX, GO TO BOX: **821**
MAX LINES ALLOWED TO HOLD FOR ONE BOX: **2**
WHILE IN QUEUE, SAY POSITION IN LINE? **No**

TRY EXTENSION **3** TIMES BEFORE GOING BACK TO CALLER
RESTRICTED DIGITS: **[None]**

- **Class of Service 7:**
 - * Set up with the class of service 0 options, but with SUPERVISOR STATUS? **enabled**.
- **Extension Length:**
 - * 3 digits
- **Password Length:**
 - * 4 digits
- **Default Passwords :**
 - * Equal the mailbox numbers
- **Mailbox 70:**
 - * Set up as the Supervisor mailbox with CLASS OF SERVICE: 7
- **Prototype mailbox 9994** (features automatically assigned to all mailboxes created):
 - TRANSFER TYPE: **Wait for Ring**
 - CLASS OF SERVICE: **0**
 - To: **x** (*signifies the mailbox number*)
 - CURRENTLY ENABLED: **Yes**
 - TRANSFER SCHEDULE: **Always**
 - PASSWORD: **x** (*signifies the mailbox number*)
 - SEQUENCE TO TURN ON/OFF MESSAGE WAITING LAMP: (*set by Integration program*)
 - AFTER PLAYING GREETING: **Wait for digit**

2.6 Setting Up the System Using the Teleparameter Feature

This section provides instructions on using the teleparameter feature to set up a new system at a customer site or to later make modifications to the system. Using the teleparameter feature, you can change the parameter values that affect system-wide setup information, box setups, and VM.CFG file data by simply calling into the system. You simply log into supervisor mailbox 70 over the telephone, select to modify system parameters, then, as prompted, enter codes that identify each parameter you want to change and the new value to which you want

to set the parameter. The screen illustrations and parameter value table provided in this section indicate the parameters and their associated codes.

Technicians who have experience setting up Corporate Office or Small Office systems may prefer to use the Teleparameter feature to quickly make modifications and get the Voice Mail up and running at the customer's site. Be advised, however, that since this technique involves inputting codes that represent system parameters and corresponding values to which parameters are to be set, it is a bit more difficult to use effectively if you are unfamiliar with setting up Corporate Office or Small Office systems. For this reason, we recommend that technicians unfamiliar with Corporate Office, Small Office, or DX-80 Hard Drive Voice Mail attach a laptop to the Voice Mail and use the instructions provided in the previous sections to complete all necessary system setup steps.

Note: If you choose to set up the system using the Teleparameter feature, be sure to first review this section so you clearly understand the setup of the default database included on the Voice Mail.

2.6.1 Using the Teleparameter Feature to Set up a New System

2.6.1.1 Adjusting System Information

The Voice Mail voice processing software is pre-installed on the Voice Mail card before it is shipped to you; however, you may need to customize certain fields on the System Information screens. To do so, use the following procedure:

1. From a telephone, **call into the extension associated with the second voice mail port** and log into **supervisor mailbox 70**. Note that the default password for the mailbox is the same as the mailbox number, 70.
2. The Voice Mail tutorial session starts. Complete the tutorial. When prompted to record the name and greeting, you may elect to identify this as the supervisor mailbox. When changing the password, be sure to inform the system supervisor of the number you select. When you complete the tutorial, press <*> to prevent it from voicing the next time the box is accessed.

3. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

4. To access the Supervisor menu, **press 6** (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9

5. From the Supervisors menu, **press 9** to modify system parameters. The system prompts you to enter the **Technician password**. By default, this password is **1234**.
6. At the prompt, enter the number of the parameter you want to change, then, as prompted, the value to which you want to change the parameter. Parameter information is provided in a comprehensive table shown in **section 2.6.2**.

When you complete all modifications, **press #** to return to the Supervisor’s menu.

Note: Refer to section 2.6.2 for information on values you can specify for certain parameters and for information on adjusting parameters in the VM.CFG file.

2.6.1.3 Adjusting Routing Box Information

As indicated in **section 2.4.5.2**, you need to adjust Routing Boxes 800, 801, and 821 to include any single-digit call routing options you want to provide to callers. You must also

record the necessary greetings for these boxes. Sample Routing box greetings are provided in **section 3.2.1**.

To record Routing box greetings, follow the procedure provided in **section 3.2.2**.

To modify single-digit call routing, you can follow the procedure in **section 3.2.3** or you can use the Teleparameter feature. To use the Teleparameter feature, follow steps 1 through 4 in the previous procedure, referring to the parameter numbers provided in **section 2.6.2**.

Note: If you enter a parameter number for a parameter that affects a particular box, the system prompts you to enter the **Item number**. The Item number identifies the particular box in which you want to change the parameter. At the Item number prompt, enter the **number of the box**.

Note: Refer to **section 2.6.2** for information on values you can specify for certain parameters and for information on adjusting parameters in the VM.CFG file.

2.6.1.4 Creating and Adjusting Mailbox Box Information

To create mailboxes on the system, follow the procedure in **section 3.1.1**. Once you create mailboxes, you can make detailed modifications to the box setups using the Teleparameter feature. To use the Teleparameter feature to adjust mailbox information in boxes you have created on the system, follow steps 1 through 4 in the procedure in **section 2.6.1.2**. For specific parameters you can adjust, refer to **section 2.6.2**.

Note: If you enter a parameter number for a parameter that affects a particular box, the system prompts you to enter the **Item number**. The Item number identifies the particular box in which you want to change the parameter. At the Item number prompt, enter the **number of the box**.

Note: Refer to **section 2.6.2** for information on values you can specify for certain parameters and for information on adjusting parameters in the VM.CFG file.

