



The UltraMail/UltraMail 2000 PCB is for 28i/124i and DS2000 only.

- UltraMail uses a compact flash card.
- UltraMail 2000 uses a hard disk.

The Aspire Mail/Aspire Mail Plus PCB is for Aspire only.

- Aspire Mail uses a compact flash card.
- Aspire Mail Plus uses a hard disk.

See the following page for part numbers.

If you are not familiar with the voice mail features, read the Feature Glossary on page 62.

Default Mailbox List			
[] Indicates Aspire Mail and UltraMail capacities.			
Mailbox Type	28i/124i	Aspire	DS2000
ACD Announcement		None	
Announcement		800-809	
Call Routing		810-814 821-824 831-834 841-844	
Directory Dialing		None	
Distribution		851-860	
Future Delivery		861	
Guest		819, 820 829, 830 839, 840 849, 850	
Interactive		None	
Message Center		815-818 825-828 835-838 845-848	
Modem		862	
Network		None	
Subscriber	301-372 [301-324]	301-499 [301-396]	300-427 [300-331]
Trunk	001-052 [001-008]	001-072 [001-024]	101-164 [101-116]
Undefined	713 [105]	666 [17]	745 [89]
Total	1000 [200]	1000 [200]	1000 [200]

Answering Tables=16 Dial Action Tables=100

1. Quick Setup

2. Features

3. Programming

4. Voice Prompts

5. Soft Keys

Aspire Mail and UltraMail System Guide

This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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UltraMail/UltraMail 2000 and Aspire Mail/Aspire Mail Plus Part Numbers	
Part Number	Description
UltraMail/UltraMail 2000	
17712	UltraMail (Flash-based), 2 Port, 3 Hour, 200 Mailboxes, 7000 Messages (max.)
17714	UltraMail (Flash-based), 4 Port, 3 Hour, 200 Mailboxes, 7000 Messages (max.)
17744	UltraMail 2000 (Hard disk), 4 Port, 1400 Hours (approximate) 1000 Mailboxes, 7000 Messages (max.)
Aspire Mail	
0891032	Aspire Mail (Flash-based), 2 Port, 3 Hour, 200 Mailboxes, 7000 Messages (max.)
0891037	Aspire Mail (Flash-based), 4 Port, 3 Hour, 200 Mailboxes, 7000 Messages (max.)
0891033	Aspire Mail Plus (Hard disk), 4 Port, 1400 Hours (approximate) 1000 Mailboxes, 7000 Messages (max.)
0891056	Aspire Mail Plus (Hard disk), 8 Port, 1400 Hours (approximate) 1000 Mailboxes, 7000 Messages (max.)
Port Expansion PCBs	
0891044	UltraMail and Aspire Mail 2 Port to 4 Port Software Upgrade
0891045	4 Port Expansion PCB for UltraMail and Aspire Mail (P/Ns 17712, 17714, 0891032, and 0891037)
0891034	4 Port Expansion PCB for UltraMail 2000 and <i>Aspire Mail Plus 4 Port</i> (P/Ns 17744 and 0891033)
0891057	8 Port Expansion PCB for <i>Aspire Mail Plus 8 Port</i> (P/N 0891056)

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Chapter 1: Quick Setup

1

Introduction

How To Use This Chapter

Use this chapter to:

- *Install the UltraMail/UltraMail 2000 and Aspire Mail/Aspire Mail Plus PCBs* in their respective telephone systems. UltraMail/UltraMail 2000 is compatible with 28i/124i and DS2000. Aspire Mail/Aspire Mail Plus is compatible only with Aspire.
- *Program the telephone systems* to work with the UltraMail/UltraMail 2000 and Aspire Mail/Aspire Mail Plus PCBs.
- *Install the Admin Program*. This is a Windows-based administrative program that provides access to all the voice mail application software options. The Admin Program and the associated voice mail software are identical for both UltraMail/UltraMail 2000 and Aspire Mail/Aspire Mail Plus PCBs.

Introduction

Specifications

The following table shows the basic capacities of the UltraMail/UltraMail 2000 systems.

Capacities		
	UltraMail (Flash-based)	UltraMail 2000 (Hard disk)
Ports	2, 4, 6, 8	4, 8
Mailboxes	200	1000
Storage Hours	3	1400 (Approximate)
Maximum Messages	7000	7000

The following table shows the basic capacities of the Aspire Mail/Aspire Mail Plus systems.

Capacities		
	Aspire Mail (Flash-based)	Aspire Mail Plus (Hard disk)
Ports	2, 4, 6, 8	4 Port PCB: 4, 8 8 Port PCB: 8, 16
Mailboxes	200	1000
Storage Hours	3	1400 (Approximate)
Maximum Messages	7000	7000

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

28i/124i System Requirements

Installation in 28i/124i requires the following:

- 28i/124i/124i EXCPRU System Software version 6.01.01 or higher.
- Review the following *i-Series Port Requirements* table. It shows the number of station ports (and corresponding extensions) required for each UltraMail/UltraMail 2000 configuration.

i-Series Port Requirements			
Part Number	Description	Station Ports	Extensions
17712	2 Port UltraMail (Flash-based)	4	2 ¹
17714	4 Port UltraMail (Flash-based)	4	4
17712 with 0891045	2 Port UltraMail (Flash-based) with 4 Port Expansion	8	6 ¹
17714 with 0891045	4 Port UltraMail (Flash-based) with 4 Port Expansion	8	8
17744	4 Port UltraMail 2000 (Hard disk)	4	4
17744 with 0891034	4 Port UltraMail 2000 (Hard disk) with 4 Port Expansion	8	8

¹ The two excess ports cannot be used by any other device.

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DS2000 System Requirements

Installation in DS2000 requires the following:

- System Software version 3.*.*.* or higher.
- CPU PCB P/N 80025B.
- UltraMail/UltraMail 2000 uses the DS2000 predefined voice mail ports. It does not use station ports.

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Installation

Important
To prevent static damage, use a grounded wrist strap when handling the UltraMail/UltraMail 2000 PCB.

Before installing the UltraMail/UltraMail 2000 PCB, be sure the phone system is powered up and functioning normally.

- UltraMail/UltraMail 2000 *without* the Expansion PCB installed uses 4 extension numbers.
- UltraMail/UltraMail 2000 *with* the Expansion PCB installed uses 8 extension numbers.

Before installing the UltraMail/UltraMail 2000 PCB:

1. Insert the battery into the battery clips. It provides battery back-up for the PCBs Real Time Clock.
2. Check the position of jumper **J2**.
 - For UltraMail (i.e., without a hard disk), place the **J2** jumper on pins 1 and 2.
 - For UltraMail 2000 (i.e., hard disk version), place the **J2** jumper on pins 2 and 3.
3. Check the position of jumper **J5**.
 - If connecting directly to a PC serial port, place the **J5** jumper on pins 1 and 2.
 - If connecting to an external modem, place the **J5** jumper on pins 2 and 3.

To install the UltraMail/UltraMail 2000 PCB:

1. Plug in the UltraMail/UltraMail 2000 PCB as follows:
 - In 28i, use slots 3-5 only.
 - In 124i, use slots 4, 6, or 8 only.
(Slot 8 is recommended. Slot 4 disables slot 5; slot 6 disables slot 7.)
 - In DS2000, use slots CN2-CN8 only.
2. Allow about 1 minute for the UltraMail/UltraMail 2000 PCB and voice mail application software to load.
3. Check the LEDs for proper operation. See *Figure 2: UltraMail/UltraMail 2000 LEDs* on page 6.
4. Go to *28i/124i Start-Up Programming* on page 18 and *DS2000 Start-Up Programming* on page 20 for more.

Shutting Down the UltraMail/UltraMail 2000 PCB

You should always shut down the UltraMail/UltraMail 2000 PCB before unplugging it or powering down the telephone system. Shutting down the UltraMail/UltraMail 2000 PCB will also shut down the associated voice mail application program.

To shut down the UltraMail/UltraMail 2000 PCB:

1. Momentarily press the red **Reset** switch.
2. Verify that the Shut Down LED is **On** (either green or red). See *Figure 2: UltraMail/UltraMail 2000 LEDs* on page 6 for more.

Resetting the UltraMail/UltraMail 2000 PCB

You may need to reset the UltraMail/UltraMail 2000 PCB for maintenance purposes. Resetting the PCB will also restart the associated voice mail application program.

To reset the UltraMail/UltraMail 2000 PCB:

1. Press the red **Reset** switch for about 5 seconds.
2. The UltraMail/UltraMail 2000 PCB and voice mail application program will restart.

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Adding Ports to the UltraMail/UltraMail 2000 PCB

The Port Expansion PCB expands your UltraMail/UltraMail 2000 PCB from 4 ports to 8 ports.

To install the Port Expansion PCB:

1. Shut down the UltraMail/UltraMail 2000 PCB.
2. Unplug the UltraMail/UltraMail 2000 PCB and place it on a flat, clean, static-free surface.
3. Snap in the plastic standoffs as shown below, then plug in the Port Expansion PCB.
4. Plug the UltraMail/UltraMail 2000 PCB back into the same slot from which you removed it.
5. The UltraMail/UltraMail 2000 PCB and voice mail application program will automatically restart.
6. In 28i/124i, use the following programs to set up the additional ports added by the expansion PCB.
 - 1003 - Extension (Department) Groups
 - 1001 - Basic Extension Port Setup (Part A), Item 5: Terminal Type
7. If your Admin Program is already installed, go to *View: Installation Settings* on page 360 to verify that the additional ports are properly installed.
 - In 28i/124i, turn to *28i/124i Start-Up Programming* on page 18 (Step 2) and verify that all UltraMail/UltraMail 2000 ports are included in the voice mail Department Group.

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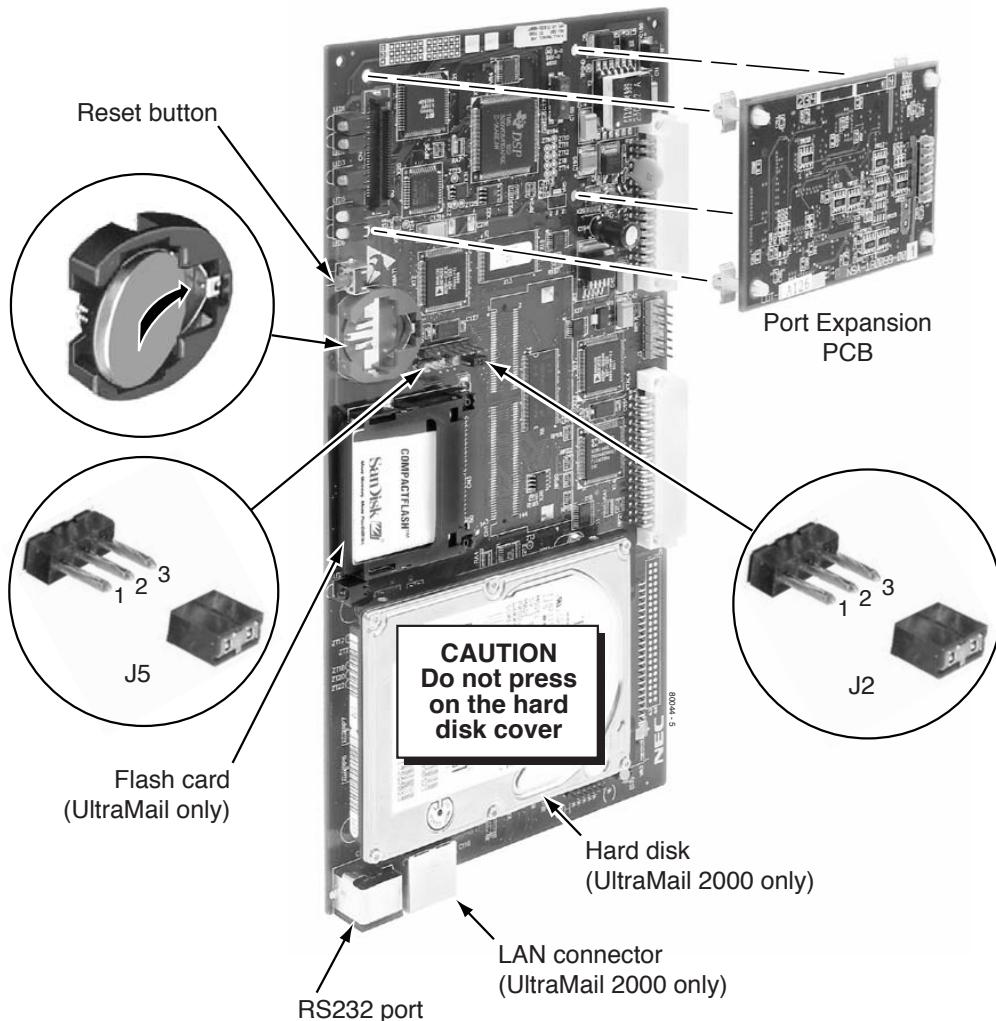


Figure 1: UltraMail/UltraMail 2000 PCB

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

UltraMail/UltraMail 2000 LEDs

The LEDs show the status of the UltraMail/UltraMail 2000 PCB. Refer to the table below for LED flash rates.

UltraMail/UltraMail 2000 PCB LEDs		
Name	Description	Flash Rates
LIVE	PCB Alive	<ul style="list-style-type: none"> ■ Fast flash green while running. ■ On green while PCB is starting up. ■ Off if PCB is not communicating with system.
PORT ACTIVITY	Voice Mail Port Activity	<ul style="list-style-type: none"> ■ Flashes yellow for port voice mail port activity. ■ More activity causes the LED to flash faster.
DRIVE ACT	Hard Drive Activity	<ul style="list-style-type: none"> ■ Flashing green during hard drive or Compact Flash activity.
APP	Voice Mail Application Status	<ul style="list-style-type: none"> ■ Fast flash green while application is starting up. ■ Slow flash green while application is running. ■ On red when voice mail application is shut down.
SDOWN	Voice Mail Application Shut Down Status	<ul style="list-style-type: none"> ■ Normally off. ■ Fast flash green while reset button is depressed. ■ Fast flash green during shutdown process. ■ On green when normal shut down is complete. ■ On red when forced shut down is complete (allow approximately 3 minutes for forced shut down)
CF POW	Compact Flash Power	<ul style="list-style-type: none"> ■ On red when Compact Flash powered up.

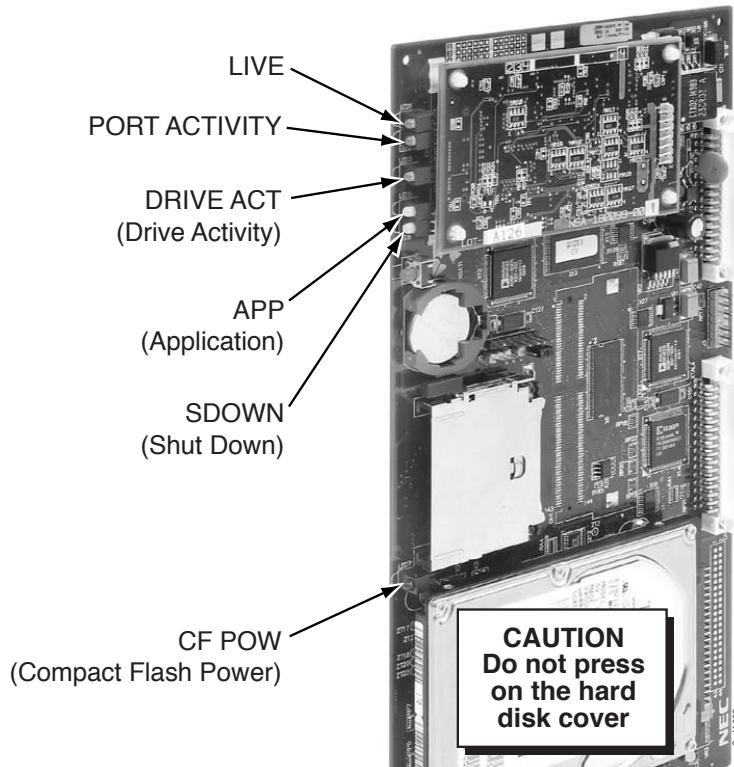


Figure 2: UltraMail/UltraMail 2000 LEDs

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Connecting UltraMail 2000 to a LAN

You can use the UltraMail 2000 LAN (Local Area Network) connection for local and remote programming. The Admin program can use this connection for programming the voice mail application on the PCB.

To connect UltraMail 2000 to a LAN:

1. Be sure the UltraMail 2000 PCB is properly plugged in and running.
2. Following the manufacturer's instructions, install your hub, router, or switch.
3. Using standard CAT5 straight-through cables, connect the UltraMail 2000 and your PC to LAN connections on your hub, router, or switch.
 - (Optional) To directly connect to the LAN connector, use a CAT5 cross-over cable.
4. Verify that the green LED on the UltraMail 2000 PCB LAN connector is flashing.
 - If this LED is off, your LAN connection is not functioning.
5. Optionally connect your hub, router, or switch to your WAN (Wide Area Network).

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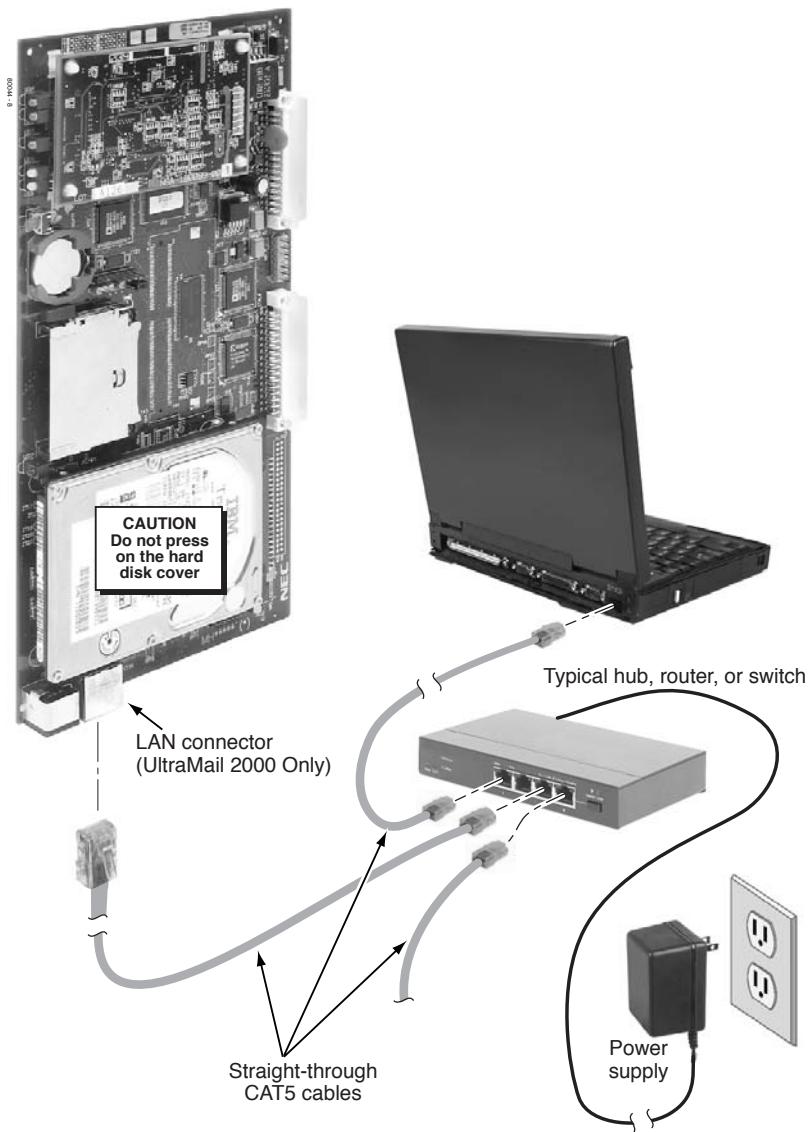


Figure 3: Connecting UltraMail 2000 to a LAN

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Connecting UltraMail/UltraMail 2000 to a PC

You can directly connect your PC to the UltraMail/UltraMail 2000 RS232 port for local programming. The Admin program can use this connection for programming the voice mail application on the PCB.

To connect UltraMail/UltraMail 2000 to your PC:

1. Be sure the UltraMail/UltraMail 2000 PCB is properly plugged in and running.
2. Verify that the **J5** jumper is on pins 1 and 2.
3. Plug the DIN end of the 8-Pin DIN to Mod-8 Cable (P/N 80893) into the UltraMail/UltraMail 2000 RS232 port.
 - See *Making Your Own UltraMail/UltraMail 2000 Data Cables* on page 10 if you choose to make your own cables.
4. Plug one end of the DB9 to Mod-8 Adaptor (P/N 85980) into the cable.
5. Plug the other end of the adaptor into the RS232 port on the back of your PC.
 - Your PC may require adaptors or a different cable configuration.

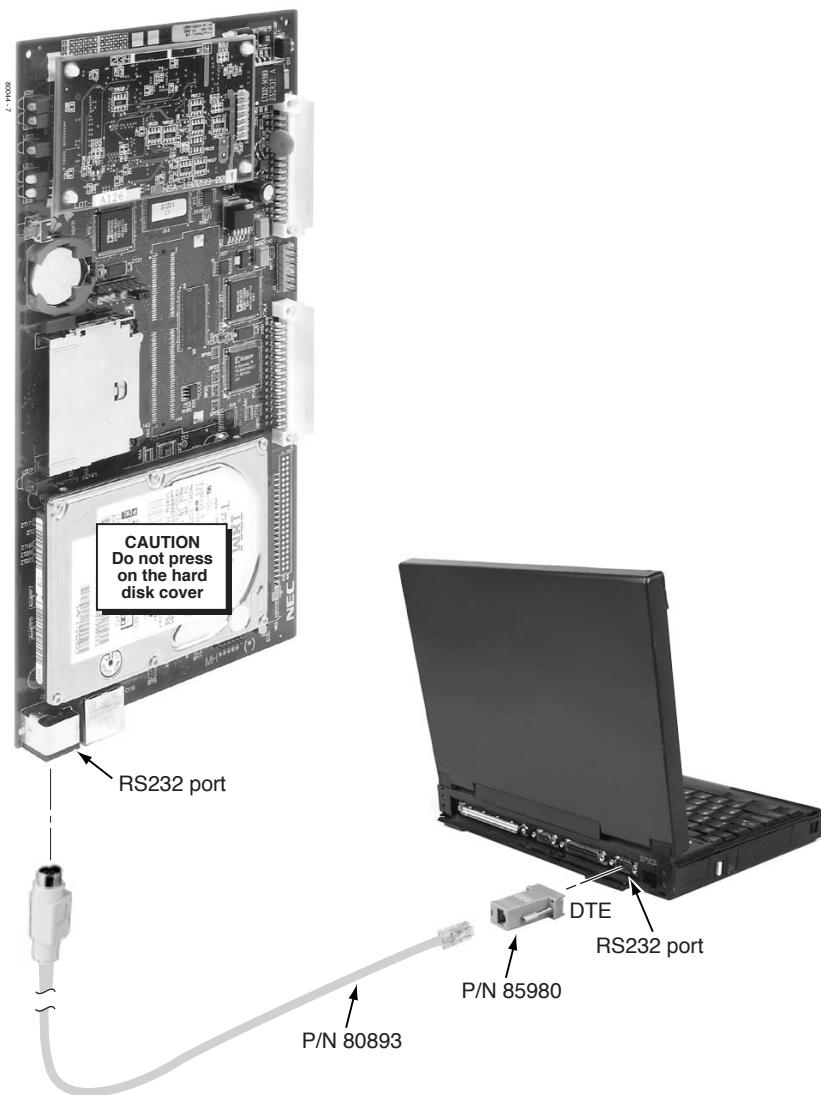


Figure 4: Connecting UltraMail/UltraMail 2000 to a PC

UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Connecting UltraMail to an External Modem

Compatibility Guidelines:

- This setup is only applicable to UltraMail (flash-based). UltraMail 2000 (hard disk) has an internal modem and uses its Modem Mailbox for remote programming.

You can connect the UltraMail PCB to an external modem for remote programming. The Admin program can use this connection for remotely programming the voice mail application on the PCB.

To connect UltraMail to an External Modem:

1. Be sure the UltraMail PCB is properly plugged in and running.
2. Verify that the **J5** jumper is on pins 2 and 3.
3. Plug the DIN end of the 8-Pin DIN to Mod-8 Cable (P/N 80893) into the UltraMail RS232 port.
 - See *Making Your Own UltraMail/UltraMail 2000 Data Cables* on page 10 if you choose to make your own cables.
4. Plug one end of the DB25 to Mod-8 Adaptor (P/N 85981) into the cable.
5. Plug the other end of the adaptor into the DB25F connector on the back of your modem.
 - Your modem may require adaptors or a different cable configuration.
6. Following the instructions that came with your modem, connect a trunk and the modem's power supply.

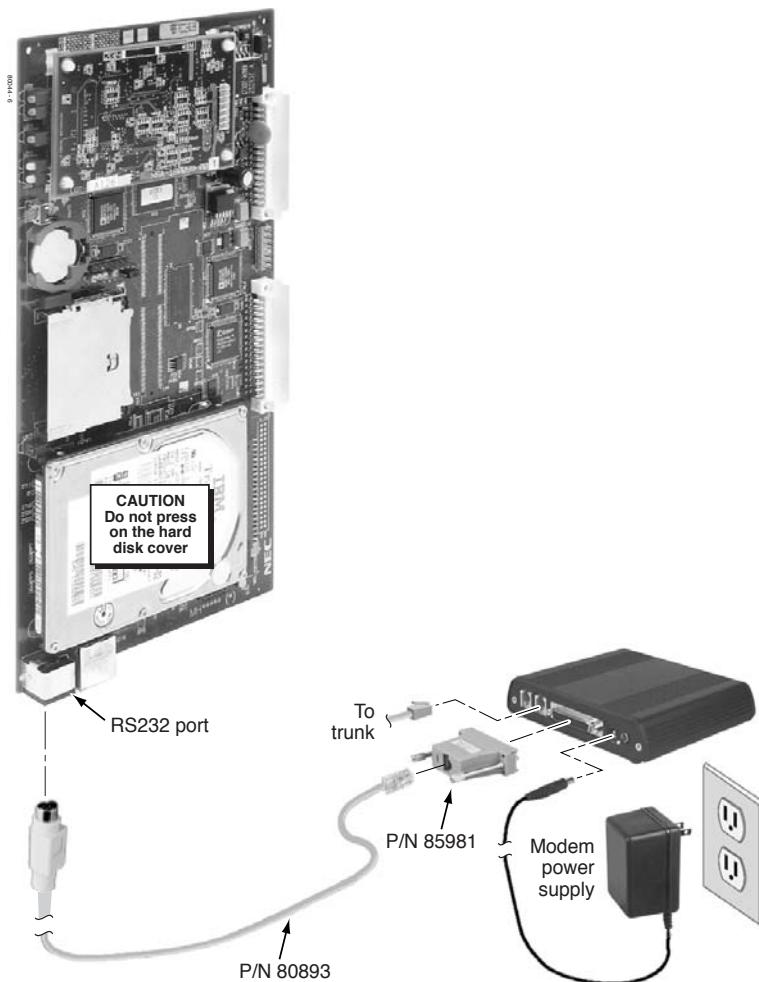


Figure 5: Connecting UltraMail to an External Modem

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UltraMail/UltraMail 2000 PCB Installation

Installation in 28i/124i and DS2000

Making Your Own UltraMail/UltraMail 2000 Data Cables

Use the drawing below if you choose to make your own UltraMail/UltraMail 2000 data cables. *It is highly recommended that you purchase cable P/N 80893 and adaptor P/Ns 85980 and 85981 instead of making your own cables.*

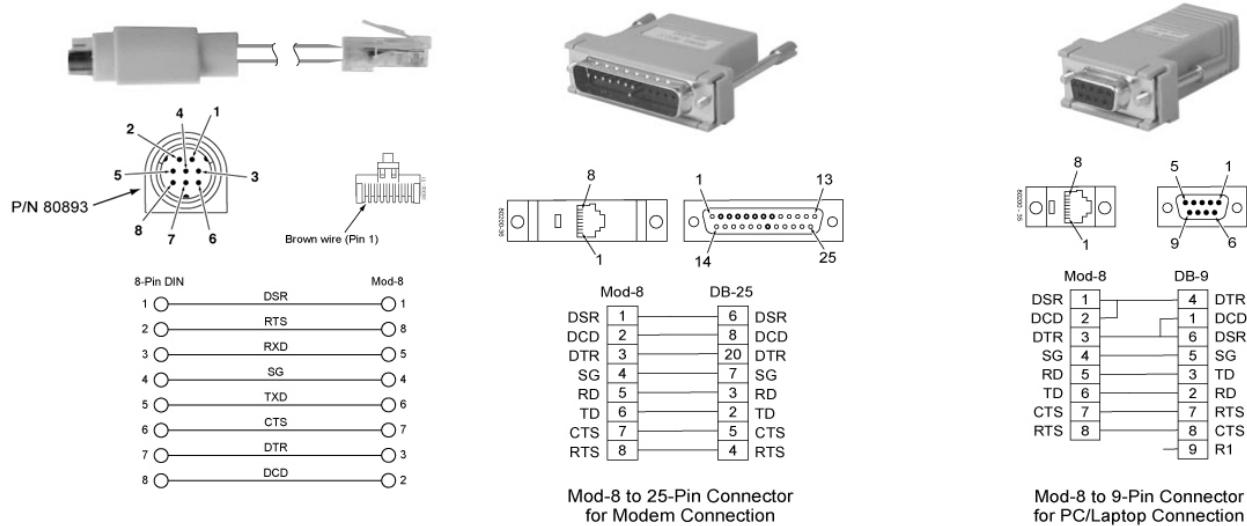


Figure 6: Making Your Own UltraMail/UltraMail 2000 Data Cables

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

Aspire System Requirements

Installation in Aspire requires the following:

- System Software version 0.26 or higher.
- Review the following *Aspire Port Requirements* table. It shows the number of station ports (and corresponding extensions) required for each Aspire Mail/Aspire Mail Plus configuration.

Aspire Port Requirements			
Part Number	Description	Station Ports	Extensions
0891032	2 Port Aspire Mail (Flash-based)	4	2 ¹
0891037	4 Port Aspire Mail (Flash-based)	4	4
0891032 with 0891045	2 Port Aspire Mail (Flash-based) with 4 Port Expansion	8	6 ¹
0891037 with 0891045	4 Port Aspire Mail (Flash-based) with 4 Port Expansion	8	8
0891033	4 Port Aspire Mail Plus (Hard disk)	4	4
0891033 with 0891034	4 Port Aspire Mail Plus (Hard disk) with 4 Port Expansion	8	8
0891056	8 Port Aspire Mail Plus (Hard disk)	8	8
0891056 and 0891057	8 Port Aspire Mail Plus (Hard disk) with 8 Port Expansion	16	16

¹ The two excess ports cannot be used by any other device.

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Installation

Important
To prevent static damage, use a grounded wrist strap when handling the Aspire Mail/Aspire Mail Plus PCB.

Before installing the Aspire Mail/Aspire Mail Plus PCB, be sure the phone system is powered up and functioning normally. In addition, make a record of your system's extension numbers. Once installed, Aspire Mail/Aspire Mail Plus will use the next consecutive set of 4, 8, or 16 extension numbers (depending on the capacity of the PCB).

- Aspire Mail PCBs (P/Ns 0891032 and 0891037) and the 4 Port Aspire Mail Plus PCB (P/N 0891033) *without* the Expansion PCB use 4 extension numbers. These PCBs *with* the Expansion PCB installed use 8 extension numbers.
- The 8 Port Aspire Mail Plus PCB (P/N 0891056) *without* an Expansion PCB uses 8 extension numbers. This PCB *with* the Expansion PCB installed uses 16 extension numbers.

Before installing the Aspire Mail/Aspire Mail Plus PCB:

1. Slide the **RUN/BLOCK** switch (if installed) to the **RUN** position.
2. Insert the battery into the battery clips. It provides battery back-up for the PCB's Real Time Clock.
3. Check the position of jumper **TP8**.
 - For Aspire Mail (i.e., without a hard disk), place the **TP8** jumper on pins 1 and 2.
 - For Aspire Mail Plus (i.e., hard disk version), place the **TP8** jumper on pins 2 and 3.
4. Check the position of jumper **TP16**.
 - Place the **TP16** jumper on pins 1 and 2.

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

5. Check the position of the **SW3** switches.
 - All four SW3 switches *must* be in the **Off** position (i.e., pushed away from the PCB).

To install the Aspire Mail/Aspire Mail Plus PCB:

1. Plug Aspire Mail/Aspire Mail Plus into any available universal slot (**S1-S8**).
2. Allow about 1 minute for the PCB and voice mail application software to load.
3. Check the Aspire LEDs for proper operation. See *Figure 8: Aspire Mail/Aspire Mail Plus LEDs* on page 15 for more.
4. Go to *Aspire Start-Up Programming* on page 21 to set up your Aspire Mail/Aspire Mail Plus programming.

Shutting Down the Aspire Mail/Aspire Mail Plus PCB

You should always shut down the Aspire Mail/Aspire Mail Plus PCB before unplugging it or powering down the Aspire system. Shutting down the PCB will also shut down the associated voice mail application program.

To shut down the Aspire Mail/Aspire Mail Plus PCB:

1. Momentarily press the **Reset** switch.
2. Verify that the Shut Down LED is **On** (green or red). See *Figure 8: Aspire Mail/Aspire Mail Plus LEDs* on page 15 for more.

Resetting the Aspire Mail/Aspire Mail Plus PCB

You may need to reset the PCB for maintenance purposes. Resetting the PCB will also restart the associated voice mail application program.

- If you reset the Aspire system using the **Reset** switch on the CPRU PCB, you must reset the Aspire Mail/Aspire Mail Plus PCB after the phone system restarts.

To reset the Aspire Mail/Aspire Mail Plus PCB:

1. Press the **Reset** switch for about 5 seconds.
 - (Wait for the **LIVE**, **APP** and **SDOWN** LEDs to come on green.)
2. The PCB and voice mail application program will restart.

Adding Ports to the Aspire Mail/Aspire Mail Plus PCB

The Port Expansion PCBs add additional voice mail ports to your Aspire Mail/Aspire Mail Plus PCB. Expansion PCB P/N 0891045 adds **4** additional ports to Aspire Mail PCB P/Ns 0891032 and 0891037. Expansion PCB P/N 0891034 adds **4** additional ports to Aspire Mail Plus PCB P/N 0891033. Expansion PCB P/N 0891057 adds **8** additional ports to Aspire Mail Plus PCB P/N 0891056.

Important!

- Only install 8 Port Expansion PCB P/N 0891057 on 8 Port Aspire Mail Plus PCB P/N 0891056.
- Only install 4 Port Expansion PCB P/N 0891034 on 4 Port Aspire Mail Plus PCB P/N 0891033.
- Only install 4 Port Expansion PCB P/N 0891045 on Aspire Mail PCBs P/Ns 0891032 and 0891037.

To install the Port Expansion PCB:

1. Shut down the Aspire Mail/Aspire Mail Plus PCB.
2. Unplug the Aspire Mail/Aspire Mail Plus PCB and place it on a flat, clean, static-free surface.
3. Snap in the plastic standoffs as shown *Figure 7: Aspire Mail/Aspire Mail Plus PCB* on page 14, then plug in the Port Expansion PCB.
4. Use *90-05: Slot Control* to delete the slot from which you removed the Aspire Mail/Aspire Mail Plus PCB.
5. Plug the Aspire Mail/Aspire Mail Plus PCB back into the same slot from which you removed it.
6. The Aspire Mail/Aspire Mail Plus PCB and voice mail application program will automatically restart.

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

7. Use the following programs to set up the additional voice mail ports added by the expansion PCB.
 - 16-02-01: *Department Group Assignment for Extensions*
 - 15-03-01: *Single Line Telephone Basic Data Setup - SLT Signaling Type*
 - 15-03-03: *Single Line Telephone Basic Data Setup - Terminal Type*
 - 15-03-09: *Single Line Telephone Basic Data Setup, Caller ID Function for External Module*
8. If you are adding ports to the 8 Port Aspire Mail Plus PCB (P/N 0891056), go to *File: Install: Ports (Add Voice Mail Ports)* on page 347 to add the additional 8 ports on the Expansion PCB.
9. Go to *View: Installation Settings* on page 360 to verify that the additional ports are properly installed.

Replacing a 4 Port Aspire Mail/Aspire Mail Plus PCB with an 8 Port Aspire Mail Plus PCB

Review the following instructions if you want to upgrade your telephone system by replacing a 4 port PCB (P/N 0891032, 0891033, or 0891037) with an 8 Port Aspire Mail Plus PCB (P/N 0891056).

1

To replace a 4 Port PCB with an 8 Port Aspire Mail Plus PCB:

1. Shut down the 4 port PCB.
2. Unplug the existing 4 port PCB.
3. Use 90-05: *Slot Control* to delete the slot from which you removed the 4 port PCB.
4. Plug the new 8 Port Aspire Mail Plus PCB into the same slot from which you removed the old PCB.
5. The new Aspire Mail Plus PCB and voice mail application program will automatically restart.
6. Use the following programs to set up the additional voice mail ports added by the new PCB.
 - 16-02-01: *Department Group Assignment for Extensions*
 - 15-03-01: *Single Line Telephone Basic Data Setup - SLT Signaling Type*
 - 15-03-03: *Single Line Telephone Basic Data Setup - Terminal Type*
 - 15-03-09: *Single Line Telephone Basic Data Setup, Caller ID Function for External Module*
7. Go to *View: Installation Settings* on page 360 to verify that all the ports on the new PCB are properly installed.

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

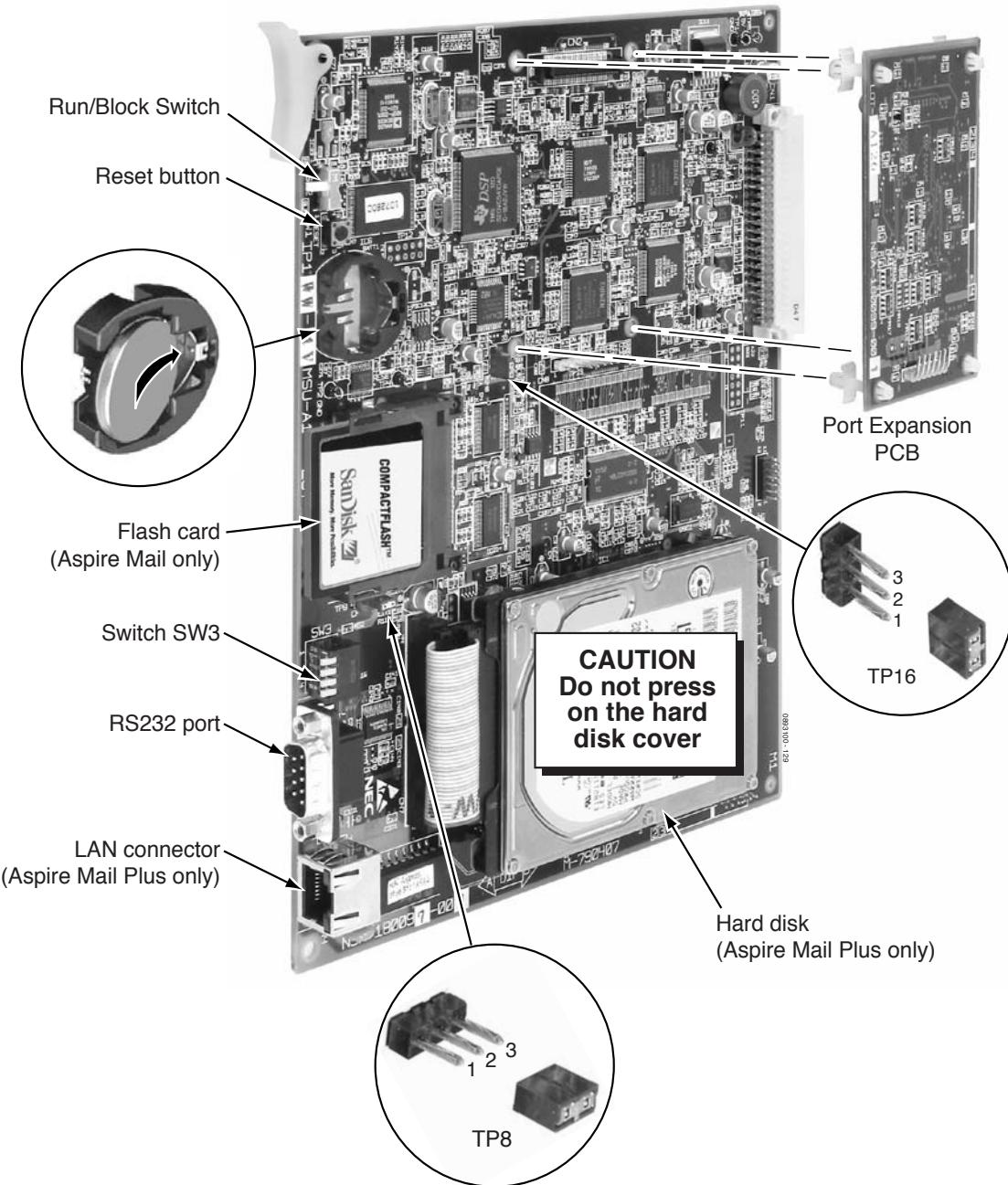


Figure 7: Aspire Mail/Aspire Mail Plus PCB

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

Aspire Mail/Aspire Mail Plus LEDs

The LEDs show the status of the Aspire Mail/Aspire Mail Plus PCB. Refer to the table below for LED flash rates.

1

Aspire Mail/Aspire Mail Plus PCB LEDs		
Name	Description	Flash Rates
LIVE	PCB Alive	<ul style="list-style-type: none"> ■ Fast flash green while running. ■ On green while PCB is starting up. ■ Off if PCB is not communicating with system.
APP	Voice Mail Application Status	<ul style="list-style-type: none"> ■ Fast flash green while application is starting up. ■ Slow flash green while application is running. ■ On red when voice mail application is shut down.
SDOWN	Voice Mail Application Shut Down Status	<ul style="list-style-type: none"> ■ Normally off. ■ Fast flash green while reset button is depressed. ■ Slow flash green during shutdown process. ■ On green when normal shut down is complete. ■ On red when forced shut down is complete (allow approximately 3 minutes for forced shut down)
BL1-BL8	Voice Mail Port Activity	<ul style="list-style-type: none"> ■ On red when port is active.
CF POW	Compact Flash Power	<ul style="list-style-type: none"> ■ On red when Compact Flash is powered up.
DRIVE ACT	Hard Drive Activity	<ul style="list-style-type: none"> ■ Flashing green during hard drive or Compact Flash activity.
HDD POW	Hard Drive Power	<ul style="list-style-type: none"> ■ On red when hard drive is powered up.

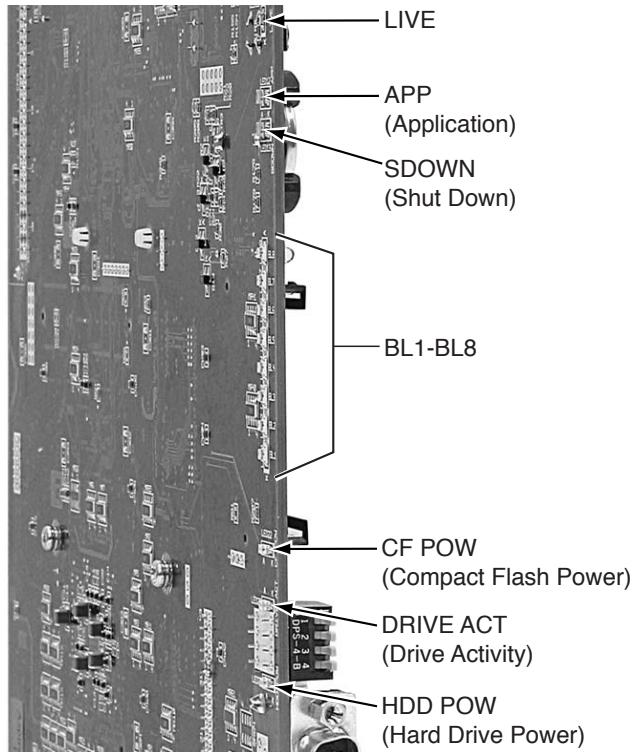


Figure 8: Aspire Mail/Aspire Mail Plus LEDs

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

Connecting Aspire Mail Plus to a LAN

You can use the Aspire Mail Plus LAN (Local Area Network) connection for local and remote programming. The Admin program can use this connection for programming the voice mail application on the PCB.

To connect Aspire Mail Plus to a LAN:

1. Be sure the Aspire Mail Plus PCB is properly plugged in and running.
2. Following the manufacturer's instructions, install your hub, router, or switch.
3. Using standard CAT5 straight-through cables, connect the Aspire Mail Plus and your PC to LAN connections on your hub, router, or switch.
 - (Optional) To directly connect to the LAN connector, use a CAT5 cross-over cable.
4. Verify that the green LED on the Aspire Mail/Aspire Mail Plus PCB LAN connector is flashing.
 - If this LED is off, your LAN connection is not functioning.
5. Optionally connect your hub, router, or switch to your WAN (Wide Area Network).

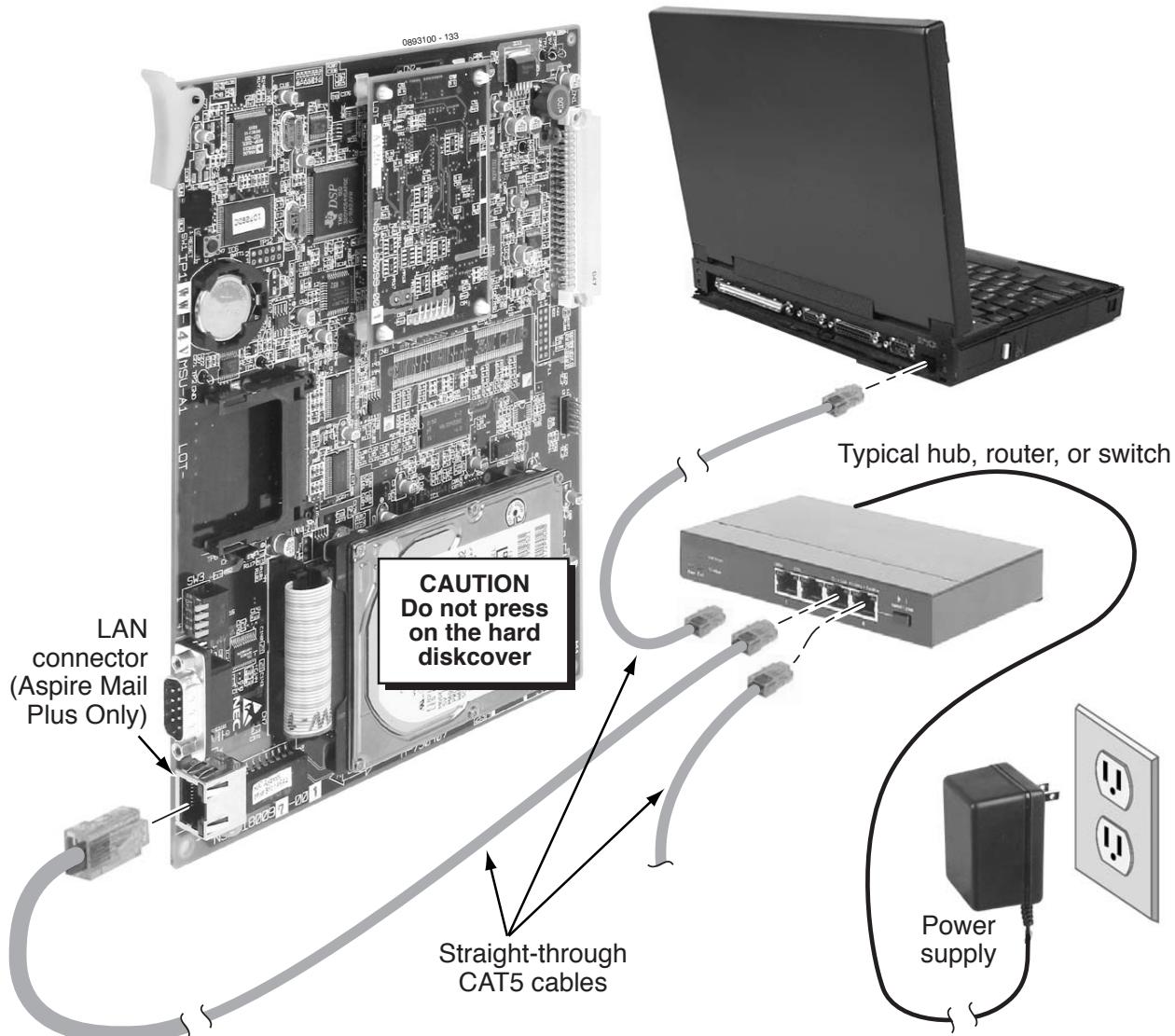


Figure 9: Connecting Aspire Mail Plus to a LAN

Aspire Mail/Aspire Mail Plus PCB Installation

Installation in Aspire

Connecting Aspire Mail/Aspire Mail Plus to a PC

You can directly connect your PC to the Aspire Mail/Aspire Mail Plus RS232 port for local programming. The Admin program can use this connection for programming the voice mail application on the PCB.

To connect Aspire Mail/Aspire Mail Plus to your PC:

1. Be sure the Aspire Mail/Aspire Mail Plus PCB is properly plugged in and running.
2. Verify that the **TP16** jumper is on pins 1 and 2.
3. Plug one end of a 9-pin female to 9-pin female null modem cable into the RS232 port on the Aspire Mail/Aspire Mail Plus PCB.
4. Plug the other end of the same cable into the RS232 port on the back of your PC.
 - Your PC may require adaptors or a different cable configuration.

1

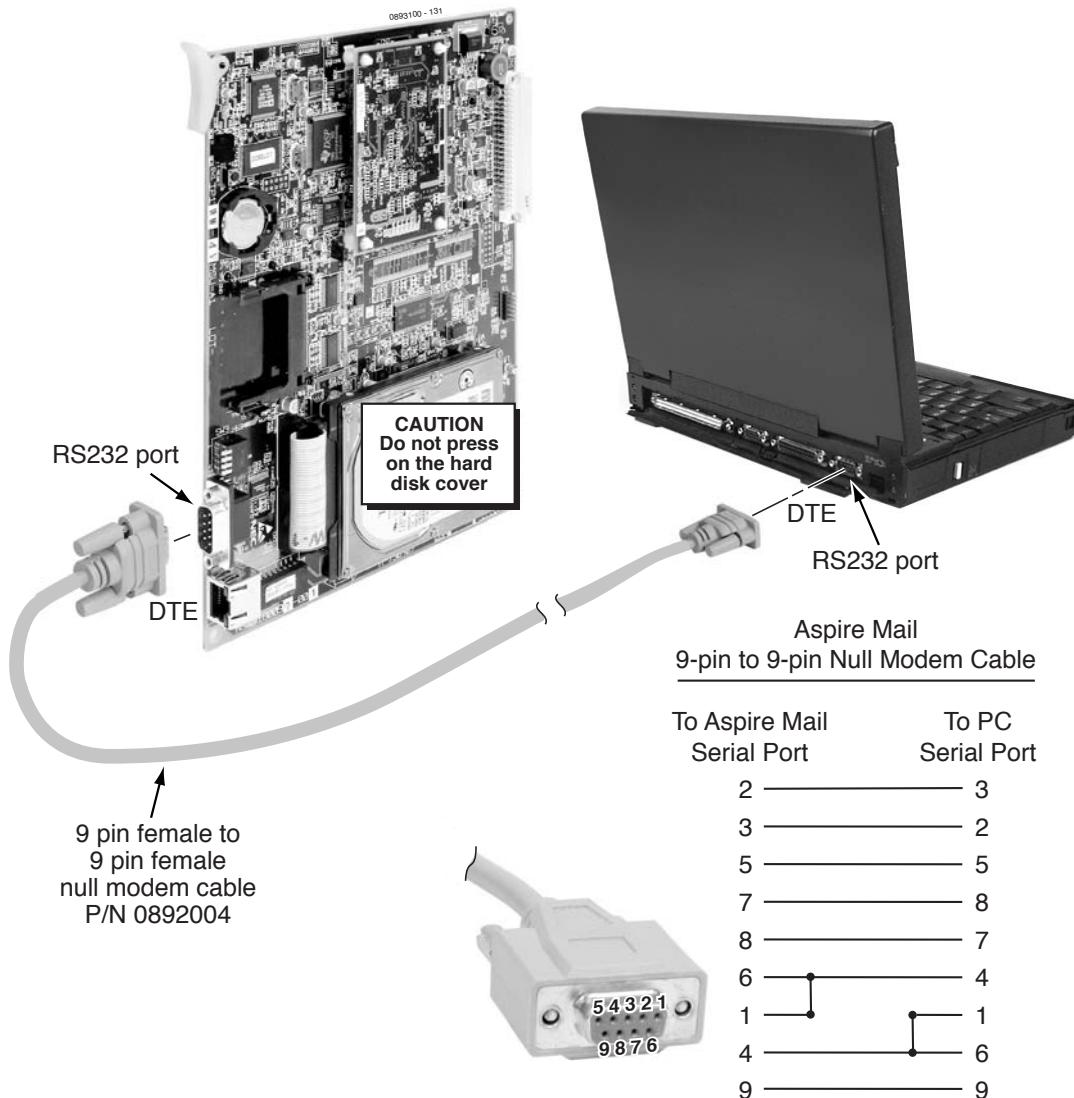


Figure 10: Connecting Aspire Mail/Aspire Mail Plus to a PC

28i/124i Start-Up Programming

Windows PC Program references are in square [-] brackets.

Step 1 Run the Automatic Extension Setup program.

1.1 0004 - Automatic Extension Circuit Type Setup.

[Program Fields: Hardware Setup: O/M: Terminal Auto-Set]

- This program will automatically identify the UltraMail/UltraMail 2000 PCB.

1.2 Reset the UltraMail/UltraMail 2000 PCB.

Step 2 Assign the UltraMail/UltraMail 2000 station ports to a unique Department Group.

2.1 1003 - Extension (Department) Groups

[Program Fields: Extensions: General Extension Setup: Department Group]

- Assign the UltraMail/UltraMail 2000 station ports to a unique Department Group (e.g., 2).
- **In 28i and 124i, UltraMail/UltraMail 2000 ports are permanently assigned to ports 61-68.**
- No other station ports should be in this group.
- Be sure to set up the Department Groups in order. (In 28i, for example, port 61 should be order 1, port 62 should be order 2, etc.)

✓ By default, the UltraMail/UltraMail 2000 station ports are not assigned (0).

Step 3 Assign a master number to the UltraMail/UltraMail 2000 Department Group.

3.1 0516 - Voice Mail Master Number

[Program Fields: System Options: Other: Department Groups]

- Assign the master number for the UltraMail/UltraMail 2000 Department Group (e.g., 700).

✓ By default, the master number is 600.

Step 4 Specify the UltraMail/UltraMail 2000 Department Group as the voice mail group.

4.1 0410 - Extension (Department Group Options), Item 3: Voice Mail Group

[Program Fields: System Options: Other: Department Groups]

- For the Department Group you assigned in step 2 above (e.g., 2), enter 1 to assign the Department Group as a voice mail group.

✓ By default, this option is 0 (i.e., not a voice mail group).

Step 5 Set the terminal type for all UltraMail/UltraMail 2000 station ports.

5.1 1001 - Basic Extension Port Setup (Part A), Item 5: Terminal Type

[Program Fields: Extensions: Physical Extension Setup: Station Ports]

- Enter 1 for each UltraMail/UltraMail 2000 station port.

✓ By default, this option is 0.

Step 6 Program Voice Mail keys on system extensions.

6.1 1006 - Programming Function Keys

[Program Fields: Extensions: Physical Extension Setup: Options: Function Keys]

- Voice Mail keys are code 1059.
- Normally, the additional data is the number of the extension you are programming.
- Keysets can also have Voice Mail keys for Virtual Extensions, a co-worker, or an uninstalled extension (for Message Center operation).
- Extension users can use Service Code 851 to set up their own Voice Mail keys.

✓ By default, there are no Voice Mail keys assigned.

Step 7 To have the UltraMail/UltraMail 2000 Automated Attendant answer outside calls, set up DILs to voice mail.

**7.1 0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type
[Program Fields: Trunks: Options]**

- Assign Service Type 4 to each trunk you want to be a DIL.
- ✓ By default, trunks are Service Type 0 (Normal).

7.2 0917: DIL Assignment

[Program Fields: Trunks: Options]

- For each trunk you designated in step 7.1, enter the first (lowest) UltraMail/UltraMail 2000 station port as the DIL destination (e.g., 61). These are the ports you assigned to the Ultra-Mail/UltraMail 2000 Department Group in step 2 above.
- You make an additional entry for each Night Service mode.
- ✓ By default, trunks are DILs to station port 1 (extension 301).

1

Refer to *Voice Mail* in the i-Series Software Manual for additional programming.

Programming

DS2000

DS2000 Start-Up Programming

Step 1 Set up the Automated Attendant to answer outside calls during the day and at night.

1.1 *1003 - Trunk Options: Direct Termination (Day)*

- Enter the UltraMail/UltraMail 2000 master number (700) for each trunk that you want UltraMail/UltraMail 2000 to answer during the day and at night.
- ✓ By default, all trunks are set to Key Ring (entered by pressing **CLEAR**).

Step 2 Optionally set up the Automated Attendant to answer outside calls only at night.

2.1 *1003 - Trunk Options: Direct Termination (Night)*

- Enter the UltraMail/UltraMail 2000 master number (700) for each trunk that you want UltraMail/UltraMail 2000 to answer only at night.
- ✓ By default, all trunks are set to Key Ring (entered by pressing **CLEAR**).

No other startup programming is required.

- DS2000 system software automatically installs the UltraMail/UltraMail 2000 PCB and detects the proper number of voice mail ports.
- The UltraMail/UltraMail 2000 master extension number is 700.
- Voice mail ports are 500-507.

Refer to *Voice Mail* in the DS1000/2000 Software Manual for additional programming.

Aspire Start-Up Programming

Step 1 Assign the Aspire Mail/Aspire Mail Plus extension numbers to a unique Department Group.

1.1 16-02-01: Department Group Assignment for Extensions

- Assign the Aspire Mail/Aspire Mail Plus extensions to a unique Department Group (e.g., 2).
 - No other extensions should be in this group.
 - These extensions are the extensions the system assigns to the Aspire Mail/Aspire Mail Plus PCB.
 - **Do not use Department Group 1.**
 - Be sure to set up the Department Group in order. (For example, the first extension should be order 1, the second order 2, etc.)
- ✓ By default, all extensions are in Department Group 1.

1

Step 2 Assign a master number to the Aspire Mail/Aspire Mail Plus Department Group.

2.1 11-07-01: Department Group Pilot Numbers

- Assign the Pilot Number for the Aspire Mail/Aspire Mail Plus Department Group (e.g., 700).
- ✓ By default, there are no Pilot Numbers assigned.

Step 3 Specify the Department Group used for Aspire Mail/Aspire Mail Plus.

3.1 45-01-01: Voice Mail Integration Options, Voice Mail Department Group Number

- Enter the Department Group you assigned in step 1 above (e.g., 2).
- ✓ By default, there is no Department Group assigned.

Step 4 Set the dialing type to Dial Pulse (DP) for each Aspire Mail/Aspire Mail Plus extension.

4.1 15-03-01: Single Line Telephone Basic Data Setup - SLT Signaling Type

- For each Aspire Mail/Aspire Mail Plus extension, enter 0 (DP).
- By default, this option is 1 (DTMF).

Step 5 Set the terminal type for each Aspire Mail/Aspire Mail Plus extension.

5.1 15-03-03: Single Line Telephone Basic Data Setup - Terminal Type

- For each Aspire Mail/Aspire Mail Plus extension, enter 1.
- This allows Aspire Mail/Aspire Mail Plus to receive voice mail commands dialed from system extensions.

✓ By default, this option is 0.

Step 6 Program Voice Mail keys on system extensions.

6.1 15-07-01: Programming Function Keys

- Voice Mail keys are code 77.
 - Normally, the additional data is the number of the extension you are programming.
 - Keysets can also have Voice Mail keys for Virtual Extensions, a co-worker, or an uninstalled extension (for Message Center operation).
 - Extension users can use Service Code 851 to set up their own Voice Mail keys.
- ✓ By default, there are no Voice Mail keys assigned.

Step 7 Optionally set up the MSG key for Voice Mail operation.

7.1 15-02-26: Multi-Line Telephone Basic Data Setup, MSG Key Operation Mode

- For each keyset, enter 1 to optionally have the MSG key function as a Voice Mail key (rather than a Message Waiting key).

✓ By default, a keyset's MSG key is assigned for Message Waiting (0).

Step 8 To have the Aspire Mail/Aspire Mail Plus Automated Attendant answer outside calls, set up DILs to voice mail.

8.1 22-02-01: Incoming Call Trunk Setup

- Assign Service Type 4 to each trunk you want to be a DIL. Make a separate entry for each Night Service mode.

✓ By default, trunks are Service Type 0 (Normal).

8.2 22-07-01: DIL Assignment

Programming Aspire

- For each trunk you designated in step 8.1, enter the first (lowest) voice mail extension number as the DIL destination. (These are the extensions you assigned to the Aspire Mail/Aspire Mail Plus Department Group in step 1 above.) Make a separate entry for each Night Service mode.
- ✓ By default, there are no DIL destinations programmed.

Additional Aspire Programming

1. Disable External Reverse for each voice mail port.
 - 1.1 *15-03-05: Single Line Telephone Basic Data Setup, External Reverse*
 - **This option must be disabled (0).**
 - ✓ By default, this option is disabled (0).
2. Disable Extension Reverse for each voice mail port.
 - 2.1 *15-03-06: Single Line Telephone Basic Data Setup, Extension Reverse*
 - **This option must be disabled (0).**
 - ✓ By default, this option is disabled (0).
3. Disable External Module Caller ID for each voice mail port.
 - 3.1 *15-03-09: Single Line Telephone Basic Data Setup, Caller ID Function for External Module*
 - **This option must be disabled (0).**
 - ✓ By default, this option is disabled (0).
4. Set up the proper queuing when all voice mail ports are busy.
 - 4.1 *16-01-08: Department Group Basic Data Setup, Minimum Queuing Number of Extension Group Call*
 - Set this option to 1 (unlimited queuing).
 - ✓ By default, this option is 0 (no queuing).

Refer to *Voice Mail* in the Aspire Software Manual for more programming.

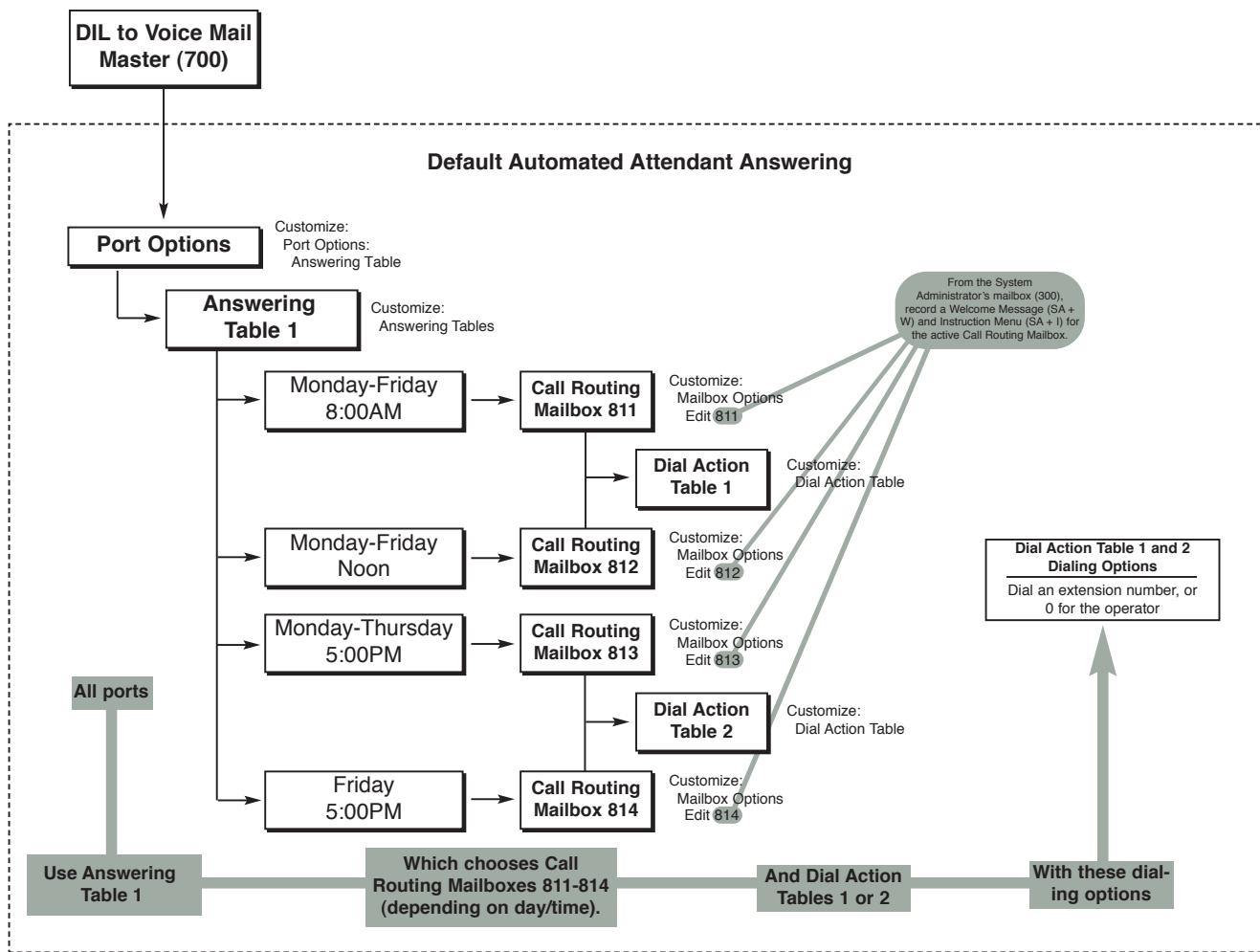
Programming

Default Automated Attendant Answering

Automated Attendant Block Diagram

The following block diagram shows the default Automated Attendant setup.

■ See **Automated Attendant** (page 99) for more.



1

Admin Installation

Installing the Admin Program

Admin System Requirements

Software Requirements

The Admin program requires one of the following:

- Windows 2000 or Windows XP

Hardware Requirements

- Processor: Pentium 166 MHz or higher, mouse required
- Memory (RAM): 72 MBytes (84 MBytes recommended)
- Hard Drive Space: 120 MBytes empty space prior to installation
- Video: VGA (16-bit or 24-bit SVGA recommended)
- Network Adapter: Required for LAN connection (10-baseT minimum)
- Modem: Required for remote modem connection
- Com port: Required for direct (serial) connection

Admin Installation

Installing the Admin Program

Setting the IP Address for Network Communication

Compatibility Guidelines:

- Entering an IP address that contains a succession of nines (e.g., 999) requires voice mail software version 11.07 or higher. In earlier versions, the voice mail would hang up in the middle of data entry if the code contained a succession of nines.

The Admin program uses TCP/IP protocol to communicate with the voice mail application over the LAN. **For Aspire Mail Plus and UltraMail 2000, to communicate over the LAN you must set the IP address and subnet mask before installing the Admin Program.** These options do not apply to Aspire Mail and Ultra-Mail (Flash-based) PCBs (or if you are connected to the PCB's serial port). Check with your IT Manager before entering data for this option.

- The IP Address is the TCP/IP identity of the Aspire Mail Plus or UltraMail 2000 PCB on your LAN.
- The subnet mask distinguishes addresses of computers on your LAN from those outside your network (e.g., on the internet or a private WAN).
 - For example, in the default TCP/IP address (192.168.1.250) with a 24-bit subnet mask, 192.168.1 is the "masked" part of the address and describes the IP address of your network. The UltraMail PCB address is 250.
 - If Admin sends a message to a computer with an IP address that is on your network (i.e., its address begins with 192.168.1), it communicates directly with it (peer to peer).
 - If Admin sends a message to a computer with an IP address that is not on your network (i.e., its address does not begin with 192.168.1), it forwards its response to your router's Gateway address. See *Setting the Gateway Address for Network Communication* on page 27 for more.

Subnet Mask Example					
	Octet 1	Octet 2	Octet 3	Octet 4	Network IP Range
8 Bit Mask (Class A)	10.	168.	1	250	10.***.***.***
16 Bit Mask (Class B)	172.	16.	1	250	172.16.***.***
24 Bit Mask (Class C)	192.	168.	1	250	192.168.1.***

- If there is no router at the installation site, leave the Aspire Mail Plus or UltraMail 2000 IP address at its default value (192.168.1.250) and set the IP address of your PC to 192.168.1.1.

Setting the TCP/IP Address [Default = 192.168.1.250 with 24 bit subnet mask]					
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)					
SA (72)	Access the System Administrator options				
	TCPIP (82747)	Select the TCP/IP address option	<ul style="list-style-type: none">■ The voice prompts will announce your default IP address (followed by an additional digit for the subnet mask - see below).		
		Enter the desired TCP/IP address and subnet mask option	<ul style="list-style-type: none">■ Check with your network administrator.		

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Admin Installation

Installing the Admin Program

Setting the TCP/IP Address [Default = 192.168.1.250 with 24 bit subnet mask]				
				<p>The entry format is x*x*x*x*y#, where:</p> <ul style="list-style-type: none">■ x represents each octet of the TCP/IP address.■ y is the subnet mask option (0, 16, or 24). 0 = No subnet mask 16 = 255.255.0.0 (16 bits in subnet mask) 24 = 255.255.255.0 (24 bits in subnet mask) The default subnet mask option is 0 (no mask) <p>For example, the entry for TCP/IP address 208.141.100.40 with a 24 bit subnet mask is: 208*141*100*40*24#</p> <p>You must reset the PCB after changing the IP address.</p>
				# to exit to the System Administrator menu
0	Plays Help message			

Admin Installation

Installing the Admin Program

Setting the Gateway Address for Network Communication

Compatibility Guidelines:

- Entering a gateway address that contains a succession of nines (e.g., 999) requires voice mail software version 11.07 or higher. In earlier versions, the voice mail would hang up in the middle of data entry if the code contained a succession of nines.

The gateway address is the address in the site router to which all outbound traffic is routed. The gateway address is required in order for the Admin Program to communicate with computers not on your LAN (i.e., over the internet or a private WAN). With Aspire Mail Plus and UltraMail 2000, **to communicate over the LAN you must set the gateway address, even if you don't want to remotely program Aspire Mail Plus and UltraMail 2000**. If there is no router at the installation site, use the Admin TCP/IP address entered above (see *Setting the IP Address for Network Communication* on page 25). This gateway address option does not apply to Aspire Mail and UltraMail (flash-based) PCBs (or if you are connected to the PCBs serial port). Check with your IT Manager before entering data for this option.

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Setting the Gateway Address [Default = 192.168.1.1]			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
SA (72)	Access the System Administrator options		
	GATE (4283)	Select the gateway address option	<ul style="list-style-type: none">The voice prompts will announce the current gateway address.
		Enter the desired gateway address	
			The entry format is x*x*x*x# , where: <ul style="list-style-type: none">x represents each octet of the gateway address. For example, the entry for gateway address 208.141.100.40 is: 208*141*100*40# <i>You must reset the UltraMail 2000 PCB after changing the gateway address.</i>
		# to exit to the System Administrator menu	
0	Plays Help message		

Setting the IP Address for Direct (Serial Port) Communication

The IP address of the UltraMail, UltraMail 2000, AspireMail, and AspireMail Plus RS-232 (serial) port is fixed at **200.0.0.1**. **You cannot change this assignment**. When connecting the PC running the Admin Program directly to the PCB's serial port, you must use this fixed IP address.

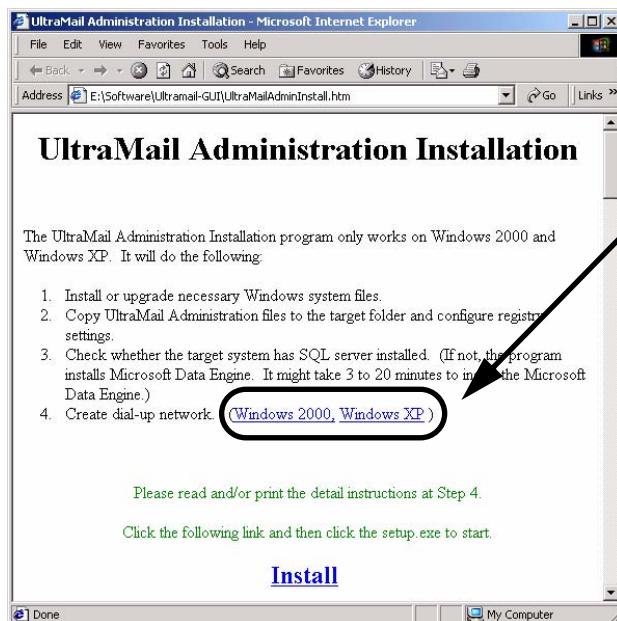
Admin Installation

Installing the Admin Program

Admin Installation

To install the Admin Program:

1. Insert your Admin CD. You should see the Administration Installation start-up screen:



For Dial-Up (Direct Serial) Connections

Print these instructions.