2.6.1.5 Creating Other Box Types and Adjusting Information

To create other types of boxes, you must first follow the procedures presented earlier in this document to connect a laptop computer to the Voice Mail card and access Box Information setup screens. Once you create the boxes using this technique, you can make detailed modifications to the box setups using the Teleparameter feature. To use the Teleparameter feature to adjust information in boxes already created on the system, follow steps 1 through 4 in the procedure in **section 2.6.1.2**. For specific parameters you can adjust, refer to **section 2.6.2**.

Note: If you enter a parameter number for a parameter that affects a particular box, the system prompts you to enter the **Item number**. The Item number identifies the particular box in which you want to change the parameter. At the Item number prompt, enter the **number of the box**.

Note: Refer to **section 2.6.2** for information on values you can specify for certain parameters and for information on adjusting parameters in the VM.CFG file.

2.6.2 Teleparameter Value Tables

The following table identifies all parameters you can adjust using the teleparameter feature and the entries you can make to indicate specific values for each parameter. Refer to information after this table for additional entries you can make in some fields.

Task	Param. Number	Description	Acceptable Values	Notes:
Account Number Box Setup	2700	Minimum number of digits required for valid entry determination	1 - 9	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2701	Maximum number of digits required for valid entry determination	1 - 30	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Account Number Box Setup	2702	Number of seconds to wait before determining all digits are entered	0 - 9	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2703	Action to take after maximum retry attempts if invalid account number is entered	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2704	Box associated with parameter 2703	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2705	Retry attempts to allow if invalid account number entered	0 - 9	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2706	Number of mailbox that owns the Account Number box	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2707	Action to take if account number was previously collected during call	0 = Use the existing account number 1 = Ask for a new account number	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2708	Repeat number entered for confirmation?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2001	Action to take if valid account number is entered	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Account Number Box Setup	2002	Box associated with parameter number 2001	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
ACD Box Setup	2520	Number of mailbox that owns the ACD box	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2521	Action to take when trying extension	1 = Always transfer	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2522	Criteria by which hunt is started	0 = Start hunting from first agent in group 1 = Start hunting from previous agent	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2523	Number of announcements after which caller is offered other options	0 - 99	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2524	Rings permitted before no answer determination	0 - 99	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2525	Box default operator during day service	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2526	Box default operator during night service	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2527	Action to take if all extensions are busy	0 = Queue the call 1 = Go to another box	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2528	Box associated with parameter 2527	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
ACD Box Setup	2529	Action to take if caller elects not to remain in queue	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2530	Box associated with parameter 2529	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2531	If call is queued, state position in line?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
ACD Box Setup	2501 to 2512	ACD rotation box members	(Valid mailbox numbers)	A prompt for the Item number refers to the box number. Enter the box number.
Business Hours Setup	5042	Hour day service begins	00-24	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5043	(With parameter 5042) Minute day service begins	00 - 59	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5044	Hour day service ends	00 - 24	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5045	(With parameter 5044) Minute day service ends	00 - 59	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).

Task	Param. Number	Description	Acceptable Values	Notes:
Business Hours Setup	5046	Hour lunch service begins	00 - 24	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5047	(With parameter 5046) Minute lunch service begins	00 - 59	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5048	Hour lunch service ends	00 - 24	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5049	(With parameter 5048) Minute lunch service ends	00 - 59	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5067	Hour at which greeting is to change to good evening	00 - 24	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Business Hours Setup	5068	(With parameter 5067) Minute at which greeting is to change to good evening	00 - 59	A prompt for the Item number refers to the day of the week. Enter 0 (Sunday) through 6 (Saturday).
Call Transfer Information Setup	5000	Sequence to initiate an internal transfer	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5001	Sequence to initiate an external transfer	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5002	Sequence to complete an internal transfer	(Refer to technical bulletin and phone documentation)	

Task	Param. Number	Description	Acceptable Values	Notes:
Call Transfer Information Setup	5003	Sequence to complete an external transfer	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5004	Sequence to return from no answer on an internal call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5005	Sequence to return from no answer on an external call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5006	Sequence to return from busy on an internal call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5007	Sequence to return from busy on an external call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5008	Sequence to return from call screening on an internal call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5009	Sequence to return from call screening on an external call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5010	Sequence to transfer an internal 3-way call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5011	Sequence to transfer an external 3-way call	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5014	Should Voice Mail detect dial tone?	1 = Yes 0 = No	
Call Transfer Information Setup	5023	Confirmation digits meaning 'Yes'	(Refer to technical bulletin and phone documentation)	
Call Transfer Information Setup	5054	Should Voice Mail use transfer bypass digit?	0 = None 1 = First 2 = Last	
Call Transfer Information Setup	5055	Maximum time for 3-way call (minutes)	0 - 30	

Task	Param. Number	Description	Acceptable Values	Notes:
Class of Service Setup	7000	Number of days after which Old messages are auto-deleted	0 - 99	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7001	Number of days after which New messages are auto-deleted	0 - 99	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7002	Maximum message length (seconds) for a message	0 - 999	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7003	Maximum number of messages allowed in mailbox	0 - 200	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7004	Maximum greeting length (seconds)	0 - 999	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7005	Maximum number of personal greetings allowed	0 - 10	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7006	Play menu after greeting to callers?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7007	Maximum lines allowed to hold for mailbox	0 - 32	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7008	Number of times to try extension before returning to queued caller	0 - 99	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.

Task	Param. Number	Description	Acceptable Values	Notes:
Class of Service Setup	7009	Say position in line to calls in queue?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7010	Access to Group boxes allowed?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7011	Supervisor status allowed?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7012	Caller access to P.A. system allowed?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7013	Dial-out allowed?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7014	Faxmail receipt allowed?	1 = Yes 0 = No	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7015	Default operator box during day service hours	(Valid mailbox number)	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7016	Default operator box during night service hours	(Valid mailbox number)	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7017	When exiting open mailbox, go to box #	(Valid box number)	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.