OR

Instead of printing, optionally turn to:

- *Creating a Dial-up Network Connection for Windows 2000* on page 52.
- *Creating a Dial-Up Connection for Windows XP* on page 56.

- If you don't see this screen:

- Click **Start + Run + Browse**, then click the ULTRAMAILADMIN icon.
- In the *File name* box, type **UltraMailAdminInstall.htm**.
- Click **OK**.

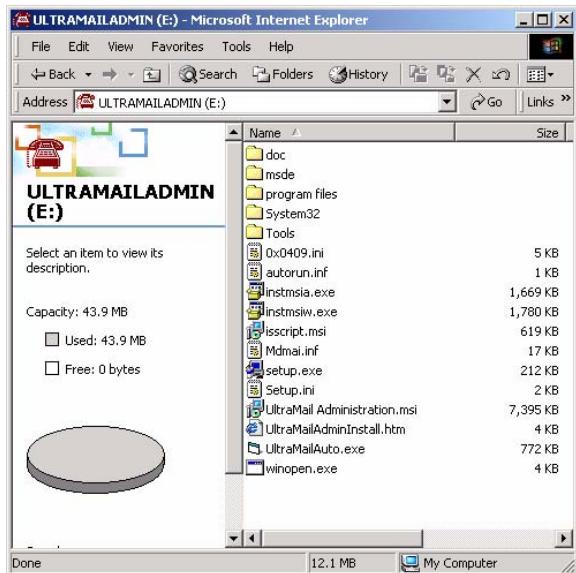
2. **Read and print this screen.**

- There are additional links in this screen to supplemental instructions which are used for setting up dial-up (direct serial) connections. **Print, read, and follow** these instructions.
OR
- Instead of printing, you can optionally turn to:
 - *Creating a Dial-up Network Connection for Windows 2000* on page 52.
 - *Creating a Dial-Up Connection for Windows XP* on page 56.

Admin Installation

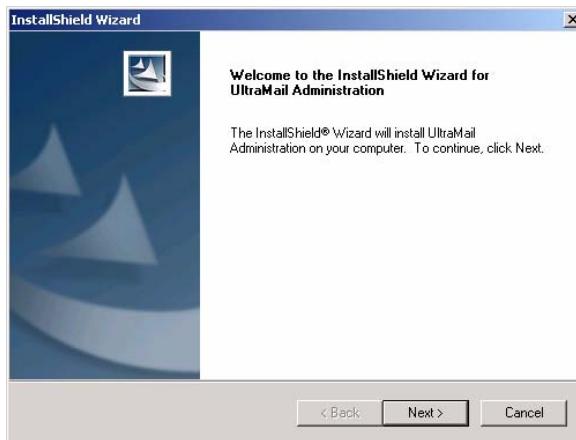
Installing the Admin Program

3. Scroll down in this window and double-click the **Install** link. You see:

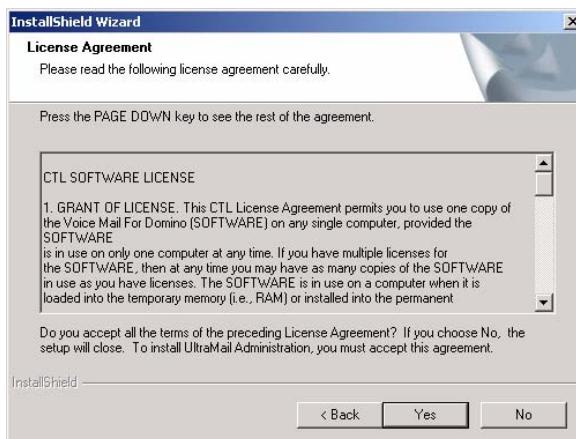


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4. Double-click **setup.exe**. You see:



5. Click **Next>**. You see:



Admin Installation

Installing the Admin Program

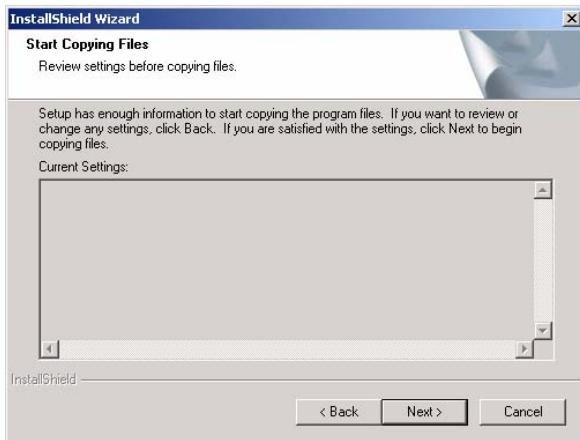
6. Click **Yes**. You see:



7. Enter SQL data as follows:

- For *Computer*, enter the name you want to assign to your Admin PC.
- For *User Name*, enter a name of your choosing (such as the site name).
- For *Password*, enter **ctl** (lower case).

8. Click **Next>**. You see:



9. Click **Next>**. The install program will copy the required files to your PC hard disk. When you see:

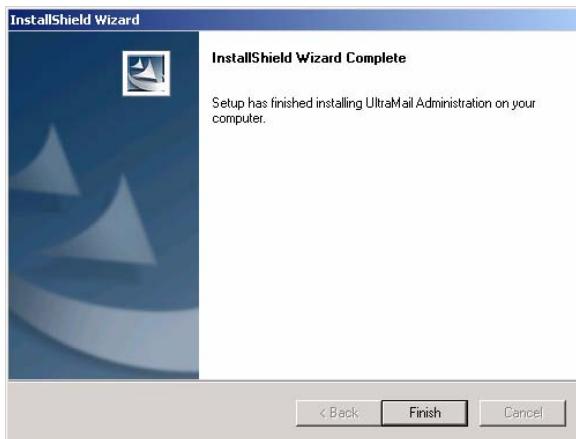


10. Click **Create** and follow the installation notes you printed in step 2 for your specific Windows version.

Admin Installation

Installing the Admin Program

When you see:



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- 11.** Click **Finish** to complete the installation.
- 12.** Restart your PC.

Admin Installation

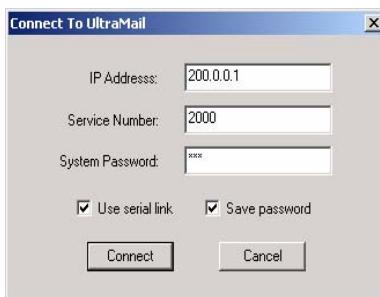
Installing the Admin Program

Starting the Admin Program

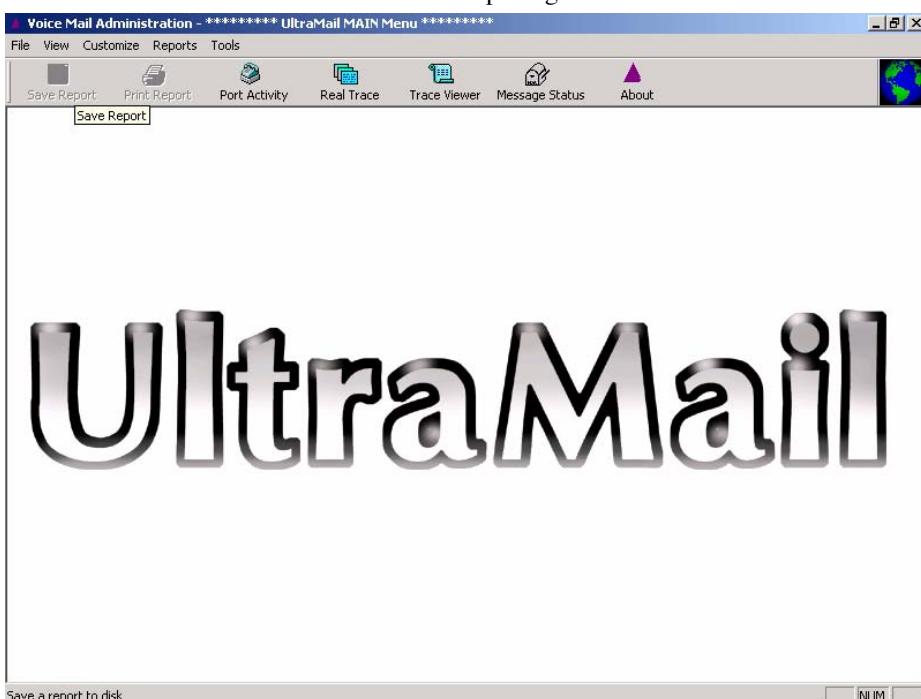
To start the Admin Program:

1. Double-click the UltraMail shortcut on your desktop.
OR

Click **Start + Programs + UltraMail + UltraMail Admin**. In either case, you see:



- If your installation did not automatically create a shortcut on your PC desktop, optionally create one for the following:
 - C:/Program Files/vm/CTL Inc/UltraMail Administration/vsDosGui.exe
- 2. Do the following:
 - For *IP Address*: Enter the voice mail PCB IP Address.
 - For networked connections, this is the address you entered in *Setting the IP Address for Network Communication* on page 25.
 - For direct connections, use **200.0.0.1**
 - For *Service Number*: Enter **2000**
 - For *Password*: Enter **CTL** (all caps)
 - Optionally select *Save password* so you don't have to re-enter your password each time.
 - Select *Use serial link* if connected directly to a PC or external modem.
- 3. Click **Connect**. You should see the Admin opening screen.



Admin Startup Programming

Use the following programmable options to customize the Admin interface.

- *Tools: [Options]: Field Validation Warning: Error Beep* on page 564.
Enable or disable an audible beep when you make an invalid program entry.
- *Tools: [Options]: Field Validation Warning: Error Message Box* on page 564.
Enable or disable an error message box when you make an invalid program entry. You can enable either this option **or** *Error Beep* above.
- *Tools: Autosave* on page 565.
Enable or disable Autosave. If enabled, Admin saves your program entries whenever you click **OK** to exit an option. If disabled, you must use *File: Save Database* to save your entries.
- *Tools: Cancel Warning* on page 565.
Enable or disable the warning that occurs when you make an invalid program entry. This warning can be either an audible beep or a warning dialing box, depending on the setting of *Field Validation Warning: Error Beep* and *Field Validation Warning: Error Message Box* above.
- *Tools: Auto Correct Invalid Field* on page 565.
Enable this option to have Admin automatically correct illegal program entries. Disable this option to have Admin enter the illegal program entry into the voice mail database without checking its validity.
- *Tools: Info Text Color* on page 566.
Set the color of text in the *Information* box on each tab.
- *Customize: System Options: [General2]: System Password: Password* on page 507.
Change the system password (normally **CTL** (all caps) required for Admin to log onto voice mail.

Remote Programming Setup

Windows 2000/XP

Overview

To use your Admin PC for Remote Programming:

- Set up a new dial-up connection for Admin remote programming.
- On UltraMail 2000, Aspire Mail, and Aspire Mail Plus
Dial into the remote system's Automated Attendant and access its Modem Mailbox. This option is *not* available on UltraMail PCBs (flash-based versions).
- On UltraMail (flash version)
Dial the telephone number for the external modem connected to the remote system.
- After connecting, start the Admin program.

Important Remote Programming Notes

- If the Admin program is already connected to the voice mail (through either the serial port or LAN connection), Remote Programming is not available.
- If the voice mail is left in the Line Editor mode, Remote Programming is not available. See *Activating the Line Editor* on page 50 for more.
- Remote Programming using the Line Editor is not available. You can only do Remote Programming using the Admin program.

See *Modem Mailbox* on page 256 and *Remote Programming* on page 293 for more.

Making a New Dial-Up Connection with Windows 2000

To make Remote Programming easier, you should set up a new Admin program dial-up connection.

To set up a new dial-up connection:

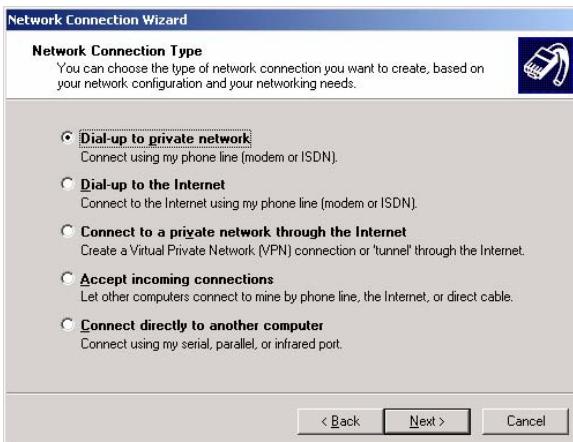
1. Make sure your modem is properly installed, connected, and initialized.
2. Click **Start + Settings + Network and Dial-up Connections + Make New Connection**. You see:



Remote Programming Setup

Windows 2000/XP

3. Click **Next**. You see a screen similar to:



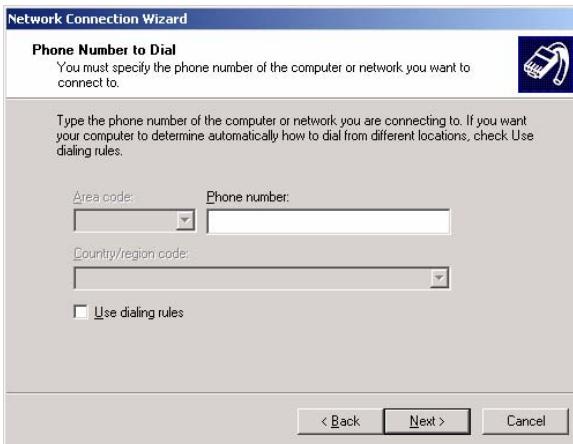
1

4. Be sure **Dial-up to private network** is selected, then click **Next**. You see:



Your modem selections will be different than shown.

5. Select the modem you want to use for your Admin dial-up connections and click **Next**. You see:



6. What you enter for this screen depends on how you intend to use Remote Programming.

- If maintaining several sites, you might want to just click **Next** without making any entries. You would then enter a site telephone number for each maintenance session.
- If maintaining a single site, enter the dialing information in this screen and click **Next**.

Remote Programming Setup

Windows 2000/XP

- In either case, you then see:



7. Choose who should have access to this new connection:

- To allow all users of your computer to use the new connection, select **For all users**.
- To allow only you to use the connection, click **Only for myself**.
- In either case, click **Next**. You see:



8. Enter a name for this connection and click **Finish**.

- Windows can optionally add a shortcut for this connection to your desktop.

9. You will see the log on screen for your new connection. Go to *Calling the Remote System* below.

Making a New Dial-Up Connection with Windows XP

To make Remote Programming easier, you should set up a new Admin dial-up connection.

To set up a new dial-up connection:

1. Make sure your modem is properly installed, connected, and initialized.
2. Click **Start + Connect To + Show all connections**, then double-click **New Connection Wizard**.

Remote Programming Setup

Windows 2000/XP

You see:



1

3. Click **Next**. You see:



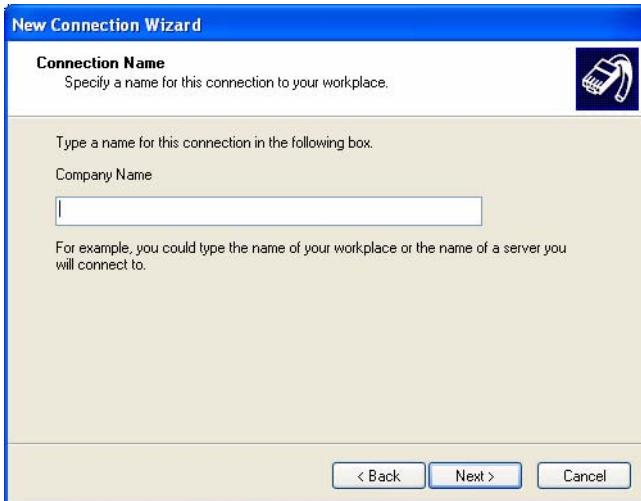
4. Select **Connect to the network at my workplace** and click **Next**. You see:



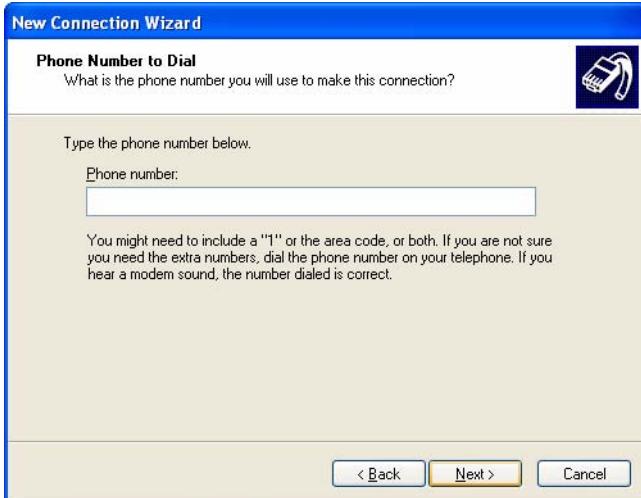
Remote Programming Setup

Windows 2000/XP

5. Select Dial-up connection and click **Next**. You see:



6. Enter a name for this connection (such as Remote Maintenance) and click **Next**. You see:



7. What you enter for this screen depends on how you intend to use Remote Programming.

- If maintaining several sites, you might want to just click **Next** without making a phone number entry. You would then enter a site telephone number for each maintenance session.
- If maintaining a single site, enter the dialing information in this screen and click **Next**.

- In either case, you then see:



1

- Click **Finish**. You see:



8. Click **Finish.**

- Windows can optionally add a shortcut for this connection to your desktop.
- 9. You will see the log on screen for your new connection. Go to *Calling the Remote System* below.

Calling the Remote System

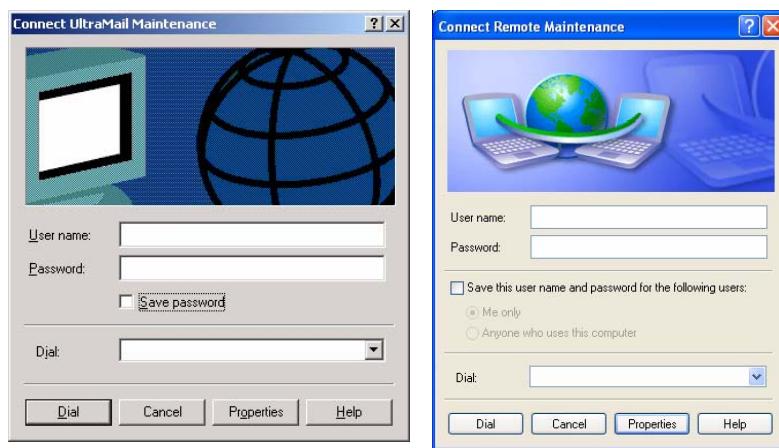
To call the remote system:

1. Start up your new Admin dial-up connection.
 - Windows 2000:
Click **Start + Settings + Network and Dial-up Connections** + *Your new connection name*.
 - Windows XP:
Click **Start + Connect To + Show all connections** + Double-click *Your new connection name*.
 - Optionally, click the shortcut on your desktop for your new connection.

Remote Programming Setup

Windows 2000/XP

■ You see:



Windows 2000

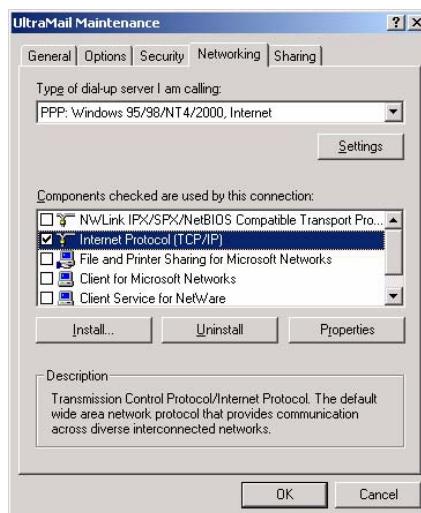
Windows XP

2. Before making any entries on this screen, click **Properties** so you can check your networking settings. You see a screen similar to:



Your modem selections will be different than shown.

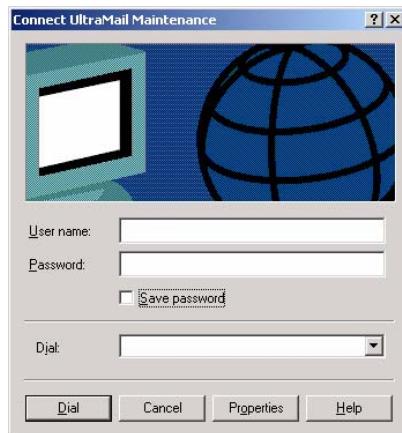
3. Click the **Networking** tab. You see a screen similar to:



Remote Programming Setup

Windows 2000/XP

4. In the previous screen, be sure *only Internet Protocol (TCP/IP)* is selected, then click **OK**. (In Windows XP, *QoS Packet Scheduler* will also be selected if installed.) You go back to the log on screen:



Windows 2000



Windows XP

1

5. Enter data for this screen.

- For *User name*, enter **UltraMail2**. (Make sure the U and M are capitalized.)
- For *Password*, enter **ctl** (lower case).
- Click in *Save password* if you want your connection to automatically remember the password.
- In UltraMail 2000, Aspire Mail, and Aspire Mail Plus, for *Dial* enter the following:
 - The telephone number of any trunk in the remote phone system that the voice mail Automated Attendant answers.
 - Enough pauses (commas) to provide time for the call to go through and the remote Automated Attendant to answer.
 - **#862** (the logon code for the remote voice mail Modem Mailbox).
- In UltraMail (flash version), for *Dial* enter the following:
 - The telephone number of the trunk connected to the remote external modem.

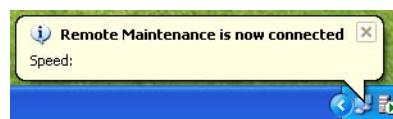
6. Click **Dial**.

- You will be prompted to optionally save the telephone number you entered.
- Your modem will call the remote system, negotiate a connection speed, and verify your user name and password.

7. When the connection is set up, you see:



Windows 2000



Windows XP

8. Click **OK**.

9. *Within 2 minutes*, do one of the following:

- Click **Start + Programs + UltraMail + UltraMail Admin**.
- Double click the UltraMail Admin icon on your desktop.

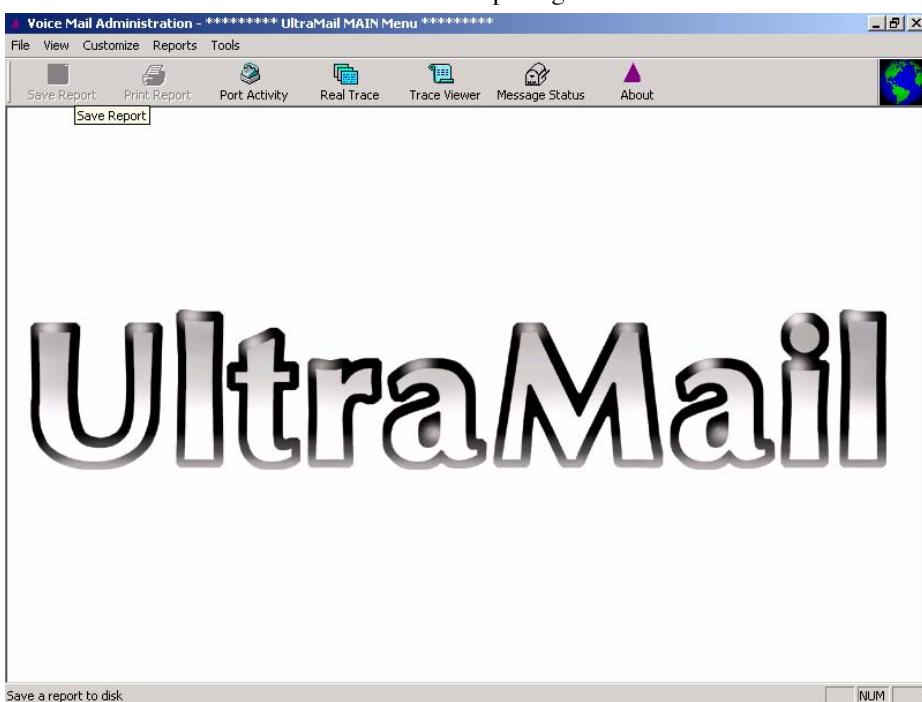
Remote Programming Setup

Windows 2000/XP

- In either case, you see:



10. Enter data for this screen.
 - For *IP Address*, enter **200.0.0.2**.
 - For *Service Number*, enter **2000**.
 - For *Password*, enter **CTL** (all caps).
 - **Do not** select *Use serial link*.
 - Optionally select *Save password* to remember your password.
11. Click **Connect**. You should see the Admin opening screen.



Upgrading the Hardware

Installing the 2 Port to 4 Port Software Upgrade

Overview

Compatibility Guidelines:

- Entering an Authorization Code that contains a succession of nines (e.g., 999) requires voice mail software version 11.07 or higher. In earlier versions, the voice mail would hang up in the middle of data entry if the code contained a succession of nines.

This procedure allows you to expand your 2 port UltraMail (P/N 17712) or Aspire Mail (P/N 0891032) PCB to 4 voice mail ports. This is a software upgrade procedure (P/N 0891044) and **does not** require that you purchase and install any additional hardware. To upgrade your 2 port PCB to 4 ports:

- Following normal procedures, purchase the 2 Port to 4 Port Software Upgrade (P/N 0891044).
- Go to **Part 1** below and get your voice mail *Configuration Code*.
- Contact NEC Unified Solutions Customer Service (800-365-1928 or elynnch@necunified.com) with this code. They will provide you with your *2-Port Expansion Authorization Code*.
 - To email your *Configuration Code*, go to *Emailing the 2-Port Expansion Authorization Code to Customer Service* on page 44.
- Go to **Part 2** below and enter your *2-Port Expansion Authorization Code*. This will unlock ports 3 and 4 on your PCB.
- Reset the PCB. Refer to *Installation in 28i/124i and DS2000* on page 3 and *Installation in Aspire* on page 11 for more.
- Program the telephone system to include the 2 new ports in your voice mail setup. See *Programming* for more. (This step is not required for DS2000.)

1

Entering a 2-Port Expansion Authorization Code

Part 1: Obtaining the 2-Port Expansion Authorization Code

To obtain the 2-Port Expansion Authorization Code:

1. Log onto the System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000).
2. Dial **SA** to access the System Administrator options.
3. Dial **UPGRADE** (8747233) to select the Upgrade option and write down the announced voice mail *Configuration Code*.
 - This code is a sequence of up to 6 numbers. When you hear the code, each number is separated by 2 short beeps.
 - An example of a sample code is: 26624 10561 33716 9772 18881 54160
4. Dial **#** twice, then **X** twice to exit your mailbox.
5. Contact NEC Unified Solutions Customer Service (800-365-1928 or elynnch@necunified.com) and obtain the *2-Port Expansion Authorization Code* for your voice mail system that corresponds to your *Configuration Code*.
 - To email your *Configuration Code*, go to *Emailing the 2-Port Expansion Authorization Code to Customer Service* on page 44.

Part 2: Entering the 2-Port Expansion Authorization Code

To enter the 2-Port Expansion Authorization Code:

1. Log onto the System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000).
2. Dial **SA** to access the System Administrator options.
3. Dial **UPGRADE** (8747233).
4. After the voice prompt starts, enter your *2-Port Expansion Authorization Code + #*.
 - When entering this code, be sure to dial **#** at the end of the sequence.
 - An example of an entry is: 08471 26878 26522 62376 17436 36039 **#**

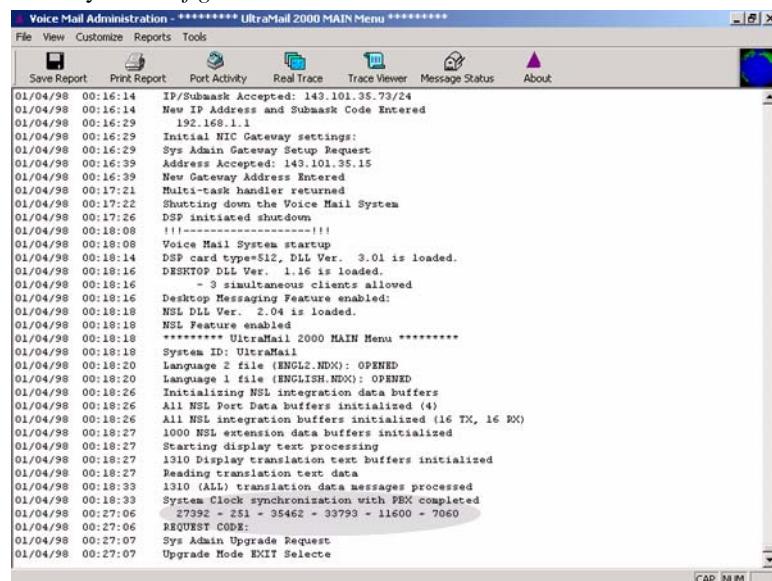
Upgrading the Hardware

Installing the 2 Port to 4 Port Software Upgrade

5. Dial # twice, then X twice to exit your mailbox.
6. Reset the PCB. Refer to *Installation in 28i/124i and DS2000* on page 3 and *Installation in Aspire* on page 11 for more.
 - You can optionally use the *Shutdown* command from the System Administrator's Mailbox (**SA + SD**) to reset the voice mail PCB.
7. Program the telephone system to include the 2 new ports in your voice mail setup. See *Programming* for more. (This step is not required for DS2000.)

Emailing the 2-Port Expansion Authorization Code to Customer Service

1. From the Admin program, click **Reports: Activity** to run the *Activity Log*.
2. Scroll to the bottom of the log. You should see a section of the report similar to the following which shows your *Configuration Code*.



The screenshot shows the UltraMail 2000 MAIN Menu window. The title bar reads "Voice Mail Administration ***** UltraMail 2000 MAIN Menu *****". The menu bar includes File, View, Customize, Reports, and Tools. Below the menu bar is a toolbar with icons for Save Report, Print Report, Port Activity, Real Trace, Trace Viewer, Message Status, and About. The main window displays a log of system events. At the bottom of the log, there is a section labeled "***** UltraMail 2000 MAIN Menu *****" containing configuration code. The configuration code includes system ID, language files, DLL versions, and port initialization details. A scroll bar is visible on the right side of the log window.

```
01/04/98 00:16:14 IP/Submask Accepted: 143.101.35.73/24
01/04/98 00:16:14 New IP Address and Submask Code Entered
01/04/98 00:16:29 192.168.1.1
01/04/98 00:16:29 Initial NIC Gateway settings:
01/04/98 00:16:29 Sys Admin Gateway Setup Request
01/04/98 00:16:39 Address Accepted: 143.101.35.15
01/04/98 00:16:39 New Gateway Address Entered
01/04/98 00:17:22 Multi-task handler returned
01/04/98 00:17:22 Shutting down the Voice Mail System
01/04/98 00:17:22 User initiated shutdown
01/04/98 00:18:08 !!!!-----!!!!
01/04/98 00:18:08 Voice Mail System startup
01/04/98 00:18:14 DSP card type=SL2, DLL Ver. 3.01 is loaded.
01/04/98 00:18:16 DESKTOP DLL Ver. 1.16 is loaded.
01/04/98 00:18:16 - 3 simultaneous clients allowed
01/04/98 00:18:16 Desktop Messaging Feature enabled:
01/04/98 00:18:18 NSL DLL Ver. 2.04 is loaded.
01/04/98 00:18:18 NSL Feature enabled.
01/04/98 00:18:18 **** UltraMail 2000 MAIN Menu *****
01/04/98 00:18:18 System ID: UltraMail
01/04/98 00:18:20 Language 2 file (ENGL2.NDX): OPENED
01/04/98 00:18:20 Language 1 file (ENGLISH.NDX): OPENED
01/04/98 00:18:20 Initializing NSL integration data buffers
01/04/98 00:18:20 All NSL Port Data buffers initialized (4)
01/04/98 00:18:26 All NSL integration buffers initialized (16 TX, 16 RX)
01/04/98 00:18:27 1000 NSL extension data buffers initialized
01/04/98 00:18:27 Starting display text processing
01/04/98 00:18:27 1310 Display translation text buffers initialized
01/04/98 00:18:27 Reading translation text data
01/04/98 00:18:33 1310 (ALL) translation data messages processed
01/04/98 00:18:33 System Clock synchronization with PEX completed
01/04/98 00:18:36 27392 - 251 - 35462 - 33793 - 11600 - 7060
01/04/98 00:27:06 REQUEST COMPLETE
01/04/98 00:27:07 Sys Admin Upgrade Request
01/04/98 00:27:07 Upgrade Mode EXIT Selected
```

3. Click **Save Report** and save the *Activity Log* as a text (.txt) file to a convenient location on your hard drive.
4. Open the saved report in your text editor (such as Notepad), copy the *Configuration Code*, and then paste the code into a new (blank) email.
5. Send the email to NEC Unified Solutions Customer Service (elynch@necunified.com), along with whatever other information they may require to process your upgrade.
6. Customer Service will send you a return email containing your *2-Port Expansion Authorization Code*.

Upgrading the Software

Upgrading Aspire Mail and UltraMail (Flash-Based) Systems

Flash-Based Upgrade Procedure

Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.
- In voice mail software version 11.07 or higher, inadvertently selecting the *Feature Files* option will not cause the backup to fail.

Important Steps Prior to Upgrading

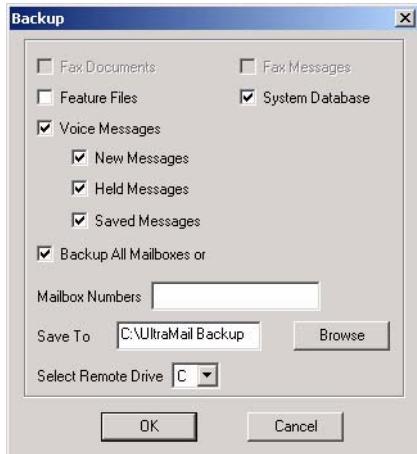
- Be sure the telephone system's Date and Time is set correctly.
- Use a grounded wrist strap to prevent static damage to the Aspire Mail or UltraMail PCB.
- Enable *System Options: [General 2] Miscellaneous: Auto Disk Maintenance Time* to ensure your flash card always has enough room to perform a backup.

1

Part 1: Backing Up the Site Greetings and Voice Mail Database

You should always back up the site database, recorded names, messages, and greetings before upgrading the voice mail software. *If you don't, all recordings and programmed options will be lost after the upgrade.*

1. From the admin Program, click **Tools: Backup**. You see:



2. Select the options as shown above.

- The backup files will be stored on the Admin PC's C drive in the folder **UltraMail Backup**.
- Optionally click **Browse** and select another location for the backup files.

Backup Tips for Systems with Full Flash Cards

If your flash card is full (i.e., you cannot store any more voice messages), use the following procedure to back up your system.

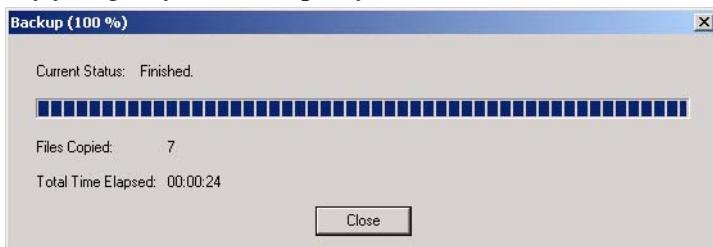
- Backup your voice messages first. (Be sure to *deselect System Database*.) Please be patient; the backup may take a long time (several hours).
- After the voice message backup completes, delete some mailbox messages. (You will not lose these messages since you will restore them in step 4 of these instructions.)
- Backup your system database

Enable *System Options: [General 2] Miscellaneous: Auto Disk Maintenance Time* to ensure your flash card always has enough room to perform a backup.

Upgrading the Software

Upgrading Aspire Mail and UltraMail (Flash-Based) Systems

- Click **OK**. Admin will back up the site database, recorded names, messages, and greetings to the directory you specify. *The backup may take several minutes.* When the backup completes, you see:



- Click **Close** to exit.

Part 2: Shutting Down the Voice Mail Application and Removing the Flash Card

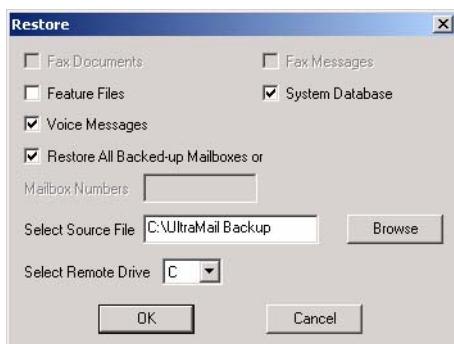
- Briefly press (i.e., tap) the Aspire Mail or UltraMail PCB **Reset Button**.
- Wait about 20 seconds for the **CF POW** (compact flash power) LED to go out.
- When the **CF POW** LED goes out, remove the flash card.

Part 3: Installing the new Flash Card and Loading the new Aspire Mail or UltraMail Software

- Plug in the new flash card (with the label facing up).
- Hold down the **Reset Button** for about 6 seconds.
- When the top 3 LEDs on the Aspire Mail PCB light solid green or the first, second, fourth, and fifth LEDs on the UltraMail PCB light solid, release the **Reset Button**.
 - After about 2 minutes, the voice mail application will restart and the soft keys will function.
 - Your Aspire Mail or UltraMail PCB will now be running with the new software and default programming. Go to Part 4 to restore your system database, greetings, announcements, names, and messages.

Part 4: Restoring the Site Greetings and Voice Mail System Database

- From the Admin Program, click **Tools: Restore**. You see:

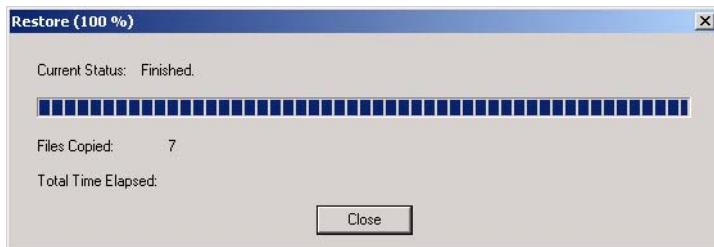


- Select the options as shown above.
 - If you backed-up to an alternate directory in Part 1, click **Browse** and select that directory.

Upgrading the Software

Upgrading Aspire Mail and UltraMail (Flash-Based) Systems

3. Click **OK**. Admin will restore the site database, recorded names, messages, and greetings from the directory you specify. *The restore may take several minutes.* When the restore completes, you see:



4. Click **Close** to exit.

1

Upgrading the Software

Upgrading Aspire Mail Plus and UltraMail 2000 (Hard Disk-Based)

Hard Disk-Based Upgrade Procedure

Important

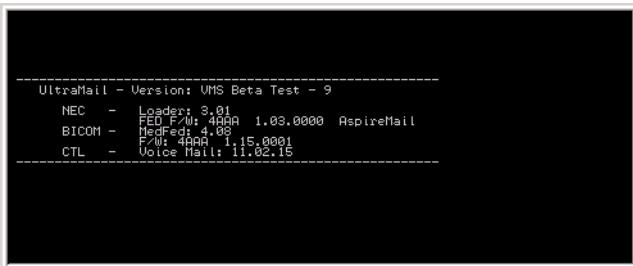
Before upgrading, make a note of the system's IP address (**SA + TCPIP**) and Gateway address (**SA + GATE**). You should verify these addresses after upgrading the software.

Part 1: Connect to the Aspire Mail Plus or UltraMail 2000 RS232 Port

1. Connect your PC to the system's RS232 port.
 - See *Connecting UltraMail/UltraMail 2000 to a PC* on page 8 or *Connecting Aspire Mail/Aspire Mail Plus to a PC* on page 17 for more.
2. Launch HyperTerminal and set up a new HyperTerminal connection for the Aspire Mail Plus or UltraMail 2000 PCB.
 - The communications parameters should be 38400 bps, 8 bits, no parity, and 1 stop bit (38400, 8, N, 1).

Part 2: Running the Upgrade Utility

1. Briefly press (i.e., tap) the Aspire Mail Plus or UltraMail 2000 **Reset Button**.
2. Wait about 20 seconds for the **APP** LED to light solid (red).
3. Using proper static precautions, unplug the Aspire Mail Plus or UltraMail 2000 PCB.
4. Insert the Update Flash Card into the Aspire Mail Plus or UltraMail 2000 PCB Flash Card socket.
5. Plug in the Aspire Mail Plus or UltraMail 2000 PCB and watch your HyperTerminal screen. When you see a screen similar to the one below, immediately press **Enter**.
 - You should then see: **C:\>**



6. Type **D:\INSTALL** and press **Enter** to start the Upgrade Utility.
 - When the upgrade completes (after about 5 or 6 minutes), you should see **C:\>** again.

Part 3: Removing the Flash Card and Restarting

1. Once the Update Utility completes, reset the Aspire Mail Plus or UltraMail 2000 PCB by holding down the **Reset Button** for about 6 seconds.
2. Immediately remove the Update Flash Card and release the **Reset Button**.
 - The Aspire Mail Plus or UltraMail 2000 will restart with the new voice mail software installed.
 - All recordings and site programming will be retained.

Part 4: Verify the IP Address and Gateway Address

1. When the Aspire Mail Plus or UltraMail 2000 restarts, log onto the System Administrator's mailbox and verify the IP address (**SA + TCPIP**) and Gateway address (**SA + GATE**).

Upgrading the Software

Enabling the AMIS Networking Option

Overview

Compatibility Guidelines:

- A voice mail software version higher than 11.08 is recommended for AMIS Networking.

This procedure allows you to enable the AMIS Networking Option in your UltraMail 2000 or Aspire Mail Plus PCB. The AMIS Networking Option *does not* require that you purchase and install any additional hardware, although you must purchase the AMIS Networking Option. To enable the AMIS Networking option:

- Following normal procedures, purchase the AMIS Networking Option.
- Go to **Part 1** below and get your voice mail *Configuration Code*.
- Call NEC Unified Solutions Customer Service (800-365-1928 or elynch@necunified.com) with this code. They will provide you with your *AMIS Networking Option Authorization Code*.
- Go to **Part 2** below and enter your *AMIS Networking Option Authorization Code*. This will unlock the feature on your PCB.
- Reset the PCB. Refer to *Installation in 28i/124i and DS2000* on page 3 and *Installation in Aspire* on page 11 for more.
- Set up the AMIS Networking options. See *Networking (AMIS)* on page 264 for more.

1

Entering the AMIS Networking Option Authorization Code

Part 1: Obtaining the AMIS Networking Option Authorization Code

To obtain the AMIS Networking Authorization Code:

1. Log onto the System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000).
2. Dial **SA** to access the System Administrator options.
3. Dial **UPGRADE** (8747233) to select the Upgrade option and write down the announced voice mail *Configuration Code*.
 - This code is a sequence of up to 6 numbers. When you hear the code, each number is separated by 2 short beeps.
 - An example of a sample code is: 26624 10561 33716 9772 18881 54160
4. Dial # twice, then **X** twice to exit your mailbox.
5. Call NEC Unified Solutions Customer Service and obtain the *AMIS Networking Option Authorization Code* for your voice mail system that corresponds with your *Configuration Code*.
 - You can optionally click **Reports: Activity**, click **Save Report** to save the report as a text file, and then email the *Configuration Code* portion of the report to Customer Service.

Part 2: Entering the AMIS Networking Option Authorization Code

To enter the AMIS Networking Option Authorization Code”

1. Log onto the System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000).
2. Dial **SA** to access the System Administrator options.
3. Dial **UPGRADE** (8747233).
4. After the voice prompt starts, enter your *AMIS Networking Option Authorization Code + #*.
 - When entering this code, be sure to dial # at the end of the sequence.
 - An example of an entry is: 08471 26878 26522 62376 17436 36039 #
5. Dial # twice, then **X** twice to exit your mailbox.
6. Reset the PCB. Refer to *Installation in 28i/124i and DS2000* on page 3 and *Installation in Aspire* on page 11 for more.
7. Set up the AMIS Networking options. See *Networking (AMIS)* on page 264 for more.

Line Editor

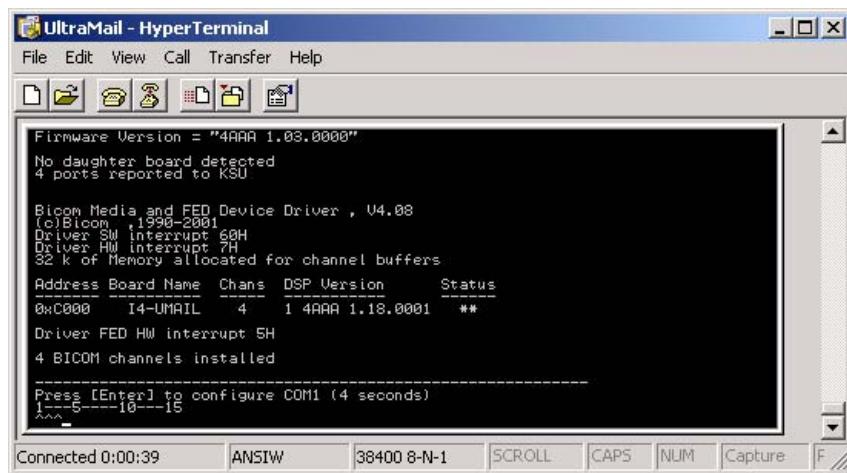
Activating the Line Editor

Activation

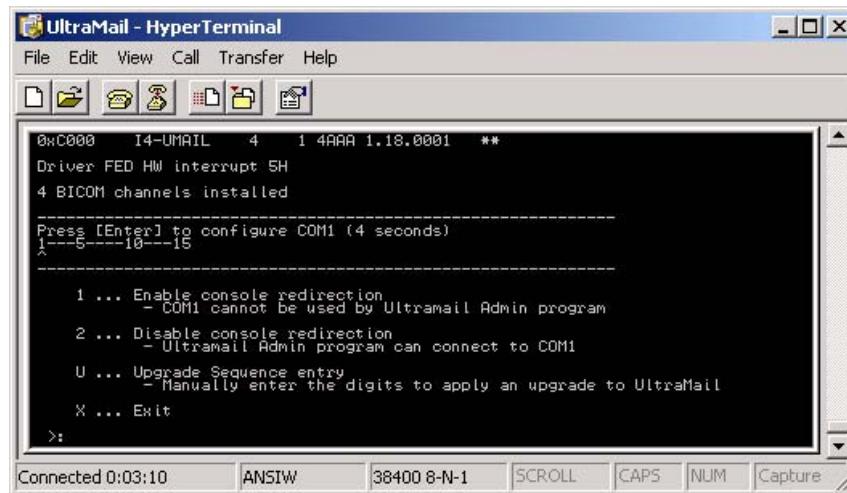
The voice mail PCB's RS232 port can optionally support the Line Editor, which is a text-only editor program that runs in a HyperTerminal session. This may be an option if you are an expert user of the Line Editor in NVM-2000 and VANGARD Mail products. You can set up the RS232 port to work with either the Line Editor or the Admin Program, **but not both**.

To activate the Line Editor:

1. Connect your PC to the system's RS232 port.
 - See *Connecting UltraMail/UltraMail 2000 to a PC* on page 8 or *Connecting Aspire Mail/Aspire Mail Plus to a PC* on page 17 for more.
2. Launch HyperTerminal and set up a new HyperTerminal connection for the Aspire Mail Plus or Ultra-Mail 2000 PCB.
 - The communications parameters should be 38400 bps, 8 bits, no parity, and 1 stop bit (38400, 8, N, 1).
3. Reset the Aspire Mail Plus or UltraMail 2000 PCB by holding down the **Reset Button** for about 6 seconds.
4. When the top 3 LEDs on the Aspire Mail Plus PCB light solid green or the first, second, fourth and fifth LEDs on the UltraMail 2000 PCB light solid, release the **Reset Button**.
5. When you see the following HyperTerminal screen, immediately press **Enter**.



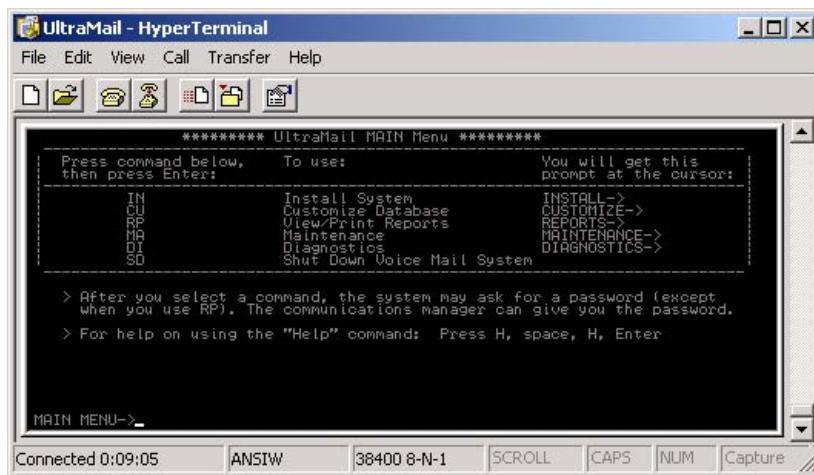
6. You then see:



Line Editor

Activating the Line Editor

7. Immediately type **1 + Enter** to enable the Line Editor.
8. The boot process will continue. When you see the following screen, you can use the Line Editor.



1

To deactivate the Line Editor (and enable the Admin program):

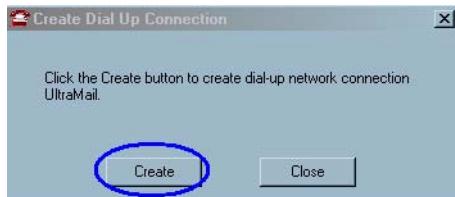
1. Repeat the procedure above, but type **2 + Enter** in step 7.

Creating Admin Dial-Up Connections

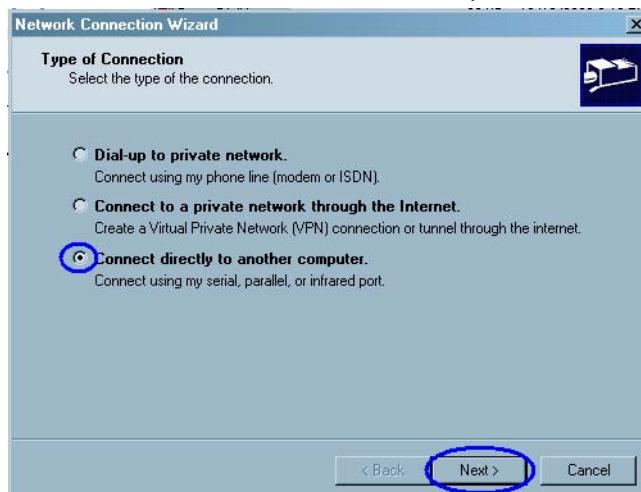
Dial-Up Connections for Windows 2000

Creating a Dial-up Network Connection for Windows 2000

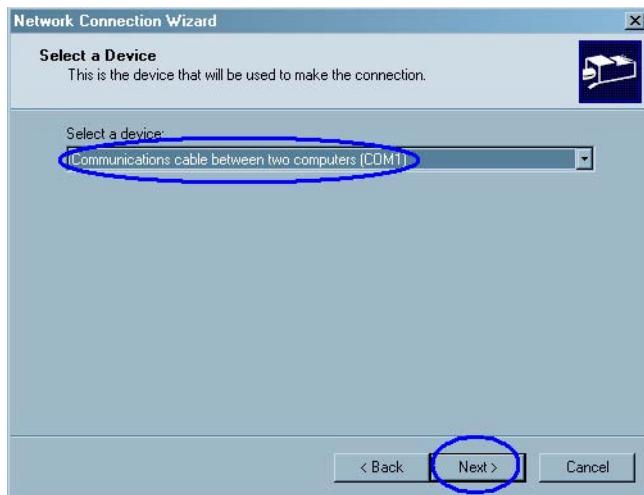
1. When you see the following screen, click **Create**.



2. For the screen below, select *Connect directly to another computer* and click **Next**.



3. In the following screen, select the serial port you intend to use and click **Next**.



Creating Admin Dial-Up Connections

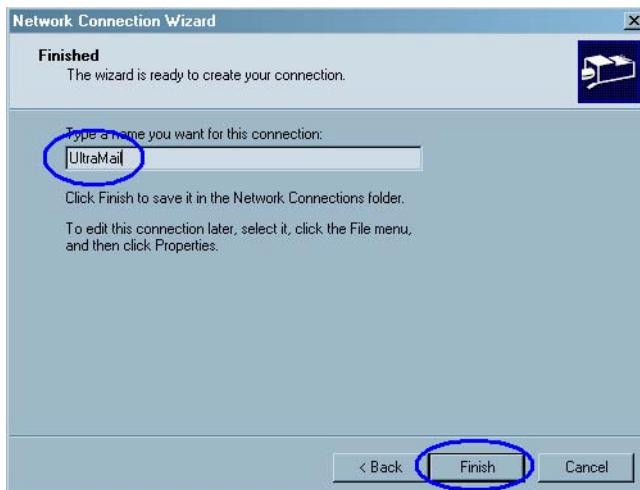
Dial-Up Connections for Windows 2000

4. For the following screen, click **Next**.

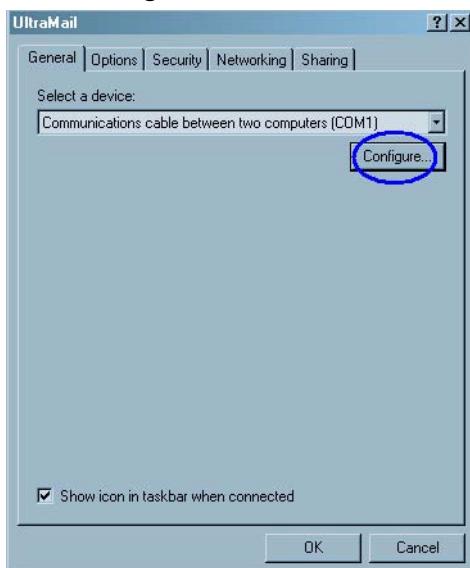


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5. In the screen that follows, enter *UltraMail* and click **Finish**.



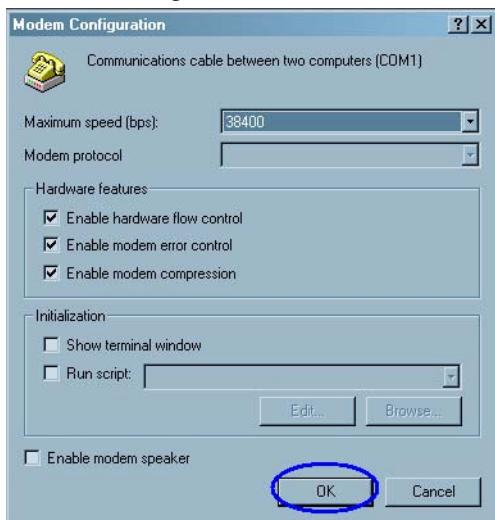
6. Select **Configure** below.



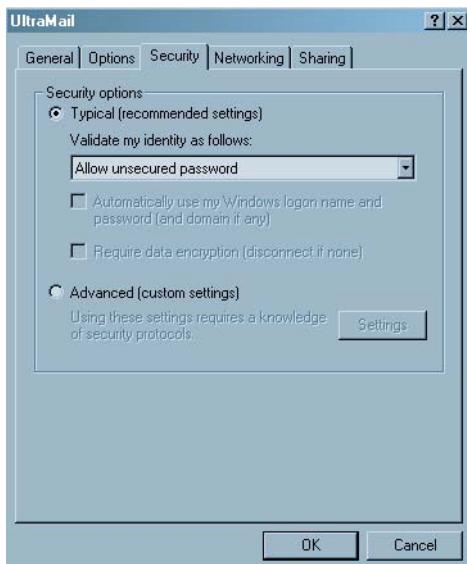
Creating Admin Dial-Up Connections

Dial-Up Connections for Windows 2000

7. Make the settings as shown below and click **OK**.



8. Make the settings as shown below on the **Security** tab.



Creating Admin Dial-Up Connections

Dial-Up Connections for Windows 2000

9. Make the settings as shown below on the Networking tab. Make sure that only *Internet Protocol (TCP/IP)* is selected. Click **OK**.



1

10. When you see the following, click the **Close** button.



Creating Admin Dial-Up Connections

Dial-Up Connections for Windows XP

Creating a Dial-Up Connection for Windows XP

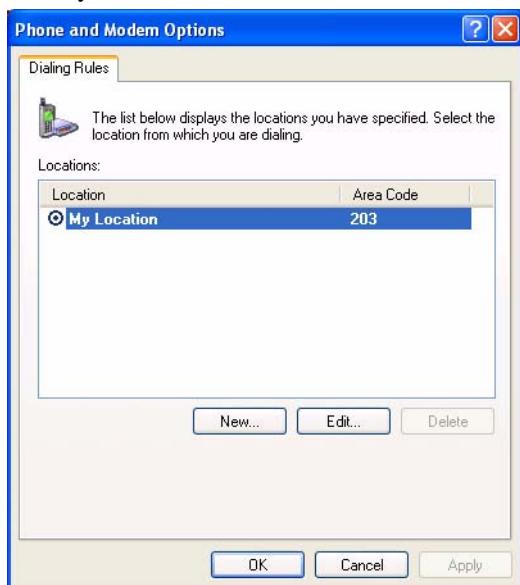
1. When you see the screen below, click **Create**.



2. Enter your area code in the following screen and click **OK**.



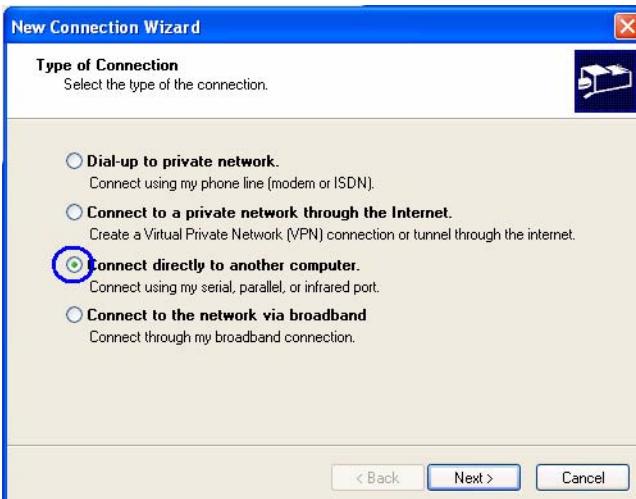
3. When you see the screen below, click **OK**.



Creating Admin Dial-Up Connections

Dial-Up Connections for Windows XP

4. Select *Connect directly to another computer* in the following screen, then click **Next**.



1

5. In the following screen, select the Communications Port you intend to use and click **Next**.



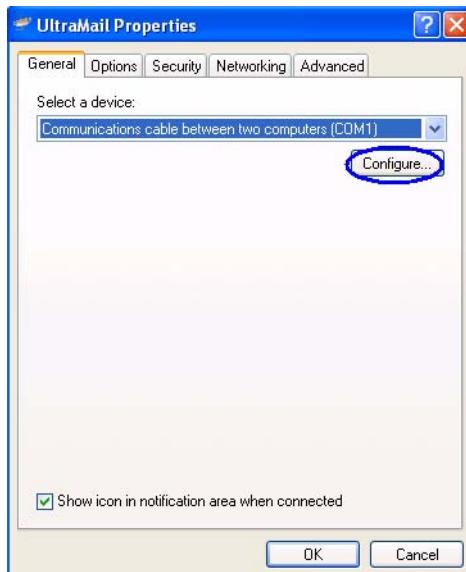
6. Type in *UltraMail* for the connection name below, then click **Finish**.



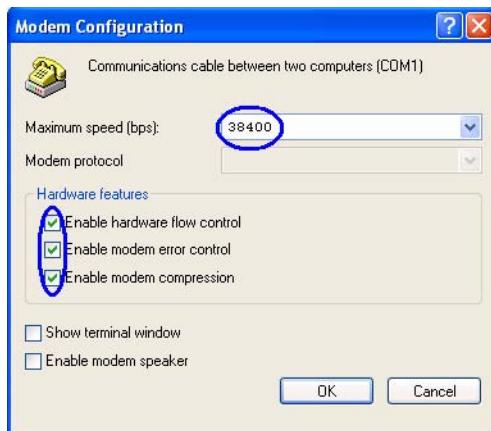
Creating Admin Dial-Up Connections

Dial-Up Connections for Windows XP

7. Make sure the device is the communication port you selected and click **Configure** below.



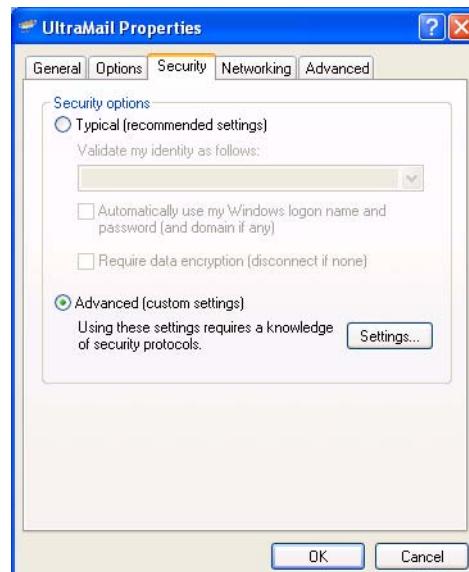
8. For the following configuration options, select 38400 for the speed, check the *hardware features* selections, and click **OK**.



Creating Admin Dial-Up Connections

Dial-Up Connections for Windows XP

9. In the Security tab below, select *Advanced* and keep the default setting.



10. In the Networking tab, only select *Internet Protocol (TCP/IP)* and *QoS Packet Scheduler*, then click **OK**.



11. When you see the following screen, click **Close** to close the dialog.



Creating Admin Dial-Up Connections

Dial-Up Connections for Windows XP

Chapter 2: Features

2

Introduction to Voice Mail Features

If you are not familiar with the voice mail features, review
the Feature Glossary on page 62.

This chapter provides detailed information on the voice mail features. The features in this chapter are in alphabetical order, like a dictionary. This chapter subdivides each feature definition into headings as follows:

- **Description**
Read *Description* to get an overview of the feature, its benefit, any special considerations you should be aware of, and how it works in the default system.
- **Related Features**
Related Features shows you at a glance how the feature interacts with other voice mail features.
- **Programming**
Here you'll find easy to follow step-by-step programming instructions for the feature. If you need more detail about a program, just follow the page reference to the program in *Chapter 3, Programming*.
- **Operation**
Operation provides charts that show you how the feature operates.

Feature Glossary

Feature Glossary

Name	Description	Usage
Access Directory Dialing	■ See <i>Directory Dialing</i> in this glossary.	Automated Attendant
ACD Announcement Mailbox	Mailbox that provides a prerecorded greeting (announcement message) for a 28i/124i/Aspire Automatic Call Distribution (ACD) group. ACD must be separately programmed in the 28i/124i/Aspire telephone system. ■ See <i>ACD Announcement Mailbox</i> on page 79 for more.	Voice Mail
Administrator Security Code Control	■ See <i>Security Code</i> in this glossary.	Voice Mail
Alternate Next Call Routing Mailbox	This option is called Next Call Routing Mailbox Dial Mode. ■ See <i>Next Call Routing Mailbox</i> on page 274 for more.	Voice Mail
AMIS Networking	■ See <i>Networking</i> in this glossary.	System
Announcement Mailbox	Mailbox that allows a prerecorded greeting to play to mailbox callers. ■ See <i>Announcement Mailbox</i> on page 81 for more.	Automated Attendant
Announcement Message	The message that the System Administrator records for a specific Announcement Mailbox. ■ See <i>Announcement Message</i> on page 85 for more.	Automated Attendant
Answering Machine Emulation	A keyset on the connected telephone system can work like a home answering machine. ■ See <i>Answering Machine Emulation</i> on page 88 for more.	Voice Mail
Answering Schedule Override	The System Administrator can call into the Automated Attendant and enable an alternate greeting and alternate dialing options for callers. ■ See <i>Answer Schedule Override</i> on page 90 for more.	Automated Attendant
Answering Table	Determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. ■ See <i>Answering Table</i> on page 86 for more.	Automated Attendant
Archive and De-Archive Voice Mail Database	■ See <i>Local Backup</i> and <i>Local Restore</i> in this glossary.	Maintenance
Auto Attendant Do Not Disturb	If an extension user has a mailbox greeting recorded, Auto Attendant Do Not Disturb sends Automated Attendant calls directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. ■ See <i>Auto Attendant Do Not Disturb</i> on page 92 for more. Also see <i>Greeting</i> in this glossary.	Automated Attendant

Feature Glossary

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Name	Description	Usage
Auto Erase or Save	When a mailbox user completely listens to a new message and then exits their mailbox, voice mail will either automatically save or erase the message. ■ See <i>Auto Erase or Save</i> on page 94 for more.	
Auto Forward	Messages left in an extension user's mailbox can automatically forward to a co-worker's mailbox. ■ See <i>Auto Forward</i> on page 95 for more.	Voice Mail
Auto Help	An extension user can enable a <i>full</i> or <i>abbreviated</i> set of voice prompts that guide them while using their mailbox. ■ See <i>Auto Help</i> on page 97 for more.	Voice Mail
Auto Time Stamp	After a user listens to a message, voice mail can optionally announce the time and date the message was left. ■ See <i>Auto Time Stamp</i> on page 98 for more.	Voice Mail
Automated Attendant	The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers. ■ See <i>Automated Attendant</i> on page 99 for more.	Automated Attendant
Automated Attendant Transfer	While on a trunk call, an extension user can transfer their trunk call to the Automated Attendant so the caller can use the Automated Attendant dialing options. ■ See <i>Automated Attendant Transfer</i> on page 102 for more.	Voice Mail
Automatic Call Routing to a Mailbox	■ See <i>Go to a Mailbox</i> in this glossary.	Automated Attendant
Automatic Daily Maintenance	■ See <i>Diagnostics</i> in this glossary.	Maintenance
Automatic Message Erase/Save	■ See <i>Auto Erase or Save</i> in this glossary.	Voice Mail
Automatic Routing for Rotary Dial Callers	If an Automated Attendant caller doesn't dial any digits, voice mail will automatically route them to a specified option (such as the operator or a mailbox). ■ See <i>Automatic Routing for Rotary Dial Callers</i> on page 103 for more. ■ Also see <i>Message Center Mailbox</i> in this glossary.	Automated Attendant
Autosave	The Admin program can automatically save program changes whenever you press OK to exit an option. ■ See <i>Autosave</i> on page 104 for more.	Maintenance
Bilingual Voice Prompts	Voice mail provides voice prompts in 2 languages. These 2 languages are available to Automated Attendant callers, specific trunks, or specific mailboxes. In addition, Automated Attendant callers may be able to select the language of their choice. ■ See <i>Bilingual Voice Prompts</i> on page 105 for more.	System
Broadcast Message	A prerecorded Broadcast Message automatically plays to each mailbox user when they log into their mailbox. ■ See <i>Broadcast Message</i> on page 108 for more.	Voice Mail

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Call Announcing	When an Automated Attendant caller dials an extension, Call Announcing can broadcast their name to the extension user (who can then either accept or reject the call). ■ See <i>Call Announcing</i> on page 110 for more.	Automated Attendant
Call Blocking	Call Blocking prevents Automated Attendant callers from reaching an extension. ■ See <i>Call Blocking</i> on page 113 for more.	Automated Attendant
Call Forward to a Mailbox	An extension user can forward their calls to their mailbox. ■ See <i>Call Forward to a Mailbox</i> on page 114 for more.	Voice Mail
Call Parking/Paging	■ See <i>Park and Page</i> in this glossary.	Automated Attendant
Call Queuing	Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice prompts tell the caller their place in queue while they wait. ■ See <i>Call Queuing</i> on page 116 for more. ■ Also see <i>Call Waiting</i> in this glossary.	Automated Attendant
Call Routing Mailbox	The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. ■ See <i>Call Routing Mailbox</i> on page 119 for more.	Automated Attendant
Call Waiting	Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail sends a beep to the busy extension letting them know a call is waiting. ■ See <i>Call Waiting</i> on page 124 for more. ■ Also see <i>Call Queuing</i> in this glossary.	Automated Attendant
Caller ID	A telephone company service that provides a caller's number and optional name. The telephone system can pass this information to voice mail to enable <i>Caller ID Automatic Transfer</i> and <i>Caller ID with Return Call</i> . ■ See <i>Caller ID</i> on page 126 for more.	System
Caller ID Automatic Transfer	The Automated Attendant can answer a call, analyze the <i>caller's</i> phone number, and automatically transfer the call to a specified destination. ■ See <i>Caller ID Automatic Transfer</i> on page 127 for more.	System
Caller ID with Return Call	See <i>Make Call</i> in this glossary.	Voice Mail
Calling (Logging Onto) a Mailbox	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
Calling the Automated Attendant	Automated Attendant callers can use various voice mail features and then return to the Automated Attendant for additional dialing options. ■ See <i>Calling the Automated Attendant</i> on page 129 for more.	Automated Attendant

Feature Glossary

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Name	Description	Usage
Centralized Voice Mail	A single voice mail can provide Voice Mail/Automated Attendant service to multiple telephone systems. This is also called Remote Tenant Service. <i>For 124i EXCPRU 6.**.** only, and requires the installation of i-Series networking.</i> ■ See <i>Centralized Voice Mail</i> on page 130 for more.	System
Centrex Transfer	A Dial Action Table option that can transfer an Automated Attendant call from a Centrex trunk to an outside number using features of that Centrex trunk. ■ See <i>Centrex Transfer</i> on page 132 for more.	Automated Attendant
Checking/Deleting a Message	An extension user can check if a voice mail message they left for a co-worker has been listened to by the co-worker. If not, they can delete it. ■ See <i>Checking/Deleting a Message</i> on page 135 for more.	Voice Mail
Confidential Message	An extension user can leave a Confidential Message for a co-worker that cannot be forwarded to another user. ■ See <i>Confidential Message</i> on page 136 for more.	Voice Mail
Conversation Record	Allows an extension user to record their active call as a message in their mailbox. Voice mail will broadcast a beep and a voice prompt to the callers as Conversation Record begins. ■ See <i>Conversation Record</i> on page 138 for more.	Voice Mail
Database Backup and Restore	■ See <i>Local Backup and Local Restore</i> in this glossary.	Maintenance
Day, Night, and Holiday Greetings	■ See <i>Flexible Answering Schedules</i> in this glossary.	Automated Attendant
Deleting a Message	■ See <i>Message Delete</i> in this glossary.	Voice Mail
Deleting Mailbox Security Code	■ See <i>Mailbox Security Code Delete</i> in this glossary.	Maintenance
Diagnostics	The Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance. In addition, the System Administrator can dial a code to hear the voice mail software version number. ■ See <i>Diagnostics</i> on page 141 for more.	Maintenance
Dial Action Table	Defines the dialing options for a Call Routing Mailbox chosen by the active Answering Table, which in turn provides those dialing options to Automated Attendant callers. ■ See <i>Dial Action Table</i> on page 143 for more.	Automated Attendant
Directory Dialing	An Automated Attendant caller can call an extension by dialing the first few letters of the extension user's name. ■ See <i>Directory Dialing</i> on page 148 for more.	Automated Attendant
Directory Dialing Mailbox	The type of mailbox voice mail can use to facilitate Directory Dialing, bypassing the Automated Attendant. ■ See <i>Directory Dialing Mailbox</i> on page 156 for more.	Automated Attendant

Feature Glossary

Name	Description	Usage
Directory Dialing Message	The announcement the Directory Dialing Mailbox provides to incoming callers so they know how to use the Directory Dialing feature. ■ See <i>Directory Dialing Message</i> on page 157 for more.	Automated Attendant
Disk Maintenance	See <i>Diagnostics</i> in this glossary.	Maintenance
Distribution List	The list of extensions that will receive a message sent to the associated Distribution Mailbox. ■ See <i>Distribution List</i> on page 158 for more.	Voice Mail
Distribution Mailbox	Record a single message and send it to a Distribution Mailbox, which in turn sends the message to the extensions on that mailbox's predefined Distribution List. ■ See <i>Distribution Mailbox</i> on page 160 for more.	Voice Mail
Erasing All Messages	Lets the System Administrator delete mailbox messages system-side. ■ See <i>Erasing All Messages</i> on page 161 for more.	Maintenance
Exiting a Mailbox	An extension user can exit their mailbox by dialing a code or by hanging up. ■ See <i>Exiting a Mailbox</i> on page 162 for more.	Voice Mail
External Extension	An extension can have calls from the Automated Attendant automatically route on another trunk to an outside number. ■ See <i>External Extension</i> on page 163 for more.	Automated Attendant
Fax Detection	The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. ■ See <i>Fax Detection</i> on page 165 for more.	Automated Attendant
First Time Tutorial	Voice mail can play a brief tutorial to extension users when they log onto their mailbox for the first time. ■ See <i>First Time Tutorial</i> on page 166 for more.	Voice Mail
Flexible Answering Schedules	The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. ■ See <i>Flexible Answering Schedules</i> on page 168 for more.	Automated Attendant