Task	Param. Number	Description	Acceptable Values	Notes:
Class of Service Setup	7018	Digits callers can press while holding	1 - 9, #	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Class of Service Setup	7020 to 7029	Restricted outcalling numbers	(Any digits)	A prompt for the Item number refers to the Class of Service number. Enter 0 - 7.
Directory Box Setup	2001	Action to take if no digits are dialed	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2002	Box associated with parameter 2001	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2600	Number of time to play greeting	1 - 3	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2601	Box associated with parameter 2602	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2602	Action to take if requested name is not found	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2603	Say box number before transferring call?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Directory Box Setup	2604	Allow callers to hear complete directory listing?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Directory Box Setup	2605	Maximum number of digits to collect from callers	1 - 9	A prompt for the Item number refers to the box number. Enter the box number.
General Information Setup	5017	Fast-forwarded / rewind seconds	0 - 10	
General Information Setup	5024	Technician password	Up to 10 digits	
General Information Setup	5025	Customer password	Up to 10 digits	
General Information Setup	5027	Digits needed to get line for external call	(Refer to technical bulletin and phone documentation)	
General Information Setup	5053	Store call log to:	0 = None 1 = File 2 = Printer	
General Information Setup	5056	(With parameter 5057) Maximum number of minutes call can last before being rerouted	0 - 30	
General Information Setup	5057	(With parameter 5056) Box to which calls are re-routed	(Valid box number)	
General Information Setup	5065	Exit to DOS hour	00-23	
General Information Setup	5066	Exit to DOS minutes	00-59	
Group Box Setup	2800	Maximum length of a message (seconds) that can be sent to this box	10 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Group Box Setup	2801 to 2850	Group box members	(Valid box numbers)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Holiday Schedule Setup	5050	(With parameter 5051) Holiday month	00-12	A prompt for the Item number refers to the holiday number. Enter 1 through 20.
Holiday Schedule Setup	5051	(With parameter 5050) Holiday date	01-31	A prompt for the Item number refers to the holiday number. Enter 1 through 20.
Holiday Schedule Setup	5052	Box to which calls are routed during holiday	(Valid box number)	A prompt for the Item number refers to the holiday number. Enter 1 through 20.
Line Information Setup	1000	Box to which calls on this line are routed during day service hours	(Valid box number)	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1001	Box to which calls on this line are routed during night service hours	(Valid box number)	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1002	Box to which calls on this line are routed during lunch service hours	(Valid box number)	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1003	Rings before call is answered during day service hours	1 - 99	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1004	Rings before call is answered during night service hours	1 - 99	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1005	Rings before call is answered during lunch service hours	1 - 99	A prompt for the Item number refers to the line number. Enter the line number.

Task	Param. Number	Description	Acceptable Values	Notes:
Line Information Setup	1006	Outgoing calls allowed on this line?	1 = Yes 0 = No	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1007	Line belongs to Line Group A?	1 = Yes 0 = No	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1008	Line belongs to Line Group B?	1 = Yes 0 = No	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1009	Line belongs to Line Group C?	1 = Yes 0 = No	A prompt for the Item number refers to the line number. Enter the line number.
Line Information Setup	1010	Line belongs to Line Group D?	1 = Yes 0 = No	A prompt for the Item number refers to the line number. Enter the line number.
Mailbox Setup	2000	Mailbox owner's last name	(Digits that will allow the Dial-by-Name directory feature access this mailbox)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2001	Action to be taken after caller leaves message	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2002	Box associated with parameter 2001	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2100	Mailbox password	(Up to maximum digits specified during setup)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Mailbox Setup	2101	Sequence to turn on message waiting lamp	(See technical bulletin or phone documentation)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2102	Sequence to turn off message waiting lamp	(See technical bulletin or phone documentation)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2110	Box associated with parameter 2111	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2111	Action to be taken if caller chooses "other options"	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2112	Mailbox has access to only Hotel guest privileges?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one personal distribution list for the mailbox using the Teleparameter feature
Mailbox Setup	2113	Class of service assigned to mailbox	0 - 7	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2114	Mailbox to which this mailbox is a client, if this is a restricted mailbox	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2115	Language in which greeting is to play if call is via D.I.D	0 - 9	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Mailbox Setup	2120	Type of transfer	0 = None 1 = Blind 2 = Wait for answer 3 = Screen 4 = Wait for ring	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2121	Caller's name voiced upon pickup?	0 = No 1 = Yes	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2122	Number of rings within which called party must answer before system determines a no answer condition	Number of rings	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2123	Call transfer schedule	0 = Always 1 = Day only 2 = Night only 3 = Schedule A 4 = Schedule B 5 = Schedule C 6 = Schedule D	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2124	3-way calling used	0 = Always 1 = Day only 2 = Night only 3 = Schedule A 4 = Schedule B 5 = Schedule C 6 = Schedule D	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2125	Record conversation?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2126	Transfer destination	Extension number	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2130	(With parameter 2134) Type of pager	0 = None 1 = Tone-only pager (no display) 2 = Display pager	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Mailbox Setup	2131	(With parameter 2134) Minutes between calls to pager	00 - 20	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2132	(With parameter 2134) Number of times to call pager	00 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2133	(With parameter 2134) Schedule during which calls should be sent to pager	0 = Always 1 = Day only 2 = Night only 3 = Schedule A 4 = Schedule B 5 = Schedule C 6 = Schedule D	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2134	Mailbox owner's pager number	(Pager number)	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2141	Action to be taken after personal greeting is played	0 = Wait for a digit 1 = Begin recording a message 2 = Page the mailbox owner 3 = Record a message, then page the mailbox owner	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2142	Hours after which messages are to be auto-forwarded	0 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2143	(With parameter 2142) Box to which new messages are to be auto-forwarded	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Mailbox Setup	2144	(With parameters 2142 and 2143) Schedule during which auto-forwarding is to be active	0 = Always 1 = Day only 2 = Night only 3 = Schedule A 4 = Schedule B 5 = Schedule C 6 = Schedule D	A prompt for the Item number refers to the box number. Enter the box number.
Mailbox Setup	2151	(With parameter 2155) Number of times to run the message delivery cycle.	0 - 99	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one message delivery set up for the mailbox using the Teleparameter feature.
Mailbox Setup	2152	(With parameter 2155) Number of times number is to be called	0 - 99	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one message delivery set up for the mailbox using the Teleparameter feature.
Mailbox Setup	2153	(With parameter 2155) Minutes in between calls to number	2 - 99	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one message delivery set up for the mailbox using the Teleparameter feature.