Name	Description	Usage
Flexible Call Routing	<p>The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. There are 3 components to Flexible Call Routing.</p> <p><i>Answering Table</i></p> <p>Determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing.</p> <p><i>Call Routing Mailbox</i></p> <p>The mailbox associated with an <i>Answering Table</i> that specifies which dialing options (<i>Dial Action Table</i>) and announcements are available to Automated Attendant callers.</p> <p><i>Dial Action Table</i></p> <p>Defines the dialing options for the <i>Call Routing Mailbox</i> chosen by the active <i>Answering Table</i>, which in turn provides those dialing options to Automated Attendant callers.</p> <ul style="list-style-type: none"> ■ See <i>Flexible Call Routing</i> on page 169 for more. 	Automated Attendant
Flexible Mailbox Numbering Plan	<p>If the telephone system extension numbers are customized, the voice mail mailbox numbers can be customized to match.</p> <ul style="list-style-type: none"> ■ See <i>Flexible Mailbox Numbering Plan</i> on page 170 for more. 	System
Forced Unscreened Transfer	<p>A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.</p> <ul style="list-style-type: none"> ■ See <i>Forced Unscreened Transfer</i> on page 171 for more. 	Automated Attendant
Forwarding Calls to a Mailbox	See <i>Call Forward to a Mailbox</i> in this glossary.	Voice Mail
Future Delivery Mailbox	<p>The type of mailbox that enables extension users to leave Future Delivery Messages.</p> <ul style="list-style-type: none"> ■ See <i>Future Delivery Mailbox</i> on page 172 for more. 	Voice Mail
Future Delivery Message	<p>An extension user can record a voice message for a co-worker and have voice mail deliver it at a specified time in the future.</p> <ul style="list-style-type: none"> ■ See <i>Future Delivery Message</i> on page 173 for more. 	Voice Mail
Getting Recorded Help	<p>If an extension user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the voice mail voice prompts.</p> <ul style="list-style-type: none"> ■ See <i>Getting Recorded Help</i> on page 175 for more. 	Voice Mail
Go to a Mailbox	<p>An Automated Attendant caller can dial a digit and route directly into a mailbox.</p> <ul style="list-style-type: none"> ■ See <i>Go To A Mailbox</i> on page 176 for more. 	Automated Attendant

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Greeting	<p>A Subscriber or Guest Mailbox user can record up to 3 personalized greetings for their mailbox. Caller's to the user's mailbox hear the active personalized greeting.</p> <p>With Remote Greeting, an extension user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting.</p> <ul style="list-style-type: none"> ■ See <i>Greeting</i> on page 178 for more. ■ Also see <i>Auto Attendant Do Not Disturb</i> in this glossary. 	Voice Mail
Guest Mailbox	<p>An outside party can have their own mailbox for receiving and sending messages.</p> <ul style="list-style-type: none"> ■ See <i>Guest Mailbox</i> on page 181 for more. 	Voice Mail
Hang Up	<p>An Automated Attendant option that immediately hangs up the outside call.</p> <ul style="list-style-type: none"> ■ See <i>Hang Up</i> on page 184 for more. 	Automated Attendant
Help	<ul style="list-style-type: none"> ■ See <i>Getting Recorded Help</i> in this glossary. 	Voice Mail
Individual Trunk Greetings	<ul style="list-style-type: none"> ■ See <i>Multiple Company Greetings</i> in this glossary. 	Automated Attendant
Instruction Menu	<p>The Instruction Menu is the second announcement that plays to Automated Attendant callers, right after the Welcome Message. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options.</p> <ul style="list-style-type: none"> ■ See <i>Instruction Menu</i> on page 185. ■ Also see <i>Welcome Message</i> in this glossary. 	Automated Attendant
Inter-Tenant Messaging	<ul style="list-style-type: none"> ■ See <i>Tenant Service</i> in this glossary. 	System
Interactive Mailbox	<p>The mailbox type the facilitates Interactive Messaging.</p> <ul style="list-style-type: none"> ■ See <i>Interactive Mailbox</i> on page 188 for more. 	Automated Attendant
Interactive Messaging	<p>Automated Attendant callers can respond to specific pre-recorded questions (the <i>Interactive Prompts</i>) and have their answers stored in a unique mailbox (the <i>Interactive Mailbox</i>).</p> <ul style="list-style-type: none"> ■ See <i>Interactive Messaging</i> on page 189 for more. 	Automated Attendant
Interactive Prompts	<p>The Interactive Messaging pre-recorded prompts.</p> <ul style="list-style-type: none"> ■ See <i>Interactive Prompts</i> on page 194 for more. 	Automated Attendant
Leaving a Message	<p>An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb.</p> <ul style="list-style-type: none"> ■ See <i>Leaving a Message</i> on page 195 for more. 	Voice Mail
Leaving a Message at a Busy/ DND Extension	<ul style="list-style-type: none"> ■ See <i>Leaving a Message</i> in this glossary. 	Voice Mail
Leave a Quick Message	<ul style="list-style-type: none"> ■ See <i>Quick Message</i> in this glossary. 	Automated Attendant
Listening Options	<ul style="list-style-type: none"> ■ See <i>Listening to Messages</i> in this glossary. 	Voice Mail

Feature Glossary

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Name	Description	Usage
Listening to Messages	While or after listening to a message, an extension user has many message handling options from which to choose. ■ See <i>Listening to Messages</i> on page 196 for more.	Voice Mail
Local Backup	Back up the voice mail database and messages to the hard drive on the connected Administrator's PC. ■ See <i>Local Backup and Archive</i> on page 198 for more.	Maintenance
Local Diagnostics	■ See <i>Port Activity</i> in this glossary.	Maintenance
Local Notification	■ See <i>Message Notification</i> in this glossary.	Voice Mail
Local Restore	Restore the voice mail database and messages from the hard drive on the Administrator's PC. ■ See <i>Local Restore and Dearchive</i> on page 200 for more.	Maintenance
Log Onto Voice Mail	An extension user can press a key to log onto (access) their voice mail mailbox. With Remote Logon, an employee calling through the Automated Attendant can dial a single digit followed by their own mailbox number to remotely log onto their mailbox. ■ See <i>Log Onto Voice Mail</i> on page 201 for more.	Voice Mail
Mailbox Greeting	■ See <i>Greeting</i> in this glossary.	Voice Mail
Mailbox Logon	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
Mailbox Name	A mailbox caller can hear the extension user's prerecorded name instead of their mailbox number. ■ See <i>Mailbox Name</i> on page 204 for more.	Voice Mail
Mailbox Security Code Delete	The System Administrator can delete the security code for any mailbox, effectively unlocking it. ■ See <i>Mailbox Security Code Delete</i> on page 207 for more. ■ Also see <i>Security Code</i> in this glossary.	Maintenance
Mailbox Transfer	■ See <i>Transfer to a Mailbox</i> in this glossary.	Voice Mail
Main Menu	The voice mail options available to an extension user when they log onto their mailbox. ■ See <i>Main Menu</i> on page 208 for more.	Voice Mail
Make Call	An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number. ■ See <i>Make Call</i> on page 210 for more.	Voice Mail
Make Call to Sender	■ See <i>Make Call</i> in this glossary.	Voice Mail

Feature Glossary

Name	Description	Usage
Message Center Mailbox	A shared mailbox for a group of co-worker's. Can also be the routing destination for rotary dial Automated Attendant callers. ■ See <i>Message Center Mailbox</i> on page 214. ■ Also see <i>Automatic Routing for Rotary Dial Callers</i> in this glossary.	Voice Mail
Message Check	■ See <i>Checking/Deleting a Message</i> in this glossary.	Voice Mail
Message Count Display	The telephone display can show the number of new messages waiting in a user's mailbox. ■ See <i>Message Count Display</i> on page 217 for more.	Voice Mail
Message Delete	An extension user can delete any messages left in their mailbox. ■ See <i>Message Delete</i> on page 221 for more.	Voice Mail
Message Forward	A subscriber can forward a message in their mailbox to a co-worker. They can optionally record a comment before the forwarded message. ■ See <i>Message Forward</i> on page 222 for more.	Voice Mail
Message Length	The System Administrator can set the maximum length of a message that can be left in a user's voice mailbox. ■ See <i>Message Length</i> on page 224 for more.	Voice Mail
Message Listen Mode	When a user calls their mailbox, they can dial a code to listen to all their messages, their new messages, their saved messages, or their held messages. ■ See <i>Message Listen Mode</i> on page 225 for more.	Voice Mail
Message Notification	Once Message Notification is activated by the mailbox user, voice mail can dial up to 3 telephone numbers to let the recipient know there are new messages in their mailbox. Notification can call extensions, local numbers, long distance numbers and pagers. ■ See <i>Message Notification</i> on page 226 for more.	Voice Mail
Message Notification for Urgent Messages	Message Notification can be set up to notify only for urgent messages. ■ See <i>Message Notification for Urgent Messages</i> on page 244 for more.	Voice Mail
Message Playback Direction	An extension user can listen to their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. ■ See <i>Message Playback Direction</i> on page 245 for more.	Voice Mail
Message Record	A Subscriber or Guest Mailbox user can record and send a message to any other Subscriber, Guest, Message Center, or Future Delivery Mailbox. ■ See <i>Message Record</i> on page 247 for more.	Voice Mail

Feature Glossary

2

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Message Reply	An extension user can reply to a message in their mailbox by dialing a simple code, without knowing the caller's extension number. ■ See <i>Message Reply</i> on page 250 for more.	Voice Mail
Message Retention	Voice mail will save a mailbox's new, held, or saved messages for the Message Retention interval, and then delete them. ■ See <i>Message Retention</i> on page 251 for more.	Voice Mail
Message Send	■ See <i>Message Record</i> in this glossary.	Voice Mail
Message Status Report	Shows the number and type of messages stored in each mailbox, as well as other important mailbox attributes. ■ See <i>Message Status Report</i> on page 252 for more.	
Message Storage Limit	Sets how many messages a mailbox can store. ■ See <i>Message Storage Limit</i> on page 253 for more.	Voice Mail
Message Waiting Lamp	An extension's Message Waiting lamp flashes on the telephone indicating that they have new messages waiting in their mailbox. ■ See <i>Message Waiting Lamp</i> on page 255 for more.	Voice Mail
Modem Mailbox	The mailbox type in Aspire Mail, Aspire Mail Plus, and UltraMail 2000 that allows a technician to access the voice mail internal modem for programming purposes. ■ The Modem Mailbox is not available in UltraMail (flash-based) systems. ■ See <i>Modem Mailbox</i> on page 256 for more.	Maintenance
Monitored Transfer	With Monitored Transfer, after an Automated Attendant caller dials an extension voice mail checks the status of the called extension. ■ If the called extension is idle, voice mail rings the extension (similar to an Unscreened Transfer). ■ If the called extension is busy or in DND, voice mail sends the caller directly to the called extension's mailbox (similar to a Screened Transfer). ■ See <i>Monitored Transfer</i> on page 258 for more. ■ Also see <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
Multilingual Voice Prompts	See <i>Bilingual Voice Prompts</i> in this glossary.	System
Multiple Company Greetings	By setting up a <i>Trunk Mailbox</i> for each trunk, one voice mail system can provide individual greetings and dialing options for several companies. ■ See <i>Multiple Company Greetings</i> on page 260 for more. ■ Also see <i>Trunk Mailbox</i> in this glossary.	Automated Attendant
Multiple Mailbox Greetings	See <i>Greeting</i> .	Voice Mail

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Music On Hold	<p><i>Call Queuing</i> callers waiting for a busy extension to become free can hear prerecorded music or an announcement.</p> <p>■ See <i>Music On Hold</i> on page 261 for more.</p>	Automated Attendant
Name	■ See <i>Mailbox Name</i> in this glossary.	Voice Mail
Networking	Allows voice mail to exchange voice messages with <i>any</i> other voice mail system that provides AMIS networking.	System
■ See <i>Networking (AMIS)</i> on page 264 for more.		
Next Call Routing Mailbox	Provides callers with additional dialing options after they leave a message in an extension's mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode). Normally, callers can just dial 0.	Voice Mail
■ See <i>Next Call Routing Mailbox</i> on page 274 for more.		
One-Touch Forwarding	■ See <i>Call Forward to a Mailbox</i> and <i>Message Forward</i> in this glossary.	Voice Mail
One-Touch Mailbox Access	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
One-Touch Mailbox Retrieval	■ See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
Paging Message	The prerecorded announcement used for Park and Page.	Voice Mail
■ See <i>Paging Message</i> on page 276 for more.		
Park and Page	Voice mail can Park an Automated Attendant call at an extension and automatically Page with a prerecorded greeting announcing the parked call.	Automated Attendant
■ See <i>Park and Page</i> on page 278 for more.		
Personal Answering Machine Emulation	■ See <i>Answering Machine Emulation</i> in this glossary.	Voice Mail
Personalized Mailbox Greeting	■ See <i>Greeting</i> in this glossary.	Voice Mail
Port Activities/Diagnostics	■ See <i>Port Activity</i> in this glossary.	Maintenance
Port Activity	A diagnostic that shows the activity at each voice mail port.	Maintenance
■ See <i>Port Activity</i> on page 281 for more.		
Port Self Test	A diagnostic that tests each voice mail port to be sure it is functioning properly.	Maintenance
■ See <i>Port Self Test</i> on page 282 for more.		
Ports In/Out of Service	A diagnostic that allows a port to be removed from service, or put back in service if it has been removed.	Maintenance
■ See <i>Ports In/Out of Service</i> on page 283 for more.		
Pre-Greeting Announcement Mailbox	When enabled for a Subscriber Mailbox, callers leaving a message in the mailbox hear the Announcement Message recorded for the specified Pre-Greeting Announcement Mailbox prior to the Subscriber Mailbox's Personal Greeting.	Voice Mail
■ See <i>Pre-Greeting Announcement Mailbox</i> on page 284 for more.		

Feature Glossary

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Name	Description	Usage
Pre-installed Voice Prompts in Another Language	■ See <i>Bilingual Voice Prompts</i> in this glossary.	System
Programmable Security Code	■ See <i>Security Code</i> and <i>Mailbox Security Code Delete</i> in this glossary.	Voice Mail
Programmable Voice Prompts	■ See <i>Voice Prompts</i> in this glossary.	System
Programmer	In this manual, the technician that uses a PC and the Admin Program to customize the voice mail programmable options. ■ Also see <i>System Administrator</i> in this glossary.	Maintenance
Programming Voice Mail	Voice mail is programmed via a Window-based PC running the Admin program. The PC is connected to the voice mail serial port or LAN connector. Limited programming can also be done from a System Administrator's mailbox. ■ See <i>Programming Voice Mail</i> on page 286 for more. ■ Also see <i>System Administrator Mailbox</i> in this glossary.	Maintenance
Quick Message	Automated Attendant callers can dial a digit followed by an extension number to leave a message directly in a user's mailbox. ■ See <i>Quick Message</i> on page 287 for more.	Automated Attendant
Real Trace	A troubleshooting report that displays voice mail events as they occur – in real time. ■ See <i>Real Trace</i> on page 290 for more. ■ For information about the report that shows events stored in the voice mail trace database, see <i>Trace Viewer</i> on page 76.	Maintenance
Record a Paging Message	■ See <i>Park and Page</i> in this glossary.	Voice Mail
Record and Send a Message	■ See <i>Message Record</i> in this glossary.	Voice Mail
Recorded Help	■ See <i>Auto Help</i> in this glossary.	Voice Mail
Recording a Confidential Message	■ See <i>Confidential Message</i> in this glossary.	Voice Mail
Recording a Conversation	■ See <i>Conversation Record</i> in this glossary.	Voice Mail
Recording a Future Delivery Message	■ See <i>Future Delivery Message</i> in this glossary.	Voice Mail
Recording a Message	■ See <i>Message Record</i> in this glossary.	Voice Mail
Recording an Urgent Message	■ See <i>Urgent Message</i> in this glossary.	Voice Mail
Recording Conversation Beep	■ See <i>Conversation Record</i> in this glossary.	Voice Mail
Recording Options	■ See <i>Message Record</i> in this glossary.	Voice Mail

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Recording Silence Elimination	Voice mail can automatically remove quiet (silent) periods from recorded messages to conserve message space. ■ See <i>Recording Silence Elimination</i> on page 291 for more.	Voice Mail
Remote Diagnostics	Voice mail diagnostics are available remotely via a modem connected to an off-site PC. ■ See <i>Remote Diagnostics</i> on page 292 for more.	Maintenance
Remote Greetings	See <i>Greeting</i> in this glossary.	Voice Mail
Remote Log On	See <i>Log Onto Voice Mail</i> in this glossary.	Voice Mail
Remote Message Notification	■ See <i>Message Notification</i> in this glossary.	Voice Mail
Remote Programming	Voice mail programming is available remotely via modem connected to an off-site PC. ■ See <i>Remote Programming</i> on page 293 for more.	Maintenance
Remote Tenant Service	A single voice mail can provide Voice Mail/Automated Attendant service to multiple telephone systems. This is also called Centralized Voice Mail. For 124i EXCPRU 6.**.** only, and requires the installation of i-Series networking. ■ See <i>Centralized Voice Mail</i> on page 130 for more.	System
Reports	The voice mail Admin program provides a comprehensive set of reports for monitoring system performance and usage. ■ See <i>Reports</i> on page 294 for more.	Maintenance
Requesting a Return Receipt	■ See <i>Return Receipt</i> in this glossary.	Voice Mail
Return Call (with Caller ID)	■ See <i>Caller ID with Return Call</i> in this glossary.	Voice Mail
Return Receipt	After recording and sending a message to a co-worker, an extension user can request a Return Receipt which notifies them when their co-worker has listened to the message. ■ See <i>Return Receipt</i> on page 296 for more. ■ Also see <i>Checking/Deleting a Message</i> in this glossary.	Voice Mail
Rotary Dial Telephones	■ See <i>Automatic Routing for Rotary Dial Callers</i> in this glossary.	Automated Attendant
Screen Saver	The PC running the Admin program can optionally provide Screen Saver capability. ■ See your Microsoft Windows documentation for more.	Maintenance

Feature Glossary

2

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Screened Transfer	<p>Similar to telephone system screened transfers in which the transferring party controls the transfer.</p> <p>After an Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.</p> <ul style="list-style-type: none"> ■ If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options. ■ If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a pre-set interval, the Automated Attendant doesn't extend the call and provides the caller with additional options. ■ See <i>Screened Transfer</i> on page 297 for more. ■ Also see <i>Unscreened Transfer</i> and <i>Monitored Transfer</i> in this glossary. 	Automated Attendant
Scripted Prompting	<ul style="list-style-type: none"> ■ See <i>Interactive Messaging</i> in this glossary. 	Automated Attendant
Security Code	<p>An extension user's mailbox can have a security code to protect the mailbox from unauthorized access.</p> <ul style="list-style-type: none"> ■ See <i>Security Code</i> on page 300 for more. ■ Also see <i>Mailbox Security Code Delete</i> in this glossary. 	Voice Mail
Select Listen Mode	<ul style="list-style-type: none"> ■ See <i>Message Listen Mode</i> in this glossary. 	Voice Mail
Select Voice Prompts in Another Language	<ul style="list-style-type: none"> ■ See <i>Bilingual Voice Prompts</i> in this glossary. 	System
Shutting Down the System	<p>Voice mail can be shut down for maintenance purposes.</p> <ul style="list-style-type: none"> ■ See <i>Shutting Down the System</i> on page 303 for more. 	Maintenance
Single Digit Dialing	<p>An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use a voice mail feature.</p> <ul style="list-style-type: none"> ■ See <i>Single Digit Dialing</i> on page 304 for more. 	Automated Attendant
Subscriber Mailbox	<p>The mailbox type normally used for telephone system extensions.</p> <ul style="list-style-type: none"> ■ See <i>Subscriber Mailbox</i> on page 306 for more. 	Voice Mail
System Administrator	<p>The extension user that has voice mail system administration capabilities.</p> <ul style="list-style-type: none"> ■ See <i>System Administrator</i> on page 310 for more. ■ Also see <i>Programmer</i> in this glossary. 	Maintenance
System Administrator Mailbox	<p>A Subscriber Mailbox option that enables the system administration capabilities.</p> <ul style="list-style-type: none"> ■ See <i>System Administrator Mailbox</i> on page 312 for more. ■ Also see <i>System Administrator</i> in this glossary. 	Voice Mail

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
System Re-initialization	Re-initializing voice mail returns all programmed options to their default values. ■ See <i>System Re-initialization</i> on page 313 for more.	Maintenance
Tenant Service	Multiple business in the same building can share the same voice mail system. ■ See <i>Tenant Service</i> on page 314 for more.	System
Time and Date	After listening to a message, an extension user can dial a code to hear what time and date the message was sent. ■ See <i>Time and Date</i> on page 316 for more. ■ Also see <i>Auto Time Stamp</i> in this glossary.	Voice Mail
Time and Date Stamp	With caller ID installed, an extension can listen to a message and dial a code to hear the time and date the message was sent, as well as the caller's number. ■ See <i>Time and Date Stamp</i> on page 318 for more. ■ Also see <i>Make Call</i> and <i>Time and Date</i> in this glossary.	Voice Mail
Time and Date Stamp (with Caller ID Storage)	See <i>Time and Date Stamp</i> in this glossary.	
Trace Viewer	A troubleshooting report that displays a history of voice mail events from the trace database. ■ See <i>Trace Viewer</i> on page 319 for more. ■ For information about the report that shows events in real time (as they are occurring), see <i>Real Trace</i> on page 73.	Maintenance
Transfer by Extension	■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
Transfer by Name	■ See <i>Directory Dialing</i> in this glossary.	Automated Attendant
Transfer Calls to a Fax Machine	■ See <i>Fax Detection</i> in this glossary.	Automated Attendant
Transfer Only Mailbox	If an extension has a Transfer Only Mailbox, Automated Attendant callers can ring their extension but cannot leave messages in their mailbox. ■ See <i>Transfer Only Mailbox</i> on page 321 for more.	Automated Attendant
Transfer to a Mailbox	An extension user can transfer their active call to a co-worker's mailbox. ■ See <i>Transfer to a Mailbox</i> on page 323 for more.	Voice Mail
Transfer to an ACD/UCD Group	The Automated Attendant can transfer outside callers to ACD/UCD Group master numbers. ■ See <i>Transfer to an ACD/UCD Group</i> on page 325 for more.	Automated Attendant
Transfer to an Extension	■ See <i>Screened Transfer</i> and <i>Unscreened Transfer</i> in this glossary.	Automated Attendant
Transfer to the Automated Attendant	■ See <i>Automated Attendant Transfer</i> in this glossary.	Voice Mail

Feature Glossary

2

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Trunk Mailbox	A type of mailbox that allows a specific trunk to have its own Answering Table. ■ See <i>Trunk Mailbox</i> on page 326 for more. ■ Also see <i>Multiple Company Greetings</i> in this glossary.	Automated Attendant
Undefined Routing	A dialpad digit for which the Automated Attendant has no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, voice mail plays a brief error message and then repeats the dialing options. ■ See <i>Undefined Routing</i> on page 328 for more.	Automated Attendant
Undefined Routing Intercept	■ See <i>Undefined Routing</i> in this glossary.	Automated Attendant
Unscreened Transfer	Similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, voice mail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer. ■ See <i>Unscreened Transfer</i> on page 329 for more. ■ Also see <i>Screened Transfer</i> and <i>Monitored Transfer</i> in this glossary.	Automated Attendant
Urgent Message	An extension user can leave an Urgent Message for a co-worker for priority handling. ■ See <i>Urgent Message</i> on page 332 for more.	Voice Mail
Variable Length Mailbox Numbers	■ See <i>Flexible Mailbox Numbering Plan</i> in this glossary.	Voice Mail
Version Number	■ See <i>Diagnostics</i> in this glossary.	Maintenance
Voice Compression Rate	When voice mail stores messages, it can use a method that maximizes either storage space <i>or</i> message quality. ■ See <i>Voice Compression Rate</i> on page 334 for more.	Maintenance
Voice Mail Overflow	The connected telephone system can reroute outside calls when all voice mail ports are busy. In addition, the telephone system can automatically reroute unanswered outside calls to the voice mail Automated Attendant. ■ See <i>Voice Mail Overflow</i> on page 335 for more.	System
Voice Prompt Customization	■ See <i>Voice Prompts</i> in this glossary.	System
Voice Prompts	Voice Prompts provide real-time instructions on how to use the voice mail features. Although Voice Prompts are provided by default, they can be rerecorded as required. ■ See <i>Voice Prompts</i> on page 337 for more.	System
Voice Prompts in Another Language	■ See <i>Bilingual Voice Prompts</i> in this glossary.	System

Feature Glossary

<u>Name</u>	<u>Description</u>	<u>Usage</u>
Volume Control	A mailbox user can turn the volume up or down while listening to their messages. ■ See <i>Volume Control</i> on page 338 for more.	Voice Mail
Welcome Message	The Welcome Message is the first announcement that plays to Automated Attendant callers. Normally, the Welcome Message provides the company greeting. ■ See <i>Welcome Message</i> on page 339 for more. ■ Also see <i>Instruction Menu</i> in this glossary.	Automated Attendant

Description

The ACD Announcement Mailbox can provide the announcements for the connected telephone system's Automatic Call Distribution. It is a simple, announcement-only mailbox. The ACD Announcement Mailbox message is recorded by the System Administrator, the same as for normal Announcement Mailboxes. This allows the telephone system's ACD to have customized announcements for callers waiting in queue for an agent to become free.

Related Features

Next Call Routing Mailbox (page 274)

The Next Call Routing mailbox can provide additional dialing options to the caller listening to the ACD Announcement Mailbox message.

System Administrator (page 310)

The System Administrator can record the ACD Announcement Mailbox message.

Tenant Service (page 314)

Tenant Groups may limit access to an ACD Announcement Mailbox.

2

Programming

Step 1 Set up the Announcement Mailbox.

- 1.1 *Customize: Mailbox Options: ACD Announcement: [General] Options: Mailbox Type* on page 389.
 - Select **ACD Announce**.
 - ✓ By default, there are no ACD Announcement Mailboxes defined.

Step 2 To record the ACD Announcement Message:

- 2.1 See *Operation* below.
 - ✓ By default, a message is not recorded.

Step 3 To provide the caller listening to the ACD Announcement Mailbox message with additional dialing options:

- 3.1 *Customize: Mailbox Options: Announcement: [General] Options: Next Call Routing Mailbox* on page 390.
 - Specify a Next Call Routing Mailbox.
 - ✓ By default, there is no Next Call Routing Mailbox defined.
- 3.2 Review *Next Call Routing Mailbox* on page 274 for more.

ACD Announcement Mailbox

Operation

Recording an ACD Announcement Mailbox Message			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
SA (72)	Access System Administrator options		
	AN (26)	Select the Announcement Message options	
		Enter the Announcement Mailbox number	
		L (5)	Listen to current Announcement Mailbox message
			B (2) Backup
			BB (22) Backup to beginning
			G (4) Go forward
			*
			Pause or restart listening
			VU (88) Turn volume up
			VD (83) Turn volume down
			VN (86) Return volume to normal
			# Exit listen mode
	R (7)	Record a new Announcement Mailbox message	
		Record message	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		#	Exit recording mode
	E (3)	Erase the Announcement Mailbox message	
	#	Go to another Announcement Mailbox	
	##	Go back to the System Administrator options	
0	Plays Help message at any menu level		

Description

An Announcement Mailbox plays a pre-recorded announcement to callers. The Announcement Mailbox is typically set up to provide information to callers (such as company directions) and then route the caller back to the Automated Attendant. For example:

- The Automated Attendant answers and instructs the caller to dial a digit (e.g., 1) for company directions.
- The caller dials the digit and listens to the prerecorded Announcement Mailbox message for directions.
- After listening to the directions, the caller automatically routes back to the Automated Attendant.

OR

The caller can route instead to a Next Call Routing Mailbox for new dialing options.

Announcement Mailbox Callout

An Announcement Mailbox can optionally call a predefined number and broadcast the recorded Announcement Mailbox message. You can program the times of the day and days of the week you want the callout to occur, as well as how often you want the broadcast to repeat during the callout period. You could, for example, set up Announcement Mailbox Callout to make a daily service announcement in a department store. Monday through Friday at 11:00AM, the voice mail could automatically broadcast, “*Our cafeteria is now open for lunch.*” Additionally, 15 minutes before closing a separate Announcement Mailbox could broadcast, “*We will be closing in 15 minutes. Please bring your purchases to the nearest checkout.*”

2

Typically, Announcement Mailbox Callouts route to the telephone system paging zones or a customer-provided paging system connected to an unused trunk port.

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to an Announcement Mailbox.

Directory Dialing (page 148)

Callers can use Directory Dialing to access an Announcement Mailbox.

Mailbox Name (page 204)

The Announcement Mailbox name facilitates Directory Dialing.

Next Call Routing Mailbox (page 274)

The Next Call Routing mailbox provides additional dialing options to Announcement Mailbox callers.

Security Code (page 300)

If enabled, Announcement Mailbox callers must enter a security code before hearing the recorded announcement.

System Administrator (page 310)

The System Administrator can record the Announcement Mailbox message.

Tenant Service (page 314)

Tenant Groups may limit access to an Announcement Mailbox.

Announcement Mailbox

Programming

Step 1 Set up the Announcement Mailbox.

- 1.1 *Customize: Mailbox Options: Announcement: [General] Options: Mailbox Type* on page 391.
 - Select **Announcement**.
 - ✓ By default, 800-809 are the Announcement Mailboxes.

Step 2 To record the Announcement Message:

- 2.1 See *Operation* below.
 - ✓ By default, a message is not recorded.

Step 3 To have voice mail hang up after playing the Announcement Mailbox message (without providing additional dialing options):

- 3.1 *Customize: Mailbox Options: Announcement: [General] Announcement: Hang Up After* on page 393.
 - Check the box (i.e., enable the option).
 - ✓ By default, this option is disabled.

Step 4 To provide Announcement Mailbox callers with more dialing options (instead of hanging up):

- 4.1 *Customize: Mailbox Options: Announcement: [General] Announcement: Hang Up After* on page 393.
 - Uncheck the box (i.e., disable the option).
 - Review this option for more interactions.
 - ✓ By default, this option is disabled.
- 4.2 *Customize: Mailbox Options: Announcement: [General] Options: Next Call Routing Mailbox* on page 392.
 - To have the Announcement Mailbox caller route back to the Call Routing Mailbox that initially answered the call, enter **N** (none) for this option.
 - To provide the Announcement Mailbox caller with the dialing options provided by the Dial Action Table associated with the Next Call Routing Mailbox, enter a valid Call Routing Mailbox for this option.
 - ✓ By default, the entry is **N** (none).
- 4.3 Review *Next Call Routing Mailbox* on page 274 to set up additional dialing options for Announcement Mailbox callers.

Step 5 To have the Announcement Mailbox message repeat while the caller listens:

- 5.1 *Customize: Mailbox Options: Announcement: [General] Announcement: Repeat Count* on page 393.
 - Enter the Repeat Count.
 - ✓ By default, the count is 0 (no repeats).

Step 6 Set the maximum length of Announcement Mailbox messages.

- 6.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517.
 - Set the maximum length (**1-9999** seconds) of recorded messages for:
 - Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
 - Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
 - Subscriber and Guest Mailbox Greetings.
 - Call Routing Mailbox Welcome Messages and Instruction Menus.
 - Announcement Mailbox messages.
 - Interactive Prompts (prompts recorded for an Interactive Mailbox).
 - ✓ By default, the maximum Subscriber Message Length is 120 seconds.

Step 7 To have voice mail place a call and play the Announcement Mailbox message:

- 7.1 *Customize: Mailbox Options: Announcement: [Callouts] Options: Enable Callouts* on page 394.
 - Check the box (i.e., enable the option).
✓ By default, callouts are disabled (unchecked).
 - 7.2 *Customize: Mailbox Options: Announcement: [Callouts] Options: Phone Number* on page 394.
 - Enter the phone number voice mail should dial.
 - The phone number can be an extension, a telephone system code (such as the Paging code (*10), or an outside number.
 - Review this option for the complete lists of dialing options.
 - Add P (pause) commands at the end of the phone number as required to successfully broadcast the announcement.
✓ By default, there is no phone number entered.
 - 7.3 *Customize: Mailbox Options: Announcement: [Callouts] Options: Call Type* on page 395.
 - Enter the type of call represented by the number you entered above (**Internal**, **Local**, or **Long Distance**).
- Internal calls are 6 digits or less.
- Local calls are 7 or 8 digits, or longer calls using 800, 877, and 888.
- Long distance calls are more than 8 digits.
✓ By default, the call type is **Internal**.
 - 7.4 *Customize: Mailbox Options: Announcement: [Callouts] Options: Callout Begin Time* on page 395.
 - Enter the time of day you want the callout to begin (in 24-hour format HH:MM).
✓ By default, the begin time is **08:00** (8:00 AM).
 - 7.5 *Customize: Mailbox Options: Announcement: [Callouts] Options: Callout End Time* on page 395.
 - Enter the time of day you want the callout to end (in 24-hour format HH:MM).
✓ By default, the begin time is **17:00** (5:00 PM).
 - 7.6 *Customize: Mailbox Options: Announcement: [Callouts] Options: Wait Between Callouts* on page 395.
 - Specify how long voice mail will wait before rebroadcasting the message (i.e., making another callout).
✓ By default, this option is **30** (30 minutes).
 - 7.7 *Customize: Mailbox Options: Announcement: [Callouts] Options: Day(s) for Callout* on page 395.
 - Specify the days of the week the broadcast should occur.
- The options are Su, Mo, Tu, We, Th, Fr, Sa (Sunday through Saturday, or All
✓ By default, this option is **All** (the broadcast will occur every day).
-

Step 8 To enter a Department Name for an Announcement Mailbox:

- 8.1 *Customize: Mailbox Options: Announcement: [General] Options: Department* on page 392.
 - Enter the Department Name. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
✓ By default, there is no *Department* entry.
-

Step 9 Optionally check the following reports:

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545
- *Reports: Mailbox: Call Flags* on page 547
- *Reports: Message Usage* on page 548

Announcement Mailbox

Operation

Recording an Announcement Mailbox Message			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
SA (72)	Access System Administrator options		
	AN (26)	Select the Announcement Message options	
		Enter the Announcement Mailbox number	
		L (5)	Listen to current Announcement Mailbox message
			B (2) Backup
			BB (22) Backup to beginning
			G (4) Go forward
			*
			Pause or restart listening
			VU (88) Turn volume up
			VD (83) Turn volume down
			VN (86) Return volume to normal
			# Exit listen mode
	R (7)	Record a new Announcement Mailbox message	
		Record message	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		#	Exit recording mode
	E (3)	Erase the Announcement Mailbox message	
	#	Go to another Announcement Mailbox	
	##	Go back to the System Administrator options	
0	Plays Help message at any menu level		

Calling an Announcement Mailbox

(To hear the Announcement Mailbox message)

1. Dial voice mail master number (e.g., 700).
2. Dial Announcement Mailbox number (e.g., 800).
 - You may have to enter a Security Code before hearing the announcement.

Description

The Announcement Message is the voice message that the System Administrator records for a specific Announcement or ACD Announcement Mailbox. See *Announcement Mailbox* on page 81 for more.

Related Features

See *Announcement Mailbox* on page 81.

Programming

See *Announcement Mailbox* on page 81.

Operation

See *Announcement Mailbox* on page 81.

Answering Table

Description

The Answering Table determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. The Answering Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers. There are 3 major Automated Attendant components:

■ Answering Table (page 86)

The Answering Table determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. The Answering Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. There are 16 Answering Tables, with 20 schedules within each table.

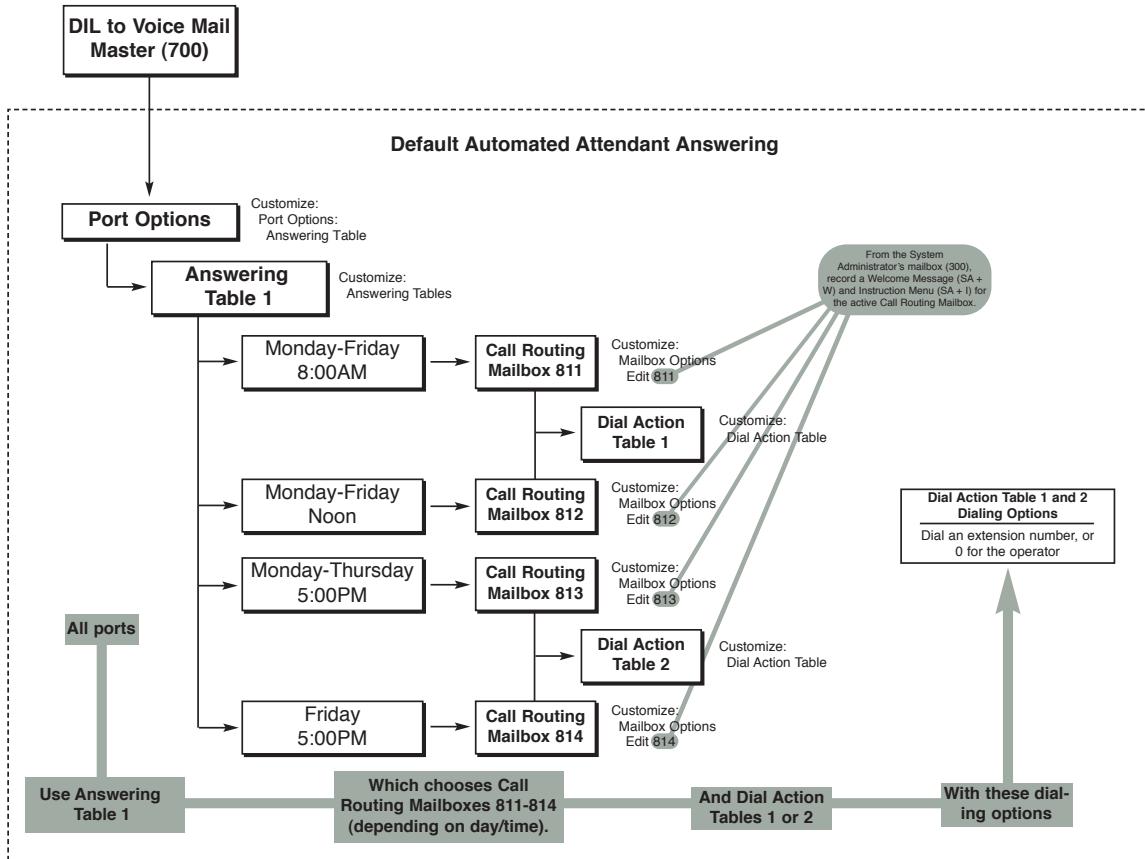
■ Call Routing Mailbox (page 119)

A Call Routing Mailbox is a mailbox associated with an individual Answering Table schedule. It specifies which dialing options (Dial Action Table) are available to callers. It also provides two announcements to callers: the Welcome Message (which greets callers) and the Instruction Menu (which describes the caller's dialing options). By default, there are 17 Call Routing Mailboxes.

■ Dial Action Table (page 143)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answering Table setup. There are 100 Dial Action Tables.

The block diagram below shows the default voice mail Automated Attendant configuration.



Related Features

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table (page 143)

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the Answering Table, which in turn provides those options to Automated Attendant callers.

Trunk Mailbox (page 326)

A Trunk Mailbox allows a specific telephone system trunk to have its own Answering Table, permitting the Automated Attendant to provide unique announcements and dialing options for each trunk.

Programming

2

Step 1 Assign Answering Tables to voice mail ports.

1.1 Customize: Port Options: [General] Options: Answering Schedule Table on page 499.

- Assign an Answering Table to each voice mail port.
 - ✓ By default, all voice mail ports are assigned to Answering Table 1.
-

Step 2 Customize the Schedules for each Answering Table.

2.1 Customize: Answering Tables on page 361.

- If required, change the Schedule configuration to accommodate different days of the week and times of the day,
 - ✓ By default, Answering Table 1 has the following Schedules:
 - Schedule 1: Starts Monday-Friday at 8:00 AM.
 - Schedule 2: Starts Monday-Friday at 12:00 noon.
 - Schedule 3: Starts Monday-Thursday at 5:00 PM.
 - Schedule 4: Starts Friday at 5:00 PM.
-

Step 3 Optionally check the following report:

- Reports: Answering Schedules on page 532.
-

Operation

N/A

Answering Machine Emulation

Description

A keyset on the connected telephone system can work like a home answering machine. This lets voice mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's Subscriber Mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:

- Let the call go through to their mailbox, or
- Intercept the call before it goes to their mailbox.

Related Features

Subscriber Mailbox (page 306)

Subscriber Mailbox users can take advantage of Answering Machine Emulation.

Programming

Answering Machine Emulation in DS2000

No additional programming required.

Answering Machine Emulation in 28i/124i

Step 1 In 28i/124i programming, optionally assign a Call Forwarding to Station key.

- 1.1 In *1006 - Programming Function Keys*, optionally assign a keyset programmable key as a Call Forward to Station key.
 - This key simplifies setting up Answering Machine Emulation.
 - The Call Forward to Station key code is 1080.

✓ By default, a keyset does not have a Call Forwarding to Station key.

Answering Machine Emulation in Aspire

Step 1 In Aspire programming, optionally assign a Call Forwarding to Station key.

- 1.1 In *15-07-01: Programming Function Keys*, optionally assign a keyset programmable key as a Call Forward to Station key.
 - This key simplifies setting up Answering Machine Emulation.
 - The Call Forward to Station key code is 16.

✓ By default, a keyset does not have a Call Forwarding to Station key.

Operation

Personal Answering Machine Emulation (AME) in DS2000

To enable Personal Answering Machine Emulation:

1. Press **ICM** and dial *37.
2. Dial **2** to have AME pick up all calls.
OR
Dial **8** to have AME pick up just outside calls.

To cancel Personal Answering Machine Emulation:

1. Press **ICM** and dial *30.

When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

- Do nothing to have the caller's message automatically recorded in your mailbox.
- Press **SPK** or lift the handset to intercept the call.

Press **MW** to stop the broadcast and send the call directly to your mailbox.

2

Personal Answering Machine Emulation (AME) in 28i/124i and Aspire

To enable Personal Answering Machine Emulation:

1. Press idle **CALL** key and dial *21.
 - In Aspire, you can optionally press your Call Forward to Station key.
2. Dial **2** to have AME pick up all calls.
OR
Dial **3** to have AME pick up just outside calls.
OR
Dial **4** to have AME pick up just Intercom calls.
3. Press **SPK** to hang up.

To cancel Personal Answering Machine Emulation:

1. Press idle **CALL** key and dial *20.

When Personal Answering Machine Emulation broadcasts your caller's voice, you can:

- Do nothing to have the caller's message automatically recorded in your mailbox.
- Press **CALL** key or lift the handset to intercept the call.
- Press **SPK** to stop the broadcast and send the call directly to your mailbox.

Answer Schedule Override

Description

Answer Schedule Override provides alternate answering for Automated Attendant calls. When enabled, Answer Schedule Override sends calls to the specified Override Mailbox. The Override Mailbox can be an Announcement or Call Routing Mailbox. You can use Answer Schedule Override to provide holiday and bad weather closing enactments, for example. Enable override when you want callers to hear the special announcements; disable override to have the Automated Attendant answer normally.

To enable Answer Schedule Override, the administrator can:

- Call into the Automated Attendant.
- Dial # and their mailbox number.
- Dial SA to access the System Administrator Functions.
- Dial SO to enable Answer Schedule Override and choose an override mailbox.

Answer Schedule Override Mailbox	
This override mailbox type:	Does this:
Announcement	Plays the Announcement Message to callers.
Call Routing	Provides the caller with a new Welcome Message, Instruction Menu, and dialing options (Dial Action Table).

Answer Schedule Override stays in effect until the System Administrator turns it off.

Related Features

Announcement Mailbox (page 81)

If the System Administrator specifies an Announcement Mailbox as the override mailbox, Automated Attendant callers hear the Announcement Message.

Call Routing Mailbox (page 119)

If the System Administrator specifies a Call Routing Mailbox as the override mailbox, Automated Attendant callers hear a new Welcome Message and Instruction Menu and can use new dialing options (Dial Action Table).

System Administrator (page 310)

Only the System Administrator can set up Answer Schedule Override.

Programming

No additional programming required.

Answer Schedule Override

Operation

Using Answering Schedule Override			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
■ To log into the System Administrator's Mailbox remotely, after the Automated Attendant answers dial # and the System Administrator's Mailbox number.			
SA (72)	Access the System Administrator options		
SO (76)	Select Answering Schedule Override		
	O (6)	Turn Answering Schedule Override on or off -If on, the voice prompt will announce the override mailbox number	
			Enter the override mailbox number (if you dialed O to turn Answering Schedule Override on) - The override mailbox can be an Announcement or Call Routing Mailbox.
	C (2)	Change the override mailbox number (if entered)	
			Enter the new override mailbox number. -The override mailbox can be an Announcement or Call Routing Mailbox.
	#	Go back to the System Administrator options	
	0	Plays Help message	

2

Auto Attendant Do Not Disturb

Description

If a Subscriber Mailbox user has a mailbox greeting recorded, they can enable Auto Attendant Do Not Disturb to send Automated Attendant calls directly to their mailbox. Their phone will not ring for calls from the Automated Attendant. A subscriber typically turns on Auto Attendant Do Not Disturb when they need to work at their desk uninterrupted by outside callers sent from the Automated Attendant.

Keep in mind that Auto Attendant Do Not Disturb will *not* block Intercom calls from co-workers or any other type of outside call not routed through the Automated Attendant. For example, with Automated Attendant Do Not Disturb enabled, outside calls transferred to the extension will connect normally.

Related Features

Call Forward to a Mailbox (page 114)

If a subscriber has their calls forwarded immediately to their mailbox, Auto Attendant Do Not Disturb is not necessary (i.e., the operations are redundant).

Greeting (page 178)

A subscriber can activate Auto Attendant Do Not Disturb only after they have recorded their mailbox greeting.

Programming

No additional programming required.

Auto Attendant Do Not Disturb

Operation

Setting Up Auto Attendant Do Not Disturb			
Log onto Subscriber Mailbox			
G (4)	Access the Mailbox Greeting options		
	Voice mail plays a summary of your current settings -By default, greeting 1 is active and Auto Attendant Do Not Disturb is off		
	L (5)	Listen to the active greeting (if recorded).	
		B (2)	Backup
		BB (22)	Backup to beginning
		G (4)	Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	O (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)	
	R (7)	Record a new greeting (if not recorded), or rerecord the active greeting (if recorded)	
		Record at the tone, then press # when done	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase the greeting
		#	End the recording
		0	Play recording options
	E (3)	Erase the currently recorded greeting (if any)	
	A (2)	Activate a different greeting	
		Enter greeting number (1-3) that you want to make active	
		#	Exit Activate mode.
	#	Go back to mailbox Main menu	
	0	Plays Help message.	

2

Auto Erase or Save

Description

When a mailbox user completely listens to a new message and then exits their mailbox, voice mail will either automatically save or erase the message. The setting of this option depends on how the subscriber would prefer their mailbox to operate. When set to *erase*, the subscriber can review their messages and retain only those they specifically save using the **SA** option. This is a good choice for a subscriber that receives frequent unessential messages. When set to *save*, the subscriber has the assurance of knowing that every message they listened to was saved in their mailbox. This is a good choice for those that must carefully review and consider each new message. Voice mail will only erase a message if the user presses **E** (3) after listening to the message.

Related Features

Message Forward (page 222)

Message Forward follows the Auto Erase or Save programming. If set to *Erase*, new messages are deleted from the mailbox when forwarded. If set to *Save*, new messages are saved when forwarded.

Programming

Step 1 To set up Auto Erase or Save for a Guest Mailbox:

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Auto Erase/Save of Messages* on page 420.
 - Select **Save** to save the message; **Erase** to erase the message.
 - ✓ By default, the Guest Mailbox will erase the message.

Step 2 To set up Auto Erase or Save for a Message Center Mailbox:

- 2.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Auto Erase/Save of Messages* on page 446.
 - Select **Save** to save the message; **Erase** to erase the message.
 - ✓ By default, the Message Center Mailbox will erase the message.

Step 3 To set up Auto Erase or Save for a Subscriber Mailbox:

- 3.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Auto Erase/Save of Messages* on page 482.
 - Select **Save** to save the message; **Erase** to erase the message.
 - ✓ By default, the Subscriber Mailbox will erase the message.

Operation

N/A

Description

Messages left in a Subscriber, Guest, Network, or Message Center Mailbox can automatically forward to a co-worker's mailbox. This can help employees that work closely together cover each other's messages. For example, if an executive has to be out of the office for an extended length of time they can Auto Forward their mailbox to their secretary. Any messages left in the executive's mailbox will automatically forward to the secretary's mailbox.

There are two types of Auto Forward: *Forward and Save* and *Forward and Erase*.

■ Forward and Save

A new message left in the forwarded mailbox is *also* delivered as a new message in the Auto Forward destination mailbox. In the example above, both the executive and secretary receive the new message.

■ Forward and Erase

A new message left in the forwarded mailbox is delivered as a new message *only* in the Auto Forward destination mailbox. In the example above, only the secretary will receive the new message.

2

Related Features

Call Forward to a Mailbox (page 114)

An extension user can easily forward calls to their mailbox.

Message Forward (page 222)

A Subscriber or Message Center Mailbox user can forward a message in their mailbox to a co-worker.

Programming

Step 1 To set up the Auto Forward mode for a Guest Mailbox:

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Auto Forwarding* on page 420.
 - To disable Auto Forward, select **Disabled**.
 - To have the forwarded message also be saved in the recipient mailbox, select **Forward and Save**.
 - To have the forwarded message be deleted from the recipient mailbox, select **Forward and Erase**.

✓ The default setting is **Forward and Save**.

Step 2 To set up the Auto Forward mode for a Message Center Mailbox:

- 2.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Auto Forwarding* on page 446.
 - To disable Auto Forward, select **Disabled**.
 - To have the forwarded message also be saved in the recipient mailbox, select **Forward and Save**.
 - To have the forwarded message be deleted from the recipient mailbox, select **Forward and Erase**.

✓ The default setting is **Forward and Save**.

Step 3 To set up the Auto Forward mode for a Network Mailbox:

- 3.1 *Customize: Mailbox Options: Network: [Network] Miscellaneous: Auto Forwarding* on page 467.
 - To disable Auto Forward, select **Disabled**.
 - To have the forwarded message also be saved in the recipient mailbox, select **Forward and Save**.
 - To have the forwarded message be deleted from the recipient mailbox, select **Forward and Erase**.

Auto Forward

✓ The default setting is **Forward and Save**.

Step 4 To set up the Auto Forward mode for a Subscriber Mailbox:

4.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Auto Forwarding* on page 482.

- To disable Auto Forward, select **Disabled**.
- To have the forwarded message also be saved in the recipient mailbox, select **Forward and Save**.
- To have the forwarded message be deleted from the recipient mailbox, select **Forward and Erase**.

✓ The default setting is **Forward and Save**.

Step 5 Turn Auto Forward On or Off in the Subscriber, Guest, or Message Center Mailbox.

5.1 See *Operation* below.

Operation

Turning Auto Forward On or Off				
Log onto Subscriber, Guest, Network, or Message Center Mailbox				
OP (67)	Access the Mailbox Options Menu			
AF (23)	Access Auto Forward			
	Voice mail plays a summary of your Auto Forward settings -By default, Auto Forward is turned off			
		O (6)	Turn Auto Forward on or off	
				Enter mailbox number to receive Auto Forward Messages (if none programmed)
			#	Go back to Mailbox Options Menu
		C (2)	Change Auto Forward recipient	
				Enter mailbox number to receive Auto Forward Messages
			#	Go back to Mailbox Options Menu
			#	Go back to the Mailbox Options Menu
		#	Go back to mailbox Main Menu	
		0	Plays Help message.	

Description

A Subscriber, Guest, Message Center, or Network Mailbox user can enable a *full* or *abbreviated* set of voice prompts to guide them while using their mailbox. An inexperienced voice mail user may want to leave Auto Help enabled. This ensures that they will get the maximum possible assistance from the voice prompts while using their mailbox. An expert user that has mastered the voice mail features may want to turn off Auto Help. The voice prompts are not needed since the expert user already knows the options and codes.

Related Features

Bilingual Voice Prompts (page 105)

Voice mail provides voice prompts in 2 languages.

Getting Recorded Help (page 175)

If a mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the voice mail voice prompts.

Voice Prompts (page 337)

Voice Prompts provide real-time instructions on how to use the voice mail features. The Voice Prompts are provided by default, but can be rerecorded as required by the System Administrator.

2

Programming

No additional programming required.

Operation

Turning Auto Help On or Off

Log onto Subscriber, Guest, Message Center, or Network Mailbox

OP (67)	Access the Mailbox Options Menu			
	AH (24)	Access Auto Help		
		Voice mail plays a summary of your Auto Help setting -By default, Auto Help is turned on		
		O (6)	Turn Auto Help on or off	
		#	Go back to the Mailbox Options Menu	
		0	Plays Help message.	

Auto Time Stamp

Description

After a Subscriber, Guest, or Message Center Mailbox user listens to a message, voice mail can optionally announce the time and date the message was left. If the telephone system provides Caller ID to the voice mail, Auto Time Stamp can also announce the caller's number. Auto Time Stamp could be helpful in a legal office, for example, when it is essential to keep track of the date and time each message was left. Rather than requiring the user to manually dial TI at the end of each message, voice mail will automatically announce the time stamp information at the conclusion of each received message.

Related Features

Caller ID (page 126)

If the telephone system provides Caller ID to the voice mail, Auto Time Stamp will also announce the caller's number.

Time and Date (page 316)

You can set the system Time and Date from the Admin Program or from a System Administrator's Mailbox.

Time and Date Stamp (page 318)

An extension can listen to a message and dial a code to hear the time the message was sent.

Programming

No additional programming required.

Operation

Turning Auto Time Stamp On or Off

Log onto Subscriber, Guest, or Message Center Mailbox

OP (67)	Access the Mailbox Options Menu		
	AT (28)	Access Auto Time Stamp	
		Voice mail plays a summary of your Auto Time Stamp setting -By default, Auto Time Stamp is turned off	
		O (6)	Turn Auto Time Stamp on or off
		#	Go back to the Mailbox Options Menu
		0	Plays Help message.

Description

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers. There are 3 major Automated Attendant components:

- **Answering Table** (page 86)

The Answering Table determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. The Answering Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. There are 16 Answering Tables, with 20 schedules within each table.

- **Call Routing Mailbox** (page 119)

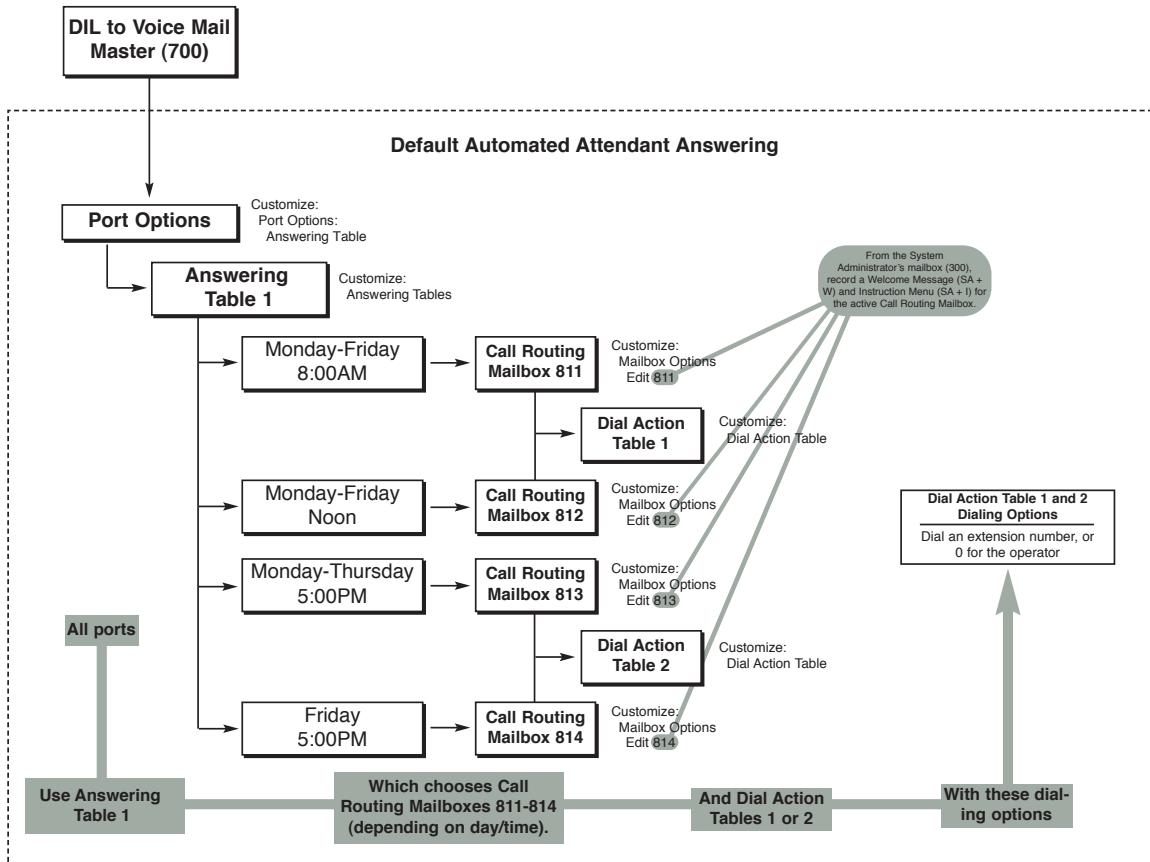
A Call Routing Mailbox is a mailbox associated with an individual Answering Table schedule. It specifies which dialing options (Dial Action Table) are available to callers. It also provides two announcements to callers: the Welcome Message (which greets callers) and the Instruction Menu (which describes the caller's dialing options). By default, there are 17 Call Routing Mailbox.

- **Dial Action Table** (page 143)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answering Table setup. There are 100 Dial Action Tables.

2

The following block diagram shows the default Automated Attendant setup.



Automated Attendant

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Multiple Company Greetings (page 260)

By setting up a Trunk Mailbox for each trunk, one voice mail system can provide individual greetings and dialing options for several companies.

Transfer Only Mailbox (page 321)

If a subscriber has a Transfer Only Mailbox, Automated Attendant callers can ring their extension but cannot leave messages in their Subscriber Mailbox.

Trunk Mailbox (page 326)

Allows a specific telephone system trunk to have its own Answering Table. This permits the Automated Attendant to provide a unique Welcome Message, Instruction Menu, and dialing options for each trunk.

Programming

Step 1 Set up the Answering Tables.

- 1.1 Turn to *Answering Table* on page 86 for more.

✓ By default, all ports use Answering Table 1.

Step 2 Set up the Call Routing Mailboxes.

- 2.1 Turn to *Call Routing Mailbox* on page 119 for more.

✓ The default Call Routing Mailbox assignments are as follows:

Answering Table 1 Default Assignments			
Schedule	Time	Call Mailbox	Dial Action Table
1	Monday-Friday 8:00 AM	811	1
2	Monday-Friday Noon	812	1
3	Monday-Thursday 5:00PM	813	2
4	Friday 5:00	814	2

Step 3 Set up the Dial Action Tables

- 3.1 Turn to *Dial Action Table* on page 143 for more.

✓ By default, Call Routing Mailboxes 811 and 812 use Dial Action Table 1. Call Routing Mailboxes 813 and 814 use Dial Action Table 2.

Step 4 Set the maximum message length for Automated Attendant callers leaving a message in a mailbox.

- 4.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517

- Set the maximum length (**1-9999** seconds) of recorded messages for:

- Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
 - Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
 - Subscriber and Guest Mailbox Greetings.
 - Call Routing Mailbox Welcome Messages and Instruction Menus.
 - Announcement Mailbox messages.
 - Interactive Prompts (prompts recorded for an Interactive Mailbox).
- ✓ The default setting is 120 seconds.
- 4.2 Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber** on page 517.
- This sets the maximum message length for outside Automated Attendant callers leaving a message or Quick Message in a Guest, Message Center, or Subscriber Mailboxes.
- ✓ The default setting is 120 seconds.

Step 5 Optionally review the following report:

- Reports: Auto Attendant: Port on page 530

2

Operation

Using the Automated Attendant

For the outside caller:

1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Automated Attendant Transfer

Description

An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options. This helps an outside caller, for example, that wants to return to the Automated Attendant so they can dial another co-worker or use a different Automated Attendant option.

Related Features

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Note: Extensions cannot call or be transferred to the Automated Attendant.

Programming

No additional programming required.

Operation

Automated Attendant Transfer in DS2000

To transfer an outside call to the Automated Attendant:

1. Press **ICM**.
2. Dial the voice mail master number (e.g., 700).
3. Hang up.

Automated Attendant Transfer in 28i/124i and Aspire

To transfer an outside call to the Automated Attendant:

1. Press **HOLD**.
2. Dial the voice mail master number (e.g., 700).
3. Hang up.

Automatic Routing for Rotary Dial Callers

Description

If an Automated Attendant caller doesn't dial any digits, voice mail will automatically route them to a specified option (such as the operator or a mailbox). The destination the caller reaches is set by the TIMEOUT action in the Dial Action Table associated with the Call Routing Mailbox that initially answered the call.

Automated Routing for Rotary Dial Callers always provides a routing destination for callers that do not or can not dial any digits after the Automated Attendant answers.

Related Features

Message Center Mailbox (page 214)

Consider routing rotary dial callers to a Message Center Mailbox.

Programming

2

Step 1 Program the Dial Action Table TIMEOUT function.

1.1 *Customize: Dial Action Tables: [General]* on page 373.

- Since rotary dial callers can't dial DTMF digits, the TIMEOUT function provides routing.
- ✓ By default, TIMEOUT is an Unscreened Transfer (UTRF) to the operation (300 in DS2000, 301 in 28i/124i and Aspire).

Operation

N/A

Autosave

Description

The Admin program can automatically save program changes whenever you press **OK** to exit an option. If Autosave is disabled, you must manually save your program changes using *File: Save Database* (see page 348 for more). If you want to automatically save your entry as soon as you click **OK**, enable Autosave. If you prefer to review all your changes for accuracy before saving, disable Autosave.

Related Features

Local Backup and Archive (page 198)

Use the Local Backup tool to back up the voice mail database and messages to the hard drive on the connected Administrator's PC.

Local Restore and Dearchive (page 200)

After you do a Local Backup, you can use the Local Restore tool to restore the voice mail database and messages from the hard drive on the connected Administrator's PC.

Programming

Step 1 To enable Autosave:

- 1.1 *Tools: Options: Autosave* on page 565.
 - Enable (check) Autosave.
 - ✓ By default, Autosave is enabled (checked).

Step 2 If Autosave is not enabled:

- 2.1 Use *File: Save Database* on page 348 to save your program changes.

Operation

N/A

Description

Compatibility Guidelines:

- This option is not available on Aspire Mail and UltraMail. It is only available on Aspire Mail Plus and UltraMail 2000 version 11.02.15 or higher.
- The following options require Voice mail software version 11.05.02 or higher.
 - The language portion of *File: Install: Phone System (Installation Wizard): Screen 3 – Default Language and Voice Compression* on page 344.
 - Customize: System Options: [General 1]: Options: Default Bilingual Mode* on page 504.
- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Voice mail provides voice prompts in 2 languages. These 2 languages are available to Automated Attendant callers, specific trunks, or specific mailboxes. In addition, Automated Attendant callers may be able to select the language of their choice.

The Aspire Mail Plus and UltraMail 2000 have four languages stored on the hard disk:

Stored Language Assignments		
Language	Assignment	Status
English Mnemonic	Language 1	Active
English Numeric	Language 2	Active
Spanish	N/A	Inactive
French	N/A	Inactive

2

Only 2 of these languages can be active at one time. By default, English mnemonic is active as Language 1 and English numeric is active as Language 2. The additional languages (Spanish or French) can be activated by the System Administrator as either Language 1 or Language 2, replacing the default assignments. For example, you can assign Spanish as Language 1 and French as Language 2. English mnemonic and English numeric would then be inactive. The System Administrator's Mailbox must have a Security Code enabled to activate a stored language.

Related Features

Call Routing Mailbox (page 119)

If Bilingual Voice Prompts are enabled, the Instruction Menu should tell callers which digit they can dial to switch prompts to a second.

Security Code (page 300)

The System Administrator's Mailbox must have a Security Code enabled to activate a stored language.

System Administrator (page 310)

The system administrator can assign one of the four stored languages to either active language (Language 1 or Language 2).

Voice Prompts (page 337)

Voice Prompts provide real-time instructions on how to use the voice mail features. The Voice Prompts are provided by default, but can be rerecorded as required by the System Administrator.

Programming

Step 1 Select the default system language.

1.1 *File: Install: Phone System: Screen 3 – Default Language and Voice Compression* on page 344.

Bilingual Voice Prompts

- Use this option to initially set the voice mail prompt language (i.e., the primary language). This sets the language for all mailboxes and system prompts.
- ✓ By default, Language 1 is English mnemonic and Language 2 is English Numeric.

Step 2 To change the language for an individual mailbox:

- 2.1 Guest Mailbox: Customize: Mailbox Options: Guest: [General] Options: Bilingual Mode on page 413.
 - Select the language the caller hears when they log onto the Guest Mailbox.
 - The setting for this option overrides the default system language selection.
 - ✓ By default, Guest Mailboxes uses English mnemonic.
- 2.2 Message Center Mailbox: Customize: Mailbox Options: Message Center: [General] Options: Bilingual Mode on page 439.
 - Select the language the caller hears when they log onto the Message Center Mailbox.
 - The setting for this option overrides the default system language selection.
 - ✓ By default, Message Center Mailboxes uses English mnemonic.
- 2.3 Network Mailbox: Customize: Mailbox Options: Network: [General] Options: Bilingual Mode on page 462.
 - Select the language the user hears when they directly log onto the mailbox.
 - The setting for this option overrides the default system language selection.
 - ✓ By default, Network Mailboxes use English mnemonic.
- 2.4 Subscriber Mailbox: Customize: Mailbox Options: Subscriber: [General] Options: Bilingual Mode on page 475.
 - Select the language the subscriber hears when they directly log onto their mailbox (e.g., when a subscriber presses their Voice Mail/MW key).
 - The setting for this option overrides the default system language selection.
 - ✓ By default, Subscriber Mailboxes use English mnemonic.

Step 3 To change the language for all calls the Automated Attendant answers on a specific trunk:

- 3.1 Customize: Mailbox Options: Trunk: [General] Options: Bilingual Mode on page 494.
 - Select the language Automated Attendant callers should hear for all calls answered on the trunk associated with the Trunk Mailbox.
 - The setting for this option overrides the default system language selection.
 - ✓ By default, all Trunk Mailboxes use English mnemonic.

Step 4 To allow outside callers to switch languages for their call:

- 4.1 Customize: Dial Action Tables: [General] LANG1 Action – Switch to Language 1 on page 376.
Customize: Dial Action Tables: [General] LANG2 Action – Switch to Language 2 on page 376.
 - For the active Dial Action Tables, set up LANG1 and/or LANG2 actions to allow callers to switch to their preferred language.
 - The setting for this option overrides the default system language selection.
 - Consider providing instructions on how to access these options in the Welcome Message for the Call Routing Mailbox associated with the LANG1 and/or LANG2 actions. You may also want to record the Instruction Menus in the appropriate language.
 - ✓ By default, Dial Action Tables do not have LANG1 or LANG2 actions.

Step 5 To change the system voice prompt language:

- 5.1 Customize: System Options: [General 1]: Options: Default Bilingual Mode on page 504.
 - This option changes the language of the system voice prompts.
 - ✓ By default, the system voice prompt language is English mnemonic.

Operation

Activating a Stored Language					
Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000) ■ You must have a Security Code enabled for the System Administrator's mailbox					
SA (72) Access the System Administrator Menu					
	L (5)	Select the Language Option			
		Select Language to Modify Select the active language you want to change (1 or 2) and go to <i>Activate Stored Language</i> (The voice prompts announce the current language after you make a selection) ■ 1 = Language 1 ■ 2 = Language 2 ■ <u>If this is your first time using this menu:</u> # = Go back to the System Administrator menu <u>If you returned to this menu from Activate Stored Language below:</u> # = Start the shutdown routine. Go to <i>Shutdown Routine</i> below.			
		Activate Stored Language Select the stored language (1-4) you want assigned to the active language selected in the previous step ■ 1 = English 2 (English numeric) ■ 2 = English (english mnemonic) ■ 3 = French ■ 4 = Spanish	#	Accept the selection made in the previous step and go back to <i>Select Language to Modify</i>	
		Shutdown Routine After you press # in <i>Select Language to Modify</i> :			
		Enter your security code. ■ The voice prompts tell you that shutdown has begun.			
			Shutdown begins ■ After about 50 seconds, the voice mail restarts with your new language selections activated.		
0		Plays Help message	#	Optionally cancel shutdown.	

2

Broadcast Message

Description

A prerecorded Broadcast Message automatically plays to each Subscriber, Guest, Message Center, or Network Mailbox user when they log into their mailbox. It also plays to a user that calls a Future Delivery Mailbox to listen to any undelivered messages. Broadcast Message is typically used for important company announcements. For example, the personnel manager could record a Broadcast Message announcing an important promotion. Whenever a user logs onto their mailbox, they will hear the promotion announcement.

The System Administrator can record the Broadcast Message. Once recorded, the Broadcast Message plays at mailbox log on until the System Administrator deletes it.

Related Features

System Administrator (page 310)

Only a System Administrator can record the Broadcast Message.

Programming

No additional programming required.

Operation

Recording the Broadcast Message			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
SA (72)	Access System Administrator options		
	BR (27)	Select Broadcast Message	
		L (5)	Listen to current Broadcast Message
		B (2)	Backup
		BB (22)	Backup to beginning
		G (4)	Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	R (7)	Record a new Broadcast Message	
		Record message	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		#	Exit recording mode
	E (3)	Erase the Broadcast Message	
	#	Go to the System Administrator Menu	
0	Plays Help message at any menu level		

Call Announcing

Description

Compatibility Guidelines:

- Call Announcing is available on DS2000 only.

When an Automated Attendant caller dials a subscriber's extension, Call Announcing can broadcast their name to the extension user (who can then either accept or reject the call). Call Announcing is only available to Subscriber Mailboxes, and only when the outside caller is routed from the Automated Attendant by a Screened Transfer (TRF) action or by Directory Dialing. Call Announcing is an additional method subscribers can use to screen their calls prior to answering.

Related Features

Auto Attendant Do Not Disturb (page 92)

Auto Attendant Do Not Disturb disables Call Announcing.

Call Queuing (page 116)

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail tells the caller their place in queue while they wait.

Call Waiting (page 124)

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail sends a beep to the busy extension letting them know a call is waiting.

Directory Dialing (page 148)

Calls routed to a subscriber's extension via Directory Dialing can use Call Announcing.

Mailbox Name (page 204)

If the Subscriber Mailbox name is recorded, Voice mail will use the name when routing and announcing the call.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox.

Park and Page (page 278)

Park and Page disables Call Announcing.

Screened Transfer (page 297)

Calls routed to a subscriber's extension via an Automated Attendant Screened Transfer can use Call Announcing.

Unscreened Transfer (page 329)

Calls routed to a subscriber's extension via an Automated Attendant Unscreened Transfer **can not** use Call Announcing.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

2

Step 1 Enable Call Announcing capability for the Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Call Announcing* on page 490.
 - Select **None** to disable Call Announcing.
 - Select **Option 1** to enable Call Announcing when the subscriber's extension is idle.
 - Select **Option 2** to enable Call Announcing when the subscriber's extension is idle, as well as when the subscriber is busy on a handset call. (Note that Option 2 requires the subscriber's extension to have Voice Over capability.)
- ✓ By default, Call Announcing is disabled.

Step 2 If the Subscriber Mailbox has Option 2 enabled, be sure to enable Voice Over for the subscriber's extension.

- 2.1 In DS2000 programming *1802-Off-Hook Signaling for Intercom Calls*, enter **3**.
✓ By default, this option is **1** (Camp On Tone).
- 2.2 In DS2000 programming *1802- Off-Hook Signaling for Hotline Calls*, enter **3**.
✓ By default, this option is **1** (Camp On Tone).

Step 3 Turn Call Announcing On for the Subscriber Mailbox.

- 3.1 See *Operation* below.

Step 4 Check the Off Hook Call Announce string.

- 4.1 *Customize: System Options: [Dial Strings]: Miscellaneous Strings: Off Hook Call Announce* on page 513.
 - This string is automatically set during installation at **6P@A12**. **Do not change this string from its default setting.**
- ✓ **6P@A12**

Step 5 Set the maximum length of the Call Announcing name that a caller can record.

- 5.1 *Customize: System Options: [Timer]: Message Length (seconds): Call Announce* on page 518.
 - The range for this option is 1-999 seconds.
- ✓ The default setting for this option is 10 seconds.

Call Announcing

Operation

Turning Call Announcing On or Off				
Log onto Subscriber Mailbox				
OP (67)	Access the Mailbox Options Menu			
	CA (22)	Access Call Announcing		
		Voice mail plays a summary of your Call Announcing setting -By default, Call Announcing is turned off		
		O (6)	Turn Call Announcing on or off	
		#	Go back to the Mailbox Options Menu	
		0	Plays Help message.	

Call Announcing Operation				
For the outside caller:				
1. When requested, caller records their name and presses #.				
For subscriber while idle:				
1. Answers ringing call and say “Hello.” ■ Voice mail plays your caller’s record name.				
2. To accept the call and speak with your caller, dial 1. OR To refuse the call and have to call go to your mailbox, hang up. ■ If you refuse the call, your caller routes to your mailbox, hears your greeting (if any), and can leave a message.				
For subscriber while busy:				
1. If you are busy on the phone, voice mail routes the call to your mailbox. ■ Your caller hears your greeting (if any), and can leave a message.				
For subscriber while busy on a handset call (with Option 2 only):				
1. While busy on a handset call, you hear your caller’s recorded name in your handset as a Voice Over. 2. Press HOLD immediately to connect to your waiting caller. OR Ignore the Voice Over to have the call route to your mailbox. ■ Your caller hears your greeting (if any), and can leave a message.				

Description

Call Blocking prevents Automated Attendant callers from reaching a subscriber's extension and sends them immediately back to the Automated Attendant. If a Subscriber Mailbox has Call Blocking enabled, the mailbox will block calls routed to the subscriber's extension from the following:

- Screened Transfers (TRF)
- Unscreened Transfers (UTRF)
- Directory Dialing actions (DIRF and DIRL)
- Calls routed from a Directory Dialing Mailbox

Call Blocking could be appropriate for company executives and other high priority employees. It would prevent a caller that has obtained a list of company extensions, for example, from directly dialing an executive's extension. The outside caller would be sent immediately back to the Automated Attendant after dialing the executive's extension number.

2

Related Features

Directory Dialing (page 148)

Call Blocking blocks calls routed to the subscriber's extension via Directory Dialing.

Screened Transfer (page 297)

Call Blocking blocks calls routed to the subscriber's extension via an Automated Attendant Screened Transfer.

Unscreened Transfer (page 329)

Call Blocking blocks calls routed to the subscriber's extension via an Automated Attendant Unscreened Transfer.

Programming

Step 1 To enable Call Blocking:

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Block Auto Attendant* on page 492.
 - Use this option to enable (check) or disable (unchecked) Call Blocking.
 - ✓ By default, Call Blocking is disabled (unchecked).

Operation

N/A

Call Forward to a Mailbox

Description

A subscriber can easily forward calls to their Subscriber Mailbox. Instead of dialing an extension as the forwarding destination, the user just press their message key instead. With Call Forward to a Mailbox, the subscriber is assured that their calls don't get forgotten when they are busy or unavailable. The subscriber can choose when and how they want their unanswered calls to go to voice mail.

Related Features

Auto Attendant Do Not Disturb (page 92)

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Auto Forward (page 95)

Messages left in an extension user's mailbox can automatically forward to a co-worker's mailbox.

Message Forward (page 222)

A subscriber can forward a message in their Subscriber Mailbox to a co-worker.

Programming

No additional programming required.

Operation

Call Forward to your Mailbox in DS2000

To forward your calls to your mailbox:

1. Press **ICM**.
2. Dial ***3**.
3. Dial the Call Forwarding type:
0 = Cancel your extension's forwarding
2 = Call Forwarding Busy/No Answer
4 = Call Forwarding Immediate
6 = Call Forwarding No Answer
4. Press **MW**.
5. Dial **2** to forward all calls.
OR
Dial **8** to forward just outside calls.

Call Forward to a Mailbox

Call Forward to your Mailbox in 28i/124i and Aspire

To forward your calls to your mailbox:

1. Press idle **CALL** key.
2. Dial ***2**.
3. Dial the Call Forwarding type:
0 = Cancel your extension's forwarding
2 = Call Forwarding Busy/No Answer
4 = Call Forwarding Immediate
6 = Call Forwarding No Answer
4. Press your Voice Mail key.
5. Dial **2** to forward all calls.
OR
Dial **3** to forward just outside calls.
OR
Dial **4** to forward just Intercom calls.

2

Call Queuing

Description

Compatibility Guidelines:

- Call Queuing is available only on UltraMail 2000 and Aspire Mail Plus. It is not available on Ultra-Mail or Aspire Mail.

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail tells the caller their place in queue while they wait. While the caller is in queue, voice mail plays a Music on Hold program and periodically announces their position in line. The caller can continue to wait, leave a message for the called extension, go back to the Automated Attendant for other options, or hang up. With Call Queuing, the Automated Attendant caller will know they have not been forgotten while they wait – and will be reminded as their wait time shortens.

Here's how Call Queuing works:

1. An Automated Attendant caller dials a busy extension (that has Call Queuing enabled).
2. Voice mail tells the caller how many other caller's are waiting ahead of them, and offers 3 choices:
 - Dial **1** to leave a message.
 - Dial **2** to wait for the extension to become free.
 - Dial **3** to go back to the Automated Attendant for other options. (The caller then hears the active Call Routing Mailbox's Instruction Menu message.)

If the caller dials **2** to wait for the extension to become free:

1. Voice mail waits for the Call Queuing Hold time (see *Programming* below) and tries the extension again.
 - While voice mail retries the extension, the caller hears, "*Please continue to hold. I will try to connect you.*"
2. If the extension is available, voice mail puts the call through.

OR

If the extension is unavailable:

- The next caller in line hears, "*(Name or extension number) is still busy. You are the next caller for the extension. You may continue to wait. Or, to leave a message, press 1. For other options, press 2.*"
- All other waiting callers hear, "*(Name or extension number) is still busy. There are/is (position) caller(s) waiting ahead of you. You may continue to wait. Or, to leave a message, press 1. For other options, press 2.*"

The caller can:

- Do nothing and continue to wait.
- Dial **1** to leave a message in the extension's mailbox.
- Dial **2** to go back to the Automated Attendant for other options. (The caller hears the active Call Routing Mailbox's Instruction Menu message.)

Notes:

- Each caller waiting for a busy extension ties up a voice mail port for the duration of their wait. Always consider this when sizing your voice mail system.
- To obtain the highest possible Music on Hold recording quality, consider using a customer-provided handset recording device connected to the administrator's telephone.

Related Features

Call Announcing (page 110)

When an Automated Attendant caller dials a subscriber's extension, Call Announcing can broadcast their name to the extension user (who can then either accept or reject the call).

Call Waiting (page 124)

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail sends a beep to the busy extension letting them know a call is waiting.

Music On Hold (page 261)

When an Automated Attendant caller uses Call Queuing to wait for a busy extension to become free, voice mail plays a Music on Hold program and periodically announces their position in line.

Programming

Step 1 Enable Call Queuing for the Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Call Queuing* on page 491.
 - Enable (check) or disable (uncheck) Call Queuing for the Subscriber Mailbox.
 - ✓ By default, Call Queuing is disabled (unchecked).

Step 2 Adjust the Call Queuing Hold timer.

- 2.1 *Customize: System Options: [General 2]: Call Queuing: Hold Timer (seconds)* on page 508.
 - With Call Queuing enabled, Automated Attendant callers to the subscriber's busy extension will wait this interval for the extension to become free. When this timer expires, the Call Queuing call processing begins.
 - ✓ By default, this timer is 30 seconds.

2

Step 3 Set the minimum number of voice mail ports that must be idle before voice mail can queue for a busy extension.

- 3.1 *Customize: System Options: [General 2]: Call Queuing: Number of Idle Ports* on page 508.
 - Call Queuing can only occur if an adequate number of ports are available.
 - ✓ By default, 2 ports must be idle in order for Call Queuing to occur.

Step 4 Record an alternate Music On Hold program.

- 4.1 See *Operation* below.
 - Before recording, optionally connect a customer-provided handset recording device to the administrator's telephone.
 - ✓ By default, the Music On Hold program is Baby Elephant Walk alternating with a synthesized music program.

Call Queuing

Operation

Recording Music On Hold			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
■ Optionally connect a customer-provided handset recording device to the administrator's telephone.			
SA (72)	Access System Administrator options		
	MH (64)	Select the Music On Hold options	
		L (5)	Listen to current Music on Hold recording
			B (2) Backup
			BB (22) Backup to beginning
			G (4) Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	R (7)	Record new Music on Hold	
		Begin recording	
			B (2) Backup
			BB (22) Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording (and reinstate the default Music on Hold)
		#	Exit recording mode
	E (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)	
	#	Go back to the System Administrator options	
0	Plays Help message at any menu level		

Description

The Call Routing Mailbox, associated with an Answering Table, specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers. The Call Routing Mailbox is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers. There are 3 major Automated Attendant components:

- **Answering Table** (page 86)

The Answering Table determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. The Answering Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. There are 16 Answering Tables, with 20 schedules within each table.

- **Call Routing Mailbox** (page 119)

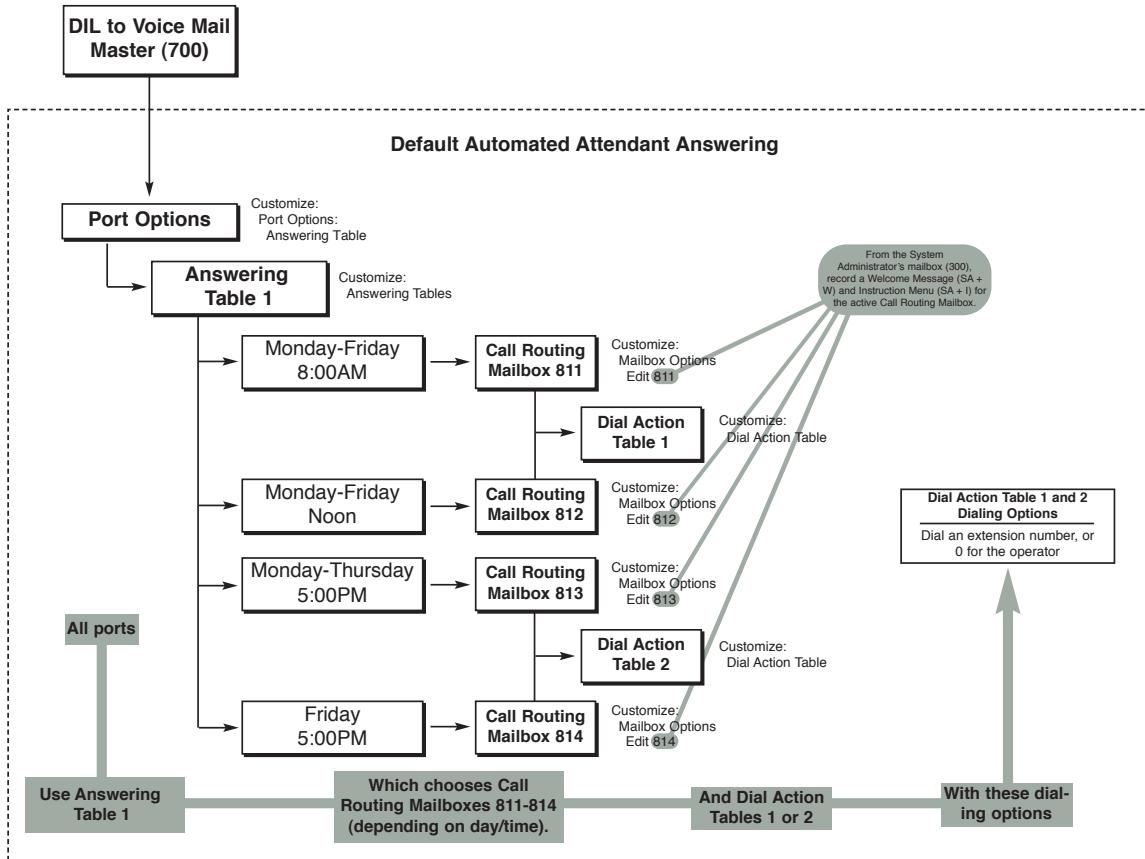
A Call Routing Mailbox is a mailbox associated with an individual Answering Table schedule. It specifies which dialing options (Dial Action Table) are available to callers. It also provides two announcements to callers: the Welcome Message (which greets callers) and the Instruction Menu (which describes the caller's dialing options). By default, there are 17 Call Routing Mailboxes.

- **Dial Action Table** (page 143)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answering Table setup. There are 100 Dial Action Tables.

2

The block diagram below shows the default voice mail Automated Attendant configuration.



Call Routing Mailbox

Related Features

Answering Table (page 86)

- The Call Routing Mailbox associates a specific set of dialing options (Dial Action Table) with an Answering Table.

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Call Routing Mailbox (page 119)

The Call Routing Mailbox provides the dialing instructions (Dial Action Table) and announcements to Automated Attendant Callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Directory Dialing (page 148)

Callers can use Directory Dialing to access a Call Routing Mailbox.

Mailbox Name (page 204)

The Call Routing Mailbox name facilitates Directory Dialing.

System Administrator (page 310)

The System Administrator can record the Welcome Message and Instruction Menu for a Call Routing Mailbox. See *Operation* below.

Tenant Service (page 314)

Tenant Service may limit access to an Announcement Mailbox.

Programming

Step 1 Set up the Call Routing Mailbox

- 1.1 *Customize: Mailbox Options: Call Routing: [General] Options: Mailbox Type* on page 398.
 - Select **Call Routing**.

✓ By default, Call Routing Mailboxes are 810-814, 821-824, 831-834, and 841-844.

Step 2 To record a Welcome Message for the Call Routing Mailbox:

- 2.1 See *Operation* below.
 - ✓ The default Welcome Message is: *Thank you for calling*.

Step 3 To record an Instruction Menu for the Call Routing Mailbox:

- 3.1 See *Operation* below.
 - ✓ The default Instruction Menu is: *If you are calling from a touch tone phone . . .*

Step 4 To assign which Dial Action Table will provide dialing options for this Call routing Mailbox:

- 4.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Dial Action Table* on page 400.
 - Enter the Dial Action Table (e.g., 1) that will provide the dialing options.

✓ See the following chart for default settings.

Dial Action Table Default Assignments	
Mailbox Number	Dial Action Table
810	3
811, 812, 821, 822, 831, 832, 841, 842	1
813, 814, 823, 824, 833, 834, 843, 844	2

Step 5 To change how long an Automated Attendant screened transfer (TRF) will ring an extension:
(By default, this is the action for key 3.)

- 5.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Delay Rings Before Redirect Transfer* on page 400.
- Enter a new ringing interval (0-255).
 - ✓ By default, this setting is 3 (about 15 seconds).

Step 6 To set up the Call Routing Mailbox for use with Directory Dialing:

- 6.1 See *Directory Dialing* on page 148 for more.
- 6.2 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Directory List To Use* on page 401.
- Specify which Directory List (1-100, A for All, N for None) the Call Routing Mailbox should use for Directory Dialing.
 - ✓ By default, the Call Routing Mailbox uses all lists (A).

Step 7 To shut off the default Welcome Message and the Instruction Menu for this Call Routing Mailbox:

- 7.1 See *Instruction Menu* on page 185 and *Welcome Message* on page 339 for more.
- 7.2 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Play Default Messages* on page 401.
- Uncheck (disable) this option.
 - If you record a Welcome Message and/or Instruction Menu and then disable this option, your recordings will be erased.
 - ✓ By default, the Welcome Message and Instruction Menu are checked (enabled).

Step 8 To change the amount of time Automated Attendant callers have to dial options:

- 8.1 *Automated Attendant* on page 99 for more.
- 8.2 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Time Limit for Dialing Commands* on page 401.
- Enter the new timeout duration (0-99 seconds).
 - ✓ By default, Automated Attendant callers have 5 seconds to dial commands.
- 8.3 If the caller waits too long to dial:
- When the associated Dial Action Table has a Timeout action programmed, the caller routes to that destination.
 - When the associated Dial Action Table does not have a Timeout action programmed, the Instruction Menu repeats.

Step 9 To enter a Department Name for a Call Routing Mailbox:

- 9.1 *Customize: Mailbox Options: Call Routing: [General] Options: Department* on page 398.
- Enter the Department Name. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
 - ✓ By default, there is no *Department* entry.

Step 10 Optionally review the following reports:

- *Reports: Mailbox: Options* on page 541.
- *Reports: Mailbox: Directory List* on page 543.
- *Reports: Mailbox: Numeric List* on page 544.
- *Reports: Mailbox: Access Count* on page 545.

Call Routing Mailbox

Operation

Recording a Welcome Message for a Call Routing Mailbox				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	W (9)	Select Welcome Messages		
		Enter the Call Routing Mailbox number		
		L (5)	Listen to the current Welcome Message (if any)	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		C (2)	Copy the Welcome Message from another Call Routing Mailbox	
			Enter Call Routing Mailbox number	
		R (7)	Record a new Welcome Message	
			Record message	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
		E (3)	Erase the Welcome Message	
		#	Go to another Call Routing Mailbox	
		##	Go back to the System Administrator options	
0	Plays Help message at any menu level			

Call Routing Mailbox

2

Recording an Instruction Menu for a Call Routing Mailbox			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
SA (72)	Access System Administrator options		
	I (4)	Select Instruction Menus	
		Enter the Call Routing Mailbox number	
		L (5)	Listen to the current Instruction Menu (if any)
			B (2) Backup
			BB (22) Backup to beginning
			G (4) Go forward
			*
			Pause or restart listening
			VU (88) Turn volume up
			VD (83) Turn volume down
			VN (86) Return volume to normal
			# Exit listen mode
		C (2)	Copy the Instruction Menu from another Call Routing Mailbox
			Enter Call Routing Mailbox number
		R (7)	Record a new Instruction Menu
			Record message
			B (2) Backup
			BB (22) Backup to beginning
			*
			Pause or restart recording
			E (3) Erase recording
			# Exit recording mode
		E (3)	Erase the Instruction Menu
		#	Go to another Call Routing Mailbox
		##	Go back to the System Administrator options
0	Plays Help message at any menu level		

Call Waiting

Description

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail sends a beep to the busy extension letting them know a call is waiting. Call Waiting is only available to Subscriber Mailboxes, and only when the outside caller is routed from the Automated Attendant by a Screened Transfer (TRF) action or by Directory Dialing. Call Waiting is beneficial if the receiving extension doesn't want waiting callers to automatically go to their mailbox when they are unavailable. They will wait in line to be answered instead.

Related Features

Auto Attendant Do Not Disturb (page 92)

Auto Attendant Do Not Disturb disables Call Waiting.

Call Announcing (page 110)

When an Automated Attendant caller dials a subscriber's extension, Call Announcing can broadcast their name to the extension user (who can then either accept or reject the call).

Call Queuing (page 116)

Automated Attendant callers can wait in line (without hanging up) for a busy extension to become free. Voice mail tells the caller their place in queue while they wait.

Directory Dialing (page 148)

Calls routed to a subscriber's extension via Directory Dialing can use Call Waiting.

Mailbox Name (page 204)

If the Subscriber Mailbox name is recorded, voice mail will use the name when routing and announcing the call.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox.

Park and Page (page 278)

Park and Page disables Call Waiting.

Screened Transfer (page 297)

Calls routed to a subscriber's extension via an Automated Attendant Screened Transfer can use Call Waiting.

Unscreened Transfer (page 329)

Calls routed to a subscriber's extension via an Automated Attendant Unscreened Transfer **can not** use Call Waiting.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Check the Call Waiting string.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Call Waiting String* on page 490.
 - The Call Waiting string is automatically set up during voice mail installation. **Do not change this option from its default value.**
 - ✓ The default value for this option is FW (followed by the extension number).

Step 2 Turn Call Waiting On for the Subscriber Mailbox.

- 2.1 See *Operation* below.

Operation

Turning Call Waiting On or Off				
Log onto Subscriber Mailbox				
OP (67)	Access the Mailbox Options Menu			
CW (29)	Access Call Waiting			
	Voice mail plays a summary of your Call Waiting setting -By default, Call Waiting is turned off			
		O (6)	Turn Call Waiting on or off	
		#	Go back to the Mailbox Options Menu	
		0	Plays Help message.	

2

Using Call Waiting				
For the outside caller:				
1. After Automated Attendant answers, dial busy extension. ■ You can also use Directory Dialing, if available.				
2. When you hear: “ <i>Extension xxx is busy. To leave a message, press 1. To wait for the extension to become available, press 2. For other options, press 3.</i> ” ■ Dial 1 to leave a message in the called extension’s mailbox. ■ Dial 2 to send a Call Waiting to the busy extension. (If the extension still doesn’t answer, you’ll go to the extension’s mailbox so you can leave a message.) ■ Dial 3 to go back to the Automated Attendant.				

Caller ID

Description

Compatibility Guidelines:

- For best Caller ID performance, use voice mail software version 11.02.13 or higher.

Caller ID is a telephone company service that provides a caller's number and optional name. The telephone system can pass this information to voice mail to enable *Caller ID Automatic Transfer* on page 127 and *Make Call* on page 210 features.

Related Features

Caller ID Automatic Transfer (page 127)

The Automated Attendant can answer a call, analyze the *caller's* phone number, and automatically transfer the call to a specified destination.

Make Call (page 210)

An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number.

Programming

Compatibility Guidelines:

- Be sure the telephone system is configured to pass Caller ID to the voice mail ports.

No additional programming is required to enable Caller ID in voice mail.

Operation

N/A

Description

Compatibility Guidelines:

- For best Caller ID performance, use voice mail software version 11.02.13 or higher.

The Automated Attendant can answer a call, analyze the *caller's* phone number, and automatically transfer the call to a specified destination. For example, a customer service group could have the telephone numbers of their most important customers stored in the voice mail Caller ID table. When one of these important customers calls in, they could route automatically to the most experienced customer service agents.

Related Features

Caller ID (page 126)

Caller ID Automatic Transfer is available only if the telco provides Caller ID to the telephone system *and* the telephone system passes that Caller ID data to the voice mail ports.

Make Call (page 210)

An extension user can listen to a voice message and dial a code to return the call without knowing the caller's phone number.

2

Programming

Step 1 Be sure the telco provides Caller ID to the connected telephone system.**Step 2 Check your telephone system programming to be sure the telephone system is set up to pass the Caller ID to the voice mail ports.****Step 3 Set up the voice mail Caller ID tables.****3.1 Customize: Caller I.D. Tables: [General] on page 365.**

- Select the Caller ID table you want to program (1-200).

3.1.1 Customize: Caller I.D. Tables: [General] Match on page 365.

- Enter the 10-digit telephone number you want the Automated Attendant to detect.
✓ By default, there are no codes entered.

3.1.2 Customize: Caller I.D. Tables: [General] Action on page 365.

- Enter the routing you want voice mail to execute when a match is detected in the *Match* field above.
- Typically, this entry is an extension number. When a match occurs, the Automated Attendant sends an Unscreened Transfer (UTRF) to the extension.
✓ The default entry is N (no action).

Step 4 Optionally review the following report:

- Reports: Caller ID Table on page 533.

Operation

Caller ID Automatic Transfer operation is automatic once enabled in programming.

Caller ID with Return Call

Description

See *Make Call* on page 210.

Calling the Automated Attendant

Description

Automated Attendant callers can use various voice mail features and then return to the Automated Attendant for additional dialing options. This lets the caller dial other extensions, leave messages for co-workers, or use other Automated Attendant features. The features below describe several ways to return to the Automated Attendant after using various voice mail features.

- **Automated Attendant Transfer** (page 102)

An extension user can transfer their trunk call to the Automated Attendant so the outside caller can use the Automated Attendant dialing options.

- **Next Call Routing Mailbox** (page 274)

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).

Related Features

Refer to the features referenced in *Description* above.

2

Programming

Refer to the features referenced in *Description* above.

Operation

Refer to the features referenced in *Description* above.

Centralized Voice Mail

Description

Compatibility Guidelines:

- For 124i EXCPRU 6.**.** only.
- Centralized Voice Mail requires i-Series networking. Refer to Step 3: Setting Up the Voice Mail for Networking in the i-Series Networking Manual (P/N 92000LAN**) for more.

A single voice mail can provide Voice Mail/Automated Attendant service to multiple networked i-Series telephone systems. The i-Series networking provides a seamless connection of multiple systems using T1 or analog E&M lines with a unified numbering plan. Networking can allow many companies to connect their telephone systems so they appear as one. This provides the ability to have only one operator to manage the system and share one voice mail within the network. An extension user in the network can easily dial another extension or transfer a call within the Networking System. Calls are passed from network node to network node using a protocol that contains information about the source of the call, the type of call and the destination of the call.

Networking in i-Series supports the use of a single voice mail for the entire network. A user may call into the voice mail from anywhere in the network and perform most functions as if the voice mail were located on their premises. It is also possible to install multiple voice mail systems on the network, each shared by a group of nodes.

Centralized Voice Mail is also referred to as Remote Tenant Service.

Related Features

Networking (AMIS) (page 264)

Voice mail can exchange voice messages with *any* other voice mail system that provides AMIS networking.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Set up i-Series Networking.

- 1.1 Refer to Step 3: *Setting Up the Voice Mail for Networking* in the *i-Series Networking Manual* (P/N 92000LAN**) for more on setting up networking.

Step 2 Set up the Subscriber Mailbox Lamp On string.

- 2.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String On* on page 484.
 - Set up the Lamp Off string. This string provides the lamp on (new message) update commands to the remote i-Series system. ***You must make an entry for this string.***
 - A typical setting for this option is **52866W/W#XG**.

✓ By default, there is no Lamp On string programmed.

Step 3 Set up the Subscriber Mailbox Lamp Off string.

- 3.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String Off* on page 485.
 - Set up the lamp off string. This string provides the lamp off (new messages have been listened to) update commands to the remote i-Series system. ***You must make an entry for this string.***
 - A typical setting for this option is **52866W/W#X00**.

✓ By default, there is no Lamp Off string programmed.

Operation

Centralized Voice Mail operation is automatic once programmed.

2

Centrex Transfer

Description

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex trunk to an outside number using features of that Centrex trunk. With Centrex Transfer, the Automated Attendant answers an outside call and then transfers the caller back to the telco using the same trunk on which the call initially rang. Centrex Transfer is only available if the telephone system connects to Centrex trunks that provide the features required to complete the transfer (see Programming below). Centrex Transfer allows the voice mail to maximize the capabilities of any connected Centrex trunks.

Related Features

External Extension (page 163)

An extension can have calls from the Automated Attendant automatically route on another trunk to an outside number.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.

Centrex Transfer with DS2000

Step 1 In DS2000 programming, program a System Speed Dial bin (e.g., 299) with special codes and the Centrex number you want to dial.

- 1.1 For *LINE/GPR/ICM*, enter 90.
 - This entry is ignored by voice mail but must be entered to allow you to program the rest of the bin.
- 1.2 For *NUM*, enter FPXXXX.
 - F = Flash. Enter an F by pressing FLASH.
 - P = Pause. Enter a P by pressing MIC.
 - XXXX = The Centrex extension you want to dial. For example, to transfer to Centrex extension 4444, enter 4444.
- 1.3 For *NA*, enter a name of your choosing.

Step 2 Program the Dial Action Table digit that you want to initiate the Centrex Transfer.

- 2.1 *Customize: Dial Action Tables: [General]* on page 373, for an available key (e.g., 1):
 - Program *Action* = UTRF.
 - Program *Number* = #299PPP.
 - 299 is the Speed Dial bin programmed in step 1 above.
 - PPP inserts 3 pauses after the Speed Dial bin. The pauses give the outgoing call time to ring.

Centrex Transfer with 28i/124i

Step 1 In 28i/124i programming, change the default Service Code used to Flash at a single line port (#3) to any available 3-digit selection.

- 1.1 *0511-Service Code Setup (Part A)*, change Item 34 (#3) to an unused 3-digit code (such as 826).
 - This is required because # is the first character in the voice mail message lamp update string.

Step 2 Program the Dial Action Table digit that you want to initiate the Centrex Transfer.

- 2.1 *Customize: Dial Action Tables: [General]* on page 373, for an available key (e.g., 1):
 - Program *Action* = UTRF.

- Program *Number* = 826PXXXXPPP
 - 826 is the Flash service code you programmed in step 1 above.
 - P inserts a pause.
 - XXXX is the Centrex extension you want to dial. For example, to transfer to Centrex extension 444, enter 4444.
 - PPP inserts 3 pauses to give the outgoing call time to ring.

Centrex Transfer with Aspire

2

Step 1 Change the Aspire trunk flash Service Code.

- 1.1 11-12-42: Flash on Trunk lines.
 - Change the default Service Code (#3) to an unused 3-digit code (such as 839).

Step 2 Set up a second Aspire Mail/Aspire Mail Plus tenant.

- 2.1 Customize: System Options: [General 1]: Tenant: Number of Tenants on page 504.
 - Enable a second Aspire Mail/Aspire Mail Plus tenant.
 - ✓ By default, Aspire Mail/Aspire Mail Plus has a single tenant.
- 2.2 Customize: System Options: [General 1]: Tenant: Intertenant Messaging on page 504.
 - Enable (check) inter-tenant messaging.
 - ✓ By default, inter-tenant messaging is disabled.
- 2.3 Customize: Tenant Options: [General] Remote Tenant: Enabled on page 523.
 - For the second tenant, enable (check) this option.
 - ✓ By default, this option is disabled.
- 2.4 Customize: Tenant Options: [General] Remote Tenant: Access Digits on page 523.
 - For the second tenant, enter 839W (assuming you used Service Code 839 for trunk flash).
 - ✓ By default, there is no entry for this option.

Step 3 Program a mailbox in the second tenant to handle the Centrex Transfer.

- 3.1 Customize: Mailbox Options: [General] Options: Tenant on page 474.
 - Assign a Subscriber Mailbox to the second Tenant Group. (You can optionally assign a Guest Mailbox.)
 - The mailbox you choose must have valid system extension number assigned to it, but should not have an associated extension.
 - ✓ By default, there are no mailboxes assigned to the second tenant group.
- 3.2 Customize: Mailbox Options: [Lamp/Logon/Transfer] External Extension: Enabled on page 487.
 - Enable (check) External Extension for the selected mailbox.
 - ✓ By default, External Extension is disabled.
- 3.3 Customize: Mailbox Options: [Lamp/Logon/Transfer] External Extension: Number on page 488.
 - For the selected mailbox, enter TxxxxPPP.
 - The T must be upper case.
 - The digits xxxx represent the Centrex extension you want to dial.
 - The entire string (including the T) must not exceed 15 characters.
 - The three pauses (PPP) at the end of the string give the outgoing call time to ring.
 - ✓ By default, there is no Number entry.

Step 4 Program the Dial Action Table digit that you want to initiate the Centrex Transfer.

- 4.1 Customize: Dial Action Tables: [General] on page 373, for an available key (e.g., 1):
 - Program *Action* = UTRF.
 - Program *Number* = The number of the mailbox created in step 3 above that handles the Centrex Transfer.

Step 5 Review the feature operation.

- 5.1 Here is how Aspire Mail/Aspire Mail Plus handles the Centrex Transfer:
 - After the Automated Attendant answers, the caller dials the digit for the Centrex Transfer.

Centrex Transfer

- Aspire Mail/Aspire Mail Plus puts the call on hold and dials the remote tenant access digits (which is really the trunk flash Service Code).
 - Aspire Mail/Aspire Mail Plus then dials the External Extension number (i.e., the Centrex extension number) and hangs up, leaving the caller connected to the Centrex destination.
-

Operation

Centrex Transfer operation is automatic once programmed.

Checking/Deleting a Message

Description

A Subscriber, Guest, or Message Center Mailbox user can check if a voice mail message they left for a co-worker has been listened to by the co-worker. If not, they can delete it. The mailbox user can check on messages they sent using either the Message Record (**RS**) or Message Forward (**MF**) method. In addition, they can check on Future Delivery messages *after* the message has been delivered. Checking/Deleting a Message is a handy way to check on a message a subscriber left for a co-worker if the recipient co-worker is out of the office. Rather than trying to locate the co-worker outside of the office, the subscriber can just dial **CM** to find out if the message they left has been reviewed.

Related Features

Future Delivery Message (page 173)

A mailbox user can check on a Future Delivery Message they sent only after the delivery time.

Message Forward (page 222)

A mailbox user can check on a message they have forwarded.

Message Record (page 247)

A mailbox user can check on a message they have recorded and sent to a co-worker.

2

Programming

No additional programming required.

Operation

Checking/Deleting a Message			
Log onto Subscriber, Guest, or Message Center Mailbox			
CM (26)	Access Checking/Deleting a Message		
	Enter the number of the mailbox whose messages you want to check		
	L (5)	Listen to the message you sent (If you sent multiple messages, dial L repeatedly to cycle through them)	
	E (3)E	Erase the message you just heard	
	#	Exit to your mailbox Main Menu	

Confidential Message

Description

A subscriber user can leave a Confidential Message for a co-worker that cannot be forwarded to another user. The subscriber can tag a message as confidential after using Message Record (**RS**), Message Forward (**MF**), or Future Delivery (**FD**) to record the message. Confidential Message provides the message sender with the confidence of knowing that an important message they sent will not be inappropriately shared with other co-workers.

Related Features

Auto Forward (page 95)

A Confidential Message cannot be auto-forwarded.

Future Delivery Message (page 173)

A subscriber can tag a Future Delivery Message as confidential.

Message Forward (page 222)

A Confidential Message cannot be forwarded.

Message Record (page 247)

A subscriber can tag a message they have recorded as Confidential.

Networking (AMIS) (page 264)

Confidential Message is not available at Network Mailboxes.

Programming

No additional programming required.

Operation

Tagging a Message as Confidential

To record a message, then tag it as confidential:

Log onto Subscriber Mailbox

RS (77) Record the message + # + Dial mailbox number to receive message
■ See *Message Record* on page 247 for more.

*C (*2) Tag the message you just recorded as confidential + #

To tag a message you are forwarding as confidential:

Log onto Subscriber Mailbox

L (5) Listen to your message
■ See *Listening to Messages* on page 196 for more.

MF (63) Access Message Forward

Record a comment to add to the beginning of the forwarded message + #, or
Press # to forward the message without adding a comment

Enter the mailbox to receive the forwarded message
■ See *Message Forward* on page 222 for more.

*C (*2) Tag the message you just recorded as confidential + #

Confidential Message

Tagging a Message as Confidential	
To tag a Future Delivery Message as confidential:	
Log onto Subscriber Mailbox	
FD (33)	Access Future Delivery Message
	Record the message + # + Dial mailbox number to receive message ■ See <i>Future Delivery Mailbox</i> on page 172 for more.
* C (*2)	Tag the message you just recorded as confidential + #
	Enter the time and date you want the message to be delivered + C ■ See <i>Future Delivery Mailbox</i> on page 172 for more.

2

Conversation Record

Description

Conversation Record allows a subscriber to record their active call as a new message in their mailbox, which they can review later on. Conversation Record can be helpful when an extension user is on a call that involves a lot of detail (such as a technical discussion or extensive directions). Rather than taking notes as the call progresses, the user can record the conversation and carefully review it later on. Voice mail broadcasts a beep and a voice prompt to the callers as Conversation Record begins. After calling their mailbox, the subscriber can save, edit, or delete the recorded conversation.

Caution

The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversations or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Related Features

Subscriber Mailbox (page 306)

Conversation Record is only available to subscriber extensions.

Programming

Conversation Record in DS2000.

Step 1 In DS2000 programming, enable Conversation Record in the extension's Class of Service.

- 1.1 In *0101 - Conversation Record*, enable Conversation Record.
 - Enable (Y) Conversation Record in the extension's Class of Service.
✓ By default, Conversation Record is disabled (N).
- 1.2 In *1801 - Extension Class of Service*, assign a Class of Service with Conversation Record enabled to the extension.

Step 2 In DS2000 programming, assign a Conversation Record key.

- 2.1 In *1701 - Voice Mail Record Key*, assign a keyset programmable key as a record key.
 - The voice mail Record Key is code 17.
 - You can optionally use the RECORD soft key instead.
✓ By default, a keyset does not have a voice mail Record Key.

Step 3 Enable the Conversation Record Beep and Warning.

- 3.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Recording Conversation Beep* on page 483.
 - If enabled (checked), all parties on a call being recorded will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled (unchecked), the voice prompt and beep will not occur.
- *Disabling this option may be interpreted as an invasion of privacy.*
✓ By default, this option is enabled (checked).

Conversation Record in 28i/124i

Step 1 In 28i/124i programming, assign a Conversation Record key.

- 1.1 In *1006 - Programming Function Keys*, assign a keyset programmable key as a record key.
 - The voice mail Record Key is code 1060.
 - 1.2 By default, a keyset does not have a voice mail Record Key.
 - 1.3 In *0405 - System Timers (Part A), Timer 65: Record Alert Tone Interval Time*, set how often the conversation record beep should repeat.
 - ✓ By default, the beep repeats every 30 seconds.
-

Step 2 Enable the Conversation Record Beep and Warning.

- 2.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Recording Conversation Beep* on page 483.
 - If enabled (checked), all parties on a call being recorded will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled (unchecked), the voice prompt and beep will not occur.
 - *Disabling this option may be interpreted as an invasion of privacy.*
 - 2.2 By default, this option is enabled (checked).
-

Conversation Record in Aspire

2

Step 1 In Aspire programming, assign a Conversation Record key.

- 1.1 In *15-07-01: Programming Function Keys*, assign a keyset programmable key as a record key.
 - The voice mail Record Key is code 78.
 - 1.2 By default, a keyset does not have a voice mail Record Key.
 - 1.3 In *46-01-06: Record Alert Tone Interval Time*, set how often the conversation record beep should repeat.
 - ✓ By default, the beep repeats every 30 seconds.
 - 1.4 Optionally set up a Conversation Record One Touch Key.
 - To set up this key: **CALL1 + 855** + Press key + Dial **154**.
 - By default, there are no Conversation Record One Touch Keys assigned.
-

Step 2 Enable the Conversation Record Beep and Warning.

- 2.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Recording Conversation Beep* on page 483.
 - If enabled (checked), all parties on a call being recorded will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled (unchecked), the voice prompt and beep will not occur.
 - *Disabling this option may be interpreted as an invasion of privacy.*
 - 2.2 By default, this option is enabled (checked).
-

Conversation Record

Operation

Conversation Record in DS2000

To record your active call in your mailbox:

- Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.
- 1. Press your voice mail Record key or **RECORD** soft key.
 - The key lights green while the system calls your mailbox. Once recording begins, the key flashes. You and your caller hear the voice prompt “*Recording*.”
 - You can also have a Record key on your DSS Console. It lights red while the system calls your mailbox and flashes fast once recording begins.

To turn conversation record off:

1. Press **MW**.
 - Recording stops.

Conversation Record in 28i/124i and Aspire

To record your active call in your mailbox:

1. Press your voice mail Record key.
 - You hear 2 beeps and your Record key flashes. The beeps periodically repeat to remind you that you are recording. You and your caller hear the voice prompt “*Recording*.”
 - If you are using an optional Conversation Record One Touch Key in Aspire, press **HOLD** + One Touch Key to start Conversation Record.

To turn conversation record off:

1. Press your voice mail Record key.
 - Recording stops.

Description

Compatibility Guidelines:

- The Scheduled Daily Archive option requires voice mail software version 11.05 or higher. It did not function in prior versions.

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance. The following diagnostics are available (see *Programming* below):

- Remove Voice Mail Ports from Service
- Port Self Test Diagnostics
- Scheduled Daily Archive (excluding system recordings and incoming messages)

In addition, the System Administrator can log onto their mailbox and obtain the system version number,

Related Features

2

Real Trace (page 290)

The Real Trace is a troubleshooting report that displays voice mail events as they occur, in real time.

Reports (page 294)

Voice mail provides a comprehensive list of reports for monitoring system performance and usage.

System Administrator Mailbox (page 312)

The System Administrator can log onto their mailbox and obtain the system version number.

Trace Viewer (page 319)

The Trace Viewer is a troubleshooting report that displays a history of voice mail events from the trace database.

Programming

Removing Voice Mail Ports from Service

Step 1 Remove a port from service.**1.1 Customize: Port Options: [General] Options: In Service** on page 500.

- Uncheck this option to remove a port from service.
 - Check this option to place a port back in service.
- ✓ By default, all installed ports are placed in service (checked).

1.2 Tools: Ports In/Out of Service on page 558.

- You can optionally use this tool to take ports in and out of service.

Using the Port Self Test Diagnostic

Step 1 Assign an extension to the voice mail port.**1.1 Customize: Port Options: [General] Options: Extension** on page 499.

- Optionally enable (check) or disable (uncheck) this option. This enables the second portion of the Port Self Test Diagnostic. This entry is arbitrary. It is only used for testing.
- ✓ By default, there are no extension numbers assigned.

Step 2 Enable the Port Self Test Diagnostic.**2.1 Customize: Port Options: [General] Options: Self Test** on page 500.

- Enable (check) or disable (uncheck) the Self Test Diagnostic for the voice mail port.
- ✓ By default, the Port Self Diagnostic is disabled (unchecked).

2.2 Customize: System Options: [General 2]: Miscellaneous: Port Self Test Timer (minutes) on page 508.

Diagnostics

- If the Self Test Diagnostic is enabled, this timer sets the interval between diagnostic attempts.
- ✓ By default, this timer is **15** minutes.

Step 3 Optionally run the Port Self Test Diagnostic immediately.

- 3.1 *Customize: Port Options: [General] Options: Do Immediate Self Test* on page 501.
 - Clicking on the *Do Immediate Self Test* button runs the diagnostic immediately.
- 3.2 Optionally use *Tools: Immediate All Ports Self Test* on page 559 to run the diagnostic immediately.

Step 4 View the results of the Port Self Test Diagnostic.

- 4.1 Use *View: Port Activity* on page 358 to view the results of the Port Self Test Diagnostic.
 - This report shows you the results of the Self Test Diagnostic as they occur.

Step 5 If a port fails, and you correct the failure, put the port back in service.

- 5.1 *Customize: Port Options: [General] Options: Clear Port's Failure* on page 501.
 - Clicking on the *Clear Port's Failure* button puts the port back in service and clears the failure from the *Port Activity* report.
- 5.2 Optionally use *Tools: Immediate Clear All Ports Failure* on page 560 to clear the failure and from the *Port Activity* report and put the port back in service.

Setting Up a Scheduled Daily Archive

Step 1 Specify the time of day the system will perform an archive of the system database.

- 1.1 *Customize: System Options: [General 2]: Miscellaneous: Auto Disk Maintenance Time* on page 508.
 - Set the time of the day the voice mail should run a daily archive.
 - Archive stores a compressed copy of system files (i.e., voice mail database) and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) on the voice mail hard drive or flash card (depending on the version installed). *Archive* does not back up the files to the Admin PC. In addition, *Archive* does not back up messages left by a caller in a mailbox.

✓ By default, there is no time set and this feature is disabled.

Operation

Getting the System Version Number		
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)		
SA (72)	Access System Administrator options	
	SV (78)	Select System Version Number <ul style="list-style-type: none">■ Voice mail plays the system version number and then sends you back to the System Administrator Menu
0	Plays Help message at any menu level	

Description

The Dial Action Table defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table, which in turn provides those dialing options to Automated Attendant callers. Voice mail provides 100 Dial Action Tables. The Dial Action Table is an integral part of the Automated Attendant. The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers. There are 3 major Automated Attendant components:

- **Answering Table** (page 86)

The Answering Table determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing. The Answering Table divides the time of day and day of the week into individual schedules, which in turn assign a Call Routing Mailbox to each call. There are 16 Answering Tables, with 20 schedules in each table.

- **Call Routing Mailbox** (page 119)

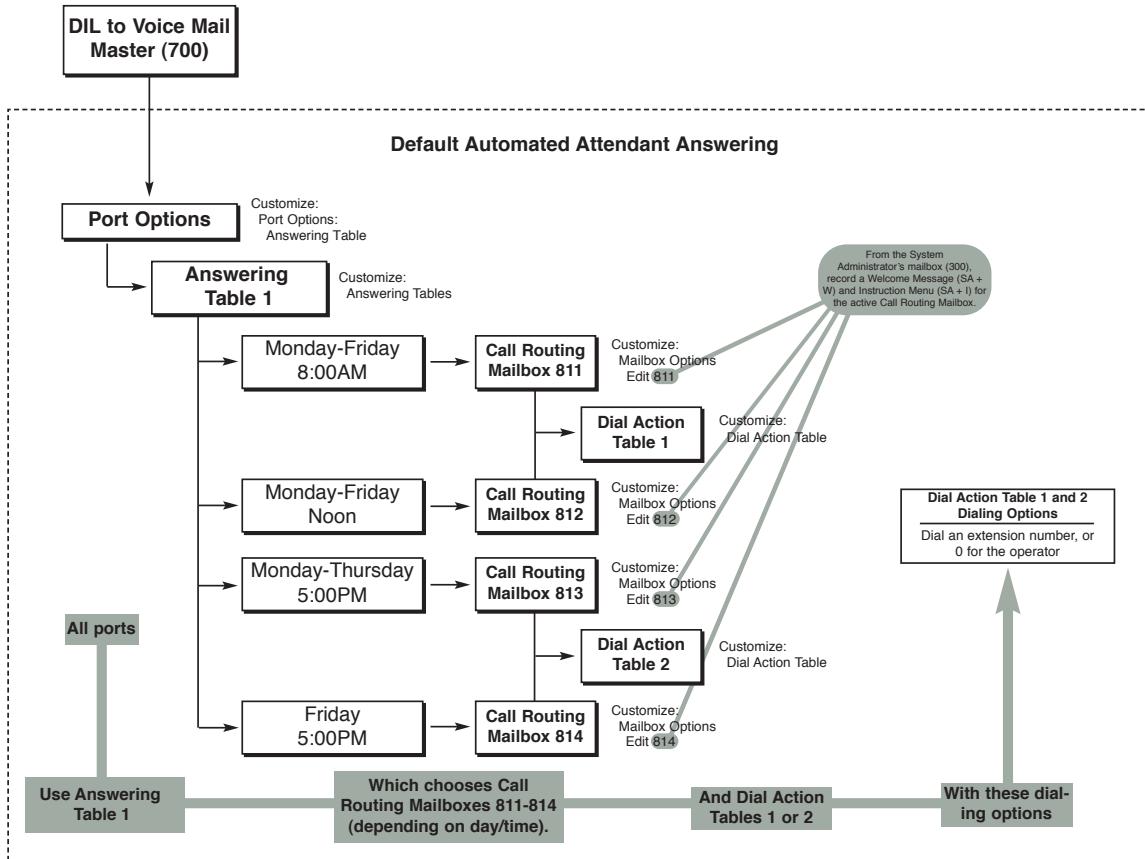
A Call Routing Mailbox is a mailbox associated with an individual Answering Table schedule. It specifies which dialing options (Dial Action Table) are available to callers. It also provides two announcements to callers: the Welcome Message (which greets callers) and the Instruction Menu (which describes the caller's dialing options). By default, there are 17 Call Routing Mailboxes.

- **Dial Action Table** (page 143)

Once the Automated Attendant answers, the Dial Action Table provides the dialing options to callers. Each digit a caller can dial is assigned a specific action (function) in the Dial Action Table. The dial action used depends on the setting in the active Call Routing Mailbox, which in turn depends on the Answering Table setup. There are 100 Dial Action Tables.

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The block diagram below shows the default voice mail Automated Attendant configuration.



Dial Action Table

Dial Action Table Options

The following table summarizes the Dial Action Table dial (key) actions and their associated features.

Dial Action Table Key Action Summary			
Action	Description	Feature Reference	For more, see:
DIRF	<u>Directory Dialing by First Name</u> Allows an Automated Attendant caller to use Directory Dialing by first name.	Directory Dialing (page 148)	Page 375
DIRL	<u>Directory Dialing by Last Name</u> Allows an Automated Attendant caller to use Directory Dialing by last name.	Directory Dialing (page 148)	Page 375
GOTO	<u>Go To a Mailbox</u> Allows an Automated Attendant caller to log directly into a mailbox.	Go To A Mailbox (page 176)	Page 376
HUP	<u>Hang Up</u> Voice mail says “Goodbye” and hangs up.	Hang Up (page 184)	Page 376
LANG1	<u>Switch to Language 1</u> Allows an Automated Attendant caller to switch the voice prompt language to LANG1 (normally English Mnemonic).	Bilingual Voice Prompts (page 105)	Page 376
LANG2	<u>Switch to Language 1</u> Allows an Automated Attendant caller to switch the voice prompt language to LANG2 (normally English Numeric).	Bilingual Voice Prompts (page 105)	Page 376
LOGON	<u>Log Onto Voice Mail</u> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	Log Onto Voice Mail (page 201)	Page 376
MTRF	<u>Monitored (Ring No Answer) Transfer</u> Allows an Automated Attendant caller to place a Monitored Transfer to an extension.	Monitored Transfer (page 258)	Page 377
REC1	<u>Quick Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension’s personal greeting.	Quick Message (page 287)	Page 377
REC1C	<u>Quick Confidential Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Confidential Message at an extension. The caller <i>will</i> hear the extension’s personal greeting.	Quick Message (page 287)	Page 377
REC1U	<u>Quick Urgent Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Urgent Message at an extension. The caller <i>will</i> hear the extension’s personal greeting.	Quick Message (page 287)	Page 378
REC2	<u>Quick Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will not</i> hear the extension’s personal greeting	Quick Message (page 287)	Page 378

Dial Action Table Key Action Summary			
Action	Description	Feature Reference	For more, see:
REC2C	<u>Quick Confidential Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Confidential Message at an extension. The caller will not hear the extension's personal greeting.	Quick Message (page 287)	Page 378
REC2U	<u>Quick Urgent Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Urgent Message at an extension. The caller will not hear the extension's personal greeting.	Quick Message (page 287)	Page 378
TRF	<u>Screened Transfer</u> Allows an Automated Attendant caller to place a Screened Transfer to an extension. Voice mail calls (screens) the destination to see if the call can go through.	Screened Transfer (page 297)	Page 379
UND	<u>Undefined Routing (No Routing)</u> This action provides no routing.	N/A	Page 379
UTRF	<u>Unscreened Transfer</u> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. Voice mail transfers the call to the destination and then hangs up.		Page 379

Related Features

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Directory Dialing (page 148)

The Dial Action Table also provides dialing options to calls answered by a Directory Dialing Mailbox.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Assign a Dial Action Table to each active Call Routing Mailbox.

- 1.1 *Customize: Mailbox Options: Call Routing [Call Handling] Options: Dial Action Table* on page 400.
 - The Call Routing Mailbox uses the Dial Action Table assignment to provide dialing options to callers.

Dial Action Table

✓ The default Dial Action Table to Call Routing Mailbox assignments are:

Dial Action Table Default Assignments	
Mailbox Number	Dial Action Table
810	3
811, 812, 821, 822, 831, 832, 841, 842	1
813, 814, 823, 824, 833, 834, 843, 844	2

Step 2 Customize the Dial Action Table options.

- 2.1 Turn to *Customize: Dial Action Tables: [General]* on page 373 for a description of all the Dial Action Table options and the features to which they apply.

✓ The default Dial Action Table dialing options are:

Dial Action Table Default Settings		
Key	Dial Action Tables 1-3	Dial Action Tables 4-100
0	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)	UTRF to 0 (Unscreened Transfer to operator)
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	TRF to XXX (Screened Transfer to user-dialed extension)	UND (Undefined)
4	UND (Undefined)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HUP (Hang up)	UND (Undefined)
*	REC1 to IV (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)

¹ DS2000 = 300, 28i/124i/Aspire = 301

Step 3 Set how long Automated Attendant caller have to dial commands.

- 3.1 *Customize: Mailbox Options: Call Routing [Call Handling] Options: Time Limit for Dialing Commands* on page 401.

Dial Action Table

- If the Dial Action Table has a TIMEOUT action programmed, the caller routes to that action after the timeout.
- If your Dial Action Table does not have a TIMEOUT action programmed, the caller hears the Instruction Menu again.

Step 4 Optionally review the following report to show the Dial Action Table options.

- *Report: Dial Action Table on page 536.*

Operation

N/A

2

Directory Dialing

Description

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach — just their name. Here's how Directory Dialing works.

1. When the Automated Attendant answers:
 - It routes the call automatically to a Directory Dialing Mailbox.
OR
 - It routes the call to a Call Routing mailbox which requests the caller to dial a digit to access Directory Dialing.
2. In either case, the caller is asked to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the voice mail is set up.
4. The voice mail searches a list of programmed names for a match of the caller-entered letters.
5. Voice prompts announce the matches, and allow the caller to dial a digit to reach one of the announced matches.
6. The caller dials the digit for the extension they wish to reach, and voice mail sends the call to that extension. The call is sent as a Screened Transfer, Unscreened Transfer, or is sent directly to the destination's mailbox (depending on programming).

For callers to use Directory Dialing, voice mail must have a name programmed for each destination mailbox. To make resolving dialing conflicts easier, each mailbox should also have a name recorded.

Directory Lists

The extensions that the Automated Attendant caller can Directory Dial is determined by the Directory List programming of the *answering mailbox* and the *destination mailbox*. The *answering mailbox* is the Call Routing or Directory Dialing Mailbox the Automated Attendant uses to answer the call. The *destination mailbox* is the mailbox the Automated Attendant caller reaches when they dial the mailbox name. The voice mail has 100 Directory Lists. The *answering mailbox* and the *destination mailbox* can belong to a specific Directory List or to all Directory Lists.

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to a Directory Dialing Mailbox.

Call Routing Mailbox (page 119)

Callers can use Directory Dialing to access a Call Routing Mailbox.

Directory Dialing Mailbox (page 156)

To streamline Directory Dialing, you can use a Directory Dialing Mailbox in place of a Call Routing Mailbox.

Directory Dialing Message (page 157)

If Directory Dialing is using or routing to a Directory Dialing Mailbox, this is the message that provides the dialing instructions to callers. See *Operation* below.

Instruction Menu (page 185)

You can record an Instruction Menu for a Directory Dialing Mailbox. The Instruction Menu plays *before* the Directory Dialing Message.

Mailbox Name (page 204)

The Directory Dialing Mailbox name facilitates Directory Dialing to a Directory Dialing Mailbox.

Networking (AMIS) (page 264)

Directory Dialing can allow callers to leave a message in a Network **Alias** Mailbox. **Directory Dialing is not available with Network Remote Mailboxes.**

System Administrator (page 310)

The System Administrator can record the Directory Dialing Message.

Tenant Service (page 314)

Tenant Service may limit access to a Directory Dialing Mailbox.

Welcome Message (page 339)

You can record a Welcome Message for a Directory Dialing Mailbox. The Welcome Message plays **before** any Instruction Menu and/or Directory Dialing Message recorded for the mailbox.

Programming

Directory Dialing Using a Call Routing Mailbox

2

Step 1 Verify the way outside calls route through the Automated Attendant.

- 1.1 *Customize: Answering Tables: [General] Mailbox Number* on page 363.
 - Check which Call Routing Mailbox you've assigned to the Answering Table.
- 1.2 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Dial Action Table* on page 400.
 - Check which Dial Action Table you've assigned to the Call Routing Mailbox.

Step 2 Assign a DDIRF or DIRL action in the Call Routing Mailbox's Dial Action Table

- 2.1 To Directory Dial by first name (DDIRF):
 - 2.1.1 *Customize: Dial Action Tables: [General] DDIRF Action – Directory Dial by First Name* on page 375.
 - Choose an available key and assign a **DDIRF** action.
 - ✓ By default, Dial Action Tables do not have a DDIRF action assigned.
- 2.2 To Directory Dial by last name (DIRL):
 - 2.2.1 *Customize: Dial Action Tables: [General] DIRL Action – Directory Dial by Last Name* on page 375.
 - Choose an available key and assign a **DIRL** action.
 - ✓ By default, Dial Action Tables do not have a DIRL action assigned.

Step 3 Program a name for each mailbox that you want to Directory Dial

- 3.1 To Directory Dial by first name (DDIRF):
 - 3.1.1 *Customize: Mailbox Options: Subscriber: [General] Options: Name* on page 470.
 - The name entry syntax is first name, followed by a space, followed by the last name.
For example: MIKE SMART
 - Normally, the name should be at least 4 letters long.
 - ✓ By default, there are no names entered.
- 3.2 To Directory Dial by last name (DIRL):
 - 3.2.1 *Customize: Mailbox Options: Subscriber: [General] Options: Name* on page 470.
 - The name entry syntax is last name, followed by a space, followed by the first name.
For example: SMART MIKE
 - Normally, the name should be at least 4 letters long.
 - ✓ By default, there are no names entered.
- 3.3 Repeat this step for all mailboxes of all types to which you want to Directory Dial.

Step 4 Record a name for each mailbox to which you want to Directory Dial.

- 4.1 From a System Administrator's mailbox (normally 300 in DS2000, 301 in 28i/124i/Aspire),
 - Dial **SA + N + Mailbox number + R + #**.
 - This will help resolve routing conflicts (for example, between two co-workers with the same first name).

Directory Dialing

- You can optionally have extension users record their own names.
- ✓ By default, there are no names recorded.

Step 5 Define the leading digit for the range of mailboxes or extensions to which you want to Directory Dial.

5.1 To have Directory Dialing Screened Transfer (TRF) callers:

5.1.1 Customize: Dial Action Tables: [General] TRF Action – Screened Transfer on page 379.

- In the Dial Action Table, for the range's leading digit program *Action* = TRF and *Number* = XXX.
- For example, to have Directory Dialing Screened Transfer to extensions in the 300-399 range, for digit 3 be sure *Action* = TRF and *Number* = XXX.
- For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
- For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.
- For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
- For Guest Mailboxes, this action lets callers leave a message in the Guest Mailbox.
- For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
- For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
- For Modem Mailboxes, this action lets callers access the voice mail internal modem.
- For Network Alias Mailboxes, this action lets callers leave a message in the Network Alias Mailbox.
- For Subscriber Mailboxes, this action makes a Screened Transfer to the subscriber's extension.

✓ By default, digit 3 *Action* = TRF and *Number* = XXX.

5.2 To have Directory Dialing Unscreened Transfer (UTRF) callers:

5.2.1 Customize: Dial Action Tables: [General] UTRF Action – Unscreened Transfer on page 379.

- In the Dial Action Table, for the range's leading digit program *Action* = UTRF and *Number* = XXX.
- For example, to have Directory Dialing Unscreened Transfer to extensions in the 300-399 range, for digit 3 be sure *Action* = UTRF and *Number* = XXX.
- For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
- For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.
- For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
- For Guest Mailboxes, this action lets callers leave a message in the Guest Mailbox.
- For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
- For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
- For Modem Mailboxes, this action lets callers access the voice mail internal modem.
- For Network Alias Mailboxes, this action lets callers leave a message in the Network Alias Mailbox.
- For Subscriber Mailboxes, this action makes an Screened Transfer to the subscriber's extension.

✓ By default, digit 0 *Action* = UTRF and *Number* = 0 (the operator).

5.3 To have Directory Dialing send calls directly to a mailbox:

5.3.1 Customize: Dial Action Tables: [General] GOTO Action – Go to Mailbox on page 376.

- In the Dial Action Table, for the range's leading digit program *Action* = GOTO and *Number* = XXX.

- For example, to have Directory Dialing log directly into mailboxes in the 300-399 range, for digit 3 be sure *Action* = GOTO and *Number* = XXX.
 - For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
 - For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.
 - For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
 - For Guest Mailboxes, this action (and the LOGON action) allows callers to log onto the Guest Mailbox.
 - For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
 - For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
 - For Modem Mailboxes, this action lets callers access the voice mail internal modem.
 - For Network Alias Mailboxes, this action sends callers back to the Automated Attendant for additional options.
 - For Subscriber Mailboxes, this action logs onto the Subscriber Mailbox.
- ✓ By default, there are no GOTO actions defined.

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Step 6 (Optional) To Directory Dial a limited list of extensions:

- 6.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Directory List To Use* on page 401.
- For the Call Routing Mailbox, enter the Directory List (1-100, A for All) you want the Call Routing Mailbox to use.
- ✓ By default, each Call Routing Mailbox uses all lists (A).
- 6.2 *Customize: Mailbox Options: Subscriber: [General] Options: Directory List* on page 474.
- For each Subscriber Mailbox, assign the mailbox to the Directory List used in the previous step.
 - Repeat this step for all mailboxes of all types you want in the Directory List. Directory Dialing will not route a call to a mailbox that is not in a Directory List (or all lists).

Step 7 When Directory Dialing to a Directory Dialing Mailbox:

- 7.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Dial Action Table* on page 404.
- If the Directory Dialing Mailbox does not have a Dial Action Table assigned, Directory Dialing will not route the call to that mailbox.
- ✓ By default, there is no Dial Action Table defined.
- 7.2 Record a Directory Dialing Message:
- See *Operation* below.
 - Callers routed to the Directory Dialing Mailbox hear this message.
- ✓ By default, there is no Directory Dialing Message recorded.

Step 8 Optionally review the following reports.

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545

Directory Dialing Using a Directory Dialing Mailbox

Step 1 Set up the Directory Dialing Mailbox.

- 1.1 *Customize: Mailbox Options: Directory Dialing: [General] Options: Mailbox Type* on page 402.
- Select **Dir. Dialing**.
- ✓ Be default, there are no Directory Dialing mailboxes assigned.

Directory Dialing

Step 2 Route outside calls to the Directory Dialing Mailbox.

2.1 Customize: Answering Tables: [General] Mailbox Number on page 363.

- Enter the Directory Dialing Mailbox that you want to answer calls.

✓ By default, Answering Tables do not route to Directory Dialing Mailboxes.

Step 3 Record a Directory Dialing Message:

3.1 See Operation below.

- Callers routed to the Directory Dialing Mailbox hear this message.

✓ By default, there is no Directory Dialing Message recorded.

Step 4 Assign a Dial Action Table to the Directory Dialing Mailbox.

4.1 Customize: Mailbox Options: Directory Dialing: [Call Handling] Options: Dial Action Table on page 404.

- Enter the Dial Action Table (1-100) that will handle the routing for the Directory Dialing Mailbox.

✓ By default, there is no Dial Action Table assigned.

4.2 Optionally review the following report to show the Dial Action Table options.

- Report: Dial Action Table on page 536.
-

Step 5 Define the leading digit for the range of mailboxes or extensions to which you want to Directory Dial.

5.1 To have Directory Dialing Screened Transfer (TRF) callers:

5.1.1 Customize: Dial Action Tables: [General] TRF Action – Screened Transfer on page 379.

- In the Dial Action Table, for the range's leading digit program *Action* = TRF and *Number* = XXX.
- For example, to have Directory Dialing Screened Transfer to extensions in the 300-399 range, for digit 3 be sure *Action* = TRF and *Number* = XXX.
- For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
- For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.
- For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
- For Guest Mailboxes, this action lets callers leave a message in the Guest Mailbox.
- For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
- For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
- For Modem Mailboxes, this action lets callers access the voice mail internal modem.
- For Network Alias Mailboxes, this action lets callers leave a message in the Network Alias Mailbox.
- For Subscriber Mailboxes, this action makes a Screened Transfer to the subscriber's extension.

✓ By default, digit 3 *Action* = TRF and *Number* = XXX.

5.2 To have Directory Dialing Unscreened Transfer (UTRF) callers:

5.2.1 Customize: Dial Action Tables: [General] UTRF Action – Unscreened Transfer on page 379.

- In the Dial Action Table, for the range's leading digit program *Action* = UTRF and *Number* = XXX.
- For example, to have Directory Dialing Unscreened Transfer to extensions in the 300-399 range, for digit 3 be sure *Action* = UTRF and *Number* = XXX.
- For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
- For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.

- For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
- For Guest Mailboxes, this action lets callers leave a message in the Guest Mailbox.
- For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
- For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
- For Modem Mailboxes, this action lets callers access the voice mail internal modem.
- For Network Alias Mailboxes, this action lets callers leave a message in the Network Alias Mailbox.
- For Subscriber Mailboxes, this action makes a Screened Transfer to the subscriber's extension.

✓ By default, digit 0 Action = UTRF and Number = 0 (the operator).

5.3 To have Directory Dialing send calls directly to a mailbox:

5.3.1 Customize: Dial Action Tables: [General] GOTO Action – Go to Mailbox on page 376.

- In the Dial Action Table, for the range's leading digit program Action = GOTO and Number = XXX.
- For example, to have Directory Dialing log directly into mailboxes in the 300-399 range, for digit 3 be sure Action = GOTO and Number = XXX. Do not use GOTO when name dialing a Directory Dialing mailbox.
- For Call Routing Mailboxes, this action routes callers to that mailbox's Welcome Message and Instruction Menu for additional dialing options.
- For Directory Dialing Mailboxes, this action routes callers to that mailbox's Directory Dialing message.
- For Distribution Mailboxes, this action lets callers leave a message for the associated Distribution List.
- For Guest Mailboxes, this action (and the LOGON action) allows callers to log onto the Guest Mailbox.
- For Interactive Mailboxes, this action lets callers access the Interactive Mailbox and use Interactive Messaging.
- For Message Center Mailboxes, this action lets callers leave a message in the Message Center Mailbox.
- For Modem Mailboxes, this action lets callers access the voice mail internal modem.
- For Network Alias Mailboxes, this action routes callers back to the Directory Dialing Mailbox that initially answered the call.
- For Subscriber Mailboxes, this action logs onto the Subscriber Mailbox.

✓ By default, there are no GOTO actions defined.

Step 6 Program a name for each mailbox that you want to Directory Dial

6.1 To Directory Dial by first name (DIRF):

6.1.1 Customize: Mailbox Options: Subscriber: [General] Options: Name on page 470.

- The name entry syntax is first name, followed by a space, followed by the last name.
For example: MIKE SMART
- Normally, the name should be at least 4 letters long.

✓ By default, there are no names entered.

6.2 To Directory Dial by last name (DIRL):

6.2.1 Customize: Mailbox Options: Subscriber: [General] Options: Name on page 470.

- The name entry syntax is last name, followed by a space, followed by the first name.
For example: SMART MIKE
- Normally, the name should be at least 4 letters long.

✓ By default, there are no names entered.

6.3 Repeat this step for all mailboxes of all types to which you want to Directory Dial.

Step 7 Record a name for each mailbox to which you want to Directory Dial.

7.1 From a System Administrator's mailbox (normally 300 in DS2000, 301 in 28i/124i/Aspire),

- Dial **SA + N + Mailbox number + R + #**.

Directory Dialing

- This will help resolve routing conflicts (for example, between two co-workers with the same first name).
- You can optionally have extension users record their own names.
- ✓ By default, there are no names recorded.

Step 8 (Optional) To Directory Dial a limited list of extensions:

- 8.1 *Customize: Mailbox Options: Directory Dialing: [Call Handling] Options: Directory List to Use* on page 404.
 - For the Directory Dialing Mailbox, enter the Directory List (1-100, A for All) you want the Call Routing Mailbox to use.
 - ✓ By default, each Call Routing Mailbox uses all lists (A).
- 8.2 *Customize: Mailbox Options: Subscriber: [General] Options: Directory List* on page 474.
 - For each Subscriber Mailbox, assign the mailbox to the Directory List used in the previous step.
 - Repeat this step for all mailboxes of all types you want in the Directory List.

Step 9 To change how long Directory Dialing TRFs ring an extension before recalling:

- 9.1 *Customize: Mailbox Options: Directory Dialing: [Call Handling] Options: Delay rings Before Redirect Transfer* on page 404.
 - Enter the new redirect interval (1-255).
 - This option does not apply to UTRF or GOTO actions.
 - ✓ By default, this interval is 3 (about 12-15 seconds).

Step 10 To change how long callers have to dial letters (digits) when entering a name:

- 10.1 *Customize: Mailbox Options: Directory Dialing: [Call Handling] Options: Time Limit for Dialing Commands* on page 405.
 - Enter the new time limit callers have for dialing letters (digits) (0-99 seconds).
 - ✓ By default, this interval is 5 seconds.

Step 11 Optionally review the following reports.

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- ✓ *Reports: Mailbox: Access Count* on page 545

Operation

Recording a Directory Dialing Message for a Directory Dialing Mailbox				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	DD (33)	Select Directory Dialing Messages		
		Enter the Directory Dialing or Call Routing Mailbox number		
		L (5)	Listen to the current Directory Dialing Message (if any)	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		C (2)	Copy the Directory Dialing Message from another Directory Dialing Mailbox	
			Enter Directory Dialing Mailbox number	
		R (7)	Record a new Directory Dialing Message	
			Record message	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
		E (3)	Erase the Directory Dialing Message	
		#	Go to another Directory Dialing Mailbox	
		##	Go back to the System Administrator options	
0	Plays Help message at any menu level			

2

Using Directory Dialing

For the outside caller:

1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.
 - The voice prompts will also tell you how many digits you must dial to reach the called party.
 - If there are name conflicts, the voice prompts will help you resolve those as well.

Directory Dialing Mailbox

Description

A Directory Dialing Mailbox lets you set up a type of Directory Dialing that bypasses the Automated Attendant. The Directory Dialing Mailbox can answer outside calls, play a unique message, and let callers immediately dial by name. Outside callers do not have to go through the Automated Attendant, listen to the Welcome Message and Instruction Menu, and then dial additional codes. See *Directory Dialing Using a Directory Dialing Mailbox* on page 151 for more.

Related Features

Directory Dialing (page 148)

To streamline Directory Dialing, you can use a Directory Dialing Mailbox in place of a Call Routing Mailbox.

Directory Dialing Message (page 157)

If Directory Dialing is using a Directory Dialing Mailbox, this is the message that provides the dialing instructions to callers.

Instruction Menu (page 185)

You can record an Instruction Menu for a Directory Dialing Mailbox. The Instruction Menu plays *before* the Directory Dialing Message.

Welcome Message (page 339)

You can record a Welcome Message for a Directory Dialing Mailbox. The Welcome Message plays *before* any Instruction Menu and/or Directory Dialing Message recorded for the mailbox.

Programming

Step 1 Set up a Directory Dialing mailbox.

1.1 *Customize: Mailbox Options: Directory Dialing: [General] Options: Mailbox Type* on

page 402.

- Select **Dir. Dialing**.

✓ By default, there are no Directory Dialing Mailboxes defined.

Step 2 Refer to Directory Dialing (page 148) for more programming details.

Operation

See *Directory Dialing* on page 148 for more.

Description

The Directory Dialing Message is the announcement the Directory Dialing Mailbox provides to incoming callers. This announcement tells the callers how to use the Directory Dialing feature. See *Directory Dialing Using a Directory Dialing Mailbox* on page 151 for more.

Other Related Features

Directory Dialing (page 148), **Directory Dialing Mailbox** (page 156)

If Directory Dialing is using a Directory Dialing Mailbox (in place of a Call Routing Mailbox), the Directory Dialing Message provides the dialing instructions to callers.

System Administrator (page 310)

Only the System Administrator can record the Directory Dialing Message.

Programming

No additional programming required.

2

Operation

To record a message for a Directory Dialing Mailbox, see *Recording a Directory Dialing Message for a Directory Dialing Mailbox* on page 155.

Distribution List

Description

Compatibility Guidelines:

- Editing or deleting an entry in the middle of a Distribution List requires voice mail software version 11.07 or higher.

The Distribution List is the list of extensions that will receive a message sent to the associated Distribution Mailbox. Once you associate a Distribution List with a Distribution Mailbox, any message left in the Distribution Mailbox will automatically be sent to all the mailboxes in the list. The Distribution Lists can consist of Subscriber, Guest, Message Center, and Network Mailboxes. There are a total of 100 Distribution Lists. A Distribution List saves time when delivering the same message to many co-workers. Instead of recording the message and manually specifying a list of recipients, the user can send the message to a single Distribution List instead.

Notes

- Voice mail sends the messages to the mailboxes in the Distribution Lists in consecutive order (from low to high).
- If you leave a message for a Distribution List to which you belong, you will not be sent the message you recorded.
- The maximum number of mailboxes allowed in a single Distribution List, and the total of all mailboxes in all lists, is the total of all mailboxes in the voice mail database. For example, Aspire Mail Plus and UltraMail 2000 can have up to 1000 mailboxes in a single Distribution List. However, the total of all mailboxes in all lists cannot exceed 1000.

Related Features

Automated Attendant (page 99)

Automated Attendant callers can leave a message in the Distribution Mailbox for routing to all members of the programmed Distribution

Directory Dialing (page 148)

Callers can use Directory Dialing to leave a message in the Distribution Mailbox.

Mailbox Name (page 204)

A Distribution Mailbox name facilitates Directory Dialing.

Tenant Service (page 314)

Tenant Groups may limit access to the Distribution Mailbox.

Programming

Step 1 Set up the Distribution Mailbox.

- 1.1 *Customize: Mailbox Options: Distribution: [General] Options: Mailbox Type* on page 406.
 - Select **Distribution**.
 - ✓ By default, 851-860 are Distribution Mailboxes.

Step 2 Assign the Distribution Mailbox to a Distribution List.

- 2.1 *Customize: Mailbox Options: Distribution: [General] Options: Distribution List* on page 407.
 - Enter the Distribution List number (1-100, N for None).
 - ✓ By default, Distribution Mailboxes 851-860 use Distribution Lists 1-10.

Step 3 Assign mailboxes to Distribution Lists.

- 3.1 *Customize: Distribution Lists: [General]* on page 383.
 - Select the Distribution Lists (1-100) and enter the list members.
 - ✓ By default, there are no Distribution Lists set up.

Step 4 Send a message to the Distribution Mailbox.

- 4.1 From any extension, record and send a message to a Distribution Mailbox.
- Log onto mailbox + **RS** + Record message + Enter Distribution Mailbox number + #.
-

Step 5 To enter a Department Name for a Distribution Mailbox:

- 5.1 *Customize: Mailbox Options: Distribution: [General] Options: Department* on page 407.
- Enter the Department Name. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
✓ By default, there is no *Department* entry.
-

Step 6 Record a message for the distribution list.

- 6.1 See *Operation* below.
-

Step 7 Optionally review the following reports:

- *Report: Distribution Lists* on page 537
- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545

Operation

Recording a Distribution List Message	
Log onto your mailbox.	
RS (77)	Access Record and Send a Message.
	Record Message + #.
	Enter the Distribution Mailbox number ■ The Distribution List must be configured prior to recording the message.
	* U (*8) Mark the message as urgent.
	* C (*2) Mark the message as confidential.
	* R (*7) Request a return receipt.
	# Send the message,
	* N (*6) Specify recipients by name,
	*
	** Ease the message.
0	Plays Help message.