Task	Param. Number	Description	Acceptable Values	Notes:
Mailbox Setup	2154	(With parameter 2155) Schedule during which message delivery is active	0 = Always 1 = Day only 2 = Night only 3 = Schedule A 4 = Schedule B 5 = Schedule C 6 = Schedule D	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one message delivery set up for the mailbox using the Teleparameter feature.
Mailbox Setup	2155	Number to call for message delivery	(Phone or beeper number)	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one message delivery set up for the mailbox using the Teleparameter feature.
Mailbox Setup	2159	Personal distribution list 1 enabled for mailbox?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one personal distribution list for the mailbox using the Teleparameter feature.
Mailbox Setup	2160 to 2179	Personal distribution list 1 members	(Valid mailbox numbers)	A prompt for the Item number refers to the box number. Enter the box number. You can modify only one personal distribution list for the mailbox using the Teleparameter feature.

Task	Param. Number	Description	Acceptable Values	Notes:
Other Customizations Setup	5018	Maximum box length caller can dial	2 - 4	
Other Customizations Setup	5019	Seconds of initial pause before main greeting is played	0 - 10	
Other Customizations Setup	5020	When Voice Mail should play time and date	0 = When caller asks 1 = Before each message 2 = After each message	
Other Customizations Setup	5021	Play called party's name when call is answered?	1 = Yes 0 = No	
Other Customizations Setup	5022	Announce call when call is answered?	1 = Yes 0 = No	
Other Customizations Setup	5076 to 5079	Custom field (use under direction of technical support)	---	
Other Customizations Setup	5086 to 5089	Debug field (use under direction of technical support)	---	
Question Box Setup	2001	Action to take after questions are answered	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2002	Box associated with parameter 2404	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2400	Number of mailbox that owns the Question box	(Valid mailbox number)	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2401	Replay digit answers for verification?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2402	Voice answers? (versus digit)	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2403	Trigger owner mailbox notification of answers in this box?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2404	Digits caller can press to exit this box	0 - 9, *, #	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2410	Answer type for Question 10	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2411	Answer type for Question 1	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2412	Answer type for Question 2	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2413	Answer type for Question 3	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2414	Answer type for Question 4	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2415	Answer type for Question 5	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2416	Answer type for Question 6	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2417	Answer type for Question 7	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2418	Answer type for Question 8	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2419	Answer type for Question 9	0 = Voice 1 = Digits	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2420	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 10.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2421	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 1.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2422	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 2.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2423	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 3.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2424	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 4.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2425	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 5.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2426	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 6.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2427	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 7.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2428	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 8.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2429	If the answer type is digits, minimum number of digits that must be entered for valid answer to question 9.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2430	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 10.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2431	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 1.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2432	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 2.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2433	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 3.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2434	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 4.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2435	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 5.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2436	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 6.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2437	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 7.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2438	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 8.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2439	If the answer type is digits, maximum number of digits that can be entered for valid answer to question 9.	1 - 999	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2440	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 10.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2441	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 1.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2442	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 2.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2443	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 3.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2444	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 4.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2445	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 5.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2446	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 6.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2447	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 7.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Question Box Setup	2448	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 8.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Question Box Setup	2449	Number of seconds of silence before Voice Mail determines caller has finished entering digits or speaking the answer for question 9.	1 - 99	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2001	Action to take if no digits dialed	0 = Return 1 = Say 'Goodbye' 2 = Go to another box 3 = Hang up	
Routing Box Setup	2002	Box associated with parameter 2001	(Valid box number)	
Routing Box Setup	2300	Single-digit dialing destination for digit 0	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2301	Single-digit dialing destination for digit 1	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2302	Single-digit dialing destination for digit 2	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2303	Single-digit dialing destination for digit 3	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2304	Single-digit dialing destination for digit 4	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2305	Single-digit dialing destination for digit 5	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.