Distribution Mailbox

Description

Use a Distribution Mailbox when setting up a Distribution List. When you record a message and send it to the Distribution Mailbox, voice mail automatically sends the message to everyone on the predefined Distribution List. See *Distribution List* on page 158 for more.

Related Features

Distribution List (page 158)

Set up the list of mailboxes that will receive a message sent to the associated Distribution Mailbox.

Programming

Step 1 Set up a Distribution Mailbox.

- 1.1 *Customize: Mailbox Options: Distribution: [General] Options: Mailbox Type* on page 406.
 - Select **Distribution**.
 - ✓ By default, 851-860 are Distribution Mailboxes.
- 1.2 Refer to *Distribution List* on page 158 for more programming details.

Operation

To record and send a message to a Distribution Mailbox, see *Recording a Distribution List Message* on page 159.

Description

The System Administrator can delete all messages in a Subscriber, Guest, or Message Center Mailbox. The System Administrator can also delete all messages waiting to be delivered in a Network Mailbox. Erasing All Messages is an administrator's maintenance tool. The administrator may need to use this tool if an employee has left the company or has an excessive number of messages stored in their mailbox. By deleting the unwanted messages, the administrator can prevent the recording capacity from being reached (which would disable many of the voice mail messaging features).

Related Features

Message Delete (page 221)

A Subscriber, Guest, or Message Center Mailbox user can delete any messages left in their mailbox.

System Administrator (page 310)

Only the System Administrator can delete messages in a co-worker's mailbox.

2

Programming

No additional programming required.

Operation

Erasing All Messages System-Wide				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	EM (36)	Select Erase Messages		
		Enter the number of the mailbox containing the messages you want to erase		
			C (2)	Dial C if you have entered the correct mailbox
			I (4)	Dial I to back up and enter a new mailbox number without erasing messages
0	Plays Help message			

Exiting a Mailbox

Description

A Subscriber, Guest, Message Center, or Future Delivery Mailbox user can exit their mailbox by dialing a code or by hanging up. After exiting, the mailbox user can use their extension for normal call processing.

Note: If you receive new messages while using your mailbox, you will hear, “*You have received new messages*” when you dial **X** to exit, * to return to the Automated Attendant, or # to go back to your mailbox’s Main Menu.

Related Features

N/A

Programming

No additional programming required.

Operation

Exiting a Mailbox				
To exit your mailbox.				
Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox				
XX (99)	Exit your mailbox			
To exit and immediately return to your mailbox:				
Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox				
X# (9#)	Exit and return to your mailbox			
0	Plays Help message			
If you receive new messages while using your mailbox:				
You hear: <i>You have received new messages</i>				
	X (9)	Exit your mailbox		
	*	Return to the Automated Attendant		
	#	Go back to your mailbox’s Main Menu		

Description

An extension can have Screened Transfer (TRF) calls from the Automated Attendant automatically route on another trunk to an outside number. To set this up, enable External Extension for the extension's Subscriber Mailbox and enter an External Extension callout number. When the Automated Attendant answers and the outside caller dials the extension, voice mail automatically routes the incoming call to the programmed External Extension callout number. External Extension allows Automated Attendant callers to easily reach branch offices and important off-site locations, as well as an employee's cell phone or home office.

Related Features

Centrex Transfer (page 132)

Centrex Transfer is a Dial Action Table option that can transfer an Automated Attendant call from a Centrex trunk to an outside number using features of that Centrex trunk.

Programming

2

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Enable External Extension for the Subscriber Mailbox.

1.1 Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] External Extension:

Enabled on page 487.

- If enabled (checked), Automated Attendant Screened Transfer (TRF) callers to the mailbox will route to the outside number programmed in step 2 below.
- If disabled (unchecked), Automated Attendant calls will be handled normally.

✓ By default, this option is disabled (unchecked).

Step 2 Enter the telephone number that External Extension should dial.

2.1 Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] External Extension: Number

on page 488.

- Normally, this entry should just be the outside telephone number to dial. It should not contain trunk access codes (such as FP9). You enter the trunk access codes in step 3 below.

✓ By default, this option is N (no entry).

Step 3 Enter the dial string voice mail should use when routing an External Extension transfer.

3.1 Customize: System Options: [Dial Strings]: Transfer Strings: External: on page 511.

- Normally, this entry is a trunk access string (such as **FP9**).

✓ By default, this option is N (no entry).

Step 4 Enter the dial string voice mail should use to retrieve (pick up) an External Extension call that is unanswered at the called destination.

4.1 Customize: System Options: [Dial Strings]: External Hold Retrieval Strings: RNA

on page 514.

- In 28i/124i/Aspire, this string should be **F**.
- In DS2000, this string should be **F*7**.

✓ By default, this option is N (no entry).

Step 5 Enter the dial string voice mail should use to retrieve (pick up) an External Extension call when the called destination is busy.

5.1 Customize: System Options: [Dial Strings]: External Hold Retrieval Strings: Busy

on page 514.

- In 28i/124i/Aspire, this string should be **F**.

External Extension

- In DS2000, this string should be **F*7**.
- ✓ By default, this option is N (no entry).

Step 6 In telephone system programming, set up the trunks voice mail will use for External Extension as Tandem Trunks (i.e., Unsupervised Conference).

- 6.1 Refer to the respective telephone system software manuals for more.
 - In Aspire, make sure that *20-11-14: Trunk to Trunk Transfer Restriction* is disabled (0) in the voice mail port's Class of Service. This is the default setting.
 - In 28i/124i, make sure that *0401 Item 29 - SLT Trunk Dial* is set to 0 (Store and Forward). This is *not* the default setting.
- 6.2 The connected trunks **must** provide disconnect supervision.

Operation

N/A

Description

The Automated Attendant can detect incoming fax calls and transfer them to a fax machine. With Fax Detection enabled, after the Automated Attendant answers a call it listens for incoming fax CNG tone. If it detects the tone, it does an unscreened transfer of the call to the specified company fax machine. The incoming fax then prints out on the company fax machine. If you disable Fax Detection (by not specifying a destination extension for faxes), the Automated Attendant will not detect and route incoming fax calls.

Related Features

None

Programming

Step 1 Specify the extension to which voice mail should send a fax call when the Automated Attendant detects fax tone.

- 1.1 *Customize: Tenant Options: [General] Strings: Fax Detect Dial String* on page 522
- Normally, this is the extension number of the analog port to which the fax machine is connected (e.g., 320).
 - ✓ By default, this option is N (no entry).

2

Operation

N/A

First Time Tutorial

Description

Voice mail can play a brief tutorial to mailbox users when they log onto their mailbox for the first time. First Time Tutorial is available to Subscriber and Guest Mailboxes. The tutorial will ask the mailbox user if they want to record their Greeting, Mailbox Name, and Security Code. Additionally, voice mail can optionally play an announcement prior to the tutorial. First Time Tutorial is helpful to first time voice mail users since it walks them through some basic mailbox setup. You can include other instructions as well in the optional announcement that plays prior to the built-in First Time Tutorial.

Related Features

Guest Mailbox (page 181)

First Time Tutorial is available to Guest Mailboxes.

Networking (AMIS) (page 264)

First Time Tutorial is not available to Network Mailboxes.

Subscriber Mailbox (page 306)

First Time Tutorial is available to Subscriber Mailboxes.

Programming

First Time Tutorial for Guest Mailboxes

Step 1 Enable First Time Tutorial for the Guest Mailbox.

- 1.1 *Customize: Mailbox Options: Guest: [Lamp/Logon/Transfer] Logon: First Log In Option* on page 425.
 - Select **Option 1** to have First Time Tutorial play the Announcement Message from the Announcement Mailbox specified in step 2.
 - Select **Option 2** to have First Time Tutorial play the Announcement Message from the Announcement Mailbox specified in step 2, followed by instructions on how to record a Personal Greeting and Mailbox Name and enter a Security Code.
 - Select **None** to disable First Time Tutorial for the mailbox.
- ✓ By default, this option is **None** (First Time Tutorial disabled).

Step 2 Specify the Announcement Mailbox that will provide the Announcement Message for the mailbox's First Time Tutorial.

- 2.1 *Customize: Mailbox Options: Guest: [Lamp/Logon/Transfer] Logon: First Log In Announcement Mailbox* on page 426.
 - Select the Announcement Mailbox (e.g., 800) that will provide the Announcement Message for First Time Tutorial.
- ✓ By default, this option is **N** (no Announcement Mailbox assigned).
The default Announcement Mailboxes are 800-814.

Step 3 Record the Announcement Message for the Announcement Mailbox.

- 3.1 See *Announcement Mailbox* on page 81 for more.

First Time Tutorial for Subscriber Mailboxes

Step 1 Enable First Time Tutorial for the Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Logon: First Log In Option* on page 487.
 - Select **Option 1** to have First Time Tutorial play the Announcement Message from the Announcement Mailbox specified in step 2.

- Select **Option 2** to have First Time Tutorial play the Announcement Message from the Announcement Mailbox specified in step 2, followed by instructions on how to record a Personal Greeting and Mailbox Name and enter a Security Code.
- Select **None** to disable First Time Tutorial for the mailbox.
✓ By default, this option is **None** (First Time Tutorial disabled).

Step 2 Specify the Announcement Mailbox that will provide the Announcement Message for the mailbox's First Time Tutorial.

- 2.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Logon: First Log In Announcement Mailbox* on page 487.
 - Select the Announcement Mailbox (e.g., 800) that will provide the Announcement Message for First Time Tutorial.
✓ By default, this option is **N** (no Announcement Mailbox assigned).
The default Announcement Mailboxes are 800-814.

Step 3 Record the Announcement Message for the Announcement Mailbox.

- 3.1 See *Announcement Mailbox* on page 81 for more.

Operation

2

Operation is automatic the first time a subscriber or guest logs into their mailbox. The user will be asked to optionally record their Greeting, Mailbox Name, and Security Code. For more information, refer to:

- *Greeting* on page 178.
- *Mailbox Name* on page 204
- *Security Code* on page 300

Flexible Answering Schedules

Description

The Automated Attendant can answer outside calls with different announcements and dialing options, depending on the time of day and day of week. For example, a company can set up separate schedules for weekdays, evenings, weekends, and specific holidays. Each schedule can play a different announcement to callers, as well as provide them with unique dialing options. Once set up in voice mail programming, the schedule operation is automatic.

These Flexible Answering Schedules are determined by the set up of the voice mail Answering Tables. See *Answering Table* on page 86 for more.

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Programming

Refer to *Answering Table* on page 86 for more on how to set up your Flexible Answering Schedules.

Operation

N/A

Description

The Automated Attendant can provide outside callers with a wide variety of dialing (routing) options. You can customize the amusements and routing options to exactly meet the site requirements. Use Flexible Call Routing to eliminate or minimize the need for an operator or receptionist to handle outside calls.

There are 3 components to Flexible Call Routing.

- **Answering Table** (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port, according to the time of the day and day of the week that the call is ringing.

- **Call Routing Mailbox** (page 119)

The mailbox associated with an *Answering Table* that specifies which dialing options (*Dial Action Table*) and announcements are available to Automated Attendant callers.

- **Dial Action Table** (page 143)

Defines the dialing options for the *Call Routing Mailbox* chosen by the active *Answering Table*, which in turn provides those dialing options to Automated Attendant callers.

2

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Programming

Refer to *Automated Attendant* on page 99 for more on how to set up your Flexible Answering Schedules.

Operation

N/A

Flexible Mailbox Numbering Plan

Description

If the telephone system extension numbers are customized, you can customize the voice mail mailbox numbers to match. For example, if you change your telephone system extension numbers to two digits, you will also have to create corresponding mailboxes to match (see the example under *Programming* below).

Related Features

Dial Action Table (page 143)

Be sure the Dial Action Table actions accommodate the revised telephone system numbering.

Programming

2-Digit Flexible Numbering Plan Example

The following example applies illustrates how to accommodate 2-digit extension number 20.

Step 1 In telephone system programming, create 2-digit extension numbers.

- 1.1 With DS2000 (extension 301):
 - 1.1.1 In *0501 - Numbering Plan*, for the digit 2 change the *Expected Digits* entry from 3 to 2.
 - 1.1.2 In *0505 - Extension Assignment*, change station 2 from 301 to 20.
- 1.2 With 28i/124i (extension 302):
 - 1.2.1 In *0501 - Numbering Plan*, for entry 2X change the *Expected Digits* entry from 3 to 2.
 - 1.2.2 In *0502 - Extension Numbers and Names*, change station 2 from 302 to 20.
 - 1.2.3 Reset the voice mail PCB.
 - See *Resetting the UltraMail/UltraMail 2000 PCB* on page 4, or use **SD** from the System Administrator menu. Note that **SD** requires that the System Administrator's Mailbox have a Security Code enabled.
- 1.3 With Aspire (extension 302):
 - 1.3.1 In *11-01-01: System Numbering*, for entry 2X change the *Digits* entry from 3 to 2.
 - 1.3.2 In *11-02-01: Extension Numbering*, change station 2 from 302 to 20.
 - 1.3.3 Reset the voice mail PCB.
 - See *Resetting the Aspire Mail/Aspire Mail Plus PCB* on page 12, or use **SD** from the System Administrator menu. Note that **SD** requires that the System Administrator's Mailbox have a Security Code enabled.

Step 2 Create mailboxes that match the telephone system extension numbers.

- 2.1 In *Customize: Mailbox Options: Add* on page 385, create a Subscriber Mailbox for 2-digit extension 20.
 - With Aspire, you'll need to delete Trunk Mailbox 020 before adding Subscriber Mailbox 20.
- 2.2 If you have changed trunk numbers as well, be sure that you have properly numbered trunk mailboxes for your trunks.

Step 3 Customize the active Dial Action Tables to allow Automated Attendant callers to dial the new 2-digit extension.

- 3.1 *Customize: Dial Action Tables: [General]* on page 373.
 - Assign key 2 *Action* = TRF or UTRF and *Number* = XX.
 - ✓ By default, Key 2 is undefined (UND).

Operation

N/A

Description

A Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers. Enable this option for a mailbox if the subscriber prefers to receive all calls sent by the Automated Attendant as Unscreened Transfers. With Unscreened Transfers:

- Calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming) as the call is ringing.
- As with Screened Transfers, unanswered calls route to the subscriber's greeting (recorded or default) so the caller can leave a message. However, with Unscreened Transfers the caller cannot dial 2 to reach the Next Call Routing Mailbox options (if programmed).

Related Features

Dial Action Table (page 143)

If enabled in the Subscriber Mailbox, voice mail automatically converts any Screened Transfers (TRFs) to the subscriber's extension to Unscreened Transfers (UTRFs).

2

Screened Transfer (page 297)

After the Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.

Unscreened Transfer (page 329)

After an Automated Attendant caller dials an extension, voice mail immediately transfers the call to the extension and hangs up.

Programming

Step 1 Enable Forced Unscreened Transfer for the Subscriber Mailbox.

1.1 Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Transfer: Forced Unscreened Transfer on page 486.

- Enable (check) this option to automatically convert Automated Attendant Screened Transfers to Unscreened Transfers.

✓ By default, this option is disabled (unchecked). Voice mail processes Automated Attendant Screened Transfers to the subscriber's extension normally.

Operation

N/A

Future Delivery Mailbox

Description

The Future Delivery Mailbox is the type of mailbox that allows users to leave Future Delivery Messages. Voice mail allows a single Future Delivery Mailbox. See *Future Delivery Message* on page 173 for more.

Related Features

Future Delivery Message (page 173)

Use the Future Delivery Mailbox to enable Future Delivery Messages.

Programming

Step 1 Set up a Future Delivery mailbox.

- 1.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Mailbox Type* on page 408.
 - Assign a mailbox as the Future Delivery Mailbox.
 - ✓ By default, 861 is the Future Delivery Mailbox.

Operation

See *Future Delivery Message* on page 173.

Description

An extension user can record a voice message for a co-worker and have voice mail deliver it at a future time. If a co-worker is on vacation, for example, you can record a Future Delivery Message and have voice mail deliver it to them when they return. The Future Delivery Mailbox can hold multiple messages for varying future delivery times, limited by the Future Delivery Mailbox programming.

Related Features

Automated Attendant (page 99)

Automated Attendant callers cannot access the Future Delivery Mailbox.

Directory Dialing (page 148)

Directory Dialing cannot access the Future Delivery Mailbox.

Message Listen Mode (page 225)

An extension user can call the Future Delivery Mailbox and use the Message Listen options. The user cannot, however, record a reply (**RE**) or forward the message (**MF**).

Message Storage Limit (page 253)

Set the maximum number of undelivered messages that can be left in the mailbox.

Networking (AMIS) (page 264)

Voice mail can deliver a Future Delivery Message to a Network Mailbox.

Security Code (page 300)

If the Future Delivery Mailbox has a security code enabled, users must dial the security code before listening to the undelivered Future Delivery message.

Tenant Service (page 314)

Tenant Service block Future Delivery Messaging by limiting access to the Future Delivery Mailbox.

2

Programming

Step 1 Assign a Future Delivery Mailbox.

- 1.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Mailbox Type* on page 408.
 - Assign a Future Delivery Mailbox. Voice mail allows a single Future Delivery Mailbox.
 - ✓ By default, the Future Delivery Mailbox is 861.

Step 2 To restrict who can listen to Future Delivery Messages (prior to delivery):

- 2.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Security Code*: on page 408.
 - Enter a Security Code for the Future Delivery Mailbox. Any user logging onto the Future Delivery Mailbox (to check on undelivered messages) must enter the Security Code.
 - ✓ By default, the entry is N (no Security Code assigned).

Step 3 To have the Future Delivery Mailbox name appear on system reports:

- 3.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Name* on page 408.
 - Enter the Future Delivery Mailbox name.
 - ✓ By default, there is no name entered.

Step 4 To have the Future Delivery Department name appear on the Distribution List and Mailbox Options reports:

- 4.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Department* on page 409.
 - This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Future Delivery Message

✓ By default, there is no Department name programmed.

Step 5 Optionally review the following reports:

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545
- *Reports: Message Usage* on page 548

Operation

Recording a Future Delivery Message				
Log onto your mailbox				
FD (33)	Access Future Deliver Message			
	Record Message + #			
		Enter the mailbox number to receive the message		
		* N (*6)	Specify recipients by name	
		**	Erase the message and back up to main menu	
		Enter another mailbox number to receive the message, or one of the following		
			* U (*8)	Mark the message as urgent
			* C (*2)	Mark the message as confidential
			* R (*7)	Request a return receipt
			#	Send the message
			* N (*6)	Specify recipients by name
			*	Cancel the previous mailbox entry
			**	Erase the message and back up to main menu
		Enter the time for the message to be delivered. Entries are HHMM (2 digits for the hour and 2 digits for the minute) followed by A (for AM) or P (for PM)		
			*	Reenter the time if you make a mistake
			#	Exit without entering time and back up to main menu
		Enter the date for the message to be delivered. Entries are MMDD (2 digits for the month and 2 digits for the day)		
			*	Reenter date if you make a mistake
			#	Exit without entering date and back up to main menu
		C (2)	Entry is correct. Voice mail will send Future Delivery Message	
		I (4)	Entry is incorrect. Voice mail asks you to reenter the time and date	
0	Plays Help message			

Description

If a Subscriber, Guest, Message Center, Network, or Future Delivery Mailbox user dials an incorrect code or forgets what to dial while in their mailbox, they can request help from the voice mail voice prompts. Recorded Help provides the user with a built-in, interactive user's guide. To get recorded help, the user dials 0.

Related Features

Auto Help (page 97)

An extension user can enable a *full* or *abbreviated* set of voice prompts that guide them while using their mailbox.

First Time Tutorial (page 166)

Voice mail can play a brief tutorial to Subscriber and Guest Mailbox users when they log onto their mailbox for the first time.

Voice Prompts (page 337)

Voice Prompts provide real-time instructions on how to use the voice mail features and can be customized (rerecorded) by the System Administrator.

2

Programming

No additional programming required.

Operation

Getting Recorded Help

Log onto your mailbox

0

- Get recorded help.
- Recorded help is always available from the Main Menu, while listening to a message, and while recording a message.
 - Recorded help may not be available at all levels.

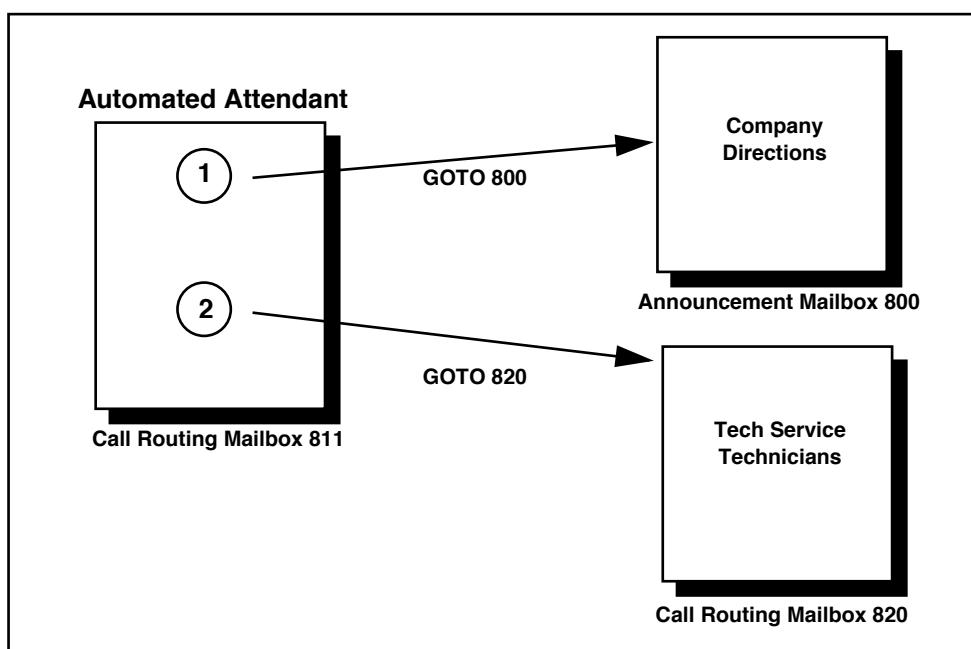
Go To A Mailbox

Description

An Automated Attendant caller can dial a digit to route to a Call Routing or Announcement Mailbox. This is called the Go To (GOTO) action. The GOTO action can route directly to a specific Call Routing or Announcement Mailbox, or allow the Automated Attendant caller to go to a mailbox of their own choosing. Use the GOTO action to set up a “tree” of Automated Attendant options.

The block diagram below shows how the Automated Attendant can provide the caller with a “tree” of dialing options. Dialing 1 (GOTO 800) routes to Announcement Mailbox 800, which plays the company directions. Dialing 2 (GOTO 820) routes to Call Routing Mailbox 820, which is set up to give the caller single-digit dialing to Tech Service technicians.

- The Announcement Message for Announcement Mailbox 800 tells the caller how to locate the company.
- The Instruction Menu for Call Routing Mailbox 820 instructs the caller which digits to dial for each technician. The Dial Action Table for Call Routing Mailbox 820 contains the TRF or UTRF actions to each technician’s extension.



The GOTO action can also log into the following additional mailbox types:

- **Announcement Mailbox** (page 81)
The caller hears the Announcement Message (if recorded).
- **Distribution Mailbox** (page 160)
The caller can leave a message in the Distribution Mailbox for distribution to the Distribution List.
- **Guest Mailbox** (page 181)
The caller logs directly into the Guest Mailbox.
- **Message Center Mailbox** (page 214)
The caller hears a beep and can leave a message in the Message Center mailbox.
- **Subscriber Mailbox** (page 306)
The caller logs directly into the Subscriber Mailbox.

Related Features

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Dial Action Table (page 143)

The GOTO action is a Dial Action Table option.

Instruction Menu (page 185)

Be sure the Instruction Menu for the active Call Routing Mailbox describes how to use the GOTO action.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.

2

Step 1 Assign a GOTO action to the active Dial Action Table.

1.1 Customize: Dial Action Tables: [General] GOTO Action – Go to Mailbox on page 376.

- 1.1.1 To log directly into a specific mailbox, enter the mailbox number in the corresponding *Number* option.
 - For example, to have key 4 log directly into mailbox 305, enter GOTO in the *Action* option and 305 in the *Number* option.
- 1.1.2 To allow Automated Attendant callers to select a mailbox to log into, enter XXX in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.
 - For example, to allow callers to dial 300-399 to log into mailboxes 300-399, for key 3 enter GOTO in the *Action* field and XXX in the *Number* field.

✓ By default, there are no GOTO actions assigned.

Operation

Using the Automated Attendant GOTO Action

For the outside caller:

1. After Automated Attendant answers, the voice prompts will instruct you on which digits to dial.

Greeting

Description

A Subscriber or Guest Mailbox user can record up to 3 personalized greetings for their mailbox. One of the 3 greetings can be active, while the other 2 are stored. Caller's to the user's mailbox hear the active personalized greeting rather than a default message. The greeting can announce the subscriber's name, provide a personal message (such as "*Hello - I am on vacation this week*"), or instruct the caller how to leave a message or use other mailbox options. A greeting that provides mailbox instructions is very helpful if the mailbox has a Next Call Routing Mailbox set up that provides additional dialing options. Without the greeting, the caller would not know which digits to dial.

A Network Alias Mailbox user can also record a Greeting. A caller leaving a Quick Message in the Network Alias Mailbox hears the recorded Greeting.

Remote Greetings

A Subscriber or Guest Mailbox user can call into the Automated Attendant, access their mailbox, and remotely record their mailbox greeting. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber or Guest Mailboxes from outside the company. Once they log into their mailbox, the user can dial **G** to record a greeting.
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, the user can dial **G** to record a greeting.

Related Features

Auto Attendant Do Not Disturb (page 92)

If an extension user has a mailbox greeting recorded, Auto Attendant Do Not Disturb sends Automated Attendant calls directly to their mailbox. Their phone will not ring for calls from the Automated Attendant.

Automated Attendant (page 99)

While listening to a mailbox greeting, an Automated Attendant caller can normally dial ** to bypass the greeting and immediately leave a message in the called extension's mailbox.

Dial Action Table (page 143)

The active Dial Action Table must have a LOGON action assigned to a key to enable Remote Greeting.

Log Onto Voice Mail (page 201)

A Subscriber or Guest Mailbox user can record their greeting after remotely logging onto voice mail.

Security Code (page 300)

To prevent unauthorized tampering, the subscriber or guest should enable a Security Code for their mailbox.

Programming

Step 1 Set the maximum length of Subscriber and Guest Mailbox greetings.

1.1 Customize: System Options: [Timer]: Message Length (seconds): Subscriber on page 517.

- Set the maximum length (**1-9999** seconds) of recorded messages for:
 - Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
 - Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
 - Subscriber and Guest Mailbox Greetings.
 - Call Routing Mailbox Welcome Messages and Instruction Menus.
 - Announcement Mailbox messages.

- Interactive Prompts (prompts recorded for an Interactive Mailbox).

✓ By default, Subscriber and Guest Mailbox greetings are **120** seconds long maximum.

Step 2 To enable Remote Greeting, program a LOGON action in the active Dial Action Table.

2.1 *Customize: Dial Action Tables: [General] LOGON Action – Log Onto Voice Mail* on page 376.

- To have the LOGON Action log directly into a mailbox, the *Number* option should be the mailbox number.
- To have the LOGON Action log into a range of mailboxes within the digit's range (e.g., 300-399 for the digit 3), the *Number* option should be XXX. After dialing 3, the caller dials the 3-digit mailbox number.
- To have the LOGON Action log into a mailbox, the *Number* option should be *None*.
- See *Automated Attendant* on page 99 for more on how to set up voice mail to answer outside calls.

✓ By default, key # *Action* = LOGON and *Number* = None.

2

Greeting

Operation

Recording a Greeting			
Log onto Subscriber or Guest Mailbox			
G (4)	Access the Mailbox Greeting options		
	Voice mail plays a summary of your current settings -By default, greeting 1 is active and Auto Attendant Do Not Disturb is off		
	L (5)	Listen to the active greeting (if recorded)	
		B (2)	Backup
		BB (22)	Backup to beginning
		G (4)	Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	O (6)	Turn Auto Attendant Do Not Disturb off or on (if a greeting is recorded)	
	R (7)	Record a new greeting (if not recorded), or rerecord the active greeting (if recorded) ■ If your greeting is very short, always check it to be sure it has been completely recorded.	
		Record at the tone, then press # when done	
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase the greeting
		#	End the recording
		0	Play recording options
	E (3)	Erase the currently recorded greeting (if any)	
	A (2)	Activate a different greeting	
		Enter greeting number (1-3) that you want to make active	
		#	Exit Activate mode.
	#	Go back to mailbox Main menu	
	0	Plays Help message.	

Description

An outside party can have their own Guest Mailbox for receiving and sending messages. A Guest Mailbox is similar in many respects to a Subscriber Mailbox, but normally does not have an extension associated with it. A company visitor with a Guest Mailbox could, for example:

- Go to any extension, get Intercom dial tone, dial 700, then dial their mailbox number.
- Review their messages, leave messages for associates, or record a new greeting for their mailbox.
- Use many other features available to a Subscriber Mailbox.

The following features are not available to a Guest Mailbox:

- **Call Announcing** (page 110)
- **Call Blocking** (page 113)
- **Call Queuing** (page 116)
- **Call Waiting** (page 124)
- **Park and Page** (page 278)
- **Pre-Greeting Announcement Mailbox** (page 284)
- **System Administrator** (page 310)

2

Related Features

Automated Attendant (page 99)

The Automated Attendant GOTO and LOGON actions (assigned to the active Dial Action Table) can route callers to a Guest Mailbox.

Auto Erase or Save (page 94)

After a guest listens to a message in their Guest Mailbox, voice mail can automatically erase or save the message.

Auto Forward (page 95)

Messages left in the Guest Mailbox can automatically forward to another mailbox.

Bilingual Voice Prompts (page 105)

Choose the language that the guest hears when they log onto their Guest Mailbox.

Confidential Message (page 136)

A Guest Mailbox user can send a Confidential Message.

Directory Dialing (page 148)

Callers can use Directory Dialing to access a Guest Mailbox.

First Time Tutorial (page 166)

Voice mail can play a brief tutorial to the guest when they first log onto their Guest Mailbox.

Greeting (page 178)

A Guest Mailbox can have a recorded greeting that plays to callers leaving a message.

Make Call (page 210)

To simplify returning outside calls, voice mail can ask the caller leaving a message to enter their phone number prior to leaving the message. The guest can then dial **MC** to call the person back.

Mailbox Name (page 204)

The Guest Mailbox name facilitates Directory Dialing.

Message Listen Mode (page 225)

Set the type of messages a guest will listen to when they dial **L** (5) after logging into their Guest Mailbox.

Message Notification (page 226)

Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in the Guest Mailbox.

Guest Mailbox

Message Retention (page 251)

Set how long a Guest Mailbox will retain held and saved messages.

Message Playback Direction (page 245)

Set the Guest Mailbox message playback order.

Message Storage Limit (page 253)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Guest Mailbox.

Security Code (page 300)

If enabled, a Guest Mailbox caller must enter a security code before logging onto the mailbox.

Tenant Service (page 314)

Tenant Groups may limit access to a Guest Mailbox.

Urgent Message (page 332)

A Guest Mailbox user can send an Urgent Message.

Programming

Step 1 Set up a Guest Mailbox.

1.1 Customize: Mailbox Options: Guest: [General] Options: Mailbox Type on page 410.

- Select **Guest**.

✓ By default, Guest Mailboxes are 819, 820, 829, 830, 839, 840, 849, and 850.

Step 2 Optionally assign a department name to a Guest Mailbox.

2.1 Customize: Mailbox Options: Guest: [General] Options: Department on page 411

- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

✓ By default, there are no department names assigned.

Step 3 To restrict Guest Mailbox users from recording and sending a message:

3.1 Customize: Mailbox Options: Guest: [Messaging] Options: Record Reply Only on page 421.

- If you enable (check) this option, a guest logging onto their Guest Mailbox can only record message replies. They cannot use **RS** to record and send complete messages.
- If you disable (uncheck) this option, the guest can use **RS** to record and send complete messages.

✓ By default, this option is disabled (unchecked).

Step 4 Set the maximum length of recorded messages left in the Guest Mailbox.

4.1 Customize: System Options: [Timer]: Message Length (seconds): Subscriber on page 517.

- Set the maximum length (**1-9999** seconds) of recorded messages for:

- Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
- Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
- Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
- Subscriber and Guest Mailbox Greetings.
- Call Routing Mailbox Welcome Messages and Instruction Menus.
- Announcement Mailbox messages.
- Interactive Prompts (prompts recorded for an Interactive Mailbox).

✓ By default, these types of messages **120** seconds long maximum.

Step 5 Set the maximum length of recorded Quick Messages left in the Guest Mailbox.

5.1 *Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber* on page 517.

This option sets the maximum length (1-9999 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, and Subscriber Mailboxes.
- Outside callers transferred by an extension user to a Message Center Mailbox.

✓ By default, these types of messages **120** seconds long maximum.

Step 6 Optionally review the following reports:

- *Reports: Mailbox: Options* on page 541.
- *Reports: Mailbox: Directory List* on page 543.
- *Reports: Mailbox: Numeric List* on page 544.
- *Reports: Mailbox: Access Count* on page 545.
- *Reports: Mailbox: Call Flags* on page 547.
- *Reports: Message Usage* on page 548.

Operation

2

Logging Onto a Guest Mailbox in DS2000

To log onto a Guest Mailbox:

1. Press **ICM** + dial the voice mail master number (e.g., 700).
 - You can optionally press a Call Coverage key assigned to the voice mail master number.
2. When voice mail answers, dial the Guest Mailbox number.

Logging Onto a Guest Mailbox in 28i/124i and Aspire

To log onto a Guest Mailbox:

1. Press an idle **CALL** key + dial the voice mail master number (e.g., 700).
2. When voice mail answers, dial the Guest Mailbox number.

Logging Onto a Guest Mailbox from the Automated Attendant

To log onto a Guest Mailbox from the Automated Attendant:

1. After the Automated Attendant answers, dial # + the Guest Mailbox number.
 - This capability may be disabled in the Automated Attendant.
 - Your automated attendant may have GOTO or LOGON actions assigned to the Guest Mailbox. Check with your Communications Manager.

Hang Up

Description

Hang Up (HUP) is an Automated Attendant option that immediately hangs up the outside call. When setting up a Dial Action Table, you may want to use Hang Up for unused actions (rather than the caller hearing the standard error message). You might also want to use the Hang Up action as the Timeout destination for callers that wait too long to dial after the Automated Attendant answers.

Related Features

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Dial Action Table (page 143)

The Hang Up (HUP) action is a Dial Action Table option.

Programming

Step 1 Assign the Hang Up action to an available Dial Action Table key.

- 1.1 *Customize: Dial Action Tables: [General] HUP Action – Hang Up* on page 376.
 - When the outside caller dials the key programmed with the HUP action, the Automated Attendant immediately hangs up.
 - ✓ By default, voice mail assigns HUP to Dial Action Table key 9.

Operation

N/A

Description

The Instruction Menu is the second announcement that plays to Automated Attendant callers, right after the Welcome Message. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options. The Instruction Menu is associated with the active Call Routing Mailbox. Normally, you should have the System Administrator customize (rerecord) the Instruction Menu to match the dialing options enabled in the active Dial Action Table. If a custom Instruction Menu is not recorded, the Automated Attendant callers hear:

"If you are calling from a touch tone phone, please dial the extension number you wish to reach, or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance."

Disabling Default Messages and Single Digit Dialing

You can optionally disable the default Instruction Menu (and Welcome Message). You may want to do this if you program a Call Routing Mailbox that provides single digit dialing to co-worker's extensions. To set this up, for example:

- In the Dial Action Table for the Call Routing Mailbox that initially answered the call, program a GOTO action (e.g., 1) to another Call Routing Mailbox.
- In that second Call Routing Mailbox, program its Dial Action Table to have a sequence of TRF or UTRF actions that route to specific extensions.
- Disable the default messages for the second Call Routing Mailbox.
- After the Automated Attendant answers, the caller can dial 1, then the single digits for extensions.

2

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls, and assigns the Call Routing Mailbox to the call.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table), Welcome Message, and Instruction Menu are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Directory Dialing Mailbox (page 156)

You can record an Instruction Menu for a Directory Dialing Mailbox. The Instruction Menu plays *before* the Directory Dialing Message.

Single Digit Dialing (page 304)

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use a voice mail feature.

System Administrator (page 310)

Only the System Administrator can record the Instruction Menu.

Welcome Message (page 339)

The Welcome Message is the first announcement that plays to Automated Attendant callers. Normally, the Welcome Message provides the company greeting.

Instruction Menu

Programming

Step 1 To turn off the default Instruction Menu (and Welcome Message):

1.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Play Default Messages* on page 401.

- Use this option to enable (check) or disable (unchecked) the default Instruction Menu and Welcome Message for a Call Routing Mailbox.
- If *enabled* and the Instruction Menu and Welcome Message are not recorded, an Automated Attendant caller hears the default recordings.
- If *disabled* and the Instruction Menu and Welcome Message are not recorded, the caller hears silence.
- If you record an Instruction Menu and Welcome Message and then disable this option, voice mail erases your recordings.

✓ By default, this option is disabled (unchecked).

Operation

Recording an Instruction Menu for a Call Routing Mailbox				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	I (4)	Select Instruction Menus		
		Enter the Call Routing Mailbox number		
		L (5)	Listen to the current Instruction Menu (if any)	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		C (2)	Copy the Instruction Menu from another Call Routing Mailbox	
			Enter Call Routing Mailbox number	
		R (7)	Record a new Instruction Menu	
			Record message	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
		E (3)	Erase the Instruction Menu	
			#	Go to another Call Routing Mailbox
			##	Go back to the System Administrator options
0	Plays Help message at any menu level			

Interactive Mailbox

Description

The Interactive Mailbox is a “question and answer” mailbox that provides callers with the ability to record answers to a sequence of pre-recorded Interactive Prompts. Voice mail saves the answers as new messages in the Subscriber, Guest, or Message Center Mailbox assigned to store the responses. See *Interactive Messaging* on page 189 for more.

Programming

Step 1 Set up an Interactive Mailbox.

- 1.1 *Customize: Mailbox Options: Interactive: [General] Options: Mailbox Type* on page 428.
 - Select **Interactive**.
- ✓ By default, there are no Interactive Mailboxes.

Step 2 Refer to *Interactive Messaging* on page 189 for more programming details.

Related Features

Interactive Messaging (page 189)

Interactive Messaging provides callers with a “question and answer” order taker.

Interactive Prompts (page 194)

These are the Interactive Messaging prerecorded prompts.

Operation

Refer to *Interactive Messaging* on page 189.

Description

Interactive Messaging provides callers with a “question and answer” order taker. It uses an Interactive Mailbox to give callers the ability to record answers to a sequence of pre-recorded Interactive Prompts. Voice mail saves the answers as new messages in the Subscriber, Guest, or Message Center Mailbox assigned to store the responses. You could set up Interactive Messaging, for example, to take a customer service automated survey. This would free up customer service agents to help with customer orders.

Here is how Interactive Messaging works:

1. The System Administrator records the questions (called Interactive Prompts) in the Interactive Mailbox.
 - Normally, the recorded Interactive Prompt asks the caller to dial # when they are done with their answer. (Interactive Messaging will, however, normally advance to the next prompt after a short delay.)
2. An Automated Attendant caller is routed to the Interactive Mailbox.
 - The caller can be routed via an Automated Attendant LOGON, GOTO, UTRF, TRF, or Quick Message.
3. The caller listens to the first question, records their answer, and dials # to advance to the next question.
 - The caller can optionally wait for the next question without dialing #.
4. After answering the next question, the caller repeats the process until all questions are answered.
 - When all questions are answered, voice mail can optionally provide a reference (tracking) number for the call.
 - Depending on how Interactive Messaging is set up, responses may be required for all questions.
5. The caller’s responses to the questions are stored as a single new message in the mailbox programmed to receive the Interactive Messages.
 - When reviewing the caller’s answers, the reviewer can dial **T1** to hear the reference number for the call (if enabled).

2

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to an Interactive Mailbox.

Directory Dialing (page 148)

Callers can use Directory Dialing to access the Interactive Mailbox.

Interactive Mailbox (page 188)

This is the mailbox type that facilitates Interactive Messaging.

Interactive Prompts (page 194)

These are the Interactive Messaging prerecorded prompts.

Mailbox Name (page 204)

The Interactive Mailbox name facilitates Directory Dialing.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides additional dialing options to Interactive Mailbox callers.

Tenant Service (page 314)

Tenant Groups may limit access to a Guest Mailbox.

Programming

Step 1 Set up the Interactive Mailbox.

1.1 *Customize: Mailbox Options: Interactive: [General] Options: Mailbox Type* on page 428.

- Select **Interactive**.

✓ By default, there are no Interactive Mailboxes assigned.

Interactive Messaging

Step 2 Optionally assign a department name to an Interactive Mailbox.

- 2.1 *Customize: Mailbox Options: Interactive: [General] Options: Department* on page 428.
- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
 - ✓ By default, there are no department names assigned.

Step 3 Set how long voice mail will wait when the Interactive Mailbox caller is silent.

- 3.1 *Customize: Mailbox Options: Interactive: [Interactive] Options: Silence Limit for Responses* on page 431.
- This is helpful for rotary dial callers that cannot dial # to confirm a response.
 - ✓ By default, this interval is 3 seconds.

Step 4 Assign the mailbox that should record the Interactive Mailbox responses.

- 4.1 *Customize: Mailbox Options: Interactive: [Interactive] Options: Mailbox for Responses* on page 431.
- Normally, this is a Subscriber, Guest, or Message Center Mailbox.
 - ✓ By default, this entry is N (no mailbox assigned).

Step 5 Determine how voice mail handles incomplete responses.

- 5.1 *Customize: Mailbox Options: Interactive: [Interactive] Options: Record Incomplete Responses* on page 432.
- If enabled (checked), all responses are recorded (even if the caller did not record responses to all Interactive Prompts).
 - If disabled (unchecked), responses are recorded only if the caller responded to each Interactive Prompt.
- ✓ By default, this option is disabled (unchecked).

Step 6 Leave the Time Limit for Dialing Commands at its default setting.

- 6.1 *Customize: Mailbox Options: Interactive: [Interactive] Options: Time Limit for Dialing Commands* on page 432.
- ✓ By default, this option is 5 seconds.

Step 7 Enable or disable the reference number for each interactive caller.

- 7.1 *Customize: Mailbox Options: Interactive: [Interactive] Options: Reference Number for Call* on page 432.
- If enabled (checked), voice mail will play a reference number to the caller after they have recorded their answers.
 - If disabled (unchecked), voice mail will not provide a reference number.
- ✓ By default, this option is disabled (unchecked).

Step 8 Optionally assign a department name to an Interactive Mailbox.

- 8.1 *Customize: Mailbox Options: Interactive: [General] Options: Department* on page 428
- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
 - ✓ By default, there are no department names assigned.

Step 9 Set the maximum length of your recorded interactive prompts.

- 9.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517.
- Set the maximum length (**1-9999** seconds) of recorded messages for:
 - Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
 - Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
 - Subscriber and Guest Mailbox Greetings.

- Call Routing Mailbox Welcome Messages and Instruction Menus.
 - Announcement Mailbox messages.
 - Interactive Prompts (prompts recorded for an Interactive Mailbox).
- ✓ By default, interactive prompts are greetings are **120** seconds long maximum.
-

Step 10 Optionally review the following reports:

- *Reports: Mailbox: Options* on page 541.
- *Reports: Mailbox: Directory List* on page 543.
- *Reports: Mailbox: Numeric List* on page 544.
- *Reports: Mailbox: Access Count* on page 545.

Interactive Messaging

Operation

Recording Interactive Prompts				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	IP (47)	Select Interactive Prompts		
		Enter the Interactive Mailbox Number		
(If there are no Interactive Prompts recorded)				
		R (7)	Access the record menu for prompt 1	
			Record prompt	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
(If there are Interactive Prompts recorded)				
		L (5)	Listen to a prompt	
			Enter prompt number + #	
			B (2)	Backup
			BB (22)	Backup to beginning
			G (4)	Go forward
			*	Pause or restart listening
			VU (88)	Turn volume up
			VD (83)	Turn volume down
			VN (86)	Return volume to normal
			#	Exit listen mode
		R (7)	Rerecord a prompt	
			Enter prompt number + #	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording
			E (3)	Erase recording
			#	Exit recording mode
		I (4)	Insert a new prompt	
			Enter prompt number for new prompt + # + Record new prompt	
			B (2)	Backup
			BB (22)	Backup to beginning
			*	Pause or restart recording

Recording Interactive Prompts						
				E (3)	Erase recording	
				#	Exit recording mode	
		A (2)	Add a new prompt at the end of the list			
			Record new prompt + #			
				B (2)	Backup	
				BB (22)	Backup to beginning	
				*	Pause or restart recording	
				E (3)	Erase recording	
				#	Exit recording mode	
		E (3)	Erase a prompt			
			Enter prompt number to erase + #, or # to exit			
		*	Review all prompts			
		#	Go to another Interactive mailbox			
		#	Exit to the System Administrator Menu			
0		0	Plays Help message			

Calling an Interactive Mailbox (to use Interactive Messaging)

1. Dial voice mail master number (e.g., 700).
2. Dial the Interactive Mailbox number.
 - You can also access the Interactive Mailbox through the Automated Attendant.
3. Answer each Interactive Prompt, pressing # after each response.

Interactive Prompts

Description

The Interactive Prompts are the Interactive Messaging pre-recorded prompts. When a caller logs into an Interactive Mailbox, they hear the Interactive prompts and can record responses to these prompts. See *Interactive Messaging* on page 189 for more.

Related Features

Interactive Messaging (page 189)

Interactive Messaging provides callers with a “question and answer” order taker.

Interactive Prompts (page 194)

These are the Interactive Messaging prerecorded prompts.

Programming

See *Interactive Messaging* on page 189 for more.

Operation

See *Recording Interactive Prompts* on page 192 for instructions on how to record the Interactive Prompts.

Description

An extension user can leave a voice message in a co-worker's mailbox if that extension is busy, unanswered, or in Do Not Disturb. Leaving a voice message is a handy and efficient way to communicate with co-workers that avoids post-it notes, message pads, and unnecessary email.

Leaving a Message for Automated Attendant Callers

If an Automated Attendant caller leaves a message in a mailbox and dials #, voice mail sends the message and routes the caller back to the Automated Attendant. They are routed back to the Call Routing Mailbox that initially handled the call (termed the *previous* Call Routing Mailbox.). Note that if a caller who was not routed from the Automated Attendant dials # after leaving a message, voice mail sends the message and hangs up.

Related Features

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode).

2

Programming

No additional programming required.

Operation

Leaving a Message in DS2000

To leave a message in the mailbox of an unanswered extension:

1. Press **MW**.
2. Leave message and hang up.
OR
Leave message and dial #.
 - If you are leaving a message from inside the company, dialing # sends the message and hangs up.
 - If you are an Automated Attendant caller leaving a message, dialing # sends you back to the Automated Attendant.

Leaving a Message in 28i/124i and Aspire

To leave a message in the mailbox of an unanswered extension:

1. Press your message key.
2. Leave message and hang up.
OR
Leave message and dial #.
 - If you are leaving a message from inside the company, dialing # sends the message and hangs up.
 - If you are an Automated Attendant caller leaving a message, dialing # sends you back to the Automated Attendant.

Listening to Messages

Description

While or after listening to a message, a Subscriber, Guest, Message Center, or Network Mailbox user has many message handling options from which to choose. The listening options let you quickly and efficiently manage your voice mail messages, respond to the message sender, or forward the message to a co-worker for additional handling. The following table shows these options.

Message Listen Options				
Option	Description	Mailbox Availability		
		Subscriber	Guest	Msg. Cntr
RE (73)	Record a reply. See <i>Message Reply</i> on page 250.	Yes	Yes	No
MF (63)	Forward the message to another mailbox. See <i>Message Forward</i> on page 222.	Yes	No	Yes
MC (62)	Make a call to the message sender. See <i>Make Call</i> on page 210.	Yes	Yes	Yes
TI (84)	Hear the time and date the message was sent. ■ See <i>Time and Date</i> on page 316.	Yes	Yes	Yes
SA (72)	Save the message in your mailbox.	Yes	Yes	Yes
E (3)	Erase the message. ■ See <i>Message Delete</i> on page 221 for more.	Yes	Yes	Yes
RL (75)	Reverse the message listen order. ■ See <i>Message Listen Mode</i> on page 225.	Yes	Yes	Yes
L (5)	Listen to the next message.	Yes	Yes	Yes
B (2)	Back up a few seconds.	Yes	Yes	Yes
BB (22)	Back up to the beginning of the message.	Yes	Yes	Yes
G (4)	Go ahead a few seconds.	Yes	Yes	Yes
*	Pause/resume recording.	Yes	Yes	Yes
1N (16) 1S (17) 1H (14) 1A (12)	Listen to new messages. Listen to saved messages. Listen to held messages. Listen to all messages. ■ See <i>Message Listen Mode</i> on page 225.	Yes	Yes	Yes
VU (88)	Turn the message volume up. ■ See <i>Volume Control</i> on page 338.	Yes	Yes	Yes
VD (83)	Tag the message volume down. ■ See <i>Volume Control</i> on page 338.	Yes	Yes	Yes
VN (86)	Restore the message volume to normal. ■ See <i>Volume Control</i> on page 338.	Yes	Yes	Yes
#	Exit the listen mode.	Yes	Yes	Yes

Dial 0 while listening to hear the list of options.

Related Features

Message Record (page 247)

While recording a message, an Subscriber or Guest Mailbox user has many recording options from which to choose.

Programming

Step 1 Set the Message Backup/Go Ahead Time.

- 1.1 *Customize: System Options: [Timer]: Timers (seconds): Message Backup/Go Ahead Time* on page 519.
- This interval sets how far voice mail backs up when a mailbox user dials **B** while recording or listening to their messages.
 - This interval also sets how far voice mail jumps ahead when a user dials **G** while listening to messages.
- ✓ By default, this interval is **5** seconds.

2

Operation

Listening to Messages	
Log onto Subscriber, Guest, Message Center, or Network Mailbox	
L (5)	Access the Message Listen mode ■ See <i>Message Listen Options</i> on page 196 for an explanation of the available options.
0	Plays Help message

Local Backup and Archive

Description

Local Backup

Compatibility Guidelines:

- In voice mail software version 11.07 or higher, inadvertently selecting the *Feature Files* option will not cause the backup to fail. See *Tools: Backup* on page 553 for more.
- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.

Use the Local Backup tool to back up the voice mail database and messages to the hard drive on the connected Administrator's PC. You can use the tool's check boxes to specify which portions of the voice mail database you want to save. The options are:

- System database
 - This is your voice mail programming and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts).
- Voice messages
 - These are messages stored in mailboxes.
- Feature files
 - Feature files activate various voice mail optional features. This option is currently not used.

Archive

Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.
- In software version 11.05 or higher, the voice mail will automatically perform an Archive at the *Auto Disk Maintenance Time*.

Archive stores a compressed copy of system files (database) and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) on the voice mail hard drive or flash card (depending on the version installed). *Archive* does not back up the files to the Admin PC. In addition, *Archive* does not back up messages left by a caller in a mailbox.

Archive also ensures that Aspire Mail and UltraMail (flash-based) systems will always be able to do a Backup and Restore, even if the CompactFlash card is full of voice mail messages.

Related Features

Autosave (page 104)

The Admin program can automatically save program changes whenever you press **OK** to exit an option. If Autosave is disabled, you must manually save your program changes using *File: Save Database* on page 348.

Local Restore and Dearchive (page 200)

- Restore the voice mail database and messages from the hard drive on the Administrator's PC.
- Dearchive an archived database and outgoing messages.

Programming

Local Backup

Step 1 To start the Local Backup:

- 1.1 Click **Tools: Backup**. See *Tools: Backup* on page 553.

Archive

Step 1 To start the Archive:

- 1.1 Click **Tools: Archive**. See *Tools: Archive* on page 556.

Step 2 To have the voice mail automatically perform a daily archive:**Compatibility Guidelines:**

- This option requires voice mail software version 11.05 or higher. It did not function in prior versions.

2.1 *Customize: System Options: [General 2]: Miscellaneous: Auto Disk Maintenance Time* on page 508.

- Set the time the system should perform its daily archive. The entry format is **HH:MM** (hours:minutes using a 24-hour clock). For example, 5:00 PM = 17:00.

✓ By default, there is no daily maintenance time set.

2

Operation

See *Tools: Backup* on page 553 and *Tools: Archive* on page 556 for more.

Local Restore and Dearchive

Description

Local Restore

Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.

After you do a Local Backup, you can use the Local Restore tool to restore the voice mail database and messages from the hard drive on the connected Administrator's PC. You can use the tool's check boxes to specify which portions of the voice mail database you want to restore. The options are:

- System database
 - This is your voice mail programming and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts).
- Voice messages
 - These are messages stored in mailboxes.
- Feature files
 - Feature files activate various voice mail optional features. This option is currently not used.

Dearchive

Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.

Dearchive restores the archived system files and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) to the voice mail hard drive or flash card (depending on the version installed). *Dearchive* restores what *Archive* backed up. *Dearchive* does not back up the files to the Admin PC. In addition, *Dearchive* does not back up messages left by a caller in a mailbox.

Related Features

Autosave (page 104)

The Admin program can automatically save program changes whenever you press **OK** to exit an option. If Autosave is disabled, you must manually save your program changes using *File: Save Database* on page 348.

Local Backup and Archive (page 198)

- Back up the voice mail database and messages to the hard drive on the Administrator's PC.
- Archive the voice mail system files (database) and outgoing messages.

Programming

Restore

Step 1 To start the Local Restore:

- 1.1 Click **Tools: Restore**. See *Tools: Restore* on page 555.

Dearchive

Step 1 To start the Dearchive:

- 1.1 Click **Tools: Dearchive**. See *Tools: Dearchive* on page 557.

Operation

See *Tools: Restore* on page 555 and *Tools: Dearchive* on page 557 for more.

Description

A subscriber can log onto their mailbox using a method that best suits their needs and location. While at their own phone, the subscriber just presses a single key to log onto their mailbox. To use their mailbox while at a co-worker's phone, the subscriber dials the voice mail master number, followed by their mailbox number (which is normally the same as their extension number). If they are away from the office, the subscriber can still use their mailbox by calling in through the Automated Attendant.

Local (On-site) Logon

A user can log onto their mailbox in the following ways:

- Press their **MW** (DS2000), **MSG** (Aspire) or Voice Mail key (28i/124i/Aspire) to log onto their Subscriber Mailbox.
- Dial the voice mail master number (e.g., 700), followed by their mailbox number. This method is typically used by Guest and Message Center Mailbox users, as well as subscribers attempting to log into their Subscriber Mailbox from a co-worker's phone.

Remote Log On

A Subscriber, Guest, or Message Center Mailbox user can call into the Automated Attendant, and log onto their mailbox. Following are two of the ways a user can do this:

- After the Automated Attendant answers, dial a digit (typically #) followed by their mailbox number. This method allows outside callers to log into their Subscriber, Guest, or Message Center Mailboxes from outside the company. Once they log into their mailbox, they can use the allowed features in the mailbox main menu.
- If an extension has a Direct Inward Line that voice mail picks up, the caller can dial # and log into their mailbox (instead of leaving a message). Once they log into their mailbox, they can use the allowed features in the mailbox main menu.

2

Related Features

Announcement Mailbox (page 81)

A caller remotely logging onto an Announcement Mailbox will hear the prerecorded Announcement Message (if any).

Automated Attendant (page 99)

The Automated Attendant allows Subscriber, Guest, and Message Center Mailbox users to log into their mailboxes.

Call Routing Mailbox (page 119)

A caller remotely logging onto a Call Routing Mailbox will hear the Welcome Message and Instruction Menu for that mailbox, and can use any of the dialing options in the associated Dial Action Table.

Directory Dialing Mailbox (page 156)

A caller remotely logging onto a Directory Dialing Mailbox will hear the Directory Dialing Message for that mailbox and can use Directory Dialing.

Distribution Mailbox (page 160)

A caller remotely logging onto a Distribution Mailbox can leave a message that voice mail delivers to the associated Distribution List.

Future Delivery Mailbox (page 172)

A caller remotely logging onto a Future Delivery Mailbox can listen to and delete any undelivered Future Delivery messages.

Greeting (page 178)

After remotely logging onto their mailbox, a subscriber or guest can remotely record their greeting.

Guest Mailbox (page 181)

A guest can log onto their mailbox through the Automated Attendant or by dialing the voice mail master

Log Onto Voice Mail

number.

Interactive Messaging (page 189)

A caller remotely logging onto an Interactive Mailbox can listen and respond to the Interactive Prompts.

Message Center Mailbox (page 214)

A Message Center Mailbox user can log onto their mailbox through the Automated Attendant or by dialing the voice mail master number.

Subscriber Mailbox (page 306)

A subscriber can log into their mailbox by pressing a key on their telephone, dialing the voice mail master number, or login on through the Automated Attendant.

Programming

Step 1 To log onto a mailbox through the Automated Attendant:

- 1.1 *Customize: Dial Action Tables: [General] LOGON Action – Log Onto Voice Mail on page 376.*

- To have the LOGON Action log directly into a mailbox, the *Number* option should be the mailbox number.
- To have the LOGON Action log into a range of mailboxes within the digit's range (e.g., 300-399 for the digit 3), the *Number* option should be XXX. After dialing 3, the caller dials the 3-digit mailbox number.
- To have the LOGON Action log into a mailbox, the *Number* option should be *None*.
- See *Automated Attendant* on page 99 for more on how to set up voice mail to answer outside calls.

✓ By default, key # *Action* = LOGON and *Number* = None.

Step 2 Set how long voice mail will wait for the user to enter their security code (if required) or mailbox number (if requested).

- 2.1 *Customize: System Options: [General 2]: Mailbox Logon: Time Limit (seconds) on page 506.*

- If the user waits too long, voice mail will either repeat the request or reroute the call (depending on the setting of step 3 below).

✓ By default, the user has **5** seconds.

Step 3 Set how many times voice mail will request the user to enter their mailbox number (if requested) or correct security code (if required).

- 3.1 *Customize: System Options: [General 2]: Mailbox Logon: Attempt Limit on page 506.*

- Voice mail will allow this many attempts (**1-99**) before rerouting the call.

✓ By default, this option is **3**.

Step 4 Set how long voice mail will wait after requesting a user to enter a command.

- 4.1 *Customize: System Options: [General 2]: Dialing Commands: Time Limit (seconds) on page 506.*

- Voice mail will wait this interval (**0-99** seconds) for the user to enter a correct command before repeating the request or rerouting the call.

✓ By default, voice mail will wait **5** seconds.

Step 5 Set how many times voice mail will request the user to enter the correct command.

- 5.1 *Customize: System Options: [General 2]: Dialing Commands: Attempt Limit on page 507.*

- Voice mail will allow this many attempts (**1-99**) before rerouting the call.

✓ By default, this option is **3**.

Operation

Logging Onto Your Mailbox in DS2000

To log onto your Subscriber Mailbox:

1. Press **MW**.
 - From an on-premise single line telephone, lift handset and dial *8.

To log onto your Guest or Message Center Mailbox, or your Subscriber Mailbox from a co-worker's extension:

1. Press **ICM** + Dial the voice mail master number (e.g., 700) + Dial your mailbox number.
 - You can optionally press a Call Coverage key assigned to the voice mail master number.

To log onto your Subscriber, Guest, or Message Center Mailbox from the Automated Attendant:

1. Wait for the Automated Attendant to answer.
2. Dial # and your mailbox number.
 - This option may be different in your system. Check with your Communications Manager,

If you call your Direct Inward Line and voice mail picks up the call:

1. Dial # to log onto your mailbox (instead of leaving a message).
 - This lets you dial your own number and then use the features of your mailbox.

2

Logging Onto Your Mailbox in 28i/124i and Aspire

To log onto your Subscriber Mailbox:

1. Press your Voice Mail key.
 - From an on-premise single line telephone, lift handset and dial *8.
 - In Aspire, you can optionally press **MSG** instead (if programmed).

To log onto your Guest or Message Center Mailbox, or your Subscriber Mailbox from a co-worker's extension:

1. Press an idle **CALL** key.
2. Dial the voice mail master number (e.g., 700).
3. Dial your mailbox number.

To log onto your Subscriber, Guest, or Message Center Mailbox from the Automated Attendant:

1. Wait for the Automated Attendant to answer.
2. Dial # and your mailbox number.
 - This option may be different in your system. Check with your Communications Manager,

If you call your Direct Inward Line and voice mail picks up the call:

1. Dial # to log onto your mailbox (instead of leaving a message).
 - This lets you dial your own number and then use the features of your mailbox.

Mailbox Name

Description

When a Greeting is not recorded, a caller leaving a message in a Subscriber, Guest, Message Center, or Network Alias Mailbox can hear the mailbox's prerecorded name instead of the mailbox number. The prerecorded Mailbox Name gives the mailbox that personal touch. Prior to leaving a message, caller's will hear the name instead of the default "extension xxx" prompt. Mailbox names can be up to 10 seconds long.

Related Features

Directory Dialing (page 148)

Recording mailbox names helps Directory Dialing resolve routing conflicts. For example, if using a DDIRF action and several co-workers have the same first name, voice mail will play the names of the co-workers and allow the caller to choose between them.

Greeting (page 178)

If a mailbox has both a Mailbox Name and Greeting recorded, a caller leaving a message will hear the Greeting instead of the name.

Guest Mailbox (page 181)

A guest can record a name for their mailbox, or have the System Administrator record one for them.

Message Center Mailbox (page 214)

A user logging onto the Message Center Mailbox can record a name, or have the System Administrator record one for them.

Networking (AMIS) (page 264)

If the Network Alias Mailbox Greeting has not been recorded, a caller leaving a Quick Message in the Network Alias Mailbox hears the recorded Mailbox Name.

Subscriber Mailbox (page 306)

A guest can record a name for their mailbox, or have the System Administrator record one for them.

System Administrator (page 310)

The System Administrator can record names for Subscriber, Guest, and Message Center Mailboxes.

Programming

No additional programming required.

Operation

Recording Your Mailbox Name		
Log onto Subscriber, Guest, or Message Center Mailbox		
RN (76)	Access the Mailbox Name Menu	
	L (5)	Listen to the currently recorded name (if any)
	B (2)	Backup
	BB (22)	Backup to beginning
	G (4)	Go forward
	*	Pause or restart listening
	VU (88)	Turn volume up
	VD (83)	Turn volume down
	VN (86)	Return volume to normal
	#	Exit listen mode
R (7)	Record a new name	
	Record message	
	B (2)	Backup
	BB (22)	Backup to beginning
	*	Pause or restart recording
	E (3)	Erase recording
	#	Exit recording mode
E (3)	Erase the currently recorded name	
#	Go back to the Mailbox Main Menu	
0	Plays Help message	

Mailbox Name

Recording Co-worker's Names from a System Administrator's Mailbox				
Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access the System Administrator options			
	N (6)	Access the Mailbox Name menu		
		Enter the number of the mailbox whose name you want to record		
		L (5)	Listen to the currently recorded name (if any)	
			B (2) Backup	
			BB (22) Backup to beginning	
			G (4) Go forward	
			*	
			Pause or restart listening	
			VU (88) Turn volume up	
			VD (83) Turn volume down	
			VN (86) Return volume to normal	
			# Exit listen mode	
		R (7)	Record a new name	
			Record message	
			B (2) Backup	
			BB (22) Backup to beginning	
			*	
			Pause or restart recording	
			E (3) Erase recording	
			# Exit recording mode	
			E (3) Erase the currently recorded name	
		#	Go to another mailbox	
		##	Go to the System Administrator Menu	
		0	Plays Help message.	

Description

The System Administrator can delete the security code for any Announcement, Future Delivery, Guest, Message Center, Modem, Network, or Subscriber Mailbox. This effectively unlocks the mailbox. If mailbox security is not necessary, deleting a mailbox's security code speeds up mailbox logon. Without a security code, the user just presses their **MW** (DS2000), **MSG** (Aspire), or voice mail key (28i/124i and Aspire) to immediately log onto their mailbox.

Related Features

Security Code (page 300)

The following mailbox types can have Security Codes: Announcement, Future Delivery, Guest, Message Center, Modem, Network, and Subscriber.

System Administrator (page 310)

The System Administrator can delete a mailbox's security code.

2

Programming

No additional programming required.

Operation

Deleting a Mailbox Security Code					
Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000)					
SA (72)	Access the System Administrator options				
	DS (37)	Access the Security Code Delete menu			
		Enter the number of the mailbox whose security code you want to delete			
			D (3)	Delete the security code for the mailbox and return to the System Administrator Menu	
				0	Plays Help message.
				#	Go to the System Administrator Menu
		#	Go to the System Administrator Menu		

Main Menu

Description

After a Subscriber, Guest, Message Center, or Network Mailbox user logs into their mailbox, voice mail provides them with the Main Menu of options. The Main Menu provides quick access to the most commonly used mailbox features in a central location. The chart below summarizes these options, and indicates which options are available to each mailbox type. The chart lists features that appear on the Main Menu, and to which mailbox types they apply.

Mailbox Main Menu					
Option	Description	Mailbox Availability			
		Subscriber	Guest	Msg. Cntr	Network
L (5)	Listen to messages. ■ See <i>Listening to Messages</i> on page 196.	Yes	Yes	Yes	Yes
RS (77)	Record and send a message. ■ See <i>Message Record</i> on page 247.	Yes	Yes	No	No
CM (26)	Check on a message sent. ■ See <i>Checking/Deleting a Message</i> on page 135.	Yes	Yes	No	No
G (4)	Record a mailbox greeting. ■ See <i>Greeting</i> on page 178.	Yes	Yes	No	Yes
RN (76)	Record a mailbox name. ■ See <i>Mailbox Name</i> on page 204.	Yes	Yes	Yes	Yes
FD (33)	Record a Future Delivery Message. ■ See <i>Future Delivery Message</i> on page 173.	Yes	Yes	No	No
PG (74)	Record a Paging Message. ■ See <i>Park and Page</i> on page 278.	Yes	Yes	No	No
OP (67)	Use the Mailbox Options. See the following: ■ See <i>Security Code</i> on page 300. ■ <i>Message Notification</i> on page 226. ■ <i>Auto Help</i> on page 97. ■ <i>Auto Forward</i> on page 95. ■ <i>Auto Time Stamp</i> on page 98. ■ <i>Call Waiting</i> on page 124. ■ <i>Call Announcing</i> on page 110	Yes	Yes	Yes	Yes
TI (84)	Check the time/date a message was sent. ■ See <i>Time and Date</i> on page 316.	Yes	Yes	Yes	Yes
SA (72)	Access the System Administrator options. ■ See <i>System Administrator</i> on page 310.	Yes	No	No	No
1N (16) 1S (17) 1H (14) 1A (12)	Listen to new messages. Listen to saved messages. Listen to held messages. Listen to all messages. ■ See <i>Message Listen Mode</i> on page 225.	Yes	Yes	Yes	Yes

To hear the complete Main Menu of options, dial 0 while in the Main Menu.

Related Features

See the Mailbox Main Menu chart on the previous page.

Programming

No additional programming required.

Operation

Accessing the Mailbox Main Menu

Log onto Subscriber, Guest, or Message Center Mailbox

- You automatically go to the mailbox Main Menu.

	0	Plays Help message which summarizes the Main Menu options ■ See <i>Customize: Mailbox Main Menu</i> on page 208 for the Main Menu options
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Make Call

Description

Compatibility Guidelines:

- For best Caller ID performance, use voice mail software version 11.02.13 or higher.

Make Call lets a Subscriber, Guest, or Message Center Mailbox user listen to a voice message and dial **MC** to return the call without knowing their caller's phone number. Make Call automates returning messages since you don't have to dial the message sender's telephone number. Make Call is always available for messages received from co-workers. Make Call is available for messages received from outside callers if the telephone system has Caller ID enabled, Caller ID is provided by the connected telco, and the telephone system is set up to pass the Caller ID information to the voice mail.

Make Call uses Message Notification programming when processing callbacks. Be sure the Message Notification programming allows callouts for the types of number the mailbox is likely to receive.

Ask Caller's Number

With Ask Caller's Number, voice mail requests an outside caller to enter their telephone number prior to leaving a message in a Subscriber or Guest Mailbox. The voice mail stores the caller-entered number and uses it for the return call. This helps automate returning outside calls if the telephone system does not have Caller ID. The Subscriber or Guest Mailbox **must** have a Greeting recorded to use Ask Caller's Number.

If the voice mail is programmed to receive Caller ID, Ask Caller's Number does not occur.

Related Features

Caller ID (page 126)

- Make Call is available for messages received from outside callers if the telephone system has Caller ID enabled, Caller ID is provided by the connected telco, and the telephone system is set up to pass the Caller ID information to the voice mail.
- If the voice mail is programmed to receive Caller ID, Ask Caller's Number does not occur.

Caller ID Automatic Transfer (page 127)

The Automated Attendant can answer a call, analyze the *caller's* phone number, and automatically transfer the call to a specified destination.

Greeting (page 178)

The Subscriber or Guest Mailbox **must** have a Greeting recorded to use Ask Caller's Number.

Message Notification (page 226)

Be sure the Message Notification programming allows callouts for the types of numbers you are likely to receive from Caller ID.

Message Reply (page 250)

Message Reply can not automatically reply to a message left by an outside caller. Use Make Call instead.

Programming

Caller ID Programming

Step 1 Be sure the telco provides Caller ID to the connected telephone system.

Step 2 Check your telephone system programming to be sure the telephone system is set up to receive the Caller ID and pass it to the voice mail ports.

Step 3 Determine if voice mail should add a leading 1 to the number it dials when placing a Make Call.
3.1 [Optional] Caller ID: Insert Leading "1" on page 371.

- Enable (check) this option if voice mail should add a leading 1 to the digits it redials.
- Disable (unchecked) this option if voice mail should not add a leading 1 to the digits it redials.
- ***In 28i/124i/Aspire, leave this option at its default value (disabled) and let the telephone system's Automatic Route Selection handle any digit translation required.***
- ***In DS2000, leave this option at its default value (disabled) and see DS2000 Programming below.***

✓ By default, this option is disabled (unchecked).

Step 4 Determine if voice mail should add any digits to the end of the number it dials when placing a Make Call.

4.1 [Optional] *Caller ID: Make Call Suffix Digits* on page 371.

- Normally, this option should be N (no suffix digits added).
- ***In 28i/124i/Aspire, leave this option at its default value (disabled) and let the telephone system's Automatic Route Selection handle any digit translation required.***
- ***In DS2000, leave this option at its default value (disabled) and see DS2000 Programming below.***
- ***If a site is experiencing incomplete Make Call callouts, try entering one or more P (pause) commands in this option.***

✓ The default setting for this option is N (no suffix digits added).

2

Step 5 Optionally review the following report.

- *Report: Callout: Log* on page 535

Message Notification Programming

Step 1 Check the Message Notification access codes for outside calls.

- *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.
- *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.

Step 2 Review the following Message Notification options to be sure they don't restrict Make Call callbacks for outside calls.

2.1 For Guest Mailboxes:

- *Customize: Mailbox Options: Guest: [Message Notification] Options: Local Callouts* on page 414.
- *Customize: Mailbox Options: Guest: [Message Notification] Options: Long Distance Calls* on page 415.

2.2 For Message Center Mailboxes:

- *Customize: Mailbox Options: Message Center: [Message Notification] Options: Local Callouts* on page 440.
- *Customize: Mailbox Options: Message Center: [Message Notification] Options: Long Distance Calls* on page 441.

2.3 For Subscriber Mailboxes:

- *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Local Callouts* on page 476.
- *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Long Distance Calls* on page 477.

Ask Caller's Name Programming

Step 1 Optionally have a Guest Mailbox request the caller enter their telephone number.

1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Ask Caller's Number* on page 421.

- Have voice mail ask the caller leaving a message in the Guest Mailbox to enter their telephone number.
- The mailbox must have a Greeting recorded.

Make Call

✓ By default, this option is disabled (unchecked).

Step 1 Optionally have a Message Center Mailbox request the caller enter their telephone number.

1.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Ask Caller's Number* on page 447.

- Have voice mail ask the caller leaving a message in the Message Center Mailbox to enter their telephone number.

✓ By default, this option is disabled (unchecked).

Step 1 Optionally have a Subscriber Mailbox request the caller enter their telephone number.

1.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Ask Caller's Number* on page 483.

- Have voice mail ask the caller leaving a message in the Subscriber Mailbox to enter their telephone number.

- The mailbox must have a Greeting recorded.

✓ By default, this option is disabled (unchecked).

Step 2 Be sure the voice mail will play the mailbox Greeting for a caller leaving a Quick Message.

2.1 *Customize: System Options: [General 2]: Miscellaneous: Greeting for Quick Message / Mailbox Transfer* on page 508.

- For Make Call to work, you must enable (**check**) this option.

✓ By default, this option is enabled (**checked**).

DS2000 Programming

Step 1 Review the following programs when using Make Call with Caller ID for outside calls. See the DS1000/2000 Software Manual for more.

1.1 *1302-10 Digit Local Calls*

- Use this option to indicate if the system is installed in an area that uses 10-digit local calling. Enable (Y) this option if the system is in a 10-digit local calling area. Disable (N) this option if the system is not in a 10-digit local calling area.

✓ By default, this option is disabled (N).

1.2 *1303-Home area (HNPA) Codes*

- Use this option to specify your system's home area codes. This is the area code in which the system is installed. You must make an assignment in this program so that the system can properly process the Make Call callbacks.

✓ By default, there are no home area codes defined.

1.3 *1304-Home Area (HNPA) Exception List*

- Use this option to identify which (if any) calls within your home area code are toll calls. You can set up the Exception List table as a local table (L) or a toll table (T).

✓ By default, the HNPA Exception List is a toll table with no entries. (This means that the system outdials all calls within the home area code without the leading 1.)

1.4 *1305-Foreign Area (FNPA) Exception List*

- If your dialing area has calls in an adjacent area code that are local calls, enter those codes in this table. If the system finds a code in the table, it will dial it as 10-digit (without the leading 1). If the system does not find the code, it will outdial it as 1 + 10-digit.

✓ By default, the FNPA table is a local table with no entries. This means that all FNPA codes are dialed as toll calls.

Operation

Using Make Call from your Mailbox

Log onto Subscriber, Guest, or Message Center Mailbox

L (5) Listen to the message for which you want to make a return call

MC (62) Dial this code while listening to the message you want to return
■ Voice mail automatically places a return call to the party that left you the message
■ You must have Message Notification callouts enabled at your extension to use Make Call. If you hear, “*That number is restricted*,” your Message Notification setup does not allow callouts to the number stored. Check with your System Administrator.

How Voice Mail Asks Outside Callers to Enter Their Telephone Number

1. After the Automated Attendant answers, dial the extension number you wish to reach.
2. If the extension is unavailable, you hear: “*Please enter your telephone number and press the pound key when you are done. Otherwise, press only the pound key.*”
3. Enter your telephone number, and press # when you are done.
 - After pressing #, you can leave a message in the called extension’s mailbox
 - If you want to leave a message without entering your telephone number, just press #.

Message Center Mailbox

Description

A Message Center Mailbox is a unique mailbox type used to “collect” messages not intended for a specific mailbox. For example, a Technical Services group could have a Message Center Mailbox for storing shared messages. Automated Attendant callers could leave Quick Messages in the Message Center Mailbox, which could then be retrieved and processed by any member of the Technical Services group.

Although similar in many respects to a Subscriber Mailbox, a Message Center Mailbox does not provide the following features.

- **Call Blocking** (page 113)
- **Call Announcing** (page 110)
- **Call Forward to a Mailbox** (page 114)
- **Call Queuing** (page 116)
- **Call Waiting** (page 124)
- **Future Delivery Message** (page 173)
- **Mailbox Greeting** (page 178) (Use the Welcome Message instead.)
- **Make Call** (page 210)
- **Message Record** (page 247)
- **Message Reply** (page 250)
- **Park and Page** (page 278)
- **Pre-Greeting Announcement Mailbox** (page 284)
- **System Administrator** (page 310)

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to a Message Center Mailbox. The Message Center Mailbox is a good choice for the TIMEOUT or Dial 0 actions.

Auto Erase or Save (page 94)

After a user listens to a message in the Message Center Mailbox, voice mail can automatically erase or save the message.

Auto Forward (page 95)

Messages left in the Message Center Mailbox can automatically forward to another mailbox.

Bilingual Voice Prompts (page 105)

Choose the language that a user hears when they log onto the Message Center Mailbox.

Directory Dialing (page 148)

Callers can use Directory Dialing to access a Message Center Mailbox.

Mailbox Name (page 204)

The Message Center Mailbox name facilitates Directory Dialing.

Message Listen Mode (page 225)

Set the type of messages a caller will listen to when they dial **L** (5) after logging into the Message Center Mailbox.

Message Notification (page 226)

Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in the Message Center Mailbox.

Message Playback Direction (page 245)

Set the Message Center Mailbox message playback order.

Message Retention (page 251)

Set how long a Message Center Mailbox will retain held and saved messages.

Message Storage Limit (page 253)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides additional dialing options to callers that leave a message in a Message Center Mailbox.

Tenant Service (page 314)

Tenant Groups may limit access to a Message Center Mailbox.

Welcome Message (page 339)

You can record a Welcome Message for a Message Center Mailbox. Callers leaving a message in the mailbox hear the Welcome Message prior to the recording beep.

Programming

Step 1 Set up a Message Center Mailbox.

- 1.1 *Customize: Mailbox Options: Message Center: [General] Options: Mailbox Type* on page 433.
- Select **Message Center**.
✓ By default, Message Center Mailboxes are 815-818, 825-828, 835-838, and 845-848.

2

Step 2 Optionally assign a department name to a Message Center Mailbox.

- 2.1 *Customize: Mailbox Options: Message Center: [General] Options: Department* on page 434.
- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
✓ By default, there are no department names assigned.

Step 3 Set the maximum length of recorded messages left in the Message Center Mailbox.

- 3.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517.
- Set the maximum length (**1-9999** seconds) of recorded messages for:
- Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
- Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
- Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
- Subscriber and Guest Mailbox Greetings.
- Call Routing Mailbox Welcome Messages and Instruction Menus.
- Announcement Mailbox messages.
- Interactive Prompts (prompts recorded for an Interactive Mailbox).
✓ By default, these types of messages are **120** seconds long maximum.

Step 4 Set the maximum length of recorded Quick Messages left in the Message Center Mailbox.

- 4.1 *Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber* on page 517.
This option sets the maximum length (1-9999 seconds) of recorded messages for:
- Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, and Subscriber Mailboxes.
- Outside callers transferred by an extension user to a Message Center Mailbox.
✓ By default, these types of messages are **120** seconds long maximum.

Step 5 Optionally review the following reports.

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545
- *Reports: Mailbox: Call Flags* on page 547
- *Reports: Message Usage* on page 548

Message Center Mailbox

Operation

Logging Onto a Message Center Mailbox in DS2000

To log onto a Message Center Mailbox:

1. Press **ICM** + dial the voice mail master number (e.g., 700).
 - You can optionally press a Call Coverage key assigned to the voice mail master number.
2. When voice mail answers, dial the Message Center Mailbox number.

Logging Onto a Message Center Mailbox in 28i/124i and Aspire

To log onto a Message Center Mailbox:

1. Press an idle **CALL** key + dial the voice mail master number (e.g., 700).
2. When voice mail answers, dial the Message Center Mailbox number.

Logging Onto a Message Center Mailbox from the Automated Attendant

To log onto a Message Center Mailbox from the Automated Attendant:

1. After the Automated Attendant answers, dial # + the Message Center Mailbox number.
 - This capability may be disabled in the Automated Attendant.
 - Your automated attendant may have GOTO or LOGON actions assigned to the Message Center Mailbox. Check with your Communications Manager.

Leaving a Quick Message in a Message Center Mailbox from the Automated Attendant

To leave a Quick Message from the Automated Attendant:

1. After the Automated Attendant answers, dial * + the Message Center Mailbox number.
 - This capability may be disabled in the Automated Attendant.

Recording and Sending a Message for a Message Center Mailbox

Log onto Subscriber, Guest, or Message Center Mailbox

■ See *Message Record* on page 247 for additional Record and Send options.

RS (77)	Record and send a message
	Record at the tone and press # when you are done.
	Enter the number of the Message Center Mailbox to receive the message and press # when you are done.
0	** Erase the message and go back to the Main Menu Plays Help message at any level

Message Count Display

Description

DS2000

While the telephone is idle, the display can show the number of new messages waiting in a subscriber's mailbox. The message count automatically updates as the subscriber receives new messages and processes older messages.

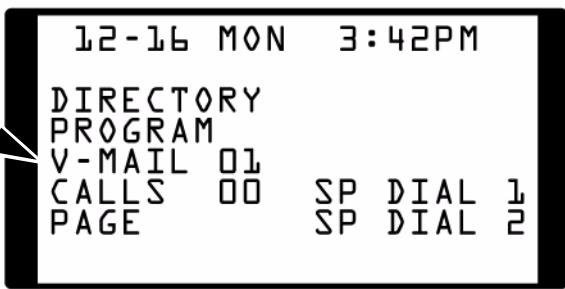
DS2000 Display Keyset Idle Display



One new message waiting
in the Subscriber Mailbox

2

DS2000 Super Display Idle Display



One new message waiting
in the Subscriber Mailbox

Message Count Display

28i/124i

If you press **CHECK** and dial *0 at an idle 28i/124i Display or Super Display telephone, the top two lines of the display show the number of new messages waiting in your mailbox.

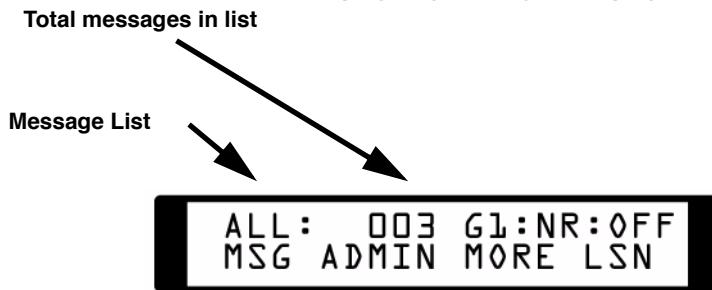
28i/124i Display Keyset and Super Display Check Display



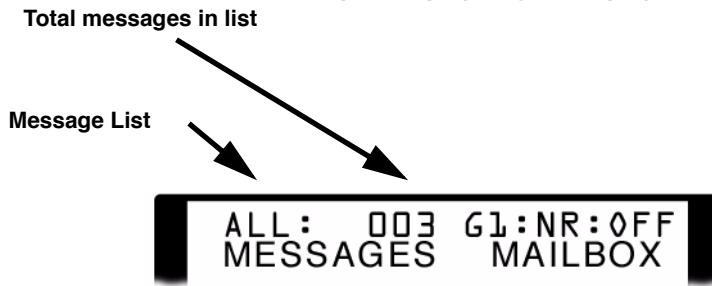
Two new messages waiting
in the Subscriber Mailbox

When you log onto your mailbox, the top line of your display shows the active Message List (New, Saved, Held, or All) and the number of messages in the active list. For more on logon screens, turn to *Keyset Status Line* on page 617 and *Super Display Status Line* on page 623.

28i/124i Display Keyset Logon Display



28i/124i Super Display Logon Display



Message Count Display

Aspire

If you press **CHECK** and dial *0 at an idle Aspire keyset, the display will show the number of new messages waiting in the mailbox.



One message waiting in the Subscriber Mailbox

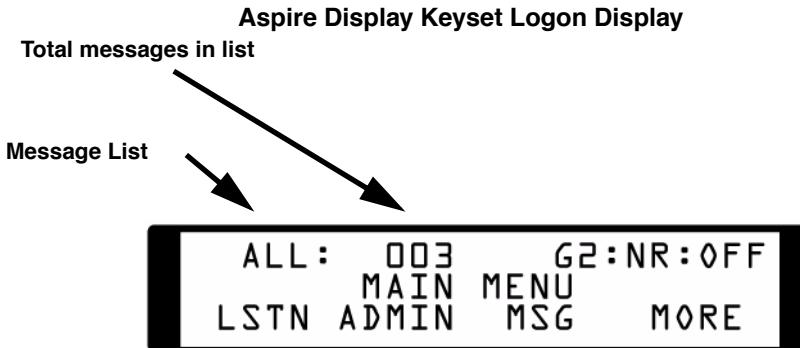
Aspire Super Display Keyset Message Check Display



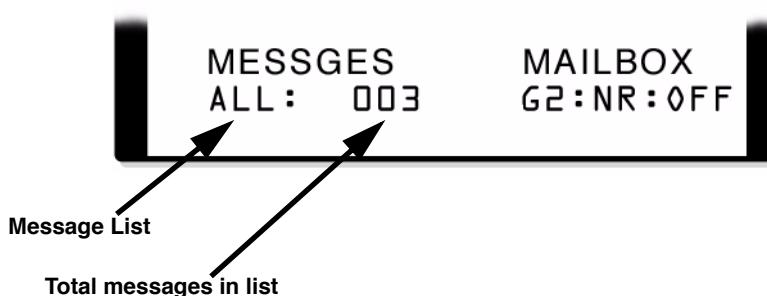
2

One message waiting in the Subscriber Mailbox

When you log onto your mailbox, your display shows the active Message List (New, Saved, Held, or All) and the number of messages in the active list. For display keysets, this information is on the top line. For Super Display keysets, this information is on the bottom line. For more on logon screens, turn to *Keyset Status Line* on page 630 and *Super Display Status Line* on page 637.



Aspire Super Display Logon Display



Message Count Display

Enhanced Aspire Message Key Operation

When a keyset has 15-02-26: *Multi-Line Telephone Basic Setup: MSG Key Operation Mode* set to 1, the **MSG** key provides one-button access to voice mail. When the user presses **MSG**, they immediately call their mailbox.

When a keyset has 15-02-26: *Multi-Line Telephone Basic Setup: MSG Key Operation Mode* set to 0, the following occurs:

- If a user has new voice mail messages waiting, pressing **MSG** shows the number of waiting voice mail messages. Pressing **MSG** a second time calls voice mail.
- If a user has new Message Waiting indications left, pressing **MSG** shows the extension that left the Message Waiting. Pressing **MSG** a second time places an Intercom call to the co-worker that left the Message Waiting.
- If a user has both new voice mail messages and Messages Waiting:
 - Pressing **MSG** shows the number of new voice mail messages.
 - Pressing **Vol Up** and **Vol Down** scrolls between the voice mail messages count and the Message Waiting count.

Pressing **MSG** a second time will either call voice mail or return the Message Waiting call, depending on which count is displayed.

Related Features

N/A

Programming

No additional programming required.

Operation

Using the Message Count Display in DS2000

The Message Count Display shows while the telephone is idle. Operation is automatic.

Using the Message Count Display in 28i/124i and Aspire

To view the Message Count Display:

1. Press **CHECK** and dial *0.
 - You can press Vol ▲ and Vol ▼ to scroll your voice mail messages, VAU (VRS) messages, and Message Waiting indications.
 - While your voice mail Message Count displays, press an idle **CALL** key to call your mailbox.

Description

A Subscriber, Guest, Message Center, or Network Mailbox user can delete any messages left in their mailbox. In addition, a user can log onto a Future Delivery Mailbox and delete any undelivered messages in the Future Delivery Mailbox. Message Delete lets the user do their own mailbox maintenance. They can delete messages they no longer need and save messages that contain essential information. With Message Delete, the user doesn't have to rely on the System Administrator to perform these routine maintenance functions.

Related Features

Erasing All Messages (page 161)

The System Administrator can delete all messages in a Subscriber, Guest, or Message Center Mailbox.

Future Delivery Mailbox (page 172)

A user can log into a Future Delivery Mailbox and delete any undelivered messages.

Guest Mailbox (page 181)

A guest can log into their mailbox and delete any of their messages.

Message Center Mailbox (page 214)

A user can log into a Message Center Mailbox and any of the messages in the mailbox.

Subscriber Mailbox (page 306)

A subscriber can log into their mailbox and delete any of their messages.

2

Programming

No additional programming required.

Operation

Deleting a Message

Log onto Subscriber, Guest, Message Center, or Future Delivery Mailbox

L (5)	Access the Message Listen mode (to listen to the message that you want to delete)
E (3)	Erase the message ■ You automatically return to the Message Listen mode

Message Forward

Description

A Subscriber or Message Center Mailbox user can forward a message in their mailbox to up to 10 co-workers. Forwarding is helpful when a user receives a message with which a co-worker can assist them. Rather than sending a new message, the user can just forward the message with which they need help. The user can also optionally record a comment before the forwarded message. Typically, the comment would describe the reason for the message forwarding.

The Message Forward destination receives the forwarded message as a new message.

Related Features

Auto Erase or Save (page 94)

Message Forward follows the Auto Erase or Save programming. If set to *Erase*, new messages are deleted from the mailbox when forwarded. If set to *Save*, new messages are saved when forwarded.

Call Forward to a Mailbox (page 114)

An extension user can easily forward calls to their mailbox.

Guest Mailbox (page 181)

A guest cannot forward a message left in their Guest Mailbox.

Message Center Mailbox (page 214)

A user can log into a Message Center Mailbox and forward a message to their co-worker.

Programming

No additional programming required.

Operation

Refer to the chart on the following page.

Forwarding a Message					
Log onto Subscriber or Message Center Mailbox					
L (5)	Access the Message Listen mode (to listen to the message that you want to forward)				
MF (63)	Access the Message Forward Menu				
	Record a comment that will precede the forwarded message + #, OR Dial # to forward without a comment				
	When recording a comment for your forwarded message				
	B (2)	Backup			
	BB (22)	Backup to beginning			
	*	Pause or restart recording			
	E (3)	Erase recording			
	TI (84)	Hear the time and date you recorded the comment			
	#	Exit recording mode			
	X (9)	Exit your mailbox			
	0	Plays Help message			
	Enter the mailbox number(s) to receive the message (up to 10), OR Dial * N (*6) to specify recipients by name.				
	If specifying recipients by name				
		N	Enter name		
			Enter 4 or more letters for name + #		
			1	Accept the selected name and go to <i>After entering a mailbox number...</i>	
			#	Exit without making a name selection	
			#	Exit without making a name selection	
				You may hear additional prompts to help you resolve name conflicts	
		*N	Specify recipients by mailbox number (i.e., back up in this menu)		
		**	Erase the message		
	After entering a mailbox number (or specifying a mailbox by name).				
	Enter another mailbox number				
		*U (*8)	Mark the message as urgent		
		*C (*2)	Mark the message as confidential		
		*R (*7)	Request a return receipt		
		#	Send the message		
		*N (*6)	Specify recipients by name (see above for the *N options)		
		*	Cancel the previous mailbox entry		
		**	Erase the message and back up to main menu		
	**	Erase the message and go back to the Message Listen menu			
0	Plays Help message				

Message Length

Description

You can set the maximum length of a message that can be left in a user's mailbox. When a caller tries to leave a message that exceeds the limit, they hear, “*You have reached the recording limit. To listen to the message you recorded, press L. To erase the message and record a new one, press E. To send the message, press the pound key or hang up.*” If the caller does nothing after hearing the prompt, voice mail sends the portion of the message that fit within the allowed Message Length.

The Message Length option helps you maximize the storage space reserved for messages. If you find that callers are leaving unusually long messages, shorten the Message Length. Voice mail will cut off the message once the caller reaches the Message Length limit. On the other hand, if you hear that voice mail is cutting off caller's messages prematurely, increase the Message Length to give callers more time.

Related Features

N/A

Programming

Step 1 Set the maximum length of recorded messages.

1.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517.

- Set the maximum length (**1-9999** seconds) of recorded messages for:
 - Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
 - Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
 - Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
 - Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
 - Subscriber and Guest Mailbox Greetings.
 - Call Routing Mailbox Welcome Messages and Instruction Menus.
 - Announcement Mailbox messages.
 - Interactive Prompts (prompts recorded for an Interactive Mailbox).

✓ By default, these types of messages are **120** seconds long maximum.

Step 2 Set the maximum length of recorded Quick Messages.

2.1 *Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber* on page 517.

This option sets the maximum length (1-9999 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, Network, and Subscriber Mailboxes.
- Outside callers transferred by an extension user to a Message Center Mailbox.

✓ By default, these types of messages are **120** seconds long maximum.

Operation

N/A

Description

Message Listen Mode determines the type of messages a Subscriber, Guest, Message Center, or Network Mailbox user will hear when they dial **L** (5) after logging into their mailbox. They can hear all their messages, just their new messages, just their saved messages, or just their held messages. Message Listen Mode lets the subscriber customize their mailbox to initially play just the list of messages to which they want to listen.

The Select Listen Mode option from the mailbox Main Menu can temporarily override the setting of Message Listen Mode. See *Operation* below.

Related Features

Main Menu (page 208)

The Select Listen Mode option from the mailbox Main Menu can temporarily override the setting of Message Listen Mode

2

Programming

Step 1 Set the Message Listen Mode for a Guest Mailbox.

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Message Listen Mode* on page 419.
 - The listening options are **All** (all messages), **New** (just new messages), **Saved** (just saved messages), and **Held** (just held messages).
- ✓ By default, the Message Listen Mode is **All**.

Step 1 Set the Message Listen Mode for a Message Center Mailbox.

- 1.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Message Listen Mode* on page 445.
 - The listening options are **All** (all messages), **New** (just new messages), **Saved** (just saved messages), and **Held** (just held messages).
- ✓ By default, the Message Listen Mode is **All**.

Step 1 Set the Message Listen Mode for a Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Message Listen Mode* on page 481.
 - The listening options are **All** (all messages), **New** (just new messages), **Saved** (just saved messages), and **Held** (just held messages).
- ✓ By default, the Message Listen Mode is **All**.

Operation

Message Listen Mode	
Log onto Subscriber, Guest, or Message Center Mailbox	
1N (16)	Listen to new messages
1S (17)	Listen to saved messages
1H (14)	Listen to held messages
1A (12)	Listen to all messages
0	Plays Help message

Message Notification

Description

Compatibility Guidelines:

- The ability to program a T command (using the Admin program) anywhere in a Message Notification callout number requires voice mail software version 11.07 or higher.
- The default local and long distance access codes are 9P in voice mail software version 11.05 and higher. In prior versions, these codes were undefined.

Once activated by the Subscriber, Guest, or Message Center mailbox user, Message Notification dials up to 3 telephone numbers to let the user know when there are new messages in their mailbox. Notification can call extensions, local numbers, long distance numbers and pagers.

The options associated with each Message Notification callout number are combined into a Message Notification Group. When the user wants to set up a callout number, they program the options for the associated group. For example, to set up their first callout number, the user enters the options for Message Notification Group 1. For each group, these options are:

- If the group is enabled (activated) or disabled (deactivated).
(Message Notification only calls groups that are active.)
- The time of day Message Notification should begin and end.
(Callouts will only occur between the begin and end times.)
- The type of messages that will cause Message Notification to occur.
(Notification can occur for all messages, messages just from a specific extension, or just urgent messages.)
- The type of device to which Message Notification will be calling.
(Message Notification can call a normal telephone number, a radio pager, or a digital pager. Message Notification can also use Message Delivery, which plays all the user's messages when the recipient answers the notification callout.)
- The number Message Notification should dial.
(The number should include any required digits, pauses, * characters, or # characters.)
- Whether or not a Security Code is required.
(If required, the recipient must enter the mailbox Security Code before they can hear the messages.)

How Message Notification Works

1. Using the Admin program, enable Message Notification for the mailbox and enter the system-wide access codes for local and toll calls (if any).
 - The Admin program allows you to enter the callout numbers for a mailbox, but you *cannot* turn on or (activate) Message Notification for the mailbox.
2. The user activates Message Notification for their mailbox using the instructions in *Setting Up Message Notification* on page 240.
3. When the user receives a new message, voice mail dials the destination that should receive the Message Notification.
 - If the recipient answers and dials 1 to acknowledge, notification occurs (i.e., they automatically log onto their mailbox).
 - To acknowledge a digital pager call, the recipient must manually log onto their mailbox.
 - If the recipient doesn't answer, the system will retry the callout number. Message Notification will eventually cancel if the callout doesn't go through.
4. Notification will not reoccur until the user gets new messages in their mailbox.

Message Notification to Normal Telephone Numbers

Compatibility Guidelines:

- When using the Admin program to enter dial strings, *take care not to enter illegal characters* (such as dashes). Enter only those characters allowed by the option you are programming.

Use Normal Notification when the Message Notification callout destination is a standard “voice” telephone. When the mailbox user receives a new message, voice mail dials the programmed callout number and waits for the recipient to answer. When the recipient answers, dials 1 to accept, and optionally enters the mailbox security code, they log into the user’s mailbox.

- To prevent an answering machine from answering a Message Notification callout and then inadvertently cancelling the notification, enable the Security Code for the active Message Notification groups.

To set up Message Notification to a normal telephone number:

1. Set up the general programming that affects all Message Notification.

- Be sure at least one voice mail port is enabled for Message Notification callouts.
 - See *Customize: Port Options: [General] Options: Callouts: Allow Notification/Wake-Up* on page 501.
- ✓ By default, port 4 is enabled for callouts.
- Enter the access digits the phone system should dial to get an outside line when placing a local or long distance Message Notification callout.
 - For local numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.
 - For long distance numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **In DS1000/2000 and 28i/124i, a typical entry for either option is 9P**, where:
 - **9** is the trunk access code.
 - **P** is a pause.
- **In Aspire, a typical entry for either option is 804xW**, where:
 - **804** is the outgoing trunk group Service Code.
 - **x** is the number of the trunk group you want to use (e.g., 1).
 - **W** waits for CO dial tone.
- ✓ **Do not use 9 for the Aspire trunk access code.**

✓ The default entry for these options is 9P.

2. Enter the callout destination telephone number.

- To enter this number in the Admin program:
 - For Subscriber Mailboxes, for example, see the *Customize: Mailbox Options, Subscriber: [Message Notification]* options on page 476.
- To optionally enter this number from a telephone:
 - See step 3 below.
- ✓ By default, there are no pager numbers entered.

3. Enable Message Notification for the mailbox.

- Log onto the mailbox and use the **OP + N** options to enable Message Notification, set the time that callouts can occur, set the notification type, and optionally enter the callout destination telephone number.
- ✓ By default:
 - Message Notification is off.
 - There is no number entered.
 - Callouts will occur between 8:00 AM and 5:00 PM.

2

Message Notification

Message Notification to Radio Pagers

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Message Notification can call a radio pager, announce the number of new, held, and saved messages in the user's mailbox, and then hang up. The user must call their mailbox to retrieve their messages. Radio pagers are no longer commonly in use.

To set up Message Notification to a Radio Pager

1. Set up the general programming that affects all Message Notification.

- Be sure at least one voice mail port is enabled for Message Notification callouts.
 - See *Customize: Port Options: [General] Options: Callouts: Allow Notification/Wake-Up* on page 501.
- ✓ By default, port 4 is enabled for callouts.
- Enter the access digits the phone system should dial to get an outside line when placing a local or long distance Message Notification callout.
 - For local numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.
 - For long distance numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **In DS1000/2000 and 28i/124i, a typical entry for either option is 9P**, where:
 - **9** is the trunk access code.
 - **P** is a pause.
- **In Aspire, a typical entry for either option is 804xW**, where:
 - **804** is the outgoing trunk group Service Code.
 - **x** is the number of the trunk group you want to use (e.g., 1).
 - **W** waits for CO dial tone.
- ✓ **Do not use 9 for the Aspire trunk access code.**

✓ The default entry for these options is 9P.

2. Enter the pager's telephone number.

- To enter this number in the Admin program:
 - For Subscriber Mailboxes, for example, see the *Customize: Mailbox Options, Subscriber: [Message Notification]* options on page 476.
- To optionally enter this number from a telephone:
 - See step 4 below.
- ✓ By default, there are no pager numbers entered.

3. Enter the Delay Before Radio Pager Announcement interval.

- This is the delay that occurs after voice mail dials a radio pager notification number but **before** it broadcasts the radio pager announcement.
 - See *Customize: Tenant Options: [General] Timers: Delay Before Pager Announcement* on page 523.
- ✓ By default, this item is **18** seconds.

4. Enable Message Notification for the mailbox.

- Log onto the mailbox and use the **OP + N** options to enable Message Notification, set the time that callouts can occur, set the notification type, and optionally enter the radio pager service telephone number.
 - ✓ By default:
 - Message Notification is off.
 - There is no number entered.
 - Callouts will occur between 8:00 AM and 5:00 PM.

Message Notification to Digital Pagers

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Voice mail can send Message Notification to a digital pager. The user must call their mailbox to retrieve their messages. When a Subscriber, Guest, or Message Center Mailbox user receives a new message, Message Notification can:

- Access an outside line.
- Call the pager service (i.e., dial the pager's phone number and wait for the pager service to answer).
- Send a dial string to the pager service which will cause the pager display to show the user's mailbox number – as well as the number of new messages in their mailbox.

To set up Message Notification to a Digital Pager

1. Set up the general programming that affects all Message Notification.

- Be sure at least one voice mail port is enabled for Message Notification callouts.
 - See *Customize: Port Options: [General] Options: Callouts: Allow Notification/Wake-Up* on page 501.
- ✓ By default, port 4 is enabled for callouts.
- Enter the access digits the phone system should dial to get an outside line when placing a local or long distance Message Notification callout.
 - For local numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.
 - For long distance numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **In DS1000/2000 and 28i/124i, a typical entry for either option is 9P**, where:
 - **9** is the trunk access code.
 - **P** is a pause.
- **In Aspire, a typical entry for either option is 804xW**, where:
 - **804** is the outgoing trunk group Service Code.
 - **x** is the number of the trunk group you want to use (e.g., 1).
 - **W** waits for CO dial tone.
- **Do not use 9 for the Aspire trunk access code.**

✓ The default entry for these options is 9P.

2. Enter the pager's telephone number.

- To enter this number in the Admin program:
 - For Subscriber Mailboxes, for example, see the *Customize: Mailbox Options, Subscriber: [Message Notification]* options on page 476.
- To optionally enter this number from a telephone:
 - See step 4 below.

✓ By default, there are no pager numbers entered.

2

Message Notification

- A typical entry is 2039265400~~PPPPT~~, where:

- 2039265400 is the pager's telephone number.
- PPPP are pauses that give the pager service time to answer. (See the chart below and add or subtract pauses as required.)
- T (upper case) enables DTMF dialing after the pauses. *Always use T after a pause or the system will not dial any digits after the pause.*

Message Notification Pause Durations	
Entry	Pause Interval
P	Do not use
PP	500 mS
PPP	1 second
PPPP	4 seconds
PPPPP	6 seconds
PPPPPP	8 seconds

3. Program the information that should appear in the pager's display when it receives a Message Notification call.

- Enter the dial string that determines what shows on the pager's display.

- See *Customize: Tenant Options: [General] Strings: Digital Pager Callback Number* on page 522.
- Normally, you should set this option to be X*M#, where:

X is the number of the extension that generated the notification.

* is a visual delimiter (to make the pager display easier to read).

M is the number of new messages in the extension's mailbox.

is the digit normally used by the pager service for positive disconnect

✓ There is no default entry for this item.

4. Enable Message Notification for the mailbox.

- Log onto the mailbox and use the OP + N options to enable Message Notification, set the time that callouts can occur, set the notification type, and optionally enter the digital pager service telephone number.

✓ By default:

Message Notification is off.

There is no number entered.

Callouts will occur between 8:00 AM and 5:00 PM.

Message Notification to Message Delivery

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Message Delivery Message Notification delivers all of a mailbox's messages to an off-site location and then saves them in the mailbox. When the recipient answers the notification callout, voice mail will play all of the messages currently in the mailbox. New messages are automatically saved in the mailbox so they are not lost. (The Message Delivery recipient will never be asked to enter the mailbox Security Code.)

To set up Message Notification to a Message Delivery number:

1. Set up the general programming that affects all Message Notification.

- Be sure at least one voice mail port is enabled for Message Notification callouts.
 - See *Customize: Port Options: [General] Options: Callouts: Allow Notification/Wake-Up* on page 501.
- ✓ By default, port 4 is enabled for callouts.
- Enter the access digits the phone system should dial to get an outside line when placing a local or long distance Message Notification callout.
 - For local numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.
 - For long distance numbers, see *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **In DS1000/2000 and 28i/124i, a typical entry for either option is 9P**, where:
 - **9** is the trunk access code.
 - **P** is a pause.
- **In Aspire, a typical entry for either option is 804xW**, where:
 - **804** is the outgoing trunk group Service Code.
 - **x** is the number of the trunk group you want to use (e.g., 1).
 - **W** waits for CO dial tone.
- ✓ **Do not use 9 for the Aspire trunk access code.**

✓ The default entry for these options is 9P.

2. Enter the callout destination telephone number.

- To enter this number in the Admin program:
 - For Subscriber Mailboxes, for example, see the *Customize: Mailbox Options, Subscriber: [Message Notification]* options on page 476.
- To optionally enter this number from a telephone:
 - See step 3 below.
- ✓ By default, there are no pager numbers entered.

3. Enable Message Notification for the mailbox.

- Log onto the mailbox and use the **OP + N** options to enable Message Notification, set the time that callouts can occur, set the notification type, and optionally enter the callout destination telephone number.

✓ By default:

Message Notification is off.

There is no number entered.

Callouts will occur between 8:00 AM and 5:00 PM.

2

Message Notification

Cascading Message Notification

The voice mail system automatically provides Cascading Message Notification. This means that if a user sets up and enables all three Message Notification groups, the voice mail will cycle (cascade) through the groups in order when the mailbox receives a new message. Cascading will continue until Message Notification is acknowledged or until it cancels. Following are some of the basic principles used by the voice mail when processing Cascading Message Notification.

Normal Notification

- Message Notification callout uses the notification groups in order (from 1-3). For example, if the callout to group 1 is unanswered, voice mail will call group 2 next, followed by group 3.
- If a callout is acknowledged (by the user dialing 1 and logging into the mailbox), the next new message will begin the notification process all over again (starting with group 1).

Pager Notification

- Notification to a pager will not change the cascade in any way. Acknowledgement is the same as for normal voice notifications.
- The user can enable a unique notification type (e.g., normal, digital pager, etc.) for each of the 3 possible notification groups. However, if the *Retry Until Acknowledge* option is enabled for pager notification, the pager notification will continue after the voice (normal) notifications expire (cancel). The pager notification will continue indefinitely until the user calls in and logs onto their mailbox to acknowledge.

Urgent Notification

- Urgent Message Notification calls out according to the urgent message priority of the notification groups. For example, group 3 can have urgent priority 1, group 1 priority 2, etc. If there are both urgent and non-urgent messages, Urgent Message Notification overrides normal Message Notification.
- If an urgent message comes in after notification has begun, voice mail immediately switches to the urgent routing.
- If the mailbox has an urgent message to which the subscriber has not listened, a new normal message will activate Urgent Message Notification.

Related Features

Make Call (page 210)

The dialing restrictions programmed for Message Notification are also in force for Make Call.

Security Code (page 300)

When used with Normal Message Notification, a mailbox's Security Code can prevent an answering machine from inadvertently answering the notification callout.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, *take care not to enter illegal characters* (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Determine which ports voice mail can use for Message Notification callouts.

- 1.1 *Customize: Port Options: [General] Options: Callouts: Allow Notification/Wake-Up* on page 501.
 - Be sure to have at least one port enabled (checked) for Message Notification callouts.
 - ✓ By default, callouts are disabled (unchecked) for ports 1-3 and enabled (checked) for port 4.

Step 2 Set up the prefix digits for Message Notification callouts.

- 2.1 *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.

Message Notification

- This is the dial prefix voice mail uses for local Message Notification callouts. Local callouts are numbers from 5-8 digits long, as well as the following toll free numbers:
 - 1-800-XXX-XXXX
 - 1-877-XXX-XXXX
 - 1-888-XXX-XXXX
 - **In DS1000/2000 and 28i/124i, a typical entry is 9P**, where:
 - **9** is the trunk access code.
 - **P** is a pause.
 - **In Aspire, a typical entry is 804xW**, where:
 - **804** is the outgoing trunk group Service Code.
 - **x** is the number of the trunk group you want to use (e.g., 1).
 - **W** waits for CO dial tone.
 - **Do not use 9 for the Aspire trunk access code.**
- ✓ By default, this option is **9P**.
- 2.2 Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout** on page 526.
- This is the dial prefix voice mail uses for long distance Message Notification callouts. Long distance numbers are longer than 8 digits.
- ✓ By default, this option is **9P** (none).

2

Step 3 Set up unique options that apply to pager Message Notification callouts only.

- 3.1 Customize: Tenant Options: [General] Strings: Digital Pager Callback Number** on page 522.
For digital pagers only
- Use this option to set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. It appears on the pager display.
- ✓ By default, this option is **N (None)**. Normally, this option should be **X*M#**, where:
- **X** the number of the extension that generated the notification.
 - ***** is a visual delimiter (to make the pager display easier to read).
 - **M** is the number of new messages in the extension's mailbox.
 - **#** is the digit normally used by the pager service for positive disconnect
- 3.2 Customize: Tenant Options: [General] Timers: Delay in Dialing Pager Callback Number** on page 523.
For digital pagers only
- Use this option to set the delay that occurs just before voice mail dials the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager for sending the callback number.
 - Your pager service may be able to help you determine the best value for this option (**0-99** seconds).
- ✓ By default, this option is **13** seconds.
- 3.3 Customize: Tenant Options: [General] Timers: Delay Before Pager Announcement** on page 523.
For radio pagers only
- Use this option to set the delay that occurs after voice mail dials a radio pager notification number but **before** it broadcasts the radio pager voice announcement.
 - Your pager service may be able to help you determine the best value for this option (**0-99** seconds).
- ✓ By default, this option is **18** seconds.

Step 4 Make sure the telephone system programming does not restrict Message Notification callouts.

- In 28i/124i, for example, **0401 Item 29 - SLT Trunk Dial** must be set to **0** (Store and Forward).
By default, this setting is **1** (Direct).

Step 5 Optionally review the following report.

- **Report: Callout: Options** on page 534

Message Notification

Message Notification For Guest Mailboxes

Step 1 Enable Message Notification for the Guest Mailbox.

- 1.1 *Customize: Mailbox Options: Guest: [Message Notification] Options: Message Notification/Fax Callbacks* on page 414.
- Once you enable Message Notification in this option, the Guest Mailbox user must log onto their mailbox and use the **OP + N** options to activate Message Notification.
 - ✓ By default, this option is enabled (checked).

Step 2 Allow or prevent the mailbox user from entering local Message Notification numbers.

- 2.1 *Customize: Mailbox Options: Guest: [Message Notification] Options: Local Callouts* on page 414.
- Local numbers are 5-8 digits long, including 1-800-XXX-XXXX, 1-877-XXX-XXXX, and 1-888-XXX-XXXX.
 - ✓ By default, this option is enabled (checked).

Step 3 Allow or prevent the mailbox user from entering long distance Message Notification numbers.

- 3.1 *Customize: Mailbox Options: Guest: [Message Notification] Options: Long Distance Calls* on page 415.
- Long distance numbers are more than 8 digits long. The choices are **No** (long distance numbers prevented), **Yes** (long distance numbers allowed), and **Some** (only area codes included in the *Area Code Entry* option below are allowed).
 - ✓ By default, this option is **No** (long distance numbers prevented).

Step 4 If the mailbox has some area codes allowed in the previous step, enter the list of codes that can be dialed.

- 4.1 *Customize: Mailbox Options: Guest: [Message Notification] Options: Area Codes: Area Code Entry* on page 415.
- You can enter up to 4 area codes.
 - ✓ By default, this option is **N** (no area codes entered).

Step 5 Optionally enter the Message Notification callout number from the Admin program.

- 5.1 *Customize: Mailbox Options: Guest: [Message Notification] Message Notification Numbers: Notification Number* on page 416.
- This setting overrides any numbers entered using the **OP + N** options, and visa versa.
 - You can enter up to 3 numbers (Indexes 1-3). The guest activates one of the 3 numbers in **OP + N**.
 - If entering a digital pager number, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**

✓ There are no local or long distance numbers entered by default.

Step 6 Specify the type of call for the number entered in the previous step.

- 6.1 *Customize: Mailbox Options: Guest: [Message Notification] Message Notification Numbers: Call Type* on page 417.
- Specify internal (an internal 3-4 digit destination), local or long distance.
 - This setting overrides the setting the system normally makes based on the number of digits in the callout number. For example, you can make 203-926-5400 a local callout.
 - ✓ Since there are no local or long distance calls entered by default, the default for this option is **Internal**.

Message Notification

Step 7 Specify the notification mode for the call.

7.1 *Customize: Mailbox Options: Guest: [Message Notification] Message Notification Numbers: Notification Mode* on page 417.

- The choices are **Normal**, **Radio Pager**, **Digital Pager**, and **Message Delivery**.
- ✓ By default, the setting for this option is **Normal**.

Step 8 If the Message Notification recipient should be required to enter the Guest Mailbox Security Code prior to listening to the message:

8.1 *Customize: Mailbox Options: Guest: [Message Notification] Message Notification Numbers: Security Code Required* on page 418.

- Normally, you should enable this option for Normal and Message Delivery notifications.
- ✓ By default, this option is **No** (Security Code not required).

2

Message Notification

Message Notification For Message Center Mailboxes

Step 1 Enable Message Notification for the Message Center Mailbox.

- 1.1 *Customize: Mailbox Options: Message Center: [Message Notification] Options: Message Notification/Fax Callbacks* on page 440.
- Once you enable Message Notification in this option, the user must log onto their mailbox and use the **OP + N** options to activate Message Notification.
 - ✓ By default, this option is enabled (checked).

Step 2 Allow or prevent the mailbox user from entering local Message Notification numbers.

- 2.1 *Customize: Mailbox Options: Message Center: [Message Notification] Options: Local Callouts* on page 440.
- Local numbers are 5-8 digits long, including 1-800-XXX-XXXX, 1-877-XXX-XXXX, and 1-888-XXX-XXXX.
 - ✓ By default, this option is enabled (checked).

Step 3 Allow or prevent the mailbox user from entering long distance Message Notification numbers.

- 3.1 *Customize: Mailbox Options: Message Center: [Message Notification] Options: Long Distance Calls* on page 441.
- Long distance numbers are more than 8 digits long. The choices are **No** (long distance numbers prevented), **Yes** (long distance numbers allowed), and **Some** (only area codes included in the *Area Code Entry* option below are allowed).
 - ✓ By default, this option is **No** (long distance numbers prevented).

Step 4 If the mailbox has some area codes allowed in the previous step, enter the list of codes that can be dialed.

- 4.1 *Customize: Mailbox Options: Message Center: [Message Notification] Options: Area Codes: Area Code Entry* on page 441.
- You can enter up to 4 area codes.
 - ✓ By default, this option is **N** (no area codes entered).

Step 5 Optionally enter the Message Notification callout number from the Admin program.

- 5.1 *Customize: Mailbox Options: Message Center: [Message Notification] Message Notification Numbers: Notification Number* on page 442.
- This setting overrides any numbers entered using the **OP + N** options, and visa versa.
 - You can enter up to 3 numbers (Indexes 1-3). The user activates one of the 3 numbers in **OP + N**.
 - If entering a digital pager number, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**

✓ There are no local or long distance numbers entered by default.

Step 6 Specify the type of call for the number entered in the previous step.

- 6.1 *Customize: Mailbox Options: Message Center: [Message Notification] Message Notification Numbers: Call Type* on page 443.
- Specify internal (an internal 3-4 digit destination), local or long distance.
 - This setting overrides the setting the system normally makes based on the number of digits in the callout number. For example, you can make 203-926-5400 a local callout.
 - ✓ Since there are no local or long distance calls entered by default, the default for this option is **Internal**.

Message Notification

Step 7 Specify the notification mode for the call.

- 7.1 *Customize: Mailbox Options: Message Center: [Message Notification] Message Notification Numbers: Notification Mode* on page 443.
- The choices are **Normal**, **Radio Pager**, **Digital Pager**, and **Message Delivery**.
✓ By default, the setting for this option is **Normal**.

Step 8 If the Message Notification recipient should be required to enter the Guest Mailbox Security Code prior to listening to the message:

- 8.1 *Customize: Mailbox Options: Message Center: [Message Notification] Message Notification Numbers: Security Code Required* on page 444.
- Normally, you should enable this option for Normal and Message Delivery notifications.
✓ By default, this option is **No** (Security Code not required).

2

Message Notification

Message Notification For Subscriber Mailboxes

Step 1 Enable Message Notification for the Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Message Notification/Fax Callbacks* on page 476.
- Once you enable Message Notification in this option, the subscriber must log onto their mailbox and use the **OP + N** options to activate Message Notification.
 - ✓ By default, this option is enabled (checked).

Step 2 Allow or prevent the mailbox user from entering local Message Notification numbers.

- 2.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Local Callouts* on page 476
- Local numbers are 5-8 digits long, including 1-800-XXX-XXXX, 1-877-XXX-XXXX, and 1-888-XXX-XXXX.
 - ✓ By default, this option is enabled (checked).

Step 3 Allow or prevent the mailbox user from entering long distance Message Notification numbers.

- 3.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Long Distance Calls* on page 477
- Long distance numbers are more than 8 digits long. The choices are **No** (long distance numbers prevented), **Yes** (long distance numbers allowed), and **Some** (only area codes included in the *Area Code Entry* option below are allowed).
 - ✓ By default, this option is **No** (long distance numbers prevented).

Step 4 If the mailbox has some area codes allowed in the previous step, enter the list of codes that can be dialed.

- 4.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Area Codes: Area Code Entry* on page 477.
- You can enter up to 4 area codes.
 - ✓ By default, this option is **N** (no area codes entered).

Step 5 Optionally enter the Message Notification callout number from the Admin program.

- 5.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Message Notification Numbers: Notification Number* on page 478.
- This setting overrides any numbers entered using the **OP + N** options, and visa versa.
 - You can enter up to 3 numbers (Indexes 1-3). The subscriber activates one of the 3 numbers in **OP + N**.
 - If entering a digital pager number, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**

✓ There are no local or long distance numbers entered by default.

Step 6 Specify the type of call for the number entered in the previous step.

- 6.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Call Type* on page 479.
- Specify internal (an internal 3-4 digit destination), local or long distance.
 - This setting overrides the setting the system normally makes based on the number of digits in the callout number. For example, you can make 203-926-5400 a local callout.
 - ✓ Since there are no local or long distance calls entered by default, the default for this option is **Internal**.

Message Notification

Step 7 Specify the notification mode for the call.

7.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Notification Mode* on page 479.

- The choices are **Normal**, **Radio Pager**, **Digital Pager**, and **Message Delivery**.

By default, the setting for this option is **Normal**.

Step 8 If the Message Notification recipient should be required to enter the Guest Mailbox Security Code prior to listening to the message:

8.1 *Customize: Mailbox Options: Subscriber: [Message Notification] Options: Security Code Required* on page 480.

- Normally, you should enable this option for Normal and Message Delivery notifications.

By default, this option is **No** (Security Code not required).

2

Message Notification

Operation

Setting Up Message Notification (Page 1 of 3)			
Log onto Subscriber, Guest, or Message Center Mailbox.			
OP (67)	Access the Mailbox Options menu		
	N (6)	Access the Message Notification Options Menu	
		S (7)	Hear a summary of your Message Notification Group settings
		A (2)	Select which Message Notification Groups should be active
		EF (33)	Enable first Message Notification Group (if disabled)
		DF (33)	Disable first Message Notification Group (if enabled)
		ES (37)	Enable second Message Notification Group (if disabled)
		DS (37)	Disable second Message Notification Group (if enabled)
		ET (38)	Enable third Message Notification Group (if disabled)
		DT (38)	Disable third Message Notification Group (if enabled)
		#	Exit and return to Message Notification Options Menu
		0	Plays Help message
	M (6)	Review or modify the parameters of a Message Notification group	
		Select the Message Notification group you want to modify, OR # to go back to the Message Notification Options Menu ■ F (3) = Group 1, S (7) = Group 2, T (8) = Group 3	
		Hear summary of the options for the group you select	
		C (2)	Accept current settings for selected group and go back to the Message Notification Options Menu
		I (4)	Do not accept current entries for selected group
			Enter the hour you want Message Notification to begin ■ Enter 2 digits for the hour, then A for AM or P for PM (e.g., 08A = 8:00 AM)
			*
			skip to next option
			#
			Go back and select another group to modify
			Enter the hour you want Message Notification to end ■ Enter 2 digits for the hour, then A for AM or P for PM (e.g., 05P = 5:00 PM) ■ To have Message Notification call 24 hours a day, enter the same time as the start time
			*
			skip to next option
			#
			Go back and select another group to modify
		Select the type of messages that should notify you	
		A (2)	To be notified of all new messages

Message Notification

Setting Up Message Notification (Page 2 of 3)						
					S (7)	To be notified only for new messages from a specific mailbox
						Enter the specific mailbox number
					U (8)	To be notified only for urgent messages
					*	skip to next option
					#	Go back and select another group to modify
				Select the type of device you will use to receive your Message Notification		
					N (6)	Telephone number
					R (7)	Radio pager
					D (3)	Digital pager
					L (5)	Message Delivery number
				Enter the number Message Notification should dial + #		
				<ul style="list-style-type: none"> ■ Optionally enter special dialing codes (see <i>Entering Special Dial Codes</i> on page 242) ■ For Digital Pager Notification, be sure to include several pauses at the end of the pager number to give the pager service adequate time to answer. ■ In Aspire, you <i>cannot</i> use this option to enter digital pager callout numbers because they require the T command. 		
					*	skip to next option
					#	Go back and select another group to modify
				Select the Security Code mode for notification		
					S	Security code required
					N	Security code not required
					#	Go back and select another group to modify
		U (8)	Set the priority of each group for Urgent Message Notification			
			Plays summary of current Urgent Message Notification Group priority			
			C (2)	Accept current priority list as correct and return to the Message Notification Options Menu		
			I (4)	Do not accept current priority list as correct		
				Select the group to have the highest priority.		
				<ul style="list-style-type: none"> ■ When you make an entry for the first group, voice mail prompts you to select the next highest group, etc. 		
					F (3)	Selects group 1
					S (7)	Selects group 2

2

Message Notification

Setting Up Message Notification (Page 3 of 3)							
						T (8)	Selects group 3
						*	Make no selection
						#	Go back to Message Notification Options Menu without changing the priority order
0	Plays Help message at any menu level.						

Entering Special Dial Codes		
Function	Description	Dial Code
S (Wait for sound)	Wait 2 seconds for any constant sound (such as non-standard dial tone), then continue if sound is detected.	*H (*4)
W (Wait for dial tone)	Wait for CO dial tone and then continue.	*W (*9)
P (Pause)	Wait 2 seconds and then continue.	*P (*7)
T (Switch to voice mail DTMF dialing)	Always enter T after any special dial codes in a dial string or the voice mail will not dial any DTMF digits after the special codes.	*T (*8)
The T special dial code must follow any S, W P, M or A special codes you enter in your dial string.		
M (Monitored pause)	Wait 2 seconds, and then continue if busy tone or reorder tone are not detected.	*M (*6)
A (Analyzed pause)	Wait 4 seconds, and then continue if busy tone or reorder tone are not detected.	*A (*2)
*	Dials the digit *.	**
#	Dials the digit #.	*#
Erase number	Erases the entire callout number.	*0

Answering a Message Notification Callout
To answer a Normal Message Notification callout:
1. Answer callout at programmed destination. ■ Voice mail must hear your answer to proceed.
2. Dial 1 to accept the Message Notification, OR Hang up to have Message Notification call back later.
3. Enter the mailbox's Security Code (if requested).
4. You automatically log onto the user's mailbox.
To answer a Radio Pager or Digital Pager Message Notification callout:
1. Operation is automatic.

Message Notification

Answering a Message Notification Callout

To answer a Message Delivery Message Notification callout:

1. Answer callout at programmed destination.
 - Voice mail must hear your answer to proceed.
2. You hear all of the mailbox's new messages.
 - The new messages are automatically saved in the mailbox.

2

Message Notification for Urgent Messages

Description

A Subscriber, Guest, or Message Center Mailbox user can set up Message Notification to provide unique handling for urgent messages. A user can be notified of just urgent messages, or be notified of all messages but have urgent messages given priority and special handling. This ensures that important messages always get through.

If the user sets up Message Notification just for urgent messages, only urgent messages will initiate a notification callout. Other types of messages will be received as new messages in the mailbox, but will not notify the mailbox user.

When the user sets up Message Notification for all messages, urgent messages automatically have priority and can have unique callout routing. In the example below, non-urgent messages will notify the home office first, while urgent messages will immediately call the user's cell phone. See *Message Notification* on page 226 for more on how to set this up.

Notification Group	Urgent Message Notification Group Priority	Destination
1	3	Home Office
2	2	Pager
3	1	Cell Phone

Related Features

Message Notification (page 226)

Once activated by the Subscriber, Guest, or Message Center mailbox user, Message Notification dials up to 3 telephone numbers to let the recipient know they have a new message in the mailbox.

Programming

No additional programming required.

Operation

Refer to *Setting Up Message Notification* on page 240 for more.

Description

When a user dials **L** (5) after logging into their mailbox, voice mail will play their messages in either LIFO (last-in-first-out) or FIFO (first-in-first-out) order. In addition, the user can dial **RL** (75) to reverse the listening order temporarily while listening to their messages. Message Playback Direction applies to Subscriber, Guest, and Message Center Mailboxes. It also applies to undelivered messages in a Future Delivery Mailbox.

Since Message Playback Direction lets a subscriber listen to messages in the order they find the most helpful, check with them to find out how they want this option set. If the user prefers to hear their new messages first, enable LIFO (last-in-first-out) listening order. The newest (last-in) messages are at the top of the message list and the oldest messages are at the bottom of the list. If the user wants to be reminded of their oldest messages first, enable FIFO (first-in-first out) listening order. The oldest (first-in) messages are at the top of the message list and the newest messages are at the bottom.

Related Features

2

Listening to Messages (page 196)

While listening to messages, Message Playback Direction lets the user change the playback order of the messages in the mailbox.

Programming

Step 1 Set the Message Playback Direction for a Guest Mailbox.

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Message Playback* on page 419.
 - The options are:
 - FIFO** (first-in-first-out, or oldest first)
 - LIFO** (last-in-first-out, or newest first)
 - ✓ By default, the setting for this option is **FIFO** (first-in-first-out, or oldest first).

Step 2 Set the Message Playback Direction for a Message Center Mailbox.

- 2.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Message Playback* on page 445.
 - The options are:
 - FIFO** (first-in-first-out, or oldest first)
 - LIFO** (last-in-first-out, or newest first)
 - ✓ By default, the setting for this option is **FIFO** (first-in-first-out, or oldest first).

Step 3 Set the Message Playback Direction or a Subscriber Mailbox.

- 3.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Message Playback* on page 481.
 - The options are:
 - FIFO** (first-in-first-out, or oldest first)
 - LIFO** (last-in-first-out, or newest first)
 - ✓ By default, the setting for this option is **FIFO** (first-in-first-out, or oldest first).

Message Playback Direction

Operation

Message Playback Direction	
Log onto Subscriber, Guest, or Message Center Mailbox	
L (5)	Listen to your messages
RL (75)	While listening to your messages, this reverses the message playback order
0	Plays Help message at any level

Description

A Subscriber or Guest Mailbox user can record and send a message to up to 10 Subscriber, Guest, Message Center, Network, or Future Delivery Mailboxes. Additionally, a Guest Mailbox user may be restricted to recording a Message Reply only, rather than an entire new message. Message Record is the heart of the voice messaging system. It allows co-workers to efficiently stay in touch and exchange essential information without relying on message slips, memos, or email.

Recording Options

While recording a message, an Subscriber or Guest Mailbox user has many recording options from which to choose. The following table shows these options.

Message Record Options	
Option	Description
Options available while recording:	
B (2)	Back up a few seconds.
BB (22)	Back up to the beginning of the message.
*	Pause/resume recording.
E (3)	Erase the recording.
TI (84)	Hear the time and date you recorded your message. ■ See <i>Time and Date</i> on page 316.
#	End recording.
Options available when you have completed recording:	
xxx	Enter the recipients mailbox number.
*N (*6)	Select recipients by name. ■ See <i>Mailbox Name</i> on page 204.
**	Erase your recording and return to the mailbox Main Menu. ■ See <i>Main Menu</i> on page 208.
Options available after you have selected a message recipient:	
*R (*7)	Request a Return Receipt. ■ See <i>Return Receipt</i> on page 296.
*U (*8)	Tag the message as urgent. ■ See <i>Urgent Message</i> on page 332.
*C (*2)	Tag the message as confidential. ■ See <i>Confidential Message</i> on page 136.
#	Send the message and return to the mailbox Main Menu.
*N (*6)	Select the next recipient by the opposite method (i.e., if you selected last recipient by name, dialing *N lets you select the next recipient by mailbox number). ■ See <i>Mailbox Name</i> on page 204.
*	Cancel your previous mailbox entry.
**	Erase the message and go back to the mailbox Main Menu.
Dial 0 while recording to hear the list of options.	

Message Record

Related Features

Guest Mailbox (page 181)

A Guest Mailbox user may be restricted to recording a Message Reply only.

Listening to Messages (page 196)

While or after listening to a message, an extension user has many message handling options from which to choose.

Return Receipt (page 296)

After recording and sending a message to a co-worker, an extension user can request a Return Receipt which notifies them when their co-worker has listened to the message.

Programming

Step 1 Optionally restrict a Guest Mailbox user to recording a Message Reply only.

1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Record Reply Only* on page 421.

- If enabled (checked), guest can only record a Message Reply. If disabled (unchecked), guest can use **RS** to record and send messages normally, as well as record a Message Reply.

✓ By default, this option is enabled (checked).

Step 2 Set the Message Backup/Go Ahead Time.

2.1 *Customize: System Options: [Timer]: Timers (seconds): Message Backup/Go Ahead Time* on page 519.

- This interval sets how far voice mail backs up when a mailbox user dials **B** while recording or listening to their messages.
- This interval also sets how far voice mail jumps ahead when a user dials **G** while listening to messages.

✓ By default, this interval is **5** seconds.

Operation

See the chart on the following page.

Message Record

Message Record			
Log onto Subscriber, Guest, or Message Center Mailbox			
RS (77)	Record and send a message		
	Record at the tone and press # when you are done.		
	Options available while recording		
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		TI (84)	Hear the time and date you recorded the comment
		#	Exit recording mode
		X (9)	Exit your mailbox
		0	Plays Help message
	Enter the mailbox number(s) to receive the message (up to 10), OR Dial * N (*6) to specify recipients by name.		
	If specifying recipients by name		
		N (6)	Enter name
			Enter 4 or more letters for name + #
			1
			Accept the selected name and go to <i>After entering a mailbox number . . .</i>
			#
			Exit without making a name selection
		#	Exit without making a name selection
			You may hear additional prompts to help you resolve name conflicts
		*N (*6)	Specify recipients by mailbox number (i.e., back up in this menu)
		**	Erase the message
	After entering a mailbox number (or specifying a mailbox by name).		
	Enter another mailbox number		
		*U (*8)	Mark the message as urgent
		*C (*2)	Mark the message as confidential
		*R (*7)	Request a return receipt
		#	Send the message
		*N (*6)	Specify recipients by name (see above for the *N options)
		*	Cancel the previous mailbox entry
		**	Erase the message and back up to main menu
	**	Erase the message and go back to the Main Menu	
0	Plays Help message at any level		

2

Message Reply

Description

A Subscriber or Guest Mailbox user can reply to a message from a co-worker by dialing a simple code, without knowing the caller's extension or mailbox number. Message Reply saves the user valuable time since they don't need to know the sender's extension number or send a separate message to respond. The subscriber can just listen to the co-worker's message, dial a code, and record their answer. The message sender receives the reply as a new message.

Related Features

Guest Mailbox (page 181)

A Guest Mailbox user may be restricted to recording a Message Reply only.

Make Call (page 210)

Message Reply does not apply to outside calls. If the telephone system provides Caller ID information to voice mail, a subscriber or guest may be able to use Make Call (MC) to call the person back.

Programming

No additional programming required.

Operation

Message Reply								
Log onto Subscriber or Guest Mailbox								
L (5)	Listen to your messages							
	While listening to a message							
	RE (73)	Reply to the message						
		Record at the tone + # (or hang up) when you are done						
		If caller's mailbox is not known						
		*	To specify mailbox number					
			Dial Mailbox number and back up to <i>Record at the tone</i>					
			*	Specify the reply recipient by name				
					Enter 4 or more letters for name + #			
							1	Accept the selected name and go to <i>After entering a mailbox number . . .</i>
							#	Exit without making a name selection
			#	Back up to <i>If caller's mailbox is not known</i>				
0	Plays Help message							

Description

Voice mail will save a Subscriber, Guest, Network, or Message Center Mailbox's new, held, or saved messages for the Message Retention interval, and then delete them. You'll find Message Retention an invaluable tool for managing voice mail message storage space. If users are letting old, unwanted messages build up in their mailboxes, shorten the Message Retention time. Be sure to let the users know how long voice mail will retain their messages. By default, voice mail retains all messages indefinitely.

Voice mail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

Related Features

Erasing All Messages (page 161)

The System Administrator can delete all messages in a Subscriber, Guest, or Message Center Mailbox.

Message Delete (page 221)

A Subscriber, Guest, or Message Center Mailbox user can delete any messages left in their mailbox.

2

Programming

Step 1 Set the Message Retention interval for a Guest Mailbox.

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Message Retention* on page 420.
- The choices are **I** (indefinite) or **1-90** days. When Message Retention is set for indefinite, messages are never deleted.
✓ The default setting is **I** (indefinite).

Step 2 Set the Message Retention Interval for a Message Center Mailbox.

- 2.1 *Customize: Mailbox Options: Message Center: [Messaging] Options: Message Retention* on page 446.
- The choices are **I** (indefinite) or **1-90** days. When Message Retention is set for indefinite, messages are never deleted.
✓ The default setting is **I** (indefinite).

Step 3 Set the Message Retention Interval for a Network Mailbox.

- 3.1 *Customize: Mailbox Options: Network: [Network] Miscellaneous: Message Retention* on page 468.
- The choices are **I** (indefinite) or **1-90** days. When Message Retention is set for indefinite, messages are never deleted.
✓ The default setting is **I** (indefinite).

Step 4 Set the Message Retention Interval for a Subscriber Mailbox.

- 4.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Message Retention* on page 482.
- The choices are **I** (indefinite) or **1-90** days. When Message Retention is set for indefinite, messages are never deleted.
✓ The default setting is **I** (indefinite).

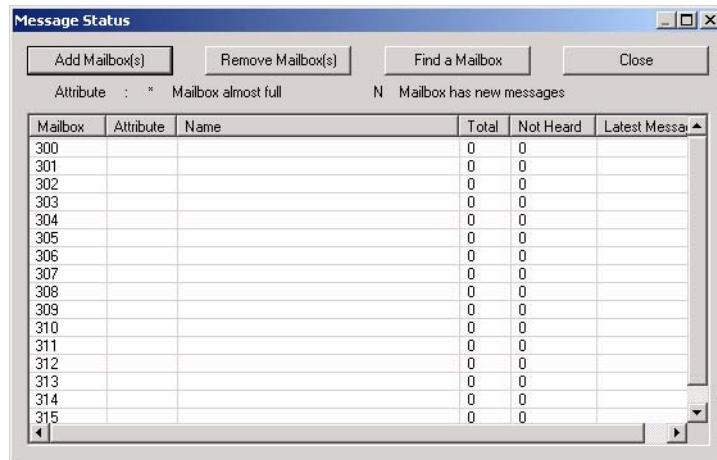
Operation

N/A

Message Status Report

Description

The Message Status Report shows the number and type of messages stored in each mailbox, as well as other important mailbox attributes. For a complete explanation of how to use the Message Status Report, turn to page 577.



A screenshot of a Windows-style application window titled "Message Status". The window has standard minimize, maximize, and close buttons at the top right. Below the title bar are four buttons: "Add Mailbox(s)", "Remove Mailbox(s)", "Find a Mailbox", and "Close". A status bar at the bottom displays "Attribute : * Mailbox almost full" and "N Mailbox has new messages". The main area is a table with columns: "Mailbox", "Attribute", "Name", "Total", "Not Heard", and "Latest Message". The table contains 15 rows, each labeled with a number from 300 to 315. All entries in the "Total" and "Not Heard" columns are 0, while the "Latest Message" column shows various dates ranging from "2000-01-01" to "2000-01-03".

Mailbox	Attribute	Name	Total	Not Heard	Latest Message
300			0	0	
301			0	0	
302			0	0	
303			0	0	
304			0	0	
305			0	0	
306			0	0	
307			0	0	
308			0	0	
309			0	0	
310			0	0	
311			0	0	
312			0	0	
313			0	0	
314			0	0	
315			0	0	

Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Programming

Step 1 To view the Message Status Report:

- 1.1 Use *View: Message Status* on page 359.
OR
- 1.2 Use *Toolbar: Message Status* on page 577.

Operation

N/A

Description

Message Storage Limit sets how many messages can be left in a Subscriber, Guest, Message Center, or Network Mailbox. It also sets the maximum number of undelivered messages that a Future Delivery Mailbox can store.

Message Storage Limit is another invaluable tool for managing voice message storage space. To conserve storage space and make it available for new messages, decrease the Message Storage Limit. If storage space is not an issue, increase the Message Storage Limit so users can store additional messages. Be sure to let the users know how many messages their mailboxes can hold. By default, voice mail can store up to 1000 messages in each mailbox, with 7000 messages maximum system-wide.

Related Features

Erasing All Messages (page 161)

The System Administrator can delete all messages in a Subscriber, Guest, or Message Center Mailbox.

Message Delete (page 221)

A Subscriber, Guest, or Message Center Mailbox user can delete any messages left in their mailbox.

2

Programming

Step 1 To set the maximum number of undelivered Future Delivery messages that users can leave in a Future Delivery Mailbox:

- 1.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Number of Messages* on page 409.
 - Enter the maximum number of messages (1-1000).
 - ✓ By default, the maximum number of undelivered Future Delivery messages is **32**.

Step 2 Set the maximum number of messages that can be left in a Guest Mailbox.

- 2.1 *Customize: Mailbox Options: Guest: [General] Options: Number of Messages* on page 413.
 - If a caller tries to leave a message once the maximum is reached, they hear “*That mailbox is full.*”
 - Enter the maximum number of messages (1-1000).
 - ✓ By default, the maximum number of messages that can be left is **32**.

Step 3 Set the maximum number of messages that can be left in a Message Center Mailbox.

- 3.1 *Customize: Mailbox Options: Message Center: [General] Options: Number of Messages* on page 438.
 - If a caller tries to leave a message once the maximum is reached, they hear, “*That mailbox is full.*”
 - Enter the maximum number of messages (1-1000).
 - ✓ By default, the maximum number of messages that can be left is **32**.

Step 4 Set the maximum number of messages that can be left in a Network Mailbox.

- 4.1 *Customize: Mailbox Options: Network: [General] Options: Number of Messages* on page 462.
 - Enter the maximum number of messages (1-1000).
 - If a caller tries to leave a message once the maximum is reached, they hear, “*That mailbox is full.*”
 - ✓ By default, the maximum number of messages that can be left is **32**.

Message Storage Limit

Step 5 Set the maximum number of messages that can be left in a Subscriber Mailbox.

5.1 *Customize: Mailbox Options: Subscriber: [General] Options: Number of Messages* on page 475.

- If a caller tries to leave a message once the maximum is reached, they hear, “*That mailbox is full.*”
- Enter the maximum number of messages (1-1000).

✓ By default, the maximum number of messages that can be left is **32**.

Operation

N/A

Description

An extension's Message Waiting lamp flashes on the telephone to indicate that the user has new messages waiting in their mailbox. Once voice mail is properly installed and programmed, telephone Message Waiting Lamp operation is automatic.

- In DS2000, the MW lamp and the Ring/Message Lamp flash fast when there are new messages in the extension user's mailbox.
- In 28i/124i and Aspire, the Voice Mail key flashes green when there are new messages in the extension user's mailbox.

The Message Waiting Lamp is a visual reminder of new messages. The subscriber does not have to call their mailbox and listen to the voice prompts to find out when they have new messages.

Related Features

Message Status Report (page 252)

The Message Status Report shows which mailboxes have new messages to which the mailbox user has not yet listened.

2

Programming

No additional programming required.

Operation

N/A

Description

Compatibility Guidelines:

- The internal modem and Modem Mailbox **are not** available on flash-based UltraMail systems.

The Modem Mailbox provides access to the built-in V.34bis modem in UltraMail 2000, Aspire Mail, and Aspire Mail Plus. You can use this internal modem for remote programming and diagnostics. **Note that the flash-based UltraMail PCBs do not have a built-in modem.**

Turn to *Remote Programming Setup* on page 34 for instructions on how to use the Modem Mailbox for Remote Programming.

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to a Modem Mailbox.

Directory Dialing (page 148)

Callers can use Directory Dialing to access the Modem Mailbox.

Mailbox Name (page 204)

The Modem Mailbox name facilitates Directory Dialing.

Next Call Routing Mailbox (page 274)

If an outside caller dials the Modem Mailbox and hears, “*I'm sorry, the system line is currently in use,*” they can dial 0 and route according to the 0 action of the Next Call Routing Mailbox.

Remote Programming (page 293)

You can use the Modem Mailbox for Remote Programming.

Security Code (page 300)

If enabled, a Modem Mailbox caller must enter a security code before logging onto the voice mail internal modem.

Tenant Service (page 314)

Tenant Groups may limit access to the Modem Mailbox.

Programming

Step 1 Set up the Modem Mailbox.

- 1.1 *Customize: Mailbox Options: Modem: [General] Options: Mailbox Type* on page 453.
 - Select **Modem**.
- ✓ By default, the Modem Mailbox is **862**.
-

Step 2 Optionally assign a Modem Mailbox name.

- 2.1 *Customize: Mailbox Options: Modem: [General] Options: Name* on page 454.
 - This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.
- ✓ By default, there is no Modem Mailbox name entered.
-

Step 3 Optionally review the following reports:

Reports: Mailbox: Options on page 541

Reports: Mailbox: Directory List on page 543

Reports: Mailbox: Numeric List on page 544

Reports: Mailbox: Access Count on page 545

2

Operation

N/A

Monitored Transfer

Description

Monitored Transfer is an Automated Attendant (Dial Action Table) option that combines the features of a Screened Transfer with an Unscreened Transfer. With Monitored Transfer, after an Automated Attendant caller dials an extension voice mail checks the status of the called extension.

- If the called extension is idle, voice mail rings the extension (similar to an Unscreened Transfer).
- If the called extension is busy or in DND, voice mail sends the caller directly to the called extension's mailbox (similar to a Screened Transfer).

The following table shows in detail how Monitored Transfer operates.

Monitored Transfer (MTRF) Operation			
<p>■ <i>Call</i> = Call answered by the Automated Attendant. ■ <i>Extension</i> = Extension dialed by Automated Attendant caller.</p>			
If Auto Attendant Do Not Disturb is off (see page 92 for more on this feature):			
With Active Greeting Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Rings extension screened, then unscreened. <i>If answered</i>, transfers call. <i>If unanswered</i> in a default phone system, plays greeting and a beep (so caller can start recording).¹	<ol style="list-style-type: none">1. Puts call on Hold2. Tries extension (i.e., tests for status).3. Sends call to mailbox:<ul style="list-style-type: none">-Plays greeting.-Prompts caller to start recording.	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox:<ul style="list-style-type: none">-Plays greeting.-Prompts caller to start recording.
With Active Greeting Not Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Rings extension screened, then unscreened. <i>If answered</i>, transfers call. <i>If unanswered</i> in a default phone system, plays name (if recorded) or extension number. Voice mail then prompts caller to leave a message.¹	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox:<ul style="list-style-type: none">-Plays name (if recorded) or extension number.-Prompts caller to dial 1 to leave message or 2 for other options (back to Automated Attendant).	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox:<ul style="list-style-type: none">-Plays name (if recorded) or extension number.4. Prompts caller to dial 1 to leave message or 2 for other options (back to Automated Attendant).
If Auto Attendant Do Not Disturb is on (see page 92 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none">1. Sends call immediately to mailbox:<ul style="list-style-type: none">-Plays greeting.-Prompts caller to start recording.		
With Active Greeting Not Recorded	Option not available.		

¹ Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Screened Transfer (page 297)

After an Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.

Unscreened Transfer (page 329)

After an Automated Attendant caller dials an extension, voice mail immediately transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer

2

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

Step 1 Assign the MTRF action to a key on the active Dial Action Table.

- 1.1 *Customize: Dial Action Table: [General] MTRF Action – Monitored (Ring No Answer) Transfer* on page 377.
 - Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX.
 - ✓ By default, there are no MTRF (Monitored Transfer) *Action* entries.

Operation

N/A

Multiple Company Greetings

Description

The Automated Attendant can answer each individual trunk (outside line) with a unique greeting and unique set of dialing options. This allows several companies to share a single voice mail. Callers to each company hear that company's greeting (Welcome Message and Instruction Menu) and can dial options that may be available to that specific company. You set this up by using *Trunk Mailboxes* (page 326), as follows:

- Assign a Trunk Mailbox to each trunk that you want to have an individual greeting.
- For each Trunk Mailbox, assign the Answering Table that will handle the call.
- For each of the Assigned Answering Tables, program the respective Call Routing Mailboxes that will handle the dialing options (Dial Action Table), Welcome Message, and Instruction Menu.

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Automated Attendant can automatically answer the telephone system's incoming calls, play an announcement, and provide dialing options to callers.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Multiple Company Greetings (page 260)

By setting up a Trunk Mailbox for each trunk, one voice mail system can provide individual greetings and dialing options for several companies.

Trunk Mailbox (page 326)

A Trunk Mailbox is a type of mailbox that allows a specific trunk to have its own Answering Table. By setting up a Trunk Mailbox for each trunk, one voice mail system can provide individual greetings and dialing options for several companies.

Programming

Step 1 Assign an Answering Table to each Trunk Mailbox.

1.1 *Customize: Mailbox Options: Trunk: [General] Answering Schedule Table* on page 495.

- This setting (1-16) overrides the entry in *Customize: Port Options: Customize: [General] Options: Answering Schedule Table* on page 499.

✓ By default, the entry is N (no Answering Table assigned). This means that *Customize: Port Options: Customize: [General] Options: Answering Schedule Table* on page 499 determines how voice mail answers Automated Attendant calls.

Operation

N/A

Description

Compatibility Guidelines:

- Music On Hold is available only on UltraMail 2000 and Aspire Mail Plus. It is not available on Ultra-Mail or Aspire Mail.