Task	Param. Number	Description	Acceptable Values	Notes:
Routing Box Setup	2306	Single-digit dialing destination for digit 6	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2307	Single-digit dialing destination for digit 7	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2308	Single-digit dialing destination for digit 8	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2309	Single-digit dialing destination for digit 9	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2310	Single-digit dialing destination for *	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2311	Single-digit dialing destination for #	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2312	Single-digit dialing destination for non-DTMF digit (voice)	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2313	Number of mailbox that owns the Routing box	(Valid box number)	
Routing Box Setup	2314	Box to which calls are transferred if invalid digits dialed	(Valid box number)	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2315	Number of times to play greeting	1 - 3	

Task	Param. Number	Description	Acceptable Values	Notes:
Routing Box Setup	2316	Seconds to wait for a digit	0 - 9	
Routing Box Setup	2317	Basis used to route call	0 = Digits dialed 1 = Day of week 2 = Sequence number 3 = Database lookup 4 = Day or Night service	A prompt for the Item number refers to the box number. Enter the box number.
Routing Box Setup	2318	When digits received, wait for more digits?	1 = Yes 0 = No	A prompt for the Item number refers to the box number. Enter the box number.
Technical Information Setup	5012	Hookflash length (milliseconds)	100 - 5000	
Technical Information Setup	5013	Pause length (milliseconds)	10 - 5000	
Technical Information Setup	5015	Seconds of silence before Voice Mail ends recording	0 - 99	
Technical Information Setup	5016	Seconds of non-silence before Voice Mail ends recording	0 - 99	
Technical Information Setup	5026	Disconnect digit sequence	(Refer to technical bulletin and phone documentation)	
Technical Information Setup	5063	Hour at which system automatically updates MWI	00 - 23	
Technical Information Setup	5064	(With parameter 5063) Minute at which system automatically updates MWI	00 - 59	
VM.CFG Setup	9001	transbypass=	See the Installation Manual.	
VM.CFG Setup	9003	dtmfon=	See the Installation Manual.	
VM.CFG Setup	9004	ignorenonsilence	See the Installation Manual.	
VM.CFG Setup	9007	internal=	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9011	pagetime=	See the Installation Manual.	
VM.CFG Setup	9012	pagerretry=	See the Installation Manual.	
VM.CFG Setup	9014	maxpasswordlength=	See the Installation Manual.	
VM.CFG Setup	9015	greetsil=	See the Installation Manual.	
VM.CFG Setup	9017	notifyreps=	See the Installation Manual.	
VM.CFG Setup	9019	interdigit=	See the Installation Manual.	
VM.CFG Setup	9023	detectpulse	See the Installation Manual.	
VM.CFG Setup	9025	auditdatabase	See the Installation Manual.	
VM.CFG Setup	9026	responsetime=	See the Installation Manual.	
VM.CFG Setup	9099	pa.init=	See the Installation Manual.	
VM.CFG Setup	9100	pa.cancel=	See the Installation Manual.	
VM.CFG Setup	9101	tutorialreps=	See the Installation Manual.	
VM.CFG Setup	9102	pa.repeats=	See the Installation Manual.	
VM.CFG Setup	9103	novideomemory	See the Installation Manual.	
VM.CFG Setup	9104	offhookdelay=	See the Installation Manual.	
VM.CFG Setup	9105	hardwareint=	See the Installation Manual.	
VM.CFG Setup	9106	ringon=	See the Installation Manual.	
VM.CFG Setup	9107	minimummessage=	See the Installation Manual.	
VM.CFG Setup	9108	maxinactive=	See the Installation Manual.	
VM.CFG Setup	9109	maxlockup=	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9118	languages=	See the Installation Manual.	
VM.CFG Setup	9120	dtmfsendon=	See the Installation Manual.	
VM.CFG Setup	9121	dtmfsendoff=	See the Installation Manual.	
VM.CFG Setup	9122	pa.busy=	See the Installation Manual.	
VM.CFG Setup	9123	lunchoperatorisday	See the Installation Manual.	
VM.CFG Setup	9124	samplingrate=	See the Installation Manual.	
VM.CFG Setup	9125	databaseline=	See the Installation Manual.	
VM.CFG Setup	9126	ignoredisconnects	See the Installation Manual.	
VM.CFG Setup	9127	nonamettransfer	See the Installation Manual.	
VM.CFG Setup	9135	norecordbeep	See the Installation Manual.	
VM.CFG Setup	9144	repeatmw=	See the Installation Manual.	
VM.CFG Setup	9146	deleteafterfwd	See the Installation Manual.	
VM.CFG Setup	9150	remotepause=	See the Installation Manual.	
VM.CFG Setup	9160	ringreset=	See the Installation Manual.	
VM.CFG Setup	9161	notifyrings=	See the Installation Manual.	
VM.CFG Setup	9162	assumepageconfirm	See the Installation Manual.	
VM.CFG Setup	9163	assumehold=	See the Installation Manual.	
VM.CFG Setup	9165	externalfax	See the Installation Manual.	
VM.CFG Setup	9166	faxtimeout=	See the Installation Manual.	
VM.CFG Setup	9167	nopcbeep	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9174	cdspeed=	See the Installation Manual.	
VM.CFG Setup	9182	ignoreinitialdisconnect	See the Installation Manual.	
VM.CFG Setup	9190	lineaccessontransfer	See the Installation Manual.	
VM.CFG Setup	9192	24hourclockdisplay	See the Installation Manual.	
VM.CFG Setup	9203	linesconnected=	See the Installation Manual.	
VM.CFG Setup	9206	qboxposconfirm	See the Installation Manual.	
VM.CFG Setup	9207	qboxdataprint	See the Installation Manual.	
VM.CFG Setup	9208	qboxarchive	See the Installation Manual.	
VM.CFG Setup	9209	pagerprefix=	See the Installation Manual.	
VM.CFG Setup	9210	pagerappend=	See the Installation Manual.	
VM.CFG Setup	9214	omitgroupsender	See the Installation Manual.	
VM.CFG Setup	9216	pagertrail=	See the Installation Manual.	
VM.CFG Setup	9218	longhookflash=	See the Installation Manual.	
VM.CFG Setup	9219	cp.dialtone=	See the Installation Manual.	
VM.CFG Setup	9220	cp.busy=	See the Installation Manual.	
VM.CFG Setup	9221	cp.invalid=	See the Installation Manual.	
VM.CFG Setup	9222	cp.dnd=	See the Installation Manual.	
VM.CFG Setup	9223	cp.ans=	See the Installation Manual.	
VM.CFG Setup	9224	cp.intring=	See the Installation Manual.	
VM.CFG Setup	9225	cp.interring=	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9226	cp.noans=	See the Installation Manual.	
VM.CFG Setup	9227	onhookdtmf	See the Installation Manual.	
VM.CFG Setup	9229	answerack=	See the Installation Manual.	
VM.CFG Setup	9232	senddisconnect=	See the Installation Manual.	
VM.CFG Setup	9256	playbackdelay=	See the Installation Manual.	
VM.CFG Setup	9273	cp.disconnect=	See the Installation Manual.	
VM.CFG Setup	9282	qboxdataprinteject	See the Installation Manual.	
VM.CFG Setup	9283	qboxuseconfirmnumbers	See the Installation Manual.	
VM.CFG Setup	9289	qboxhideacctnumbers	See the Installation Manual.	
VM.CFG Setup	9291	keepmessagesnew	See the Installation Manual.	
VM.CFG Setup	9295	pooledring=	See the Installation Manual.	
VM.CFG Setup	9296	mboxdefaultdigit=	See the Installation Manual.	
VM.CFG Setup	9301	greeting.noanswer=	See the Installation Manual.	
VM.CFG Setup	9302	greeting.busy=	See the Installation Manual.	
VM.CFG Setup	9303	greeting.dnd=	See the Installation Manual.	
VM.CFG Setup	9337	noaccountinlog	See the Installation Manual.	
VM.CFG Setup	9339	greeting.night=	See the Installation Manual.	
VM.CFG Setup	9340	faxpause=	See the Installation Manual.	
VM.CFG Setup	9342	samecallfaxok	See the Installation Manual.	
VM.CFG Setup	9343	mwonreps=	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9344	mwoffreps=	See the Installation Manual.	
VM.CFG Setup	9346	faxprefix=	See the Installation Manual.	
VM.CFG Setup	9349	faxgeneraldelivery=	See the Installation Manual.	
VM.CFG Setup	9351	initialpauseidp=	See the Installation Manual.	
VM.CFG Setup	9352	directoryidp=	See the Installation Manual.	
VM.CFG Setup	9353	messagepausetime=	See the Installation Manual.	
VM.CFG Setup	9354	sharefaxports	See the Installation Manual.	
VM.CFG Setup	9359	flowcontrol=	See the Installation Manual.	
VM.CFG Setup	9360	fastacdtransfer	See the Installation Manual.	
VM.CFG Setup	9361	pmsviatextfiles	See the Installation Manual.	
VM.CFG Setup	9364	serviceobservecode=	See the Installation Manual.	
VM.CFG Setup	9365	acdpause=	See the Installation Manual.	
VM.CFG Setup	9383	wakeuprings=	See the Installation Manual.	
VM.CFG Setup	9384	ivrpromptlanguage=	See the Installation Manual.	
VM.CFG Setup	9388	volume=	See the Installation Manual.	
VM.CFG Setup	9389	noserialmwrefresh	See the Installation Manual.	
VM.CFG Setup	9390	basiccptones	See the Installation Manual.	
VM.CFG Setup	9392	extrarotarytime=	See the Installation Manual.	
VM.CFG Setup	9393	transferring=	See the Installation Manual.	
VM.CFG Setup	9394	dialtonefrequency=	See the Installation Manual.	

Task	Param. Number	Description	Acceptable Values	Notes:
VM.CFG Setup	9395	dialtone2frequency=	See the Installation Manual.	
Serial Number	4000	Voices the system's serial number.	—	
NUMLINES.TXT	4001	Adjusts the code number authorizing the number of ports allowed.	(Code supplied by Sales / Tech. Support)	Code found on invoice.
SWITCHES.TXT	4002	Adjusts the code number authorizing the software for system features.	(Code supplied by Sales / Tech. Support)	Code found on invoice.
LOGINS.TXT	4003	Adjusts the code number that controls the number of VCM logins allowed.	(Code supplied by Sales / Tech. Support)	Code found on invoice.
PBXLINK.TXT	4004	Adjusts the code number authorizing the software for certain phone system-related features.	(Code supplied by Sales / Tech. Support)	Code found on invoice.

The following table identifies additional values you can specify to indicate special characters or information in some fields:

Values	Indicate
***1	A
***2	B
***3	C
***4	D
***5	E
***6	F
***7	X
***8	Pause
***9	Hookflash
***0	Clears the field entry

2.6.3 Using the Teleparameter Feature to Adjust the System Setup

You can use the Teleparameter feature to adjust the system setup at any time. It is not necessary to bring down the system to make modifications. To use the Teleparameter feature to adjust information, follow steps 1 through 4 in the procedure in **section 2.6.1**. For specific parameters you can adjust, refer to **section 2.6.1**.

<p>Note: If you enter a parameter number for a parameter that affects a particular box, the system prompts you to enter the Item number. The Item number identifies the particular box in which you want to change the parameter. At the Item number prompt, enter the number of the box.</p>
--

Be advised that many day-to-day modifications that must be made to the system (adding mailboxes, changing system greetings, making call routing modifications) can be done by calling into the supervisor mailbox and selecting options from the Supervisor menu. By using Supervisor menu options, you do not need to refer to specific parameter numbers and values. For information on day-to-day modifications that can be made using Supervisor menu options (and not the Teleparameter feature), refer to **section 3**.

3. System Supervisor Instructions

The procedures provided in this section indicate how a system supervisor can make changes to the system setup by calling into the system using a telephone. Each of these procedures can also be performed by accessing the Voice Mail software screens through a serial connection to a laptop PC. For procedures on making modifications through the screen interface, refer to procedures earlier in this document.