When an Automated Attendant caller uses Call Queuing to wait for a busy extension to become free, voice mail plays a Music on Hold program and periodically announces their position in line. By default, the Music On Hold program that plays is Baby Elephant Walk alternating with a synthesized music program. The System Administrator can record an announcement or alternate music program in place of the default recording. The announcement can provide important company information such as product announcements and updates, pricing, and special offers.

Important

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC Unified Solutions, Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

2

Note: To obtain the highest possible Music on Hold recording quality, consider using a customer-provided handset recording device connected to the administrator's telephone.

Related Features

Call Queuing (page 116)

An Automated Attendant caller waiting for a busy extension to become free will hear the voice mail Music On Hold program while they wait.

System Administrator (page 310)

Only the System Administrator can record Music On Hold.

Programming

No additional programming required.

Music On Hold

Operation

Recording Music On Hold			
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)			
■ Optionally connect a customer-provided handset recording device to the administrator's telephone.			
SA (72)	Access System Administrator options		
	MH (64)	Select the Music On Hold options	
		L (5)	Listen to current Music on Hold recording
			B (2) Backup
			BB (22) Backup to beginning
			G (4) Go forward
		*	Pause or restart listening
		VU (88)	Turn volume up
		VD (83)	Turn volume down
		VN (86)	Return volume to normal
		#	Exit listen mode
	R (7)	Record new Music on Hold	
		Begin recording	
			B (2) Backup
			BB (22) Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording (and reinstate the default Music on Hold)
		#	Exit recording mode
	E (3)	Erase the Music on Hold recording (and reinstate the default Music on Hold)	
	#	Go back to the System Administrator options	
0	Plays Help message at any menu level		

Description

Compatibility Guidelines:

- *AMIS Networking is available in UltraMail 2000 and Aspire Mail Plus (VMS) systems only.* It is not available in UltraMail and Aspire Mail (FMS) systems.
- *AMIS Networking requires that you purchase and enable the Networking option in your system.* See *Enabling the AMIS Networking Option* on page 49 for more.

A Network Mailbox is a unique type of mailbox required by the Networking (AMIS) feature. AMIS Networking allows the system to exchange voice mail messages with virtually any other voice mail system world wide that supports the analog Audio Messaging Interchange Specification (AMIS) standard. See *Networking (AMIS)* on page 264 for more.

Related Features

Networking (AMIS) (page 264)

Exchange voice messages with other voice mail systems that support the analog Audio Messaging Interchange Specification (AMIS) standard

2

Programming

See *Networking (AMIS)* on page 264 for more.

Operation

N/A

Description

Compatibility Guidelines:

- **AMIS Networking is available in UltraMail 2000 and Aspire Mail Plus (VMS) systems only.** It is not available in UltraMail and Aspire Mail (FMS) systems.
- **AMIS Networking requires that you purchase and enable the Networking option in your system.** See *Enabling the AMIS Networking Option* on page 49 for more.

The AMIS Networking option allows the system to exchange voice mail messages with virtually any other voice mail system world wide that supports the analog Audio Messaging Interchange Specification (AMIS) standard. AMIS Networking uses the telephone system trunks to send and receive messages and **does not** require dedicated resources or the telephone systems to be permanently networked together. With AMIS Networking, for example, an office in North America could exchange voice mail messages with an Asian affiliate without the expense and overhead of a permanent managed network.

Here is how AMIS Networking operates:

1. A user in the local (sending) systems records and sends a message to a uniquely programmed Network Mailbox. See Network Alias Mailbox and Network Remote Mailbox below for more.
2. Using the telephone number stored in the Network Mailbox, the local system accesses a trunk and places a call to the remote (receiving) system's Automated Attendant.
3. When the remote system answers, the local system sends DTMF tones into the remote Automated Attendant to set up the call.
4. If the call is accepted, the local system then sends the message to be delivered to the remote system, which routes the message to the appropriate mailbox. The system can deliver up to eight messages per call.

AMIS Networking is an analog message delivery standard. This means that, after the connection between the two systems is set up, the message is transmitted over the connected trunks as an analog (voice) signal. Because of this, the message delivery time is the length of the recorded message plus some additional time for call set up. For example, a 20 minute message will tie up a trunk for approximately 20 minutes during delivery. To minimize the impact of delivering lengthy messages, scheduled delivery may be helpful. See Scheduled Network Delivery below for more.

If AMIS Networking cannot deliver a message to the remote system, it sends the message back to the originator with a preamble stating that the network message could not be delivered. Typical reasons why a network message could not be delivered include:

- The recipient mailbox is full.
- The recipient system is full (i.e., the maximum capacity to store messages is exceeded).
- The message being delivered is too long.
- The remote system does not answer the delivery callout from the local system.

Network Alias Mailbox

A Network Alias Mailbox is a mailbox in the local (sending) system that corresponds to **a specific mailbox** in the remote (receiving) system. When a user leaves a message in a Network Alias Mailbox, voice mail delivers the message directly to the remote mailbox. The user is not required to dial any additional codes to select the destination mailbox. A Network Alias Mailbox is the easiest way to leave a network message — the user just records and sends a message normally and the voice mail automatically delivers it. You must, however, configure a Network Alias Mailbox **for each** remote mailbox. For example, to have networking deliver messages to 100 specific remote mailboxes, you will need 100 Network Alias Mailboxes in the local system.

Network Remote Mailbox

A Network Remote Mailbox is a mailbox that allows a user in the local (sending) system to send a message to **any** mailbox in the remote (receiving) system. After a user records and sends a message to the Network Alias Mailbox, voice mail prompts them to enter the specific mailbox in the remote system to which

the message should be delivered. Although the Network Remote Mailbox requires more user input, it allows a smaller number of mailboxes to service a larger number of remote sites. For example, you could set up 12 Network Remote Mailboxes to deliver messages to 12 different remote systems, covering an unlimited number of mailboxes in each system.

Network Site Restriction

Use Network Site Restriction to allow the local voice mail to receive network messages only from specific remote sites. With Network Site Restriction enabled, the local site can accept a message only if the remote site telephone number (embedded in the incoming AMIS message) is also entered in a local system Network Mailbox. If there is a number match, the local system accepts the incoming message. If the numbers don't match, the local system rejects the incoming message. Network Site Restriction allows the administrator of the receiving system to control which network messages will be accepted and which will be rejected. Note that with Network Site Restriction disabled, the local system can accept an incoming message from *any* voice mail system worldwide capable of sending valid AMIS messages.

Scheduled Network Delivery

You can set up a message delivery schedule for each Network Mailbox, allowing you to effectively manage network traffic and minimize message delivery cost. For each Network Mailbox, you can set a unique delivery start and stop time. For example, a local system in North America could deliver network messages to an Asian affiliate between 7:00PM and 12:00PM. This would have minimal disruption on the North American system and still deliver messages during normal business hours to the Asian office. Additionally, since each Network Mailbox has its own delivery schedule, you can tailor message delivery times for each remote site and mailbox.

2

Related Features

Networking does not support the following options.

- **Confidential Message** (page 136)
- **Return Receipt** (page 296)
- **Urgent Message** (page 332)

Auto Erase or Save (page 94)

Voice mail automatically erases a message in a Network Mailbox once it is delivered. This is a permanent feature and cannot be changed in programming.

Auto Forward (page 95)

A message left in a Network Mailbox can automatically forward to a co-worker's mailbox.

Auto Help (page 97)

While logged onto a Network Mailbox, a user can enable a *full* or *abbreviated* set of voice prompts to guide them while using the mailbox.

Auto Time Stamp (page 98)

After a user listens to a message in a Network Mailbox waiting to be delivered, voice mail can optionally announce the time and date the message was left.

Automated Attendant (page 99)

If someone in the remote (receiving) system inadvertently answers the message delivery callout, they will hear an error message from the sending system.

Bilingual Voice Prompts (page 105)

Bilingual Voice Prompts allows a user logged into a Network Mailbox to hear voice prompts in either English mnemonic, English numeric, Spanish, or French.

Broadcast Message (page 108)

A Broadcast Message can play to a user when they log into a Network Mailbox.

Checking/Deleting a Message (page 135)

Since a message left in a Network Mailbox is erased after it is delivered, this feature does not apply.

Confidential Message (page 136)

Networking does not support the Confidential Message feature. The message sender can mark a message

Networking (AMIS)

as confidential, but the message is not delivered as a Confidential Message across the network.

Directory Dialing (page 148)

Directory Dialing can route an Automated Attendant caller to a Network Remote Mailbox. Directory Dialing cannot route a caller to a Network Alias Mailbox.

Distribution List (page 158)

A Distribution Mailbox can deliver a message to a Network Alias Mailbox. The Distribution List feature is not available to a Network Remote Mailbox.

Erasing All Messages (page 161)

The System Administrator can erase all messages in a Network Mailbox that are waiting to be delivered.

First Time Tutorial (page 166)

The First Time Tutorial is not available to Network Mailboxes.

Future Delivery Message (page 173)

Voice mail can deliver a Future Delivery Message to a Network Mailbox.

Getting Recorded Help (page 175)

Recorded help is available to a user logged onto a Network Mailbox.

Greeting (page 178)

A user can log onto a Network Alias Mailbox and record a Greeting. A caller leaving a Quick Message in the Network Alias Mailbox hears the recorded greeting. A user cannot record a Greeting for a Network Remote Mailbox.

Listening to Messages (page 196)

If a Network Mailbox user listens to a message prior to its delivery, they can use all the available listening options.

Mailbox Name (page 204)

If the Network Alias Mailbox Greeting has not been recorded, a caller leaving a Quick Message in the Network Alias Mailbox hears the recorded Mailbox Name.

Mailbox Security Code Delete (page 207)

The System Administrator can delete the Security Code for a Network Mailbox.

Main Menu (page 208)

After logging onto a Network Mailbox, the user hears the Main Menu.

Make Call (page 210)

A network message recipient can listen to a message and dial **MC** to place a call to the party to the left the message (provided Networking programming is complete).

Message Delete (page 221)

A user can log onto a Network Mailbox and delete any saved messages or messages that have not yet been delivered.

Message Forward (page 222)

A user can forward a message to a Network Mailbox, which then distributes the message to the remote recipient. The remote recipient can reply to the forwarded message, if required.

Message Length (page 224)

The *Nonsubscriber Message Length* sets the maximum length of a Quick Message a caller can leave in a Network Mailbox.

Message Listen Mode (page 225)

A user can log into a Network Mailbox and temporarily change the message listening order while reviewing undelivered and saved network messages.

Message Notification (page 226)

Message Notification for Urgent Messages (page 244)

Message Notification is not available at Network Mailboxes.

Message Playback Direction (page 245)

When a user logs onto a Network Mailbox, they hear any undelivered messages in FIFO (first-in-first-out) order.

Message Record (page 247)

A user logged onto a Network Mailbox cannot record and send a message.

Message Reply (page 250)

A user can reply to a network message. If properly programmed, the system delivers the reply to the mailbox of the extension in the remote system that initially sent the message.

Message Retention (page 251)

A Network Mailbox saves messages for the Message Retention interval. After that interval, voice mail deletes the messages in the Network Mailbox.

Message Storage Limit (page 253)

Message Storage Limit sets how many messages can be left in a Network Mailbox.

Next Call Routing Mailbox (page 274)

After leaving a message in the Network Alias Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options. This option does not apply to Network Remote Mailboxes.

Park and Page (page 278)

Park and Page is not available at a Network Mailbox.

Quick Message (page 287)

An Automated Attendant caller can leave a Quick Message in a Network Mailbox, which is then delivered to the remote system.

Return Receipt (page 296)

Return Receipt is not available at a Network Mailbox.

Security Code (page 300)

To prevent unauthorized access, a Network Mailbox can have a Security Code.

Time and Date Stamp (page 318)

Time and Date Stamp identifies the message as a network message, announces the sender's mailbox number, and announces the telephone number of the remote system.

Urgent Message (page 332)

Networking does not support the Urgent Message feature. The message sender can mark a message as urgent, but the message is not delivered as an Urgent Message across the network.

2

Programming

Basic Programming at the Sending System

Step 1 Enable voice mail ports for network callouts.

1.1 *Customize: Port Options: [General] Options: Callouts: Allow Network* on page 501.

- Be sure at least one port is enabled (checked) for network callouts.

✓ By default, this option is disabled (unchecked).

Step 2 Enter the sending system's telephone number (using # delimiters).

2.1 *Customize: Tenant Options: [General] Strings: Site's Network Telephone Number* on page 521 for more.

- This is required for the **MC** (Make Call), **RE** (Message Reply), and **TI** (Time and Date Stamp) features.

- Enter the number exactly as it should be dialed to reach the sending system, excluding the leading 1 (if required) and trunk access codes.

✓ By default, this entry is **N** (None).

Step 3 Enter the access digits for network callouts.

3.1 *For local network callouts*, see *Customize: Tenant Options: [Access Digits] Access Digits Before Network Local Callout* on page 526.

3.2 *For long distance network callouts*, see *Customize: Tenant Options: [Access Digits] Access Digits Before Network Long Distance Callout* on page 527.

Networking (AMIS)

- In DS1000/2000 and 28i/124i, a typical entry for either option is **9P**, where:
 - 9** is the trunk access code.
 - P** is a pause.
- In Aspire, a typical entry for either option is **804xW**, where:
 - 804** is the outgoing trunk group Service Code.
 - x** is the number of the trunk group you want to use (e.g., 1).
 - W** waits for CO dial tone.
- Do not use 9 for the Aspire trunk access code.**
- If long distance calls require a leading 1, add it to the access digits (e.g., **9P1** for DS1000/2000 and 28i/124i).
- ✓ By default, there are no entries for these options.

Step 4 To use a Network Remote Mailbox for recording and sending network messages:

- 4.1 When recording and sending a network message, the extension user must dial the network mailbox number **plus** the mailbox number in the remote system.
 - If networking with multiple remote systems, you could set up a Network Remote Mailbox for each system.
- 4.2 *Customize: Mailbox Options: [General] Options: Mailbox Type* on page 456.
 - Select **Network** to enable a Network Mailbox.
 - ✓ By default, there are no Network Mailboxes programmed.
- 4.3 *Customize: Mailbox Options: [Network] Options: Mailbox Type* on page 463.
 - Select **Remote** to set up the mailbox as a Network Remote Mailbox.
 - ✓ By default, this option is **Alias** (Network Alias Mailbox).

Step 5 To use a Network Alias Mailbox for recording and sending network messages:

- 5.1 When recording and sending a network message, the extension user just dials the network mailbox number to leave a message at a specific mailbox in the remote system. They don't have to additionally enter a remote system mailbox number.
- 5.2 *Customize: Mailbox Options: [General] Options: Mailbox Type* on page 456.
 - Select **Network** to enable a Network Mailbox.
 - ✓ By default, there are no Network Mailboxes programmed.
- 5.3 *Customize: Mailbox Options: [Network] Options: Mailbox Type* on page 463.
 - Select **Alias** to set up the mailbox as a Network Alias Mailbox.
 - ✓ By default, this option is **Alias** (Network Alias Mailbox).
- 5.4 *Customize: Mailbox Options: [Network] Options: Mailbox* on page 463.
 - Enter the number of the mailbox in the remote system the should receive the message when a user records and sends a message for this network mailbox.
 - For example, if the Network Alias Mailbox should automatically leave a message in remote system mailbox 310, enter 310.
- ✓ By default, there is no entry for this option.

Step 6 Enter the telephone number of the Automated Attendant in the remote system.

- 6.1 *Customize: Mailbox Options: [Network] Options: Call Type* on page 464.
 - This is the call type used by the Network Mailbox when delivering messages to the remote system.
 - If it is a long distance call to remote system, select **Long Dis**.
 - When the system delivers a network message, the long distance number is preceded by the entry you made in *Customize: Tenant Options: [Access Digits] Access Digits Before Network Long Distance Callout* on page 527.
 - If it is a local number to the remote system, select **Local**.
 - When the system delivers a network message, the local number is preceded by the entry you made in *Customize: Tenant Options: [Access Digits] Access Digits Before Network Local Callout* on page 526.
 - If you don't want the remote callout number preceded by access digits, select **Internal**.
 - An internal number could be, for example, the extension number of an OPX circuit or tie line connected to the remote system.

- This number is not preceded by an access code.
- ✓ By default, this option is **Internal**.
- 6.2 *Customize: Mailbox Options: [Network] Options: Prefix Number* on page 466.
 - If the remote system is located in another country, enter the International Dialing Prefix (e.g., 011). If the remote system is installed in North America, this entry should be None (**N**).
 - ✓ By default, this entry is None (**N**).
- 6.3 *Customize: Mailbox Options: [Network] Options: Country Code* on page 466.
 - If the remote system is located in another country, enter the Country Code for that location (e.g., 353 for Ireland). If the remote system is installed in North America, this entry should be None (**N**).
 - ✓ By default, this entry is None (**N**).
- 6.4 *Customize: Mailbox Options: [Network] Options: Area Code* on page 466.
 - Enter the area code for the remote system. For example, if the remote system is located at 203-926-5400, enter 203 for this option.
 - ✓ By default, this entry is None (**N**).
- 6.5 *Customize: Mailbox Options: [Network] Options: Phone Number* on page 466.
 - Enter the telephone number for the remote system. For example, if the remote system is located at 203-926-5400, enter 9265400 for this option.
 - ✓ By default, this entry is None (**N**).

2

Step 7 Set up Scheduled Network Delivery (i.e., the time during which the local system can place network calls to the remote system to deliver messages).

- 7.1 *Customize: Mailbox Options: [Network] Delivery: Begin Time (hour)* on page 467.
 - Enter the network callout start time (**0-23**, corresponding to 12:00 midnight to 11:00PM).
 - Network messages cannot be delivered to the remote system prior to this time. They will be queued for a valid delivery time instead.
 - ✓ By default, this option is **8** (8:00AM)
- 7.2 *Customize: Mailbox Options: [Network] Delivery: End Time (hour)* on page 467.
 - Enter the network callout end time (**0-23**, corresponding to 12:00 midnight to 11:00PM).
 - Network messages cannot be delivered to the remote after this time. They will be queued for a valid delivery time instead.
 - By default, this option is **17** (5:00PM).
- 7.3 *Customize: Callout Options: [Optional] Network Callouts: Wait Between (Minutes)* on page 370.
 - If the delivery (callout) can't go through (i.e., if the remote site is busy or doesn't answer), set how long the system should wait before retrying the callout (**1-999** minutes).
 - ✓ By default, this option is **2** (2 minutes).
- 7.4 *Customize: Callout Options: [Optional] Network Callouts: Number of Attempts* on page 370.
 - If the delivery (callout) can't go through (I.e., if the remote site is busy or doesn't answer), specify the **total** number times the system should attempt to deliver the message.
 - After the number of times set in this option, the delivery is aborted and the message is returned to the sender as a failed message.
 - ✓ By default, this option is 2 (the system will place the original callout and retry once).

Step 8 Set how often the system should check the network mailbox to see if there are any new messages that must be delivered.

- 8.1 *Customize: Mailbox Options: [Network] Delivery: Wait Between (minutes)* on page 467.
 - If you need "real time" delivery of new messages, for example, set this option at **1** (one minute).
 - If delivery of new messages once an hour is adequate, set this option for **60** (60 minutes).
 - ✓ By default, this option is **30** (30 minutes).

Networking (AMIS)

Basic Programming at the Receiving System

Step 1 Allow the receiving system to accept incoming network calls.

1.1 *Customize: System Options: [General 1]: Options: Incoming Network Call Mode* on page 503.

- Select **All** to allow the receiving system to accept all network calls.
- To set up the receiving system to accept network calls only from specific sites, see *Setting Up Network Site Restriction* below.

✓ By default, this option is **None** (receiving system will not accept network calls).

Setting Up Networking Site Restriction

Step 1 In the sending system, enter the site's telephone number (using # delimiters).

1.1 *Customize: Tenant Options: [General] Strings: Site's Network Telephone Number* on page 521 for more.

- Enter the number exactly as it should be dialed to reach the sending system, excluding the leading 1 (if required) and trunk access codes.

✓ By default, this entry is **N** (None).

Step 2 In the receiving system, enter this same number in the Network Mailbox and turn on **Selected Incoming Network Call Mode** in System Options.

2.1 Enter the number in the following *Customize: Mailbox Options: Network* fields:

- *[Network] Options: Prefix Number* on page 466.
- *[Network] Options: Country Code* on page 466.
- *[Network] Options: Area Code* on page 466.
- *[Network] Options: Phone Number* on page 466.
- The mailbox can be either a Network Remote Mailbox or a Network Alias Mailbox.

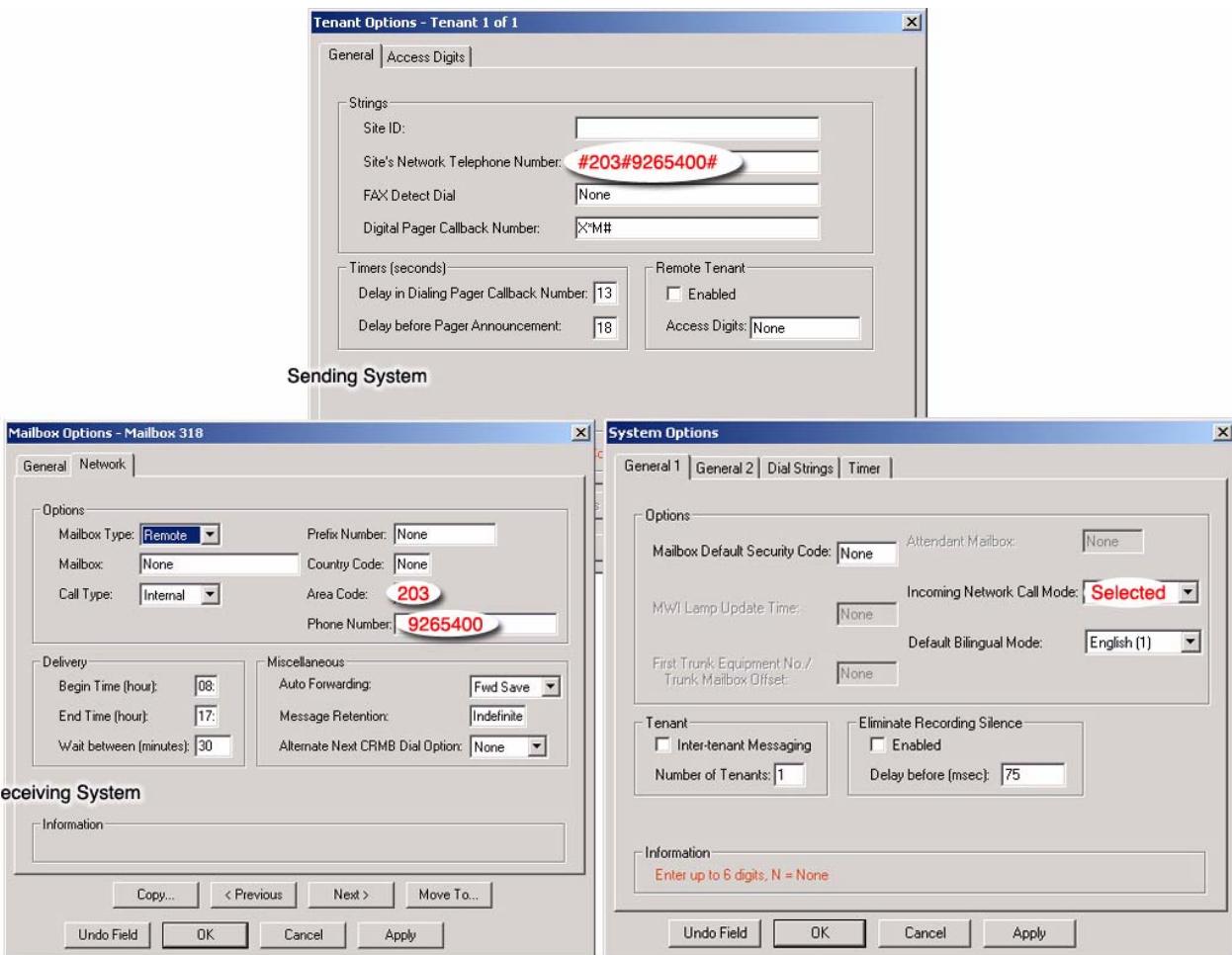
✓ By default, these entries are **N** (None).

2.2 *Customize: System Options: [General 1]: Options: Incoming Network Call Mode* on page 503.

- Choose **Selected**.
- By default, this option is **N** (None).

2

The following illustration provides an example of the related options in both the sending and receiving systems for a typical system installed in North America.



Networking (AMIS)

Operation

Message Record to a Network Mailbox					
Log onto Subscriber, Guest, or Message Center Mailbox					
RS (77)	Record and send a message				
	Record at the tone and press # when you are done.				
	Options available while recording				
		B (2)	Backup		
		BB (22)	Backup to beginning		
		*	Pause or restart recording		
		E (3)	Erase recording		
		TI (84)	Hear the time and date you recorded the comment		
		#	Exit recording mode		
		X (9)	Exit your mailbox		
		0	Plays Help message		
	Enter the mailbox number(s) to receive the message (up to 10), OR Dial * N (*6) to specify recipients by name.				
	For Network Remote Mailboxes Only After entering the Network Remote Mailbox number (recipient)				
	Enter the number of the mailbox in the remote system to which you want to send the message + #				
		C (2)	Accept the remote mailbox you entered		
		I (4)	Reject the remote mailbox you entered and re-enter a new one		
		*	Cancel the current message recipient and back up to enter a new one		
	If specifying recipients by name				
	N (6)	Enter name			
		Enter 4 or more letters for name + #			
			1 Accept the selected name and go to <i>After entering a mailbox number . . .</i>		
		#	Exit without making a name selection		
		#	Exit without making a name selection		
			You may hear additional prompts to help you resolve name conflicts		
	*N (*6)	Specify recipients by mailbox number (i.e., back up in this menu)			
	**	Erase the message			
	After entering a mailbox number (or specifying a mailbox by name).				
	Enter another mailbox number				
	*U (*8)	<i>Networking does not support this option.</i>			
	*C (*2)	<i>Networking does not support this option.</i>			

Message Record to a Network Mailbox			
			*R (*7) <i>Networking does not support this option.</i>
		#	Send the message
		*N (*6)	Specify recipients by name (see above for the *N options)
		*	Cancel the previous mailbox entry
		**	Erase the message and back up to main menu
0	**		Erase the message and go back to the Main Menu
0	Plays Help message at any level		

Next Call Routing Mailbox

Description

The Next Call Routing Mailbox provides callers with additional dialing options after they leave a message in a mailbox (depending on the setting of the Next Call Routing Mailbox Dial Mode). Next Call Routing Mailbox lets the caller choose how voice mail should handle their call. For example, if an Automated Attendant caller dials a subscriber's extension and hears the greeting, Next Call Routing Mailbox (if programmed) allows them to dial other options instead of hanging up. Normally, callers can just dial 0.

Related Features

None

Programming

Step 1 Assign a Next Call Routing Mailbox to each mailbox type (if required).

- 1.1 Announcement Mailbox: *Customize: Mailbox Options: Announcement: [General] Options: Next Call Routing Mailbox* on page 392.
 - An Announcement Mailbox caller can dial any digit to go to the Next Call Routing Mailbox, hear its Instruction Menu, and use its dialing options.
 - ✓ By default, there is no Next Call Routing Mailbox assigned.
- 1.2 Call Routing Mailbox: TBD
- 1.3 Guest Mailbox: *Customize: Mailbox Options: Guest: [General] Options: Next Call Routing Mailbox* on page 412.
 - After leaving a message in a Guest Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options. See *Guest Mailbox Next Call Routing Mailbox Dialing Options* on page 412 for an explanation of these options.
 - ✓ By default, 811 is the Next Call Routing Mailbox assignment.
- 1.4 Interactive Mailbox: *Customize: Mailbox Options: Interactive: [General] Options: Next Call Routing Mailbox* on page 429.
 - After leaving a message in the Interactive Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options. See *Interactive Mailbox Next Call Routing Mailbox Dialing Options* on page 429 for an explanation of these options.
 - ✓ By default, 811 is the Next Call Routing Mailbox assignment.
- 1.5 Message Center Mailbox: *Customize: Mailbox Options: Message Center: [General] Options: Next Call Routing Mailbox* on page 435.
 - After leaving a message in the Message Center Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options.
 - ✓ By default, 811 is the Next Call Routing Mailbox assignment.
- 1.5.1 The options available depend on the setting of *Customize: Mailbox Options: Message Center: [General] Options: Next Call Routing Mailbox Dial Mode* on page 436. See the following 2 tables for an explanation of these options:
 - *Message Center Mailbox Option N (None - Enables 0 Action)* on page 436.
 - *Message Center Mailbox Option 1 (Enables Actions 0-9)* on page 437.
- ✓ The default for this option is N (None).

- 1.6 Modem Mailbox: *Customize: Mailbox Options: Modem: [General] Options: Next Call Routing Mailbox* on page 454.
 - The Next Call Routing Mailbox provides callers with additional dialing options if they call the Modem Mailbox and it is busy. When the caller hears, "I'm sorry, the system line is currently in use," they can dial 0 and voice mail will route the call according to the 0 action in the Next Call Routing Mailbox.
 - ✓ By default, there is no Next Call Routing Mailbox assigned.

Next Call Routing Mailbox

- 1.7 Network Alias Mailbox: *Customize: Mailbox Options: Network: [General] Options: Next Call Routing Mailbox* on page 470.
- After leaving a message in the Network **Alias** Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options.
 - **This option does not apply to Network Remote Mailboxes.**
- ✓ By default, there is no Next Call Routing Mailbox assignment.
- 1.7.1 The options available depend on the setting of *Customize: Mailbox Options: Network: [General] Options: Next Call Routing Mailbox* on page 457. See the following 3 tables for an explanation of these options:
- *Network Alias Mailbox Option N (None - Enables 0 Action)* on page 458.
 - *Network Alias Mailbox Option 1 (Enables Actions 0-9)* on page 459.
 - *Network Alias Mailbox Option 2 (Enables Actions 0-9, #, *, and Timeout) with Personal Greeting* on page 461.
- ✓ The default for this option is N (None).
- 1.8 Subscriber Mailbox: *Customize: Mailbox Options: Subscriber: [General] Options: Next Call Routing Mailbox* on page 470.
- After leaving a message in the Subscriber Mailbox, the Next Call Routing Mailbox provides the caller with an Instruction Menu and additional dialing options.
- ✓ By default, 811 is the Next Call Routing Mailbox assignment.
- 1.8.1 The options available depend on the setting of *Customize: Mailbox Options: Subscriber: [General] Options: Next Call Routing Mailbox Dial Mode* on page 471. See the following 3 tables for an explanation of these options:
- *Subscriber Mailbox Option N (None - Enables 0 Action)* on page 471.
 - *Subscriber Mailbox Option 1 (Enables Actions 0-9)* on page 472.
 - *Subscriber Mailbox Option 2 (Enables Actions 0-9, #, *, and Timeout) with Personal Greeting* on page 474.
- ✓ The default for this option is N (None).

2

Operation

N/A

Paging Message

Description

The Paging Message is the prerecorded announcement used for Park and Page. When the Paging Message is recorded and turned on, voice mail can Park an Automated Attendant call at the extension and automatically page with the prerecorded message. The Paging Message typically says something like, “*Mike Smart, you have a call.*” See *Park and Page* on page 278 for more.

Note: The Paging Message is only available at Subscriber Mailboxes.

Related Features

Park and Page (page 278)

Voice mail can Park an Automated Attendant call at an extension and automatically Page with a prerecorded greeting announcing the parked call.

Programming

No additional programming required.

Operation

See the chart on the following page.

Paging Message

Recording the Paging Message			
Log onto Subscriber Mailbox			
PG (74)	Access Paging Message options ■ If your Paging Message is recorded, voice mail tells you if it is on (active) or off (inactive)		
L (5)	Listen to the Paging Message		
	Options available while listening		
		B (2)	Back up a few seconds.
		BB (22)	Back up to the beginning of the message.
		G (4)	Go ahead a few seconds.
		*	Pause/resume listening.
		VU (88)	Turn the message volume up.
		VD (83)	Tag the message volume down.
		VN (86)	Restore the message volume to normal.
		#	Exit the listen mode.
O (6)	Turn Paging Message on or off		
R (7)	Record (or re-record) Paging Message + #		
	Options available while recording		
		B (2)	Backup
		BB (22)	Backup to beginning
		*	Pause or restart recording
		E (3)	Erase recording
		#	Exit recording mode
		0	Plays Help message
E (3)	Erase the Paging Message		
#	Go back to the mailbox Main Menu		
0	Plays Help message at any level		

2

Park and Page

Description

Voice mail can Park an Automated Attendant Screened Transfer at an extension and automatically Page with a prerecorded Paging Message announcing the parked call. The Paging Message typically says something like, “*Mike Smart, you have a call.*” With Park and Page, voice mail automatically tries to locate the subscriber instead of just sending the call to the mailbox. Additionally, there is no need for an operator or receptionist to manually answer the call, park it, and then try to locate the employee. To activate park and page, the subscriber records the Paging Message. Depending on how the subscriber wants Park and Page to operate, they can turn the Paging Message on or off. For more on the Paging Message, see page 276.

When the Paging Message is recorded and turned on:

- Park and Page occurs immediately when an Automated Attendant caller dials the subscriber’s extension.

When the Paging Message is recorded but turned off:

- Park and Page will occur only if the extension is unanswered.

When the Paging Message is not recorded:

- Park and Page cannot occur.

Note: Park and Page is only available at Subscriber Mailboxes.

Park and Page and Direct Inward Lines

To have Park and Page activate for an extension’s Direct Inward Line (DIL), the extension user should forward their calls to voice mail. The following chart shows the interaction between voice mail and the forwarded DIL. The operation occurs regardless of whether the Paging Message is on or off.

Call Forwarding Type	Action at the Extension
Ring No Answer	<u>When Extension is Busy or Unanswered:</u> Voice mail answers the call and lets the caller dial: <ul style="list-style-type: none">■ 1 to leave a message in the called extension’s mailbox.■ 2 to page the user (i.e., activate Park and Page).■ 3 for other options (based on the extension’s Next Call Routing Mailbox settings).
Busy/No Answer	<u>When Extension is Busy:</u> <ul style="list-style-type: none">■ Sends the DIL immediately to the called extension’s mailbox. <u>When Extension is Unanswered:</u> Voice mail answers the call and lets the caller dial: <ul style="list-style-type: none">■ 1 to leave a message in the called extension’s mailbox.■ 2 to page the user (i.e., activate Park and Page).■ 3 for other options (based on the extension’s Next Call Routing Mailbox settings).
Immediate	Voice mail sends the DIL immediately to the called extension’s mailbox.

For more on forwarding to voice mail, see *Call Forward to a Mailbox* on page 114.

Related Features

Auto Attendant Do Not Disturb (page 92)

Auto Attendant Do Not Disturb disables Park and Page.

Greeting (page 178)

- When the Paging Message is on and the mailbox has a greeting recorded, Park and Page functions normally.

- When the Paging Message is off and the mailbox has a greeting recorded, the Paging Message is disabled. If the destination extension is unanswered, the caller can, however, optionally dial 2 to initiate Park and Page.

Paging Message (page 276)

The Paging message is the prerecorded announcement used for Park and Page.

Screened Transfer (page 297)

Park and Page will not function for Screened Transfers (TRFs) when the Paging Message is off.

Unscreened Transfer (page 329)

Park and Page will not function for Unscreened Transfers. If the destination extension is unanswered, the caller can, however, optionally dial 2 to initiate Park and Page

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.

2

Park and Page in DS2000

Step 1 Set the Park and Page String for each Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Park/Paging String* on page 489.
 - **Do not change this string from its default setting.**
 - ✓ The default setting for this item in DS2000 is **FW**ext/*10M** (ext = subscriber's extension number)

Park and Page in 28i/124i

Step 1 Set the Park and Page String for each Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Park/Paging String* on page 489.
 - **Do not change this string from its default setting.**
 - ✓ The default setting for this item in 28i/124i is **FW*ext/*10M** (ext = subscriber's extension number)

Park and Page in Aspire

Step 1 Set the Park and Page String for each Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Park/Paging String* on page 489.
 - **This string should be FW*ext/P*10M.**
 - ✓ The default setting for this item in Aspire is **FW*ext/*10M** (ext = subscriber's extension number)

Step 2 Check the Aspire Combined Paging Programming

- 2.1 *31-02-01: Internal Paging Group Assignment - Internal Paging Group Number.*
 - Assign the extension to one of the Internal Paging Groups used by Combined Paging (1-9).
 - ✓ By default, extensions are not in an Internal Paging Group.
- 2.2 *31-02-02: Internal Paging Group Assignment - Internal All Call Paging Receiving.*
 - Allow (1) All Call Internal Paging at the extensions that should be able to broadcast the Park and Page announcement.
 - ✓ By default, extensions do not broadcast All Call Internal Paging (0).

Park and Page

Operation

Park and Page

(With Automated Attendant Screened Transfers)

When the subscriber's Paging Message is recorded and turned on:

1. After the Automated Attendant answers, dial the subscriber's extension number.
2. Voice mail parks the call at the subscriber's extension and pages them with the Paging Message.
 - The call will remain parked for telephone system's Park Recall time.
3. To pick up the call in DS2000:
 - Subscriber presses **ICM** + ** + Their extension number.

To pick up the call in 28i/124i and Aspire:

- Subscriber presses idle **CALL** key + ** + Their extension number.

If the subscriber does not pick up the call, you can dial:

- 1 to leave a message in the subscriber's mailbox.
- 2 to page again.
- 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).

When the subscriber's Paging Message is recorded and turned off:

1. After the Automated Attendant answers, dial the subscriber's extension number.
 - If the subscriber's extension is busy, Park and Page does not occur. You are asked to leave a message in the called extension's mailbox instead.
2. Voice mail tries (rings) the subscriber's extension. If unanswered, you can dial:
 - 1 to leave a message in the subscriber's mailbox.
 - 2 to page again.
 - 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).

Park and Page

(With Automated Attendant Unscreened Transfers and Directory Dialing)

When the subscriber's Paging Message is recorded and turned on or off:

1. After the Automated Attendant answers, dial the subscriber's extension number.
2. If the subscriber's extension is unanswered or busy, you can dial:
 - 1 to leave a message in the subscriber's mailbox
 - 2 to page (i.e., use Park and Page)
 - 3 for other options (depending on the Next Call Routing Mailbox setting for the called subscriber's mailbox).

Description

The Port Activity diagnostic shows in real time what is happening at each voice mail port. You may find this diagnostic helpful when troubleshooting your voice mail system. NEC Unified Solutions Technical Service personnel can help you interpret this diagnostic. For more on the Port Activity, turn to page 569.

Following is an example of the Port Activity diagnostic:



Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Programming

Step 1 To view the Port Activity Diagnostic:

- 1.1** *View: Port Activity* on page 358
OR
 - 1.2** *Toolbar: Port Activity* on page 569

Operation

N/A

Port Self Test

Description

The Port Self Test is a diagnostic that tests each voice mail port to be sure it is functioning properly. The Self Test is in 2 parts:

1. Dial Tone Test

The voice mail port goes off hook and waits for dial tone. If dial tone is detected, the test is successful. If dial tone is not successful, the test fails and voice mail takes the port out of service.

2. Digit Test

After detecting dial tone, the voice mail port dials a digit (which is the leading digit of the *Extension* option above). If the dialing the digit breaks dial tone, the test is successful. If dialing the digit does not break dial tone, the test fails and voice mail takes the port out of service.

Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Programming

Refer to *Using the Port Self Test Diagnostic* on page 141.

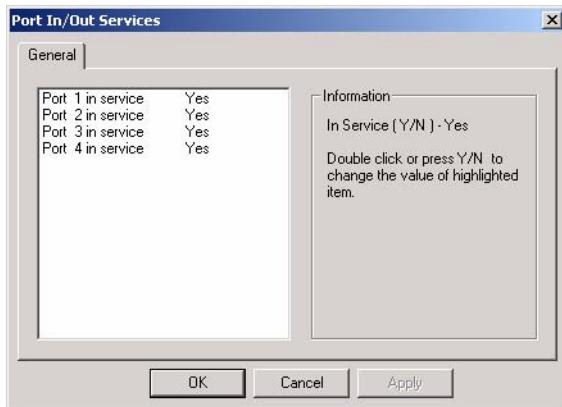
Operation

Refer to *Using the Port Self Test Diagnostic* on page 141.

Description

The Ports In/Out of Service diagnostic allows you to remove a port from service, or put it back in service if it has been removed. An out of service port can no longer answer calls. You would typically remove a port from service if it was not operating correctly, and then return it to service once you have corrected the problem.

Following is a sample of the Ports In/Out of Service diagnostic.



2

Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Programming

Refer to *Removing Voice Mail Ports from Service* on page 141.

Operation

Refer to *Removing Voice Mail Ports from Service* on page 141.

Pre-Greeting Announcement Mailbox

Description

When you specify a Pre-Greeting Announcement Mailbox for a Subscriber Mailbox, callers leaving a message in the Subscriber Mailbox hear the Announcement Message recorded for the Pre-Greeting Announcement Mailbox *prior* to the Subscriber Mailbox's Greeting. The announcement can contain important legal information, a product advisory, or just general information about the company. The caller will only hear the Pre-Greeting Announcement message if the Subscriber Mailbox greeting is recorded and activated.

Note: Pre-Greeting Announcement Mailbox is only available at Subscriber Mailboxes.

Related Features

Announcement Mailbox (page 81)

An Announcement Mailbox plays a pre-recorded greeting to mailbox callers.

Greeting (page 178)

The Pre-Greeting Announcement message is only available if the Subscriber Mailbox greeting is recorded and active.

Subscriber Mailbox (page 306)

Pre-Greeting Announcement Mailbox is only available at Subscriber Mailboxes.

Programming

Step 1 Assign a Pre-Greeting Announcement Mailbox to the Subscriber Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: Pre-Greeting Announcement Mailbox* on page 492.
 - Specify the Announcement Mailbox the Subscriber Mailbox should use as the Pre-Greeting Announcement Mailbox. The Announcement Mailboxes are normally 800-809.
 - ✓ By default, this option is N (no Pre-Greeting Announcement Mailbox assigned).

Pre-Greeting Announcement Mailbox

Operation

Recording an Announcement Mailbox Message				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	AN (26)	Select Prompt Customization		
		Enter the Announcement Mailbox number		
		L (5)	Listen to current Announcement Mailbox message	
			B (2) Backup	
			BB (22) Backup to beginning	
			G (4) Go forward	
			*	
			Pause or restart listening	
			VU (88) Turn volume up	
			VD (83) Turn volume down	
			VN (86) Return volume to normal	
			# Exit listen mode	
	R (7)	Record a new Announcement Mailbox message		
		Record message		
			B (2) Backup	
			BB (22) Backup to beginning	
			*	
			Pause or restart recording	
			E (3) Erase recording	
			# Exit recording mode	
		E (3)	Erase the Announcement Mailbox message	
		#	Go to another Announcement Mailbox	
		##	Go back to the System Administrator options	
0	Plays Help message at any menu level			

2

Programming Voice Mail

Description

You program (customize) voice mail by using the Windows-based Admin program running on a PC or laptop. You connect the PC or laptop to the voice mail serial port.

- To install the Admin program, see *Installing the Admin Program* on page 24.
- If connecting your Admin PC to a 28i/124i or DS2000 system, see *Installation in 28i/124i and DS2000* on page 3.
- If connecting your Admin PC to an Aspire system, see *Installation in Aspire* on page 11
- To set up your voice mail to work specifically with your telephone system, see *Install: Phone System (Installation Wizard)* on page 343.
- When you want to customize the voice mail features, see *Customize* on page 361.
- If you need to view various system reports, see *Reports* on page 529.
- For other tools and diagnostics you can use to maintain your system, see *Tools* on page 553.

You can also perform limited programming from the System Administrator's mailbox.

Related Features

System Administrator (page 310)

The System Administrator can do limited voice mail programming, such as recording Automated Attendant announcements, recording mailbox names, and deleting messages from mailboxes.

Programming

See *Description* above.

Operation

See *Description* above.

Description

Quick Message is a Dial Action Table action that allows Automated Attendant callers to dial a digit (normally *) followed by a mailbox number to leave a message in a Subscriber, Guest, or Network Mailbox. Since Quick Message is enabled by default, it is an efficient way for experienced Automated Attendant callers to leave messages. There is no need to dial an extension first. To make this option more readily available to all Automated Attendant callers, consider having the active Instruction Menu describe how to use the Quick Message option.

There are 6 Quick Message Dial Action Table actions:

- **Quick Message with Greeting (REC1)**
The caller hears the mailbox greeting and can leave a message.
- **Quick Confidential Message with Greeting (REC1C)**
The caller hears the mailbox greeting and can leave a Confidential Message.
- **Quick Urgent Message with Greeting (REC1U)**
The caller hears the mailbox greeting and can leave an Urgent Message.
- **Quick Message without Greeting (REC2)**
The caller bypasses the mailbox greeting (hearing “Recording” and a beep instead) and can leave a message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.
- **Quick Confidential Message without Greeting (REC2C)**
The caller bypasses the mailbox greeting (hearing “Recording” and a beep instead) and can leave an Confidential Message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.
- **Quick Urgent Message without Greeting (REC2U)**
The caller bypasses the mailbox greeting (hearing “Recording” and a beep instead) and can leave an Urgent Message. This is typically used with a Next Call Routing Mailbox when the caller is asked to dial a digit (e.g., 1) to leave a message. Otherwise, the mailbox greeting (if recorded) would be heard again.

2

Related Features

Confidential Message (page 136)

The Quick Message REC1C and REC2C can tag a message as confidential.

Interactive Messaging (page 189)

An Automated Attendant caller using Quick Message to leave a message in an Interactive Mailbox can listen and respond to the Interactive Prompts.

Message Center Mailbox (page 214)

An Automated Attendant caller using Quick Message to leave a message in a Message Center Mailbox will immediately hear a beep and can begin recording.

Next Call Routing Mailbox (page 274)

The Quick Message without Greeting options (REC2, REC2C, and REC2U) are typically used when the mailbox’s Next Call Routing Mailbox option allows the caller to dial a digit to leave a message. Otherwise, the caller would hear the mailbox greeting twice (once when initially accessing the mailbox and again when routed by the Next Call Routing Mailbox).

Urgent Message (page 332)

The Quick Message REC1U and REC2U can tag a message as urgent.

Quick Message

Programming

Step 1 Set up the Answering Table and associated Call Routing Mailbox to access the Dial Action Table you want to customize.

- 1.1 See *Customize: Answering Tables* on page 361 for more on setting up your Answering Tables.
 - 1.2 See *Customize: Mailbox Options: Call Routing: [General]* on page 397 for more on setting up your Call Routing Mailboxes.
-

Step 1 Optionally set up a Quick Message with Greeting (REC1) Action.

- 1.1 *Customize: Dial Action Tables: [General] REC1 Action – Quick Message with Greeting* on page 377.
 - To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.
-

Step 2 Optionally set up a Confidential Quick Message with Greeting (REC1u) Action.

- 2.1 *Customize: Dial Action Tables: [General] REC1C Action – Quick Confidential Message with Greeting* on page 377.
 - To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.
-

Step 3 Optionally set up an Urgent Quick Message with Greeting (REC1U) Action.

- 3.1 *Customize: Dial Action Tables: [General] REC1U Action – Quick Urgent Message with Greeting* on page 378.
 - To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.
-

Step 4 Optionally set up a Quick Message without Greeting (REC2) Action.

- 4.1 *Customize: Dial Action Tables: [General] REC2 Action – Quick Message without Greeting* on page 378.
 - To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.
-

Step 5 Optionally set up a Confidential Quick Message without Greeting (REC2C) Action.

- 5.1 *Customize: Dial Action Tables: [General] REC2C Action – Quick Confidential Message without Greeting* on page 378.
-

- To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.

Step 6 Optionally set up an Urgent Quick Message without Greeting (REC2U) Action.

- 6.1 *Customize: Dial Action Tables: [General] REC2U Action – Quick Urgent Message without Greeting* on page 378.
- To have the caller leave a quick message at a specific mailbox, the corresponding *Number* option should be the mailbox number.
 - To have the caller leave a message in any caller-dialed mailbox, the corresponding *Number* option should be *IV*.
 - To have the caller leave a message in a mailbox within the selected digit's range (e.g., 300-399 for the digit 3), the corresponding *Number* option should be *XXX*.
- ✓ By default, key * *Action* is REC1 and *Number* is IV.

2

Step 7 To have REC1, REC1C, and REC1U callers hear “At the tone, you can leave your message for” instead of the Subscriber Mailbox greeting:

- 7.1 *Customize: System Options: [General 2]: Miscellaneous: Greeting for Quick Message / Mailbox Transfer* on page 508.
- Disable (uncheck) this option.
 - This option also affects calls transferred to a Subscriber Mailbox.
- ✓ By default, this options is enabled (checked).

Step 8 Set the maximum message length for callers leaving a Quick Message in a mailbox.

- 8.1 *Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber* on page 517.
- Use this option to set the maximum length (**1-9999** seconds) of recorded messages for:
 - Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, and Subscriber Mailboxes.
 - Outside callers transferred by an extension user to a Message Center Mailbox.
- ✓ By default, this option is **120** seconds.

Operation

Leaving a Quick Message from the Automated Attendant

To leave a Quick Message from the Automated Attendant:

1. After the Automated Attendant answers, dial * + the Subscriber, Guest, Message Center, or Network Mailbox number.
 - This capability may be disabled in the Automated Attendant.

Real Trace

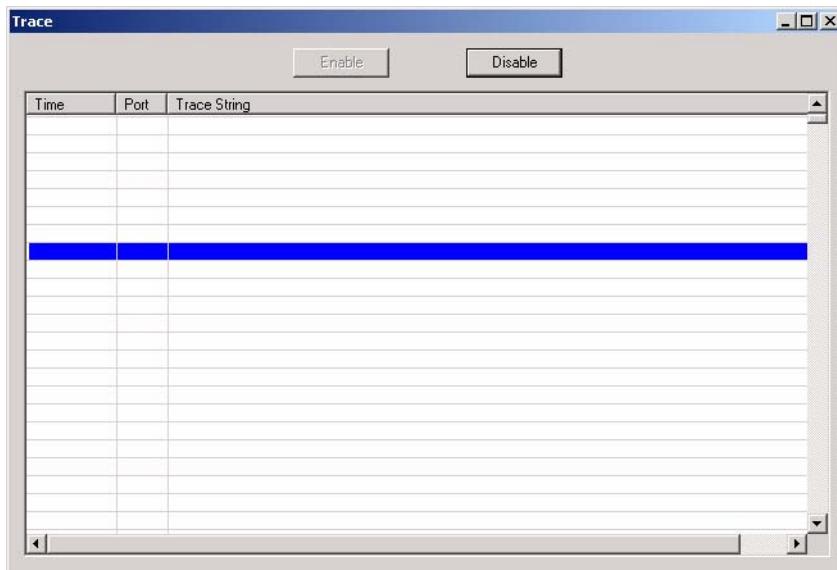
Description

Compatibility Guidelines:

- For best Real Trace performance, use Admin software version 3.0.1.8 or higher.

The Real Trace diagnostic shows (in real time) the voice mail events as they occur. NEC Unified Solutions Technical Service personnel may request that you to run this diagnostic. They will also help you interpret the results. Unlike the *Trace Viewer* on page 319, the Real Trace does not store data in the events database. For more on running the Real Trace, see page 571.

Following is a sample of the Real Trace diagnostic:



Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Trace Viewer (page 319)

The Trace Viewer allows you to view the events stored in the trace database.

Programming

Step 1 To view the Real Trace Diagnostic:

- 1.1 *View: Trace* on page 356
- OR
- 1.2 *Toolbar: Real Trace* on page 571

Operation

N/A

Description

Compatibility Guidelines:

- Enabling this feature may cause stored messages to sound choppy and/or unnatural.

Voice mail can automatically remove quiet (silent) periods from recorded messages to conserve message space. There are two ways you can do this:

- *Enable Recording Silence Elimination.*
If enabled, voice mail removes the silent periods from each recorded message.
- *Determine how long a caller leaving a message will be able to pause while recording.*
Even without Recording Silence Elimination enabled, voice mail will not allow a caller to pause for longer than this interval. If they do, voice mail stops recording and the caller hears, “*Recording has been paused due to silence. To continue recording, press the star key.*”

Related Features

2

Voice Compression Rate (page 334)

The Voice Compression Rate determines the method voice mail uses to store voice messages. There are two rates available, one which maximizes the quality of the stored messages and a second which conserves storage space but sacrifices message quality.

Programming

Step 1 Enable Recording Silence Elimination.

- 1.1 *Customize: System Options: [General 1]: Eliminate Recording Silence: Enabled* on page 505.
 - If enabled (checked), voice mail automatically eliminates quiet (silent) periods from recorded messages.

✓ By default, this option is disabled (unchecked).

Step 2 After enabling Recording Silence Elimination, set the maximum allowable length or recorded silence.

- 2.1 *Customize: System Options: [General 1]: Eliminate Recording Silence: Delay before (msec)* on page 505.
 - Silent periods longer than this interval (**16-1048544 mSec**) are automatically deleted when you enable Recording Silence Elimination.

✓ By default, this interval is **16 mSec**.

Step 3 Set the maximum length of the pause (silence) allowed when leaving or recording a message.

- 3.1 *Customize: System Options: [Timer]: Timers (seconds): Silence Limit for Recording* on page 519.
 - If the user recording or leaving a message pauses for longer than this interval (**1-999 seconds**), they hear, “*Recording has been paused due to silence.*”

✓ By default, this interval is **5 seconds**.

Operation

N/A

Remote Diagnostics

Description

You can install the Admin program on an off-site PC to run the voice mail diagnostics remotely. In UltraMail 2000 and all versions of Aspire Mail, the remote connection is from the off-site PC's modem to the Modem Mailbox in the voice mail. In UltraMail (flash-based) systems, the remote connection is to an external modem plugged into the voice mail serial port. In either case, once connected all the diagnostic features of the Admin Program are available at the off-site PC.

Turn to *Remote Programming Setup* on page 34 for more on how to set up Remote Programming.

Related Features

N/A

Programming

N/A

Operation

N/A

Description

You can install the Admin program on an off-site PC to program voice mail remotely. In UltraMail 2000 and all versions of Aspire Mail, the remote connection is from the off-site PC's modem to the Modem Mailbox in the voice mail. In UltraMail (flash-based) systems, the remote connection is to an external modem plugged into the voice mail serial port. In either case, once connected all the features of the Admin Program are available at the off-site PC.

Turn to *Remote Programming Setup* on page 34 for more on how to set up Remote Programming.

Related Features

N/A

Programming

N/A

2

Operation

N/A

Reports

Description

The Admin program provides a comprehensive set of reports for monitoring system performance and usage. The following table summarizes each of these reports.

Reports		
Report	Description	For more, see:
Auto Attendant, Port	Shows how voice mail answers outside calls at each voice mail port.	<i>Reports: Auto Attendant: Port</i> on page 530
Auto Attendant, Trunk	If you have Trunk Mailboxes set up to answer outside calls, shows how each Trunk Mailbox handles incoming calls.	<i>Reports: Auto Attendant: Trunk</i> on page 531
Answering Schedules	Provides configuration details on each Answering Schedule Table.	<i>Reports: Answering Schedules</i> on page 532
Caller ID Table	Lists the contents of each Caller ID Table.	<i>Reports: Caller ID Table</i> on page 533
Callout Options	Displays the <i>Customize: Callout Options</i> and <i>Customize: Tenant Options</i> entries.	<i>Reports: Callout: Options</i> on page 534
Callout Log	Provides the Caller ID Make Call and Message Notification callout history.	<i>Reports: Callout: Log</i> on page 535
Dial Action Table	Shows the configuration of each Dial Action Table.	<i>Reports: Dial Action Table</i> on page 536
Distribution Lists	Lists the set up of each Distribution List.	<i>Reports: Distribution Lists</i> on page 537
Mailbox Options	Displays the programming for each mailbox. You can include all the options available in <i>Customize: Mailbox Options</i> , if required.	<i>Reports: Mailbox: Options</i> on page 541
Mailbox Directory List	Lists all mailboxes categorized by type, and subcategorized numerically within each type.	<i>Reports: Mailbox: Directory List</i> on page 543
Mailbox Numeric List	Shows a numeric list of all mailboxes.	<i>Reports: Mailbox: Numeric List</i> on page 544
Mailbox Access Count	Reports how many times each mailbox has been accessed.	<i>Reports: Mailbox: Access Count</i> on page 545
Mailbox Call Flags	Provides the status at each mailbox for Mailbox Greeting, Auto Attendant Do Not Disturb, Park and Page, Mailbox Name, Call Announcing, Call Waiting, and Call Queuing.	<i>Reports: Mailbox: Call Flags</i> on page 547
Mailbox Message Usage	Summarizes the message storage status of each mailbox.	<i>Reports: Message Usage</i> on page 548
Port Options	Shows the programming for each voice mail port.	<i>Reports: Port: Options</i> on page 549
Port Usage	Summarizes the usage of each voice mail port.	<i>Reports: Port: Usage</i> on page 550

Reports		
Report	Description	For more, see:
System Options	Lists all the <i>Customize: System Options</i> programming.	<i>Reports: System Options</i> on page 551
Message Status	Shows information about the messages stored in a mailbox.	<i>View: Message Status</i> on page 359, or <i>Toolbar: Message Status</i> on page 577

Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Programming

2

Step 1 To run an individual report:

1.1 See the *Reports* table above for more on each report.

Step 2 To print a composite report that consists of multiple reports:

2.1 See *Reports: Multiple Reports* on page 529.

Step 3 To save a report to a file on the PC running the Admin program:

3.1 See *File: Save Current Report* on page 349.

Step 4 To print a report on a printer accessible by the PC running the Admin program:

4.1 Optionally use *File: Print Preview* on page 351 to preview the report before printing it.

4.2 Optionally use *File: Print Setup* on page 352 to set up the printer prior to printing.

4.3 Use See *File: Print* on page 350 to print the report.

Operation

See the *Reports* table above for more on each report.

Return Receipt

Description

After recording and sending a message to a co-worker, a Subscriber or Guest Mailbox user can request a Return Receipt which notifies them when their co-worker has listened to the message. By requesting a Return Receipt, the user will know when the recipient has reviewed the message without having to call them back. The Return Receipt notification is sent to the mailbox as a new message. While listening to their messages, the subscriber or guest will hear: *"The following Return Receipt arrived on (date and time) from (extension number or name)." Voice mail then plays the original message.*

Related Features

Message Record (page 247)

A Subscriber or Guest Mailbox user can record and send a message to any other Subscriber, Guest, Message Center, or Future Delivery Mailbox.

Programming

No additional programming required.

Operation

Return Receipt			
Log onto Subscriber, Guest, or Message Center Mailbox			
RS (77)	Record and send a message Record at the tone and press # when you are done. ■ For other recording options, see <i>Message Record</i> on page 247		
	Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see <i>Message Record</i> on page 247		
	*R (*7)		Request a return receipt
	#		Send the message.
0	Plays Help message at any level		

Description

Compatibility Guidelines:

- Proper operation of Screened Transfer in 28i/124i requires voice mail software version 11.07 or higher and telephone system software version 6.01.01 or higher.

Screened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Screened Transfer allows the Automated Attendant to transfer outside calls to the system extensions without the need for a live receptionist or operator. Screened Transfer is similar to telephone system screened transfers in which the transferring party controls the transfer. After an Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options.

Screened vs. Unscreened Transfer

2

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

The following table shows in detail how Screened Transfer operates.

Screened Transfer (TRF) Operation			
<ul style="list-style-type: none">■ <i>Call</i> = Call answered by the Automated Attendant.■ <i>Extension</i> = Extension dialed by Automated Attendant caller.			
If Auto Attendant Do Not Disturb is off (see page 92 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Rings extension. -<i>If answered</i>, transfers call. -<i>If unanswered</i>, plays greeting and prompts caller to start recording.	<ol style="list-style-type: none">1. Puts call on Hold2. Tries extension (i.e., tests for status).3. Sends call to mailbox: -Plays greeting. -Prompts caller to start recording.	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox: -Plays greeting. -Prompts caller to start recording.

Screened Transfer

With Active Greeting Not Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Rings extension. -<i>If answered</i>, transfers call. -<i>If unanswered</i>, plays name (if recorded) or extension number. Voice mail then prompts caller to dial 1 to leave message or 2 for other options (back to Automated Attendant).	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox: -Plays name (if recorded) or extension number. -Prompts caller to dial 1 to leave message or 2 for other options (back to Automated Attendant).	<ol style="list-style-type: none">1. Puts call on Hold.2. Tries extension (i.e., tests for status).3. Sends call to mailbox: -Plays name (if recorded) or extension number.4. Prompts caller to dial 1 to leave message or 2 for other options (back to Automated Attendant).
If Auto Attendant Do Not Disturb is on (see page 92 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none">1. Sends call immediately to mailbox: -Plays greeting. -Prompts caller to start recording.		
With Active Greeting Not Recorded	Option not available.		

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Caller ID (page 126)

Voice mail provides Caller ID data for a Screened Transfer call after the recipient answers. Note that *Unscreened Transfer* on page 329 provides Caller ID data as the call is ringing.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Forced Unscreened Transfer (page 171)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Monitored Transfer (page 258)

Monitored Transfer combines the features of a Screened Transfer with an Unscreened Transfer.

Unscreened Transfer (page 329)

After an Automated Attendant caller dials an extension, voice mail immediately transfers the call to the destination and hangs up.

Programming

Step 1 Assign the TRF action to a key on the active Dial Action Table.

- 1.1 *Customize: Dial Action Tables: [General] TRF Action – Screened Transfer* on page 379.
- Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX.
✓ By default, key 3 *Action* is TRF and *Number* is XXX. This means that Automated Attendant callers can place Screened Transfers to extensions 300-399.

Step 2 Set how many rings a Screened Transfer will ring an unanswered extension before recalling to the Automated Attendant.

- 2.1 *Customize: Mailbox Options: Call Routing [Call Handling] Options: Delay Rings Before Redirect Transfer* on page 400.
- Set how many rings (0-255) a TRF call will ring before recalling.
✓ By default, this option is 3.

Step 3 If required, automatically convert Screened Transfers to a subscriber's extension to Unscreened Transfers,

- 3.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Transfer: Forced Unscreened Transfer* on page 486.
- This option converts Automated Attendant Screened Transfers to Unscreened Transfers.
✓ By default, this option is disabled (unchecked).

2

Operation

N/A

Security Code

Description

A mailbox can have a security code to protect it from unauthorized access. A Security Code can be six digits maximum, using 0-9. If a subscriber wants to keep their mailbox private, they can enter a Security Code. No one else can use the subscriber's mailbox unless they know the code.

Related Features

System Administrator (page 310)

The System Administrator can delete a mailbox's security code.

Programming

Step 1 Optionally set up the default Security Code for each mailbox.

- 1.1 *File: Install: Phone System (Installation Wizard): Screen 2 – Ports and Mailbox Security Code* on page 343.
 - Once the Installation Wizard completes, the entry you make in this option will initially apply to each mailbox.
- ✓ By default, this entry is **None** (no default Security Code set up).

Step 2 Optionally require Announcement Mailbox callers to enter a Security Code before hearing the recorded announcement.

- 2.1 *Customize: Mailbox Options: Announcement: [General] Options: Security Code* on page 391.
 - ✓ By default, this entry is **None** (no default Security Code set up).

Step 3 Optionally require Future Delivery Mailbox callers to enter a Security Code before hearing the stored (undelivered) Future Delivery messages.

- 3.1 *Customize: Mailbox Options: Future Delivery: [General] Options: Security Code* on page 408.
 - ✓ By default, this entry is **None** (no default Security Code set up).

Step 4 Optionally require a guest to enter a Security Code before logging onto their Guest Mailbox.

- 4.1 *Customize: Mailbox Options: Guest: [General] Options: Security Code* on page 410.
 - ✓ By default, this entry is **None** (no default Security Code set up).

Step 5 Optionally require a Message Center Mailbox user to enter a Security Code prior to logging onto the Message Center Mailbox.

- 5.1 *Customize: Mailbox Options: Message Center: [General] Options: Security Code* on page 433.
 - *Since Message Center Mailboxes are normally used to “collect” general messages, you should normally leave this option at its default value.*
- ✓ By default, this entry is **None** (no default Security Code set up).

Step 6 Optionally restrict access to the Modem Mailbox by requiring Modem Mailbox callers to enter a Security Code.

- 6.1 *Customize: Mailbox Options: Modem: [General] Options: Security Code* on page 453.
 - The Security Code should be entered as part of the communications software dial string used to access the Modem Mailbox.
- ✓ By default, this entry is **None** (no default Security Code set up).

Step 7 Optionally require a user to enter a Security Code prior to logging onto a Network Mailbox.

- 7.1 *Customize: Mailbox Options: Network: [General] Options: Security Code* on page 456.
 - ✓ By default, this entry is **None** (no default Security Code set up).

Step 8 Optionally require a subscriber to enter a Security Code prior to logging onto their Subscriber Mailbox.

- 8.1 *Customize: Mailbox Options: Subscriber: [General] Options: Security Code* on page 469.
✓ By default, this entry is **None** (no default Security Code set up).

Step 9 To automatically enable a Security Code for new mailboxes created after the initial installation:

- 9.1 *Customize: System Options: [General 1]: Options: Mailbox Default Security Code* on page 502.
- This only affects new mailboxes created after the initial installation.
✓ By default, this entry is **None** (no default Security Code set up).

Step 10 To specify how long a caller has to enter their Security Code after voice mail requests it:

- 10.1 *Customize: System Options: [General 2]: Mailbox Logon: Time Limit (seconds)* on page 506.
- This interval also determines how long (**1-99 seconds**) a caller has to enter their mailbox number after a remote logon.
✓ By default, this interval is **5 seconds**.

Step 11 To specify how many times a caller can incorrectly enter a Security Code before voice mail reroutes the call:

- 11.1 *Customize: System Options: [General 2]: Mailbox Logon: Attempt Limit* on page 506.
- This interval also determines how many times (**1-99 attempts**) a caller can enter an incorrect mailbox number after a remote logon.
✓ The default setting for this option is **3**.

2

Operation

Changing or Deleting a Security Code (From your Subscriber Mailbox)

Log onto Subscriber Mailbox

Log onto Subscriber Mailbox				
Access the Mailbox Options Menu				
	S (7)	Access the Security Code options		
		Enter new Security Code + #		
			C (2)	Accept Security Code entry and go back to the Mailbox Options Menu
			I (4)	Do not accept Security Code entry and go back to the Mailbox Options Menu
		0 + #	Optionally erase your Security Code and go back to the Mailbox Options Menu	
		#	Exit to the Mailbox Options Menu without making any changes to your Security Code	
	0	Plays Help message		
0		Plays Help message		

Security Code

Deleting a Security Code (From your System Administrator's Mailbox)

Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000)

SA (72)	Access the System Administrator Menu		
	DS (37)	Access the Delete Security Code options	
		Enter the number of the mailbox whose Security Code you want to delete	
		D (3)	Delete the Security Code for selected mailbox and go back to System Administrator Menu
		#	Go back to System Administrator Menu without deleting the Security Code
0	#	Go back to System Administrator Menu without deleting a Security Code	
	Plays Help message		

Description

You can shut down the voice mail PCB for maintenance purposes. This is typically done prior to turning off the telephone system or removing the voice mail PCB from the equipment cabinet. Shutting down the voice mail ensures that the PCB will restart with all the programmed options intact. You should not turn off the telephone system equipment cabinet or remove the voice mail PCB without first shutting down the voice mail.

There are two ways to shut down the voice mail PCB:

- Briefly press (tap) the PCB reset button.
 - See *Shutting Down the UltraMail/UltraMail 2000 PCB* on page 4 and *Shutting Down the Aspire Mail/Aspire Mail Plus PCB* on page 12 for more.
- Use the System Administrator Shutdown option.

If you use the System Administrator Shutdown option and do not remove the voice mail PCB after it shuts down, it will automatically restart in 45 seconds. This allows the System Administrator and maintenance personnel to remotely reset the voice mail without having to press and hold the reset button on the voice mail PCB.

2

Related Features

Security Code (page 300)

The System Administrator's Mailbox must have a Security Code enabled to use the Shutdown procedure.

System Administrator (page 310)

The Shutdown option is only available to the System Administrator.

Programming

None

Operation

Accessing the System Administrator Options				
Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access the System Administrator Menu			
	<ul style="list-style-type: none">■ Turn to <i>System Administrator Options</i> on page 310 for more.			
PD (72)	Shut down the voice mail PCB			
	Enter your Security Code			
		#	Cancel the Shutdown	
			<ul style="list-style-type: none">■ The voice prompts will tell you when it is no longer possible to cancel shutdown, and when shutdown is complete.	
0	Plays Help message			

Single Digit Dialing

Description

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use a voice mail feature. Single Digit Dialing simplifies the Automated Attendant since the caller just dials a single digit to reach an extension or use an option. If you set up Single Digit Dialing, be sure to customize the active Instruction Menu so it describes which digits the caller should dial to use the available options.

All of the features in the following Dial Action Table Key Action Summary table are accessible from a single Dial Action Table digit.

Dial Action Table Key Action Summary			
Action	Description	Feature Reference	For more, see:
DIRF	<u>Directory Dialing by First Name</u> Allows an Automated Attendant caller to use Directory Dialing by first name.	Directory Dialing (page 148)	Page 375
DIRL	<u>Directory Dialing by Last Name</u> Allows an Automated Attendant caller to use Directory Dialing by last name.	Directory Dialing (page 148)	Page 375
GOTO	<u>Go To A Mailbox</u> Allows an Automated Attendant caller to log directly into a mailbox.	Go To A Mailbox (page 176)	Page 376
HUP	<u>Hang Up</u> Voice mail says “Goodbye” and hangs up.	Hang Up (page 184)	Page 376
LANG1	<u>Switch to Language 1</u> Allows an Automated Attendant caller to switch the voice prompt language to LANG1 (normally English Mnemonic).	Bilingual Voice Prompts (page 105)	Page 376
LANG2	<u>Switch to Language 1</u> Allows an Automated Attendant caller to switch the voice prompt language to LANG2 (normally English Numeric).	Bilingual Voice Prompts (page 105)	Page 376
LOGON	<u>Log Onto Voice Mail</u> Allows an Automated Attendant caller to log onto a mailbox, either directly or one of their choosing.	Log Onto Voice Mail (page 201)	Page 376
MTRF	<u>Monitored (Ring No Answer) Transfer</u> Allows an Automated Attendant caller to place a Monitored Transfer to an extension.	Monitored Transfer (page 258)	Page 377
REC1	<u>Quick Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller <i>will</i> hear the extension’s personal greeting.	Quick Message (page 287)	Page 377
REC1C	<u>Quick Confidential Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Confidential Message at an extension. The caller <i>will</i> hear the extension’s personal greeting.	Quick Message (page 287)	Page 377

Dial Action Table Key Action Summary			
Action	Description	Feature Reference	For more, see:
REC1U	<u>Quick Urgent Message with Greeting</u> Allows an Automated Attendant caller to leave a Quick Urgent Message at an extension. The caller will hear the extension's personal greeting.	Quick Message (page 287)	Page 378
REC2	<u>Quick Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Message at an extension. The caller will not hear the extension's personal greeting.	Quick Message (page 287)	Page 378
REC2C	<u>Quick Confidential Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Confidential Message at an extension. The caller will not hear the extension's personal greeting.	Quick Message (page 287)	Page 378
REC2U	<u>Quick Urgent Message without Greeting</u> Allows an Automated Attendant caller to leave a Quick Urgent Message at an extension. The caller will not hear the extension's personal greeting.	Quick Message (page 287)	Page 378
TRF	<u>Screened Transfer</u> Allows an Automated Attendant caller to place a Screened Transfer to an extension. Voice mail calls (screens) the destination to see if the call can go through.	Screened Transfer (page 297)	Page 379
UND	<u>Undefined Routing (No Routing)</u> This action provides no routing.	N/A	Page 379
UTRF	<u>Unscreened Transfer</u> Allows an Automated Attendant caller to place an Unscreened Transfer to an extension. Voice mail transfers the call to the destination and then hangs up.		Page 379

2

Related Features

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 304.

Programming

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 304.

Operation

Refer to the *Dial Action Table Key Action Summary* Table beginning on page 304.

Subscriber Mailbox

Description

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension. When an extension user accesses their voice mail, they are using their Subscriber Mailbox. It provides voice messaging services.

For a brief overview of the features available at a Subscriber Mailbox, review the *Related Features* below. Then, go to the individual feature to find out how it operates and any programming required to make it work.

Related Features

Automated Attendant (page 99)

The Automated Attendant can route callers to a Subscriber Mailbox.

Auto Erase or Save (page 94)

After a subscriber listens to a message in their Subscriber Mailbox, voice mail can automatically erase or save the message.

Auto Forward (page 95)

Messages left in the Subscriber Mailbox can automatically forward to another mailbox.

Bilingual Voice Prompts (page 105)

Choose the language that a subscriber hears they log onto their Subscriber Mailbox.

Call Announcing (page 110)

Call Announcing lets the subscriber know who is calling before they answer an Automated Attendant call.

Call Blocking (page 113)

The Subscriber Mailbox can block calls from the Automated Attendant. If enabled, the mailbox will block Screened Transfers (TRFs), Unscreened Transfers (UTRFs), and Directory Dialing (DIRF and DIRL) transfers from the Automated Attendant.

Call Queuing (page 116)

Automated Attendant callers can queue (wait in line) for a subscriber's busy extension. Voice mail tells them their position in line while they wait.