3.1 Working with Mailboxes

3.1.1 Adding, Deleting, or Modifying a Mailbox

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 1** for Mailbox Administration.
4. When prompted, **enter the number of the mailbox** you want to add, modify, or delete. The system voices the number back to you.
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the Mailbox menu options:

Mailbox Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Suspend	Press 4
To Restore	Press 5
To Reset	Press 6
To Exit	Press #

6. To add a new the mailbox to the system, **press 1**. The system adds the new mailbox to the mailbox database. All default settings in the mailbox are set to the default parameters settings specified in prototype mailbox 9994. The default password for the mailbox is the same as the mailbox number.

To delete the mailbox from the system, **press 2**. The system deletes the mailbox from the mailbox database.

To modify the mailbox on the system, **press 3**. The system voices the Options menu:

Options Menu	
To Record Your Name	Press 1
To Record Your Greeting	Press 2
To Change Your Password	Press 3
To Change Your Call-Transfer Feature	Press 4
To Change Your Message Notification Feature	Press 5
To Change Your Pager Feature	Press 6
To Review Msgs Scheduled for Future Delivery	Press 7
To Change your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

- To record the mailbox owner's name, **press 1**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
- Once you record the name, the system voices the following prompts:

To Replay	Press 1
To Re-Record	Press 2
To Delete	Press 3
To Exit	Press #

Follow the prompts to complete the procedure.

- To record a personal greeting for the mailbox, **press 2**. You can record up to 10 personal greetings for the mailbox (0 through 9). (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

10. Once you record a greeting, the system voices the following prompts:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

Follow the prompts to complete the procedure.

11. To change the mailbox password, **press 3**. Note that to change the password, you must first enter the current password when prompted by the system. By default, the mailbox password is the same as the mailbox number. (Also note that each mailbox owner can log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

Once you enter a new mailbox password and confirm the entry as prompted, the system voices a prompt informing you that the new password will be in effect the next time the mailbox is accessed.

12. To change the call transfer feature, **press 4**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
13. The system voices a prompt identifying the current call transfer set up, then voices the call transfer options:

Press 1 if you would like to change the number Press * to turn this feature on or off, or Press # if you are satisfied
--

Follow the prompts to complete the procedure.

14. To change the message notification feature, **press 5**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

15. The system voices a prompt identifying the current message notification setup, then voices the notification options:

Press 1 if you would like to change the number Press * to turn this feature on or off, or Press # if you are satisfied
--

Follow the prompts to complete the procedure.

16. To change the pager feature, **press 6**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
17. The system voices a prompt identifying the current pager set up, then voices the paging options:

Press 1 if you would like to change the number Press * to turn this feature on or off, or Press # if you are satisfied
--

Follow the prompts to complete the procedure.

18. To review messages scheduled for future delivery, **press 7**. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
19. The system voices a prompt identifying any message scheduled for future delivery, then voices the options:

To Listen to the Message	Press 1
To Hear the Next Message (scheduled for future delivery)	Press 2
To Cancel the Message	Press 4
To Exit	Press #

Follow the prompts to complete the procedure.

3.2 Working with Routing Boxes

3.2.1 Understanding the Routing Box Setup

The Voice Mail is pre-configured with 3 Routing boxes to process calls. Routing box 800 answers calls during office open business hours (specified as “day service” hours during set up), box 801 answers calls after day service hours, and box 821 routes calls after they have already passed through box 800 or 801.

During set up, the following greetings were recorded in Routing boxes 800, 801, and 821:

Box	Greeting Number	Information Voiced by Greeting
800	Greeting 0	Office Open greeting and call routing options
800	Greeting 1	Holiday greeting and call routing options
801	Greeting 0	Office Closed greeting and call routing options
801	Greeting 1	Holiday greeting and call routing options
821	Greeting 0	Call routing options

Typically, companies offer more extensive call routing options to callers during open hours than during closed hours. Often, single-digit call routing (for example, “...*Press 2 for Sales...*”) is not offered during office closed hours, therefore the prompts and call routing options differ between box 800 and 801.

To accommodate the fact that a holiday lasts a full 24 hours, and thus holiday calls are answered by both box 800 and 801 throughout those 24 hours, a holiday greeting is provided in both box 800 and 801.

Box 800, Greeting 0 Example:

“Welcome to [Company]. If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator.”

Note: If the system is set up to provide callers single-digit call routing options (“...Press 2 for Sales...”), those options are also voiced to callers during this greeting.

Box 800, Greeting 1 Example:

“[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 801, Greeting 0 Example:

“[Company] is presently closed. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 801, Greeting 1 Example:

“[Company] is closed today for the holiday. To leave a message for a specific individual, dial the party’s extension now. For a directory, press star. If you would like to leave your message with the operator, press zero now.”

Box 821, Greeting 0 Example:

“If you know the extension number of the person to whom you want to speak, dial it now. For a directory, press star. Or press zero for the operator.”

Note: If the system is set up to provide callers single-digit call routing options (“...Press 2 for Sales...”), those options are also voiced to callers during this greeting.

Other Greetings

Up to 10 different greetings can be recorded and stored in each Routing box. Procedures for recording additional greetings and changing the currently active greeting in each box are provided later in this section. The chart below is provided for you to note any additional greetings set up on the system:

Box	Greeting Number	Greeting

3.2.2 Recording Routing Box Greetings or Changing Currently Active Greetings

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. **Press 3** to change options. The system voices the Options menu:

Options Menu	
To Record Your Name	Press 1
To Record Your Greeting	Press 2
To Change Your Password	Press 3
To Change Your Call-Transfer Feature	Press 4
To Change Your Message Notification Feature	Press 5
To Change Your Pager Feature	Press 6
To Review Msgs scheduled for Future Delivery	Press 7
To Change Your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

3. From the Options menu, **press 2**.
4. When prompted, **enter the number of the Routing box** whose greeting you want to change. (Note that to change a Routing box greeting, you must be logged into the mailbox that is the designated owner of the Routing box, as specified on the Routing box's setup screen. By default, Supervisor mailbox 70 is the owner of Routing boxes 800, 801, and 821.)
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the following options, which relate to the currently active greeting:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

6. If you intend to re-record the greeting, first press 1 to replay it. By replaying the greeting you can 1) ensure you are re-recording the greeting you intended to modify, and 2) note all the call routing options that are currently provided in the greeting so you can restate the appropriate call routing options in the new greeting you record (for example,

“...*Press 2 for Sales...*”). Note that you can modify the single-digit call routing options by following the procedure provided later in this section.

7. To re-record the greeting, **press 2**. The system prompts you to enter the number of the greeting you want to re-record. Enter the greeting number (0 through 9). Then, follow the prompts to complete the procedure.
8. To choose a new greeting to play as the currently active greeting, **press 5**. The system prompts you to enter the number of the greeting you would like to activate or to press star for the currently active greeting. If you press *, the system voices the currently active greeting number and greeting, then re-voices the options:

To Replay the Greeting	Press 1
To Re-Record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

9. Once you press 5 and enter a new greeting number, the system voices a confirmation prompt stating the greeting number and voicing the now-active greeting.

3.2.3 Changing the Single-Digit Call Routing

The Voice Mail can be set up to voice greetings to callers that include single-digit call routing options, such as, “*Press 2 for Sales...*” On a system set up this way, a call is transferred to a certain mailbox when the caller presses 2 during or after the greeting. You can control the digit(s) callers can dial and the route their calls will subsequently take using the following procedure.

Note that if you use the following procedure to change the single-digit call routing set up, you must update the Routing box greeting to relay new instructions to the caller. Use the procedure in **section 3.2.2** to update the greeting as necessary.

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 2** for Routing box Administration.
4. When prompted, **enter the number of the Routing box** with which you want to work.
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the Routing Box administration menu options:

Routing Box Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Exit	Press #

6. To make modifications to the Routing box, **press 3**. The system voices the modification options:

To Change the Greeting	Press 1
To Change the Routing	Press 2
To Exit	Press #

7. To change the routing structure, **press 2**. The system voices the prompt, *“For digits zero through nine, please enter the digit, or press * for special routing options.”*
8. **Press the digit** for which you want to modify the call routing. The system voices a prompt identifying the current call routing set up for the digit.
9. When prompted, **press 1** to change the routing for the digit. Then, when prompted, enter the number of the box to which you now want callers who press the digit to route. The system voices a prompt stating the new call routing structure.

Note that you can make special call routing refinements by pressing * in step 8 above. The system voices the following special routing options:

To Change the Destination for the Star Digit	Press *
To Change the Destination for the Pound Digit	Press #
To Change the No Digits Destination	Press 1
To Change the Invalid Digit Destination	Press 2
To Change the Voice Detected Destination	Press 3

Once you access this menu, be advised that you must not press # to exit it, since the # key invokes a change to the destination for the pound key. If you want to return to the previous menu, simply make no entry when you hear the special routing options prompt.

3.3 General System Maintenance

3.3.1 Enabling or Disabling a Port

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 4** for Port Administration.
4. When prompted, enter the **number of the line** with which you want to work.
5. When prompted, **press 1** to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the port administration options:

To Disable a Port	Press 1
To Enable a Port	Press 2
To Exit	Press #

6. To shut down a port, **press 1** to disable it. If you disable a port, all calls using that port are immediately terminated.
7. To enable a port that is currently shut down, **press 2**.

3.3.2 Recording a Broadcast Message for All Mailboxes

A broadcast message is automatically sent to every mailbox on the system. The message is played to the mailbox owners the first time they log into their mailbox following the recording of the broadcast message. A broadcast message does not activate any message waiting lights or indicators on subscriber telephones and does not add to the message count of new or old messages in subscriber mailboxes.

1. From a telephone, call into voice mail and log into the **supervisor mailbox 70**. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. To access the Supervisor menu, **press 6** (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing Box Administration	Press 2
For Question Box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the Voice Mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First-Time Setup	Press 0
To Exit	Press #

3. From the Supervisors menu, **press 5** for System Broadcast Message. The system voices the following options:

To Hear the Current Broadcast Message	Press 1
To Re-record the Broadcast Message	Press 2
To Delete the Broadcast Message	Press 3
To Exit	Press #

4. To record a broadcast message, **press 2**. Follow the prompts to complete the procedure.

3.3.3 Transferring a Caller to a Mailbox's Voice Mail

Use the following procedure to transfer a caller directly to a mailbox, without having the system attempt to ring the mailbox's associated extension.

1. Press the **TRANSFER** key on the telephone.
2. Dial the number for voice mail or press the voice mail hotkey.
3. Dial the **number of the mailbox** to which you want to transfer the call.
4. To divert the call directly to the mailbox's voice mail, press *****.
5. Hang up the telephone.

3.3.4 Troubleshooting System Problems

Follow these guidelines to effectively report problems you may encounter:

Gather as much detail concerning the situation as possible:

- Time and date the problem occurred.
- Box and extension number(s) affected.

- Action immediately preceding problem.
- Action taken since problem occurred.

Attempt to duplicate the problem:

- Note the actions taken that apparently invoke the problem.
- Recall any recently made system set up changes that may be contributing to or causing the problem.
- Attempt to duplicate the problem. If you cannot duplicate the problem, it may be have been attributed to user error.