Call Waiting (page 124)

Automated Attendant callers can wait in line (without hanging up) for a busy subscriber's extension to become free.

Centralized Voice Mail (page 130)

A single voice mail can provide can provide Voice Mail/Automated Attendant service for multiple telephone systems.

Confidential Message (page 136)

A Subscriber Mailbox user can send a Confidential Message.

Conversation Record (page 138)

Enable or disable the Conversation Record beep for the Subscriber Mailbox.

Directory Dialing (page 148)

Callers can use Directory Dialing to access a Subscriber Mailbox.

External Extension (page 163)

A subscriber can have calls from the Automated Attendant automatically route on another trunk to an outside telephone number.

First Time Tutorial (page 166)

Voice mail can play a brief tutorial to the subscriber when they first log onto their Subscriber Mailbox.

Listening to Messages (page 196)

Review this feature to learn which features are available to a subscriber while listening to messages.

Make Call (page 210)

To simplify returning outside calls, voice mail can ask the caller leaving a message to enter their phone

number prior to leaving the message. The subscriber can then dial **MC** to call the person back.

Mailbox Name (page 204)

The Subscriber Mailbox name facilitates Directory Dialing.

Main Menu (page 208)

The Main Menu provides access to the features available to a Subscriber Mailbox.

Message Listen Mode (page 225)

Set the type of messages a guest will listen to when they dial **L** (5) after logging into their Subscriber Mailbox.

Message Notification (page 226)

Once activated, Message Notification dials up to 3 telephone numbers to let the user know they have new messages in their Subscriber Mailbox.

Message Playback Direction (page 245)

Set the subscriber Mailbox message playback order.

Message Record (page 247)

Review this feature to learn which features are available to a subscriber while recording and sending a message.

Message Retention (page 251)

Set how long a Subscriber Mailbox will retain held and saved messages.

Message Storage Limit (page 253)

Set the maximum number of messages that can be left in the mailbox.

Next Call Routing Mailbox (page 274)

The Next Call Routing Mailbox provides additional dialing options after a caller leaves a message in a Subscriber Mailbox.

Park and Page (page 278)

Voice mail can park an Automated Attendant call at the subscriber's extension and automatically page with a prerecorded greeting announcing the parked call.

Pre-Greeting Announcement Mailbox (page 284)

When enabled for a Subscriber Mailbox, callers leaving a message in the mailbox hear the Announcement Message recorded for the specified Pre-Greeting Announcement Mailbox prior to the Subscriber Mailbox's Personal Greeting.

Security Code (page 300)

If enabled, a subscriber must enter a security code before logging onto their Subscriber Mailbox.

System Administrator (page 310)

A Subscriber Mailbox designated as a System Administrator provides the subscriber with unique system administration capabilities through the **SA** menu.

Tenant Service (page 314)

Tenant Groups may limit access to a Subscriber Mailbox.

Transfer Only Mailbox (page 321)

If enabled for the Subscriber Mailbox, Automated Attendant callers can ring the subscribers extension but cannot leave messages in the Subscriber Mailbox.

Unscreened Transfer (page 329)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Urgent Message (page 332)

A Subscriber Mailbox user can send an Urgent Message.

2

Subscriber Mailbox

Programming

Step 1 Set up a Subscriber Mailbox.

1.1 *Customize: Mailbox Options: Subscriber: [General] Options: Mailbox Type* on page 469.

- Select **Subscriber**.

✓ See the following chart:

Default Mailbox List				
[] Indicates Aspire Mail and UltraMail capacities.				
Mailbox Type	28i/124i	Aspire	DS2000 V2	DS2000 V3
Subscriber	301-372 [301-324]	301-499 [301-396]	300-331 [300-331]	300-427 [300-331]
Trunk	001-052 [001-008]	001-072 [001-024]	401-416 [401-416]	101-164 [101-116]
Undefined	713 [105]	666 [17]	889 [89]	745 [89]
Total	1000 [200]	1000 [200]	1000 [200]	1000 [200]

Step 2 Optionally assign a department name to a Subscriber Mailbox.

2.1 *Customize: Mailbox Options: Subscriber: [General] Options: Department* on page 470.

- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

✓ By default, there are no department names defined.

Step 3 Assign an extension to the Subscriber Mailbox.

3.1 *Customize: Mailbox Options: Subscriber: [General] Options: Extension* on page 470.

- Normally, the Subscriber Mailbox number is the same as the extension number.

✓ By default, the Subscriber Mailbox numbers are the same as the extension numbers.

Step 4 Check to be sure message waiting lamping is enabled for the Subscriber Mailbox.

4.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Lamp: Message Waiting Lamp* on page 484.

- Normally, you should enable this option.

✓ By default, this option is enabled (**checked**).

Step 5 Check the setting of the Remote Logon option for the Subscriber Mailbox.

5.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Logon: Use Remote Logon as Direct Logon* on page 487.

- If enabled, an extension user can directly dial a specific voice mail port and log on as if they pressed their message key. Normally, this option is disabled.

✓ By default, this option is disabled (**unchecked**).

Step 6 Set the maximum length of recorded messages left in the Subscriber Mailbox

6.1 *Customize: System Options: [Timer]: Message Length (seconds): Subscriber* on page 517.

- Set the maximum length (**1-9999** seconds) of recorded messages for:

- Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
- Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
- Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
- Subscriber and Guest Mailbox Greetings.
- Call Routing Mailbox Welcome Messages and Instruction Menus.
- Announcement Mailbox messages.
- Interactive Prompts (prompts recorded for an Interactive Mailbox).

✓ By default, these types of messages **120** seconds long maximum.

Step 7 Set the maximum length of recorded Quick Messages left in the Subscriber Mailbox.

7.1 *Customize: System Options: [Timer]: Message Length (seconds): Nonsubscriber* on page 517.

This option sets the maximum length (1-9999 seconds) of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, and Subscriber Mailboxes.
- Outside callers transferred by an extension user to a Message Center Mailbox.

✓ By default, these types of messages **120** seconds long maximum.

Step 8 Optionally review the following reports.

- *Reports: Mailbox: Options* on page 541
- *Reports: Mailbox: Directory List* on page 543
- *Reports: Mailbox: Numeric List* on page 544
- *Reports: Mailbox: Access Count* on page 545
- *Reports: Mailbox: Call Flags* on page 547
- *Reports: Message Usage* on page 548

Operation

N/A

2

System Administrator

Description

The System Administrator is the Subscriber Mailbox that has unique system administration features such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox. The System Administrator features are an essential part of voice mail setup since they allow the recording of the system-wide messages and provide Subscriber Mailbox maintenance. After logging onto their Subscriber Mailbox, the System Administrator can use all of the features in the **SA** menu. The *System Administrator Options* table below shows these options.

System Administrator Options		
Option	Description	For more, see:
SA (72)	Access the System Administrator options.	
BR (27)	Record the Broadcast Message.	<i>Broadcast Message</i> on page 108.
W (9)	Record a Welcome Message.	<i>Welcome Message</i> on page 339.
I (4)	Record an Instruction Menu.	<i>Instruction Menu</i> on page 185.
DD (33)	Record a Directory Dialing Message.	<i>Directory Dialing Message</i> on page 157.
AN (26)	Record an Announcement Message.	<i>Announcement Message</i> on page 85.
N (6)	Record a Mailbox Name.	<i>Mailbox Name</i> on page 204.
SO (76)	Enable Answer Schedule Override.	<i>Answer Schedule Override</i> on page 90.
MH (64)	Record Music on Hold.	<i>Music On Hold</i> on page 261.
IP (47)	Record the Interactive Prompts.	<i>Interactive Prompts</i> on page 194.
PC (72)	Customize the voice prompts.	<i>Voice Prompts</i> on page 337.
DT (38)	Set the voice mail date (not available on Aspire Mail/Aspire Mail Plus).	<i>Time and Date</i> on page 316.
SV (78)	Get the system version number.	<i>Diagnostics</i> on page 141.
PD (73)	Shut down voice mail prior to turning off the telephone system power.	<i>Shutting Down the System</i> on page 303.
EM (36)	Erase all messages in a mailbox.	<i>Erasing All Messages</i> on page 161.
L (5)	Assign a stored language as an active language.	<i>Bilingual Voice Prompts</i> on page 105.
DS (37)	Delete a mailbox security code.	<i>Mailbox Security Code Delete</i> on page 207.

Related Features

Bilingual Voice Prompts (page 105)

The system administrator can assign one of the four stored languages to either active language (Language 1 or Language 2).

Subscriber Mailbox (page 306)

Only a Subscriber Mailbox can be a System Administrator.

Tenant Service (page 314)

A Subscriber Mailbox can be System Administrator for an individual Tenant Group or all Tenant Groups.

Programming

Step 1 Designate a Subscriber Mailbox as a System Administrator.

- 1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: System Administrator* on page 491. The options are:
- **No** - Subscriber Mailbox is not a System Administrator.
 - **INTRA** - Subscriber Mailbox is a System Administrator only for the Tenant Group to which it belongs.
 - **INTER** - Subscriber is a System Administrator for all Tenant Groups.
- ✓ By default in 28i/124i and Aspire, Mailbox 301 is **INTRA**. All other mailboxes are **No**.
- ✓ By default in DS2000, Mailbox 300 is **INTRA**. All other mailboxes are **No**.

Operation

Refer to the individual features referenced in the *System Administrator Options* on page 310.

Accessing the System Administrator Options	
Log onto System Administrator's Mailbox (301 in 28i/124i and Aspire, 300 in DS2000)	
SA (72)	Access the System Administrator Menu <ul style="list-style-type: none">■ Turn to <i>System Administrator Options</i> on page 310 for more.
0	Plays Help message

System Administrator Mailbox

Description

A System Administrator Mailbox is a Subscriber Mailbox in which you have enabled the System Administrator option. This provides the subscriber with system administration capabilities. Voice mail can have multiple System Administrator Mailboxes. Turn to *System Administrator* on page 310 for more.

Related Features

Subscriber Mailbox (page 306)

Only a Subscriber Mailbox can be a System Administrator.

System Administrator (page 310)

The System Administrator has unique system administration functions, such as recording Welcome Messages and Instruction Menus, and deleting messages in a co-worker's mailbox.

Programming

Step 1 Designate a Subscriber Mailbox as a System Administrator.

1.1 *Customize: Mailbox Options: Subscriber: [Subscriber] Options: System Administrator* on page 491. The options are:

- **No** - Subscriber Mailbox is not a System Administrator.
- **INTRA** - Subscriber Mailbox is a System Administrator only for the Tenant Group to which it belongs.
- **INTER** - Subscriber is a System Administrator for all Tenant Groups.

✓ By default in 28i/124i and Aspire, Mailbox 301 is **INTRA**. All other mailboxes are **No**.

Step 2 Refer to System Administrator on page 310 for more programming details.

Operation

See *Accessing the System Administrator Options* on page 311.

Description

Compatibility Guidelines:

- Re-initializing the system returns all programmed options to their factory set (default) values. Any site specific programming you have done will be erased following re-initialization.

You can re-initialize the voice mail database. You may want to do this if the site requirements significantly change and it is easier to start over from default than remove all your custom programming. Re-initializing voice mail returns all programmed options to their default values.

Related Features

Local Backup and Archive (page 198)

Optionally consider backing up the site database prior to re-initialization.

Programming

2

Step 1 To re-initialize the voice mail database:

- 1.1 *File: Install: Phone System (Installation Wizard)* on page 343.
 - Start the Installation Wizard.
 - Optionally make any required changes to your configuration in Screens 1-4.
- 1.2 *File: Install: Phone System (Installation Wizard): Screen 5 – Finish the Installation* on page 345.
 - Clicking **Finish** automatically rebuilds the voice mail database with all the factory set (default) values.

Operation

N/A

Description

Tenant Service enhances the way multiple businesses in the same building can share a single voice mail system. For example, Tenant Service can:

- Allow or prevent inter-tenant messaging. If prevented, a Subscriber, Guest, or Network Mailbox user can only record and send a message to another mailbox in their same Tenant Group.
- Restrict or allow access to other system resources such as voice mail ports and Call Routing Mailboxes. For example, an Automated Attendant caller answered by a Call Routing Mailbox in Tenant Group 1 cannot dial an extension in Tenant Group 2.

Related Features

Multiple Company Greetings (page 260)

If a single voice mail serves multiple companies, Tenant Service may enhance voice mail operation.

Programming

Step 1 Specify the number of voice mail tenants.

- 1.1 *Customize: System Options: [General] Tenant: Number of Tenants* on page 504.
 - You can set up from **1-4** tenants.
 - ✓ By default, voice mail has a single tenant.

Step 2 Enable or disable Intertenant Messaging.

- 2.1 *Customize: System Options: [General] Tenant: Intertenant Messaging* on page 504.
 - If disabled (**unchecked**), voice mail restricts messaging and routing to members of the same Tenant Group.
 - ✓ By default, Intertenant Messaging is disabled (**unchecked**).

Step 3 Assign ports and mailboxes to specific Tenant Groups.

- 3.1 *Customize: Port Options: [General] Options: Tenant* on page 499.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all voice mail ports are in Tenant Group 1.
- 3.2 *Customize: Mailbox Options: Announcement: [General] Options: Tenant* on page 392.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Announcement Mailboxes are in Tenant Group 1.
- 3.3 *Customize: Mailbox Options: Call Routing: [General] Options: Tenant* on page 399.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Call Routing Mailboxes are in Tenant Group 1.
- 3.4 *Customize: Mailbox Options: Directory Dialing: [General] Options: Tenant* on page 403.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Directory Dialing Mailboxes are in Tenant Group 1.
- 3.5 *Customize: Mailbox Options: Distribution: [General] Options: Tenant* on page 407.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Distribution Mailboxes are in Tenant Group 1.
- 3.6 *Customize: Mailbox Options: Guest: [General] Options: Tenant* on page 412.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Guest Mailboxes are in Tenant Group 1.
- 3.7 *Customize: Mailbox Options: Interactive: [General] Options: Tenant* on page 429.
 - Voice mail provides from **1-4** Tenant Groups.
 - ✓ By default, all Interactive Mailboxes are in Tenant Group 1.
- 3.8 *Customize: Mailbox Options: Message Center: [General] Options: Tenant* on page 438.
 - Voice mail provides from **1-4** Tenant Groups.

- ✓ By default, all Message Center Mailboxes are in Tenant Group 1.
- 3.9 *Customize: Mailbox Options: Modem: [General] Options: Tenant* on page 454.
 - Voice mail provides from **1-4** Tenant Groups.
- ✓ By default, the Modem Mailbox is in Tenant Group 1.
- 3.10 *Customize: Mailbox Options: Network: [General] Options: Tenant* on page 461.
 - Voice mail provides from **1-4** Tenant Groups.
- 3.11 By default, all Subscriber Mailboxes are in Tenant Group 1. *Customize: Mailbox Options: Subscriber: [General] Options: Tenant* on page 474.
 - Voice mail provides from **1-4** Tenant Groups.
- ✓ By default, all Subscriber Mailboxes are in Tenant Group 1.
- 3.12 *Customize: Mailbox Options: Trunk: [General] Options: Tenant* on page 494.
 - Voice mail provides from **1-4** Tenant Groups.
- ✓ By default, all Trunk Mailboxes are in Tenant Group 1.

Step 4 Optionally review the following reports:

- *Report: Callout: Options* on page 534
- *Report: Callout: Log* on page 535

Operation

N/A

2

Time and Date

Description

Compatibility Guidelines:

- In DS2000 and 28i/124i, voice mail software version 11.02.15 or higher will automatically obtain the Time and Date from the connected telephone system's clock.
- In Aspire, all voice mail software versions will automatically obtain the Time and Date from the connected telephone system's clock.

A Subscriber, Guest, or Message Center Mailbox user can hear the time and date when they call their mailbox. This is frequently a convenient way to hear the time and date since the top line of the telephone display (which normally shows the time and date) changes when the user logs into their mailbox.

The voice mail clock will automatically synchronize with the telephone system clock as follows:

- When the telephone system resets.
- Once an hour.
- Whenever you change the date and time in the telephone system.

Related Features

Auto Time Stamp (page 98)

After a user listens to a message, voice mail can optionally announce the time and date the message was left.

Time and Date Stamp (page 318)

An extension can listen to a message and dial a code to hear the time the message was sent.

Programming

None

Operation

Accessing the System Administrator Options (28i/124i and DS2000 Only)						
Log onto System Administrator's Mailbox (301 in 28i/124i, 300 in DS2000)						
SA (72)	Access the System Administrator Menu					
	To set the time					
	TI (84)	Access the Time option				
		Enter the new time (HH + MM+ A [for AM] or P [for PM]) ■ For example, 1215P = 12:15 PM				
		C (2)	Accept the new time and go back to the System Administrator Menu			
		I (4)	Do not accept the new time and go back to <i>Enter the new time</i>			
		#	Go back to the System Administrator Menu without changing the time			
	To set the date					
	DT (38)	Access the Date option				
		Enter the new date (MM + DD + YR) ■ For example, 012003 = January 20, 2003				
		C (2)	Accept the new date and go back to the System Administrator Menu			
		I (4)	Do not accept the new date and go back to <i>Enter the new date</i>			
		#	Go back to the System Administrator Menu without changing the time			
0	Plays Help message					

Hearing the Current Time and Date				
Log onto Subscriber, Guest, or Message Center Mailbox				
TI (84)	Access the Time and Date option ■ Voice mail plays the time and date, and then returns you to the mailbox Main Menu			
0	Plays Help message			

Time and Date Stamp

Description

While listening to a message, a Subscriber, Guest, or Message Center Mailbox user can dial **TI** to hear the Time and Date the message was left. In addition, a Future Delivery Mailbox caller can dial **TI** while listening to an undelivered Future Delivery message to find out when it was sent. With Network Mailboxes, Time and Date Stamp identifies the message as a network message, announces the sender's mailbox number, and announces the telephone number of the remote system. Time and Date Stamp is a handy option while reviewing messages. The subscriber can just dial a code to find out when the message arrived.

Time and Date Stamp with Caller ID

With caller ID installed, a mailbox user can dial **TI** to listening to a message to hear the time and date the message was sent, as well as the caller's number.

Related Features

Auto Time Stamp (page 98)

After a user listens to a message, voice mail can optionally announce the time and date the message was left.

Caller ID (page 126)

With Caller ID installed and programmed, the Time and Date Stamp also includes the caller's number.

Listening to Messages (page 196)

Turn to this feature for additional listening options.

Time and Date (page 316)

You can set the system Time and Date from the Admin Program or from a System Administrator's Mailbox.

Programming

To get Time and Date Stamp with Caller ID, be sure Caller ID is properly installed and programmed in the connected telephone system.

Operation

Hearing the Time and Date a Message was Left

Log onto Subscriber, Guest, or Message Center Mailbox		
L (5)	Access the Message Listen mode	
	TI (84)	Hear the time and date the message was sent ■ Turn to <i>Listening to Messages</i> on page 196 for more on your listening options.
0	Plays Help message	

Description

Compatibility Guidelines:

- This option is not available on Aspire Mail and UltraMail. It requires Aspire Mail Plus or UltraMail 2000.
- For best Trace Viewer performance, use Admin program version 3.0.1.10 or higher.

The Trace Viewer diagnostic allows you to view the events stored in the trace database. NEC Unified Solutions Technical Service personnel may request that you run this diagnostic. They will also help you interpret the results. You can determine which system events voice mail will record in the trace database, as well as how long voice mail will save Trace Viewer events before overwriting them with new events.

Following is a sample of the Trace Viewer diagnostic:

Trace Messages		
Trace Time	Port	Trace String
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: System date synchronized with PBX
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: System time synchronized with PBX
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: UpdateClockFromPBX() VM SYSTEM CLOC
07/19/2004 08:59:59:000	0	07/19/2004 08:59:59:00 TRPort(0000) I: System date synchronized with PBX
07/19/2004 09:00:00:000	0	07/19/2004 09:00:00:00 TRPort(0000) I: System time synchronized with PBX
07/19/2004 09:00:00:000	0	07/19/2004 09:00:00:00 TRPort(0000) I: UpdateClockFromPBX() VM SYSTEM CLOC
07/19/2004 09:03:01:000	0	07/19/2004 09:03:01:00 TRPort(0000) I: Current number of active Desktop clients is 0
07/19/2004 09:03:02:000	0	07/19/2004 09:03:02:00 TRPort(0000) I: Current number of active GUI Admin clients is
07/19/2004 09:03:02:000	0	07/19/2004 09:03:02:00 TRPort(0000) I: TCPIP client 0 GUI ADMIN logon
07/19/2004 09:38:44:000	0	07/19/2004 09:38:44:00 TRPort(0000) I: TCPIP client 0 logoff from Mailbox NA
07/19/2004 09:38:44:000	0	07/19/2004 09:38:44:00 TRPort(0000) I: TCPIP Disconnect Client 0
07/19/2004 09:53:24:000	0	07/19/2004 09:53:24:00 TRPort(0000) I: Current number of active Desktop clients is 0
07/19/2004 09:53:25:000	0	07/19/2004 09:53:25:00 TRPort(0000) I: Current number of active GUI Admin clients is
07/19/2004 09:53:25:000	0	07/19/2004 09:53:25:00 TRPort(0000) I: TCPIP client 0 GUI ADMIN logon
07/19/2004 09:53:26:000	0	07/19/2004 09:53:26:00 TRPort(0000) F16P1X21COL11642
07/19/2004 09:53:26:000	1	07/19/2004 09:53:26:00 TRPort(0001) I: X21COP1L120167
07/19/2004 09:53:26:000	1	07/19/2004 09:53:26:00 TRPort(0001) F16P1X21COL11642

2

Related Features

Diagnostics (page 141)

Diagnostics help you troubleshoot your voice mail and keep it operating at peak performance.

Real Trace (page 290)

The Real Trace diagnostic shows (in real time) the voice mail events as they occur.

Reports (page 294)

The Admin program provides a comprehensive set of reports for monitoring system performance and usage.

Programming

Step 1 To view the Trace Viewer Diagnostic:

- 1.1 *View: Trace Viewer* on page 357
- OR
- 1.2 *Toolbar: Trace Viewer* on page 572

Step 2 Set how long you want the trace database to retain trace events (messages).

- 2.1 *Tools: Options: Days to keep trace messages:* on page 564.
 - This option sets how long (in days) voice mail will save Trace Viewer events before overwriting them with new events.

✓ The default setting for this option is **10** days.

Trace Viewer

Step 3 Determine which events you want to record in the trace database.

3.1 *Tools: Options: Event Codes Filter for Trace Database* on page 566.

- NEC Unified Solutions Technical Service personnel can help you when choosing which events to record.
-

Step 4 Optionally reset the trace database.

4.1 *Tools: Options: Reset Trace Database* on page 565.

- Use this option to reset (clear) the trace database (Trace Viewer log). When you click on this button, all trace database entries are erased.
-

Operation

N/A

Description

If a subscriber has a Transfer Only Mailbox, Automated Attendant callers can ring their extension but cannot leave messages in their Subscriber Mailbox. A Transfer Only Mailbox would be helpful at a courtesy phone, for example, since there is no need to leave messages at that type of telephone. Transfer-Only Mailbox applies only to the following types of calls:

- Calls routed from the Automated Attendant using the Screened Transfer (TRF), Directory Dialing (DIRF or DIRL) or Quick Message (REC) actions.
- Calls routed from a Directory Dialing Mailbox.

To enable Transfer-Only Mailbox:

- The Subscriber Mailbox must not have a Personal Greeting recorded.
- The call can only be routed to the extension from the Automated Attendant (Call Routing Mailbox) TRF option, or via Directory Dialing.

If the call is not answered at the Transfer-Only Mailbox, voice mail routes the call back to the Call Routing or Directory Dialing Mailbox that initially routed it.

2

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Directory Dialing (page 148)

Directory Dialing will follow Transfer Only Mailbox programming.

Greeting (page 178)

The Subscriber Mailbox which has Transfer Only Mailbox enabled must not have a greeting recorded.

Quick Message (page 287)

Quick Message will follow Transfer Only Mailbox programming.

Screened Transfer (page 297)

Screened Transfers will follow Transfer Only Mailbox programming.

Subscriber Mailbox (page 306)

Transfer Only Mailbox is only available to Subscriber Mailboxes.

Transfer Only Mailbox

Programming

Step 1 Designate a Subscriber Mailbox as a Transfer Only Mailbox.

- 1.1 *Customize: Mailbox Options: Subscriber: [Lamp/Logon/Transfer] Transfer-Only Mailbox* on page 486.
 - Enable (**check**) or disable (**uncheck**) this option as required for Subscriber Mailboxes.
 - ✓ By default, this option is disabled (**unchecked**).

Operation

N/A

Description

An extension user can transfer their active call to a co-worker's mailbox. This lets the caller leave a personal message for the co-worker. Transfer to a Mailbox is one of the big conveniences of voice mail since the caller can state their business and not have to call back later. It saves the caller time and cuts down on unnecessary telephone system call processing. Transfer to a Mailbox is frequently used by attendants and receptionists as well as other co-workers.

Related Features

Auto Attendant Do Not Disturb (page 92)

When enabled, Auto Attendant Do Not Disturb automatically sends all calls from the Automated Attendant to the subscriber's mailbox.

Monitored Transfer (page 258)

Automated Attendant Monitored Transfers can automatically transfer an outside caller to an extension.

Screened Transfer (page 297)

Automated Attendant Screened Transfers can automatically transfer an outside caller to an extension.

Unscreened Transfer (page 329)

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an extension.

2

Programming

None

Transfer to a Mailbox

Operation

Transferring your call to a Co-Worker's Mailbox in DS2000

To transfer your active call to a co-worker's mailbox:

1. Press **ICM**.
2. Dial your co-worker's mailbox number (e.g., 301 for extension 301).
 - You can optionally press a Hotline or Call Coverage key instead of pressing **ICM** and dialing a mailbox.
3. Press **MW**.
4. Press **SPK** to hang up.
 - To optionally transfer a call to co-worker's mailbox without first ringing their phone, press **MW** *before* dialing their mailbox number.

Transferring your call to a Co-Worker's Mailbox in 28i/124i and Aspire

To transfer your active call to a co-worker's mailbox:

1. Press **HOLD**.
2. Dial your co-worker's mailbox number (e.g., 301 for extension 301).
 - You can optionally press a One Touch Key instead of dialing a mailbox.
3. Press your Voice Mail key.
4. Press **SPK** to hang up.
 - To optionally transfer a call to co-worker's mailbox without first ringing their phone, press your Voice Mail key before dialing their mailbox number.

Description

The Automated Attendant can transfer outside callers to ACD/UCD Group master numbers. This lets the telephone system handle the call routing. Set this up by assigning TRF, UTRF, or MTRF actions in the active Dial Action Table to route to the ACD/UCD Group master number. Refer to *Screened Transfer* on page 297, *Unscreened Transfer* on page 329, and *Monitored Transfer* on page 258 for more on how these Automated Attendant options handle calls.

Related Features

Dial Action Table (page 143)

Set up TRF, UTRF, or MTRF Dial Action Table actions to route to the ACD/UCD Group master number.

Monitored Transfer (page 258)

Automated Attendant Monitored Transfers can automatically transfer an outside caller to an ACD/UCD Group master number.

Screened Transfer (page 297)

Automated Attendant Screened Transfers can automatically transfer an outside caller to an ACD/UCD Group master number.

Transfer to a Mailbox (page 323)

An extension user can transfer their call to an ACD/UCD master number instead of an extension.

Unscreened Transfer (page 329)

Automated Attendant Unscreened Transfers can automatically transfer an outside caller to an ACD/UCD Group master number.

2

Programming

Step 1 Optionally assign a TRF action to the key on the active Dial Action Table that you want to route to the ACD/UCD Group master number.

1.1 Customize: Dial Action Tables: [General] TRF Action – Screened Transfer on page 379.

- To transfer directly to the master number, *Action* should be TRF and the corresponding *Number* option should be the master extension number.

✓ By default, key 3 *Action* is TRF and *Number* is XXX. This means that Automated Attendant callers can place Screened Transfers to extensions 300-399.

Step 2 Optionally assign a UTRF action to the key on the active Dial Action Table that you want to route to the ACD/UCD Group master number.

2.1 Customize: Dial Action Tables: [General] UTRF Action – Unscreened Transfer on page 379.

- To transfer directly to the master number, *Action* should be UTRF and the corresponding *Number* option should be the master extension number.

✓ By default, key 0 and TIMEOUT are UTRF Actions to 0 (the operator).

Step 3 Optionally assign a MTRF action to the key on the active Dial Action Table that you want to route to the ACD/UCD Group master number.

3.1 Customize: Dial Action Tables: [General] MTRF Action – Monitored (Ring No Answer) Transfer on page 377.

- To transfer directly to the master number, *Action* should be MTRF and the corresponding *Number* option should be the master extension number.

✓ By default, key 0 and TIMEOUT are MTRF Actions to 0 (the operator).

Operation

N/A

Trunk Mailbox

Description

A Trunk Mailbox allows a specific telephone system trunk to have its own Answering Table. This is an essential part of setting up Multiple Company Greetings and other types of flexible answering. A Trunk Mailbox permits the voice mail Automated Attendant to provide a unique Welcome Message, Instruction Menu, and dialing options for each trunk. It also ensure that outside calls route through the Automated Attendant properly (i.e., with the proper integration strings).

Related Features

Bilingual Voice Prompts (page 105)

Use this option to set the prompt language for any calls handled by this Trunk Mailbox.

Mailbox Name (page 204)

The Trunk Mailbox name appears on system reports.

Multiple Company Greetings (page 260)

By setting up a Trunk Mailbox for each trunk, one voice mail system can provide individual greetings and dialing options for several companies.

Tenant Service (page 314)

Tenant Groups may limit access to the Trunk Mailbox.

Programming

Step 1 Set up a Trunk Mailbox.

1.1 Customize: Mailbox Options: Trunk: [General] Options: Mailbox Type on page 493.

- Select **Trunk**.

✓ See the following chart:

Default Mailbox List				
[] Indicates Aspire Mail and UltraMail capacities.				
Mailbox Type	28i/124i	Aspire	DS2000 V2	DS2000 V3
Subscriber	301-372 [301-324]	301-499 [301-396]	300-331 [300-331]	300-427 [300-331]
Trunk	001-052 [001-008]	001-072 [001-024]	401-416 [401-416]	101-164 [101-116]
Undefined	713 [105]	666 [17]	889 [89]	745 [89]
Total	1000 [200]	1000 [200]	1000 [200]	1000 [200]

Step 2 Optionally assign a department name for the Trunk Mailbox.

2.1 Customize: Mailbox Options: Trunk: [General] Options: Department on page 493.

- This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports

✓ By default, there are no department names assigned.

Step 3 Check to be sure the Trunk Mailbox numbers match the corresponding Extension entry.

3.1 Customize: Mailbox Options: Trunk: [General] Options: Extension on page 494.

- Be sure the *Extension* and *Mailbox Number* entries match.

✓ By default, *Extension* is the same entry as *Mailbox Number*.

Step 4 To have Trunk Mailboxes answer and route outside calls (for example to provide Multiple Company Greetings):

4.1 Customize: Mailbox Options: Trunk: [General] Answering Schedule Table on page 495.

- Program which Answering Table will answer the trunk specified in the *Extension* options for the Trunk Mailbox.

✓ By default, this option is N (None).

Step 5 Optionally review the following reports:

- *Reports: Auto Attendant: Trunk* on page 531
 - *Reports: Mailbox: Options* on page 541
 - *Reports: Mailbox: Directory List* on page 543
 - *Reports: Mailbox: Numeric List* on page 544
 - *Reports: Mailbox: Access Count* on page 545
-

Operation

N/A

2

Undefined Routing

Description

An Automated Attendant Undefined Routing is a Dial Action Table key assignment for which there is no routing defined. When an Automated Attendant caller dials a digit for which there is no routing assigned, Voice mail plays, “*That is an invalid entry. Please try again.*” Voice mail then repeats the dialing options (Instruction Menu) to the caller. If a Dial Action Table key assignment has no function, you should normally leave it undefined. By default (in Dial Action Tables 1 and 2), keys 1, 2, 5, 6, 7, and 8 have Undefined Routing.

Related Features

Dial Action Table (page 143)

Undefined Routing is a Dial Action Table Action.

Instruction Menu (page 185)

The active Call Routing Mailbox’s Instruction Menu repeats after a caller dials a digit with an Undefined Routing.

Programming

Step 1 To set up an Undefined Routing for a Dial Action Table:

1.1 *Customize: Dial Action Tables: [General] UND Action – Undefined Routing (No Routing) on page 379.*

- For a key that should have an Undefined Routing, the *Action* entry should be UND. There is no corresponding *Number* option entry.

✓ By default, keys 1, 2, 4, 5, 6, 7, and 8 have Undefined Routing.

Operation

N/A

Description

Compatibility Guidelines:

- Proper operation of Unscreened Transfer in 28i/124i requires voice mail software version 11.07 or higher and telephone system software version 6.01.01 or higher.

Unscreened Transfer is an Automated Attendant option that allows callers to directly dial system extensions. Unscreened Transfer allows the Automated Attendant to transfer outside calls to system extensions without the need for a live receptionist or operator. It is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, voice mail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Screened vs. Unscreened Transfer

Both Screened and Unscreened Transfer allow Automated Attendant callers to directly dial system extensions. The following summarizes the differences between these two types of Automated Attendant transfer.

- With Unscreened Transfer, calls from the Automated Attendant ring like other transferred calls and display the incoming Caller ID data (if provided by telco and enabled in programming). Screened Transfers ring like Intercom calls and do not display Caller ID until the call is answered.
- Both Screened and Unscreened Transfers route unanswered calls to the subscriber's greeting (recorded or default) so the caller can leave a message. However, only Screened Transfer allows the caller to dial 2 to reach the Next Call Routing Mailbox options (if programmed).

2

The following table shows in detail how Unscreened Transfer operates:

Unscreened Transfer (UTRF) Operation			
<ul style="list-style-type: none">■ <i>Call</i> = Call answered by the Automated Attendant.■ <i>Extension</i> = Extension dialed by Automated Attendant caller.			
If Auto Attendant Do Not Disturb is off (see page 92 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Briefly tries extension (i.e., tests for status), then hangs up to transfer call unscreened. - <i>If answered</i>, connects call (just like a phone system transfer). - <i>If unanswered</i> in a default phone system, plays greeting and a beep (so caller can start recording).¹	<ol style="list-style-type: none">1. Puts call on Hold2. Briefly tries extension (i.e., tests for status), then hangs up to transfer call unscreened.3. In a default phone system after the Transfer Recall time, plays greeting and a beep (so caller can start recording).¹	<ol style="list-style-type: none">1. Puts call on Hold.2. Briefly tries extension (i.e., tests for status), then hangs up leaving the call on Hold for the phone system Hold Recall interval.3. Follows normal telephone system Hold Recall routing.

Unscreened Transfer

With Active Greeting Not Recorded	<ol style="list-style-type: none">1. Puts call on Hold.2. Briefly tries extension (i.e., tests for status), then hangs up to transfer call unscreened. <i>-If answered</i>, connects call (just like a phone system transfer). <i>-If unanswered</i> in a default phone system, plays name (if recorded) or extension number. Voice mail then prompts caller to leave a message.¹	<ol style="list-style-type: none">1. Puts call on Hold2. Briefly tries extension (i.e., tests for status), then hangs up leaving the call on Hold for the phone system Hold Recall interval.3. In a default phone system after the Transfer Recall time, plays name (if recorded) or extension number. Voice mail then prompts caller to leave a message.¹	<ol style="list-style-type: none">1. Puts call on Hold.2. Briefly tries extension (i.e., tests for status), then hangs up leaving the call on Hold for the phone system Hold Recall interval.3. Follows normal telephone system Hold Recall routing.
If Auto Attendant Do Not Disturb is on (see page 92 for more on this feature):			
	Extension Idle	Extension Busy	Extension in DND
With Active Greeting Recorded	<ol style="list-style-type: none">1. Sends call immediately to mailbox: -Plays greeting. -Prompts caller to start recording.		
With Active Greeting Not Recorded	Option not available.		

¹ Custom phone system programming may redirect the unanswered call (for example, to a hunt group or another extension).

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Caller ID (page 126)

Voice mail provides Caller ID data for an Unscreened Transfer as the call is ringing.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Forced Unscreened Transfer (page 171)

The Subscriber Mailbox can optionally convert Automated Attendant Screened Transfers to Unscreened Transfers.

Monitored Transfer (page 258)

Monitored Transfer combines the features of a Screened Transfer with an Unscreened Transfer.

Screened Transfer (page 297)

After an Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.

Programming

Step 1 Assign the UTRF action to a key on the active Dial Action Table.

- 1.1 *Customize: Dial Action Tables: [General] UTRF Action – Unscreened Transfer* on page 379.
- Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - ✓ By default, key 0 and TIMEOUT are both UTRF actions to the operator (300 in DS2000, 301 in 28i/124i and Aspire).

Operation

N/A

2

Urgent Message

Description

A Subscriber or Guest Mailbox user can leave an Urgent Message for a co-worker for priority handling. When the Urgent Message recipient logs onto their mailbox, they hear, “*You have an Urgent Message.*” If they dial **L** (5) to listen to the message, they hear, “*This is an Urgent Message.*” An urgent message automatically goes to the top of the recipient’s new message list, assuring that it will be the first message the recipient listens to when they log onto their mailbox.

Urgent Message Status

Urgent Message Status can optionally provide the mailbox user with the status of Urgent Messages they have sent. When the user sends an urgent message, voice mail can wait a programmed interval (called the Urgent Message Return Time) to determine if the recipient has listened to the message. If not, when the user dials **L** to listen to their messages, voice mail will play a voice prompt indicating that the urgent message has not been heard. It will then play a copy of the urgent message.

Related Features

Message Notification for Urgent Messages (page 244)

A Subscriber, Guest, or Message Center Mailbox user can set up Message Notification to provide unique handling for urgent messages.

Return Receipt (page 296)

After recording and sending a message to a co-worker, a Subscriber or Guest Mailbox user can request a Return Receipt which notifies them when their co-worker has listened to the message.

Programming

Step 1 To have voice mail provide the status of Urgent Messages for a Guest Mailbox:

- 1.1 *Customize: Mailbox Options: Guest: [Messaging] Options: Urgent Message Return Time* on page 420.
 - Enter the Urgent Message Return Time (**1-999 Minutes**) or **N** (None) to disable Urgent Message Status.

✓ By default, Urgent Message Status is **N** (None - or disabled).

Step 2 To have voice mail provide the status of Urgent Messages for a Subscriber Mailbox:

- 2.1 *Customize: Mailbox Options: Subscriber: [Messaging] Options: Urgent Message Return Time* on page 482.
 - Enter the Urgent Message Return Time (**1-999 Minutes**) or **N** (None) to disable Urgent Message Status.

✓ By default, Urgent Message Status is **N** (None - or disabled).

Operation

Urgent Message			
Log onto Subscriber, Guest, or Message Center Mailbox			
RS (77)	Record and send a message		
	Record at the tone and press # when you are done. ■ For other recording options, see <i>Message Record</i> on page 247		
			Enter the mailbox number(s) to receive the message (up to 10). ■ For other recording options, see <i>Message Record</i> on page 247
			*U (*7) Tag the message as urgent.
	#	Send the message.	
0	Plays Help message at any level		

Voice Compression Rate

Description

The Voice Compression Rate determines the compression method voice mail uses to store voice messages. There are two rates available:

- 32 kbytes/sec - which maximizes the quality of the stored messages.
- 24 kbytes/sec - which conserves storage space but sacrifices message quality.

You select the Voice Compression Rate during initial installation. Choose whichever method best suits the site requirements. Normally, you should leave this option at its default setting (32 kbytes/sec).

Related Features

Recording Silence Elimination (page 291)

Voice mail can automatically remove quiet (silent) periods from recorded messages to conserve message space. Recording Silence Elimination may, however, cause stored messages to sound choppy and/or unnatural.

Programming

Step 1 During initial installation, select the Voice Compression Rate.

1.1 *File: Install: Phone System (Installation Wizard): Screen 3 – Default Language and Voice Compression* on page 344.

- The Voice Compression Rate choices are:
 - 32 kbytes/sec - which maximizes the quality of the stored messages.
 - 24 kbytes/sec - which conserves storage space but sacrifices message quality.

✓ The default setting for this option is **32 kbytes/sec** (maximized for voice recording quality)

Operation

N/A

Description

The connected telephone system can reroute outside calls when all voice mail ports are busy. This assures an alternate answering point for calls if voice mail can't answer. In addition, the telephone system can automatically reroute unanswered outside calls to the voice mail Automated Attendant. This type of overflow ensures that voice mail will pick up calls that don't go through, allowing callers to leave a message rather than having to call back later.

Voice Mail Overflow in 28i/124i and Aspire

Voice mail can be the overflow destination for the following types of calls:

- Central Office Calls, Answering
A trunk ringing extension's line keys can overflow to voice mail.
- Direct Inward Line (DIL)
A trunk that directly rings an extension can overflow to voice mail.
- Direct Inward System Access (DISA)
A DISA trunk ringing an unanswered extension can overflow to voice mail.

2

If voice mail automatically answers trunks in 28i/124i, Voice Mail Overflow can reroute those trunks to other extensions when all voice mail ports do not answer or are busy. During periods of high traffic, this prevents the outside calls from ringing voice mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all voice mail ports do not answer or are busy. With delayed overflow, calls reroute after a preset interval. Without any type of overflow, the outside calls ring voice mail until a port becomes available or the outside caller hangs up.

Voice Mail Overflow in DS2000

If the Automated Attendant automatically answers trunks, Voice Mail Overflow can reroute those trunks to an extension, Ring Group or UCD Hunting group when all voice mail ports are busy. During periods of high traffic, this prevents the outside calls from ringing voice mail for an inordinate amount of time. Without overflow, the outside calls ring voice mail until a port becomes available or the outside caller hangs up.

In addition, voice mail can be the overflow destination for the following types of calls:

- Direct Inward Line (DIL)
A trunk that directly rings an extension can overflow to voice mail.
- Extension Hunting
A trunk that rings an Extension Hunting group can overflow to voice mail.
- Group Ring
A trunk that rings a group of extensions can overflow to voice mail.
- Key Ring
A trunk ringing extension's line keys can overflow to voice mail.

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Voice Mail Overflow

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Programming

- No additional voice mail programming required.
- Refer to the respective telephone system's *Software Manual* for telephone system programming.

Operation

N/A

Description

Voice Prompts provide real-time instructions on how to use the voice mail features. The Voice Prompts are provided by default, but can be rerecorded as required by the System Administrator. For a list of all the pre-recorded Voice Prompts, see *Chapter 4: Voice Prompts* on page 581.

Related Features

Bilingual Voice Prompts (page 105)

Voice mail provides voice prompts in 2 languages. These 2 languages are available to Automated Attendant callers, specific trunks, or specific mailboxes. In addition, Automated Attendant callers may be able to select the language of their choice.

System Administrator (page 310)

The Voice Prompts can be rerecorded by the System Administrator.

Programming

No additional programming is required.

2

Operation

Customizing (Rerecording) the Voice Prompts

Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)

SA (72)	Access System Administrator options					
PC (72)	Select Prompt Customization					
	1	Select language 1				
	2	Select language 2				
	Enter prompt number + # to select a prompt					
		N (6)	Hear current prompt number			
		L (5)	Listen to default prompt			
		R (7)	Record a new prompt			
			Record new prompt + #			
		V (8)	Verify new prompt			
			Listen to new prompt + #			
		E (3)	Erase new prompt			
		#	Back up to select another prompt			
		*	Go to next consecutive prompt			
	* to go to prompt 1					
	# to exit					
0	Plays Help message at any menu level					

Volume Control

Description

A Subscriber, Guest, or Message Center Mailbox user can use Volume Control to turn the volume up or down while listening to a message, greeting, or prerecorded voice prompt. Volume Control lets the user interactively adjust the loudness of the messages and prompts to a comfortable level. Volume Control is also available to a Future Delivery Mailbox caller while listening to undelivered Future Delivery messages.

Related Features

Listening to Messages (page 196)

While or after listening to a message, an extension user has many message handling options from which to choose.

Future Delivery Mailbox (page 172)

Guest Mailbox (page 181)

Message Center Mailbox (page 214)

Subscriber Mailbox (page 306)

These mailbox types can use Volume Control.

Programming

No additional programming required.

Operation

Listening to Messages

Log onto Subscriber, Guest, or Message Center Mailbox

L (5)	Access the Message Listen mode ■ See <i>Message Listen Options</i> on page 196 for more on the listening options		
	While listening to a message		
		VU (88)	Turn up the message listening volume
		VD (83)	Turn down the message listening volume
		VN (86)	Return the message listening volume to normal
0	Plays Help message		

Description

The Welcome Message is the first announcement that plays to Automated Attendant callers, just before the Instruction Menu. Normally, the Welcome Message provides the company greeting. The Welcome Message is associated with the active Call Routing Mailbox, and can be customized (rerecorded) by the System Administrator. If a custom Welcome Message is not recorded, the Automated Attendant callers hear:

“Thank you for calling.”

Disabling Default Messages and Single Digit Dialing

You can optionally disable the default Welcome Message (and Instruction Menu). You may want to do this if you program a Call Routing Mailbox that provides single digit dialing to co-worker's extensions. To set this up, for example:

- In the Dial Action Table for the Call Routing Mailbox that initially answered the call, program a GOTO action (e.g., 1) to another Call Routing Mailbox.
- In that second Call Routing Mailbox, program its Dial Action Table to have a sequence of TRF or UTRF actions that route to specific extensions.
- Disable the default messages for the second Call Routing Mailbox.
- After the Automated Attendant answers, the caller can dial 1, then the single digits for extensions.

2

Related Features

Answering Table (page 86)

Determines how the Automated Attendant answers outside calls on each voice mail port.

Automated Attendant (page 99)

The Answering Table determines how the Automated Attendant answers calls.

Call Routing Mailbox (page 119)

The mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant callers.

Dial Action Table (page 143)

Defines the dialing options for the Call Routing Mailbox chosen by the active Answering Table.

Directory Dialing Mailbox (page 156)

You can record a Welcome Message for a Directory Dialing Mailbox. The Welcome Message plays *before* any Instruction Menu and/or Directory Dialing Message recorded for the mailbox.

Instruction Menu (page 185)

The Instruction Menu is the second announcement that plays to Automated Attendant callers, right after the Welcome Message. Normally, the Instruction Menu provides callers with the Automated Attendant dialing options.

Single Digit Dialing (page 304)

An Automated Attendant caller can press a single key to route to an extension, route to another destination, or use an voice mail feature.

System Administrator (page 310)

Only the System Administrator can record the Instruction Menu.

Programming

Step 1 To turn off the default Welcome Message (and Instruction Menu):

- 1.1 *Customize: Mailbox Options: Call Routing: [Call Handling] Options: Play Default Messages* on page 401.

Welcome Message

- Use this option to enable (check) or disable (unchecked) the default Instruction Menu and Welcome Message for a Call Routing Mailbox.
 - If *enabled* and the Instruction Menu and Welcome Message are not recorded, an Automated Attendant caller hears the default recordings.
 - If *disabled* and the Instruction Menu and Welcome Message are not recorded, the caller hears silence.
 - If you record an Instruction Menu and Welcome Message and then disable this option, voice mail erases your recordings.
- ✓ By default, this option is disabled (unchecked).

Operation

Recording a Welcome Message for a Call Routing Mailbox				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access System Administrator options			
	W (9)	Select Welcome Messages		
		Enter the Call Routing Mailbox number		
		L (5)	Listen to the current Welcome Message (if any) + #	
		C (2)	Copy the Welcome Message from another Call Routing Mailbox	
			Enter Call Routing Mailbox number	
		R (7)	Record a new Welcome Message	
			Record message + #	
		E (3)	Erase the Welcome Message	
		#	Go to another Call Routing Mailbox	
		##	Go back to the System Administrator options	
0	Plays Help message at any menu level			

Chapter 3:

Programming

Before You Start Programming

3

How To Use This Chapter

This chapter provides you with detailed information about the Admin program Installation Wizard, programmable options, reports, tools, and toolbar diagnostics.

■ **Installation Wizard**

Use the Installation Wizard (beginning on page 343) to configure the voice mail software for the telephone system into which the voice mail PCB is installed.

■ **Programmable Options**

The programmable options (beginning on page 361) allow you to customize the way the feature associated with an option works. In this section, you'll find out about each option, the features that the option affects, and how to enter the option's data into system memory. When you want to customize a feature, find it in Section 2 and learn about it. Section 2 will tell you what options you have to change to get the operation you want. Then, look up the options in this section and customize them as required.

■ **Reports**

The voice mail reports (beginning on page 529) provide data on the configuration and operation of the system. Use these reports to optimize voice mail operation and as troubleshooting aids.

■ **Tools and Diagnostics**

Use the tools and toolbar diagnostics to maintain your system. Be aware that some of the diagnostics require the assistance of NEC Unified Solutions Technical Service personnel.

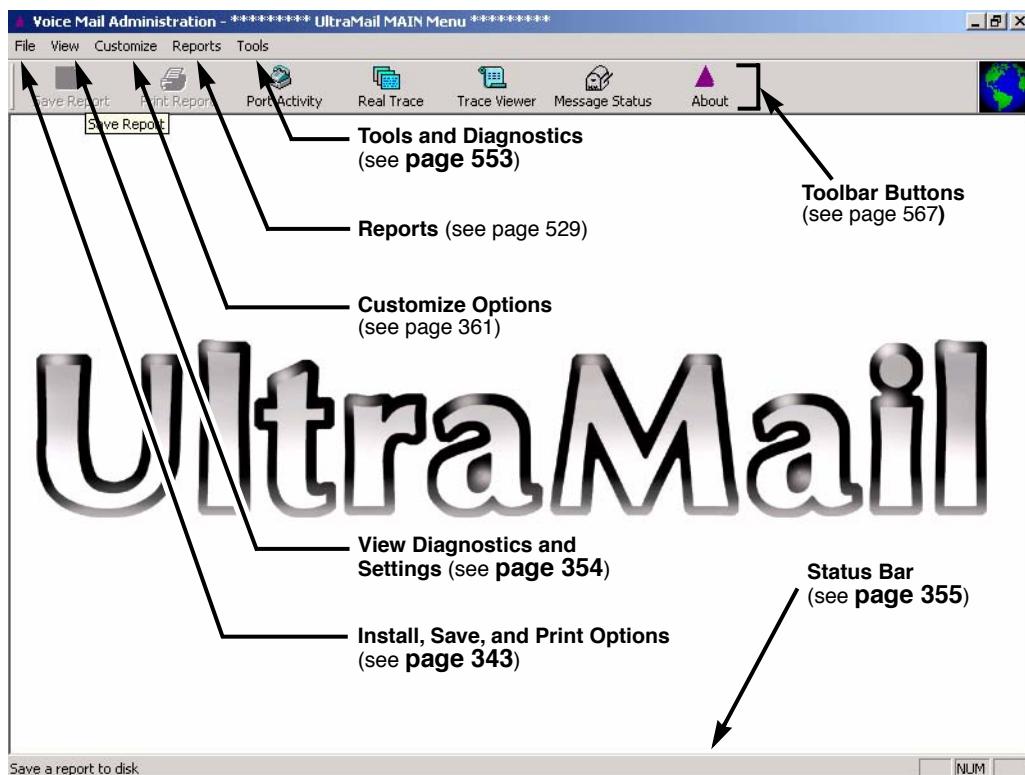
Admin Main Screen

Overview

Description

The Admin Main Menu is the voice mail programming interface. The Main Menu provides:

- **Menu Items** for:
 - [File](#) (Install, Save, and Print Options).
 - [View](#) (To view Diagnostics and Reports).
 - [Customize](#) (To customize the voice mail options).
 - [Reports](#) (To monitor system performance).
 - [Tools](#) (To diagnose your system).
- **Toolbar Buttons** for quick access to commonly used command and diagnostics.
- **A Status Bar** that provides definitions for the Toolbar Buttons.



Description

Use the Phone Installation Wizard to select the telephone system to which your voice mail is connected as well as set other basic options.

Screen 1 – Select The Telephone System

Skip this option if:

You already selected your telephone system in a previous session.

Use this screen to specify to which telephone system your voice mail is connected.

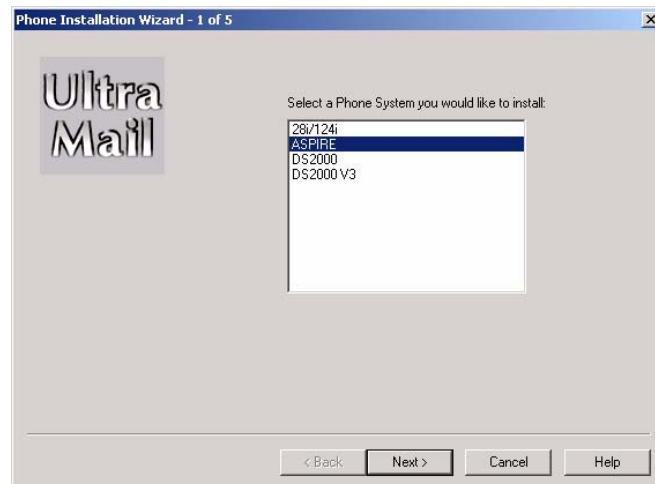
1. Select the telephone system into which the voice mail PCB is inserted. **Normally, the connected telephone system will be the only choice that displays.**

- This entry is required to ensure that voice mail will properly communicate with your telephone system.

Options

- 28i,124i
- Aspire
- DS2000
- DS2000 V3
- ✓ Aspire (Default)

2. Press **Next** to continue to Screen 2 or **Cancel** to quit.



3

Screen 2 – Ports and Mailbox Security Code

Skip this option if:

The correct number of ports are displayed and you don't want to enable mailbox security codes.

Use this screen to indicate the number of voice mail ports your voice mail supports, as well as the default mailbox security code.

1. Enter the number of voice mail ports your voice mail PCB provides.

- Check your order to see how many ports are in your voice mail PCB.

Options

- 2
- ✓ 4 (Default)

2. Enter the default Subscriber Mailbox security code (if any).

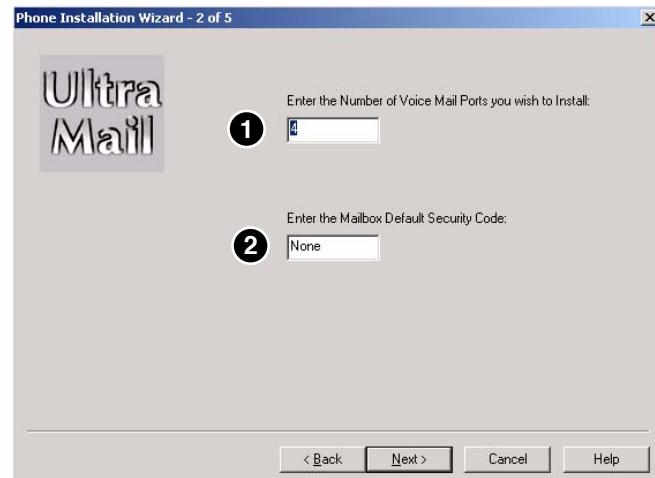
- This default entry will initially apply to each extension user's mailbox.
- Review *Security Code* on page 300 before changing the default entry.

Options

- 1-6 digits, using 0-9.
- ✓ None (Default)

An extension users *does not* have to enter a security code to use their mailbox.

3. Click **Next** to continue to Screen 3, **Back** to go back to Screen 1, or **Cancel** to quit.



Install: Phone System (Installation Wizard)

Screen 3 – Default Language and Voice Compression

Skip this option if:

You want mnemonic voice prompts and the highest quality voice message recording.

Compatibility Guidelines:

- Voice mail software version 11.05.02 or higher is required for the default language portion of the *File: Install: Phone System (Installation Wizard): Screen 3 - Default Language and Voice Compression* option to function.
- Bilingual Voice Prompts requires Admin version 3.0.1.7 or higher.

Use this screen to specify the default voice prompt language and the type of message storage voice compression.

1. Select the language voice mail will use as the default voice prompt language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages.
 - Review *Bilingual Voice Prompts* on page 105 before changing this entry.

Options

English 1 (Default)

(English mnemonic). The voice prompts tell users to dial mnemonics (such as **RS** to record and send a message).

English 2

(English numeric). The voice prompts tell users to dial numerics (such as **77** to record and send a message).

2. Select the Voice Compression Rate voice mail will use when storing messages.

- Review *Voice Compression Rate* on page 334 before changing the default entry.

Options

32 kbits/sec (Default) (maximized for voice recording quality)

- 24 kbits/sec** (maximized to conserve storage space).

3. Click **Next** to continue to Screen 4, **Back** to go back to Screen 2, or **Cancel** to quit.



Screen 4 – Extension and Trunk Numbers

Skip this option if:

The telephone system you selected in Screen 1 uses the standard numbering plan.

Use this screen to define your extension and trunk numbering if it is different from your system's default.

Install: Phone System (Installation Wizard)

- For **Index 1**, click on the **Starting Ext** entry and enter your system's first extension number.

Options

- Up to 7 digits, using 0-9.
- 300 (Default for DS2000).
- 301 (Default for 28i/124i and Aspire).

- For **Index 1**, click on **Number of Ext** entry and enter the total number of extension in your system.

Options

- Up to 7 digits, using 0-9.
- 32 (Default for 28i/124i).
- 32 (Default for Aspire).
- 32 (Default for DS2000).

- For **Index 2**, click on the **Starting Ext** entry and enter your first trunk's extension number.

Options

- Up to 7 digits, using 0-9.
- 1 (Default for 28i/124i).
- 1 (Default for Aspire).
- 401 (Default for DS2000).
- 101 (Default for DS2000 V3).

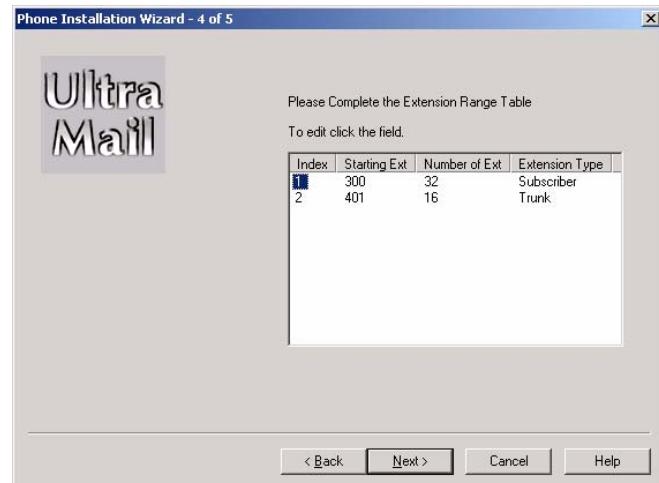
- For **Index 2**, click on the **Number of Ext** entry and enter the total number of trunks installed in your system.

Options

- Up to 7 digits, using 0-9.
- 52 (Default for 28i/124i).
- 16 (Default for Aspire).
- 16 (Default for DS2000).

- Click **Next** to continue to Screen 5, **Back** to go back to Screen 3, or **Cancel** to quit.

3

**Screen 5 – Finish the Installation***Skip this option if:*

You want to cancel your installation or back up to a previous screen.

Completing this step will re-initialize the voice mail database. This returns all programmed options to their factory set (default) values. Any site specific programming you have done will be erased following re-initialization.

Use this screen to complete the telephone system installation process.

File

Install: Phone System (*Installation Wizard*)

1. Click **Finish** to have voice mail update its database according to the changes you made in screens 1-4, **Back** to go back to Screen 4, or **Cancel** to quit.



By default, voice mail reserves the last port for telephone system message waiting lamp updates. You must always have at least 1 port with this option enabled.

- Check *Customize: Port Options: [General] Options: Callouts: Allow Lamp* on page 500 for more.

Description

If you expand a 2 port voice mail to 4 ports, use this option to specify the total number of voice mail ports now installed.



1. Enter the total number of voice mail ports installed in your system.
- Turn to *Upgrading the Hardware* on page 43 for more on expanding your voice mail.

Options

- 2
- ✓ 4 (Default)

2. Click **OK**.

Description

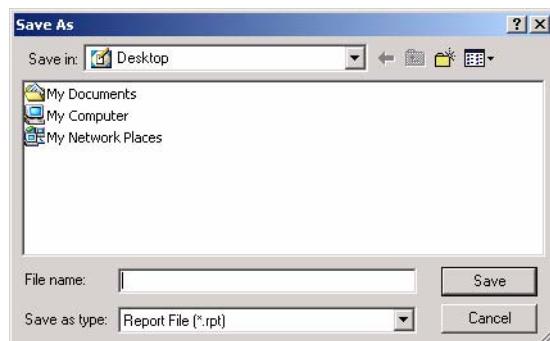
If you have Autosave disabled (page 565), use this option to save your program (database) changes. If you have Autosave enabled, this option is not required because voice mail saves the program changes *automatically* whenever you click **OK** to exit an option.

- See *Autosave* on page 104 for more.
- This option **does not** save stored Voice Messages, greetings, and announcements. To do this, see *Backup* on page 553.

Description

Use this option save a currently displayed report to a file on the PC running the Admin program. Once saved, you can open and print the report from standard Windows applications like Notepad, WordPad, or Microsoft Word. This is the same as clicking the Save Report toolbar button on page 567.

- Turn to *Reports* on page 294 for more.



1. Using standard Windows conventions, name your report and then save it to a convenient location on your hard disk.

Description

Use this option to print the currently displayed report. This is the same as clicking the Print Report toolbar button on page 568.

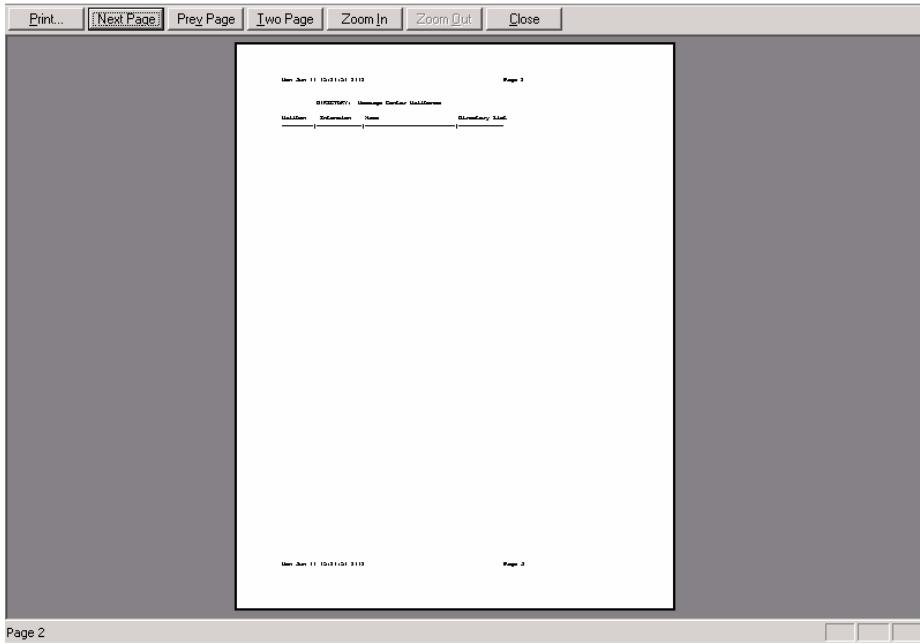
- Turn to *Reports* on page 294 for more.

1. Using standard Windows conventions, print your report to one of your currently installed printers.



Description

Use this option to preview the currently displayed report on the Admin PC screen.



3

Options

■ Print

Prints the entire report. This is the same as using the *File: Print* option on clicking the *Print Report* button on the toolbar.

■ Next Page

Displays the next page of the report.

■ Prev Page

Displays the previous page of the report.

■ Two Page

Displays the report as a 2-page spread (2 pages side-by-side)

■ One Page

Displays the report as a single page (normal view)

■ Zoom In

Enlarges the preview.

■ Zoom Out

Decreases the size of the preview.

■ Close

Closes print preview and returns to the Admin Main Menu.

File

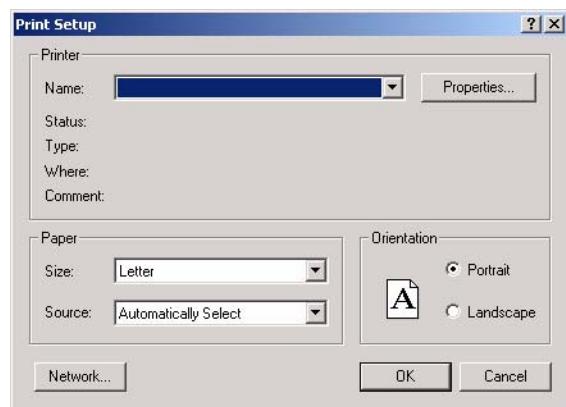
Print Setup

Description

Use this option to access the Print Setup options for the currently active Windows printer.

- Turn to *Reports* on page 294 for more.

1. Using standard Windows conventions, set the options for the active printer.



Description

Use this option to exit the Admin program. voice mail saves any changes you made during your Admin session. Your programming is automatically saved in voice mail – not on the hard disk of your Admin PC. If you have Autosave disabled (page 565), be sure to use *File: Save Database* to save your program (database) changes before closing the Admin session.

- See *Local Backup and Archive* on page 198 for more on saving the voice mail database to the Admin PC hard disk.

View

Toolbar

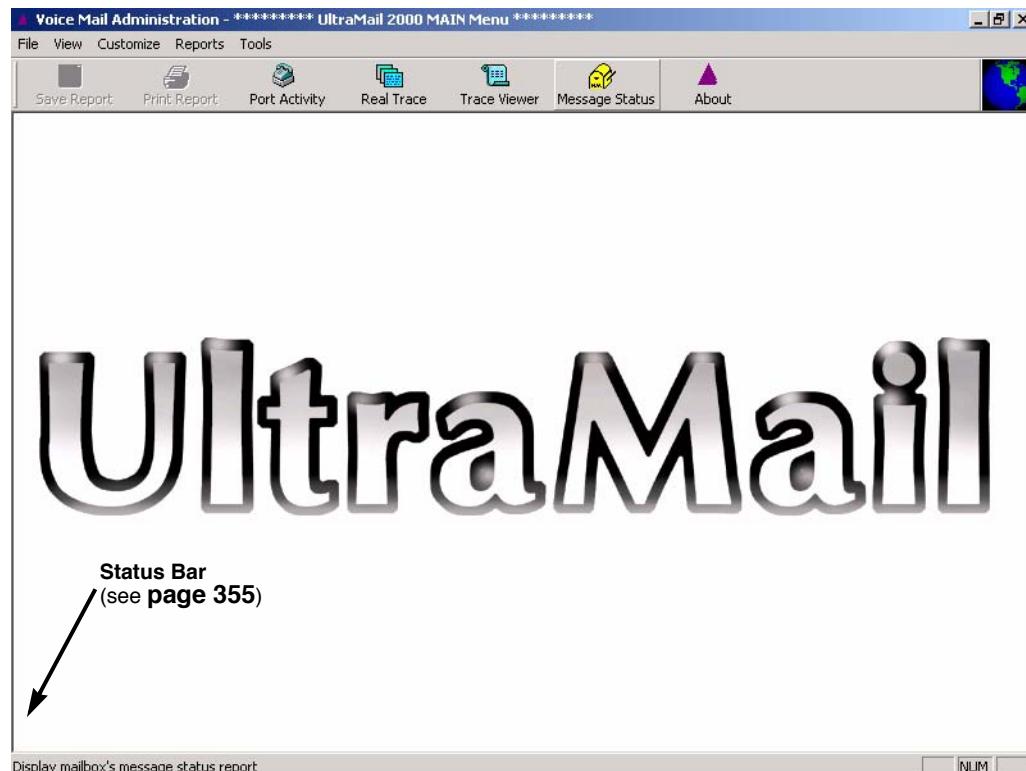
Description

Use this option to display or hide the toolbar along the top of the Admin Main Menu. The toolbar provides handy shortcuts to frequently used Admin program options. For the details on the toolbar buttons, turn to page [page 567](#).



Description

Use this option to display or hide the status bar messages that display along the bottom of the Admin Main Menu. The status bar provides brief definitions of each of the buttons on the toolbar. As you pass your mouse over the button, the status bar shows a brief description of the button's function.

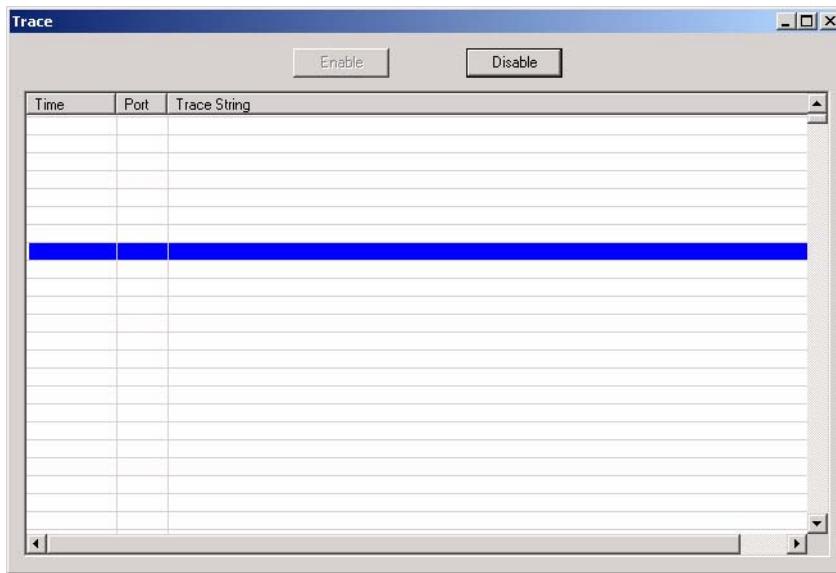


Description

Compatibility Guidelines:

- For best Real Trace performance, use Admin software version 3.0.1.8 or higher.

Use this option to display the Real Trace report. This report is a troubleshooting tool that shows voice mail events (activity) as they occur. Turn to page 571 for the details on the Real Trace report. Following is a sample Real Trace screen.



Description

Compatibility Guidelines:

- This option is not available on Aspire Mail and UltraMail. It requires Aspire Mail Plus or UltraMail 2000.
- For best Trace Viewer performance, use Admin program version 3.0.1.10 or higher.

The Trace Viewer report provides a history of system events stored in the voice mail trace database. While voice mail is running, it is constantly storing a history of what it is doing in this database. Use the Trace Viewer to look at the data in this database. Turn to page 572 for the details of the Trace Viewer report. Below is a sample Trace Viewer Report.

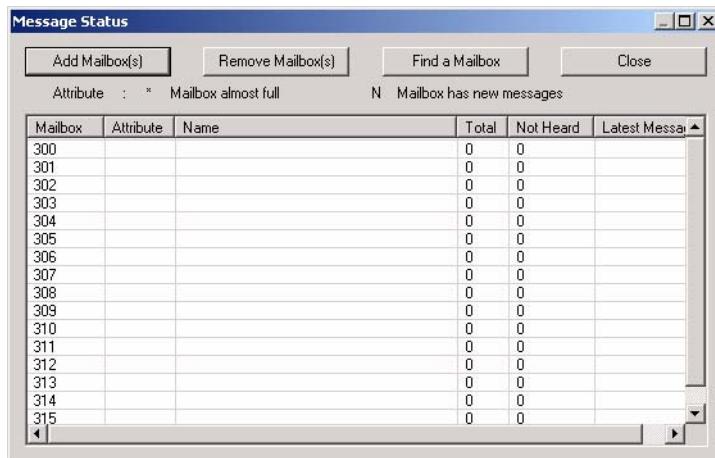
Trace Viewer

Trace Messages		
Trace Time	Port	Trace String
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: System date synchronized with PBX
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: System time synchronized with PBX
07/19/2004 08:00:00:000	0	07/19/2004 08:00:00:00 TRPort(0000) I: UpdateClockFromPBX() VM SYSTEM CLOC
07/19/2004 08:59:59:000	0	07/19/2004 08:59:59:00 TRPort(0000) I: System date synchronized with PBX
07/19/2004 09:00:00:000	0	07/19/2004 09:00:00:00 TRPort(0000) I: System time synchronized with PBX
07/19/2004 09:00:00:000	0	07/19/2004 09:00:00:00 TRPort(0000) I: UpdateClockFromPBX() VM SYSTEM CLOC
07/19/2004 09:03:01:000	0	07/19/2004 09:03:01:00 TRPort(0000) I: Current number of active Desktop clients is 0
07/19/2004 09:03:02:000	0	07/19/2004 09:03:02:00 TRPort(0000) I: Current number of active GUI Admin clients is
07/19/2004 09:03:02:000	0	07/19/2004 09:03:02:00 TRPort(0000) I: TCPIP client 0 GUI ADMIN logon
07/19/2004 09:38:44:000	0	07/19/2004 09:38:44:00 TRPort(0000) I: TCPIP client 0 logoff from Mailbox NA
07/19/2004 09:38:44:000	0	07/19/2004 09:38:44:00 TRPort(0000) I: TCPIP Disconnect Client 0
07/19/2004 09:53:24:000	0	07/19/2004 09:53:24:00 TRPort(0000) I: Current number of active Desktop clients is 0
07/19/2004 09:53:25:000	0	07/19/2004 09:53:25:00 TRPort(0000) I: Current number of active GUI Admin clients is
07/19/2004 09:53:25:000	0	07/19/2004 09:53:25:00 TRPort(0000) I: TCPIP client 0 GUI ADMIN logon
07/19/2004 09:53:26:000	0	07/19/2004 09:53:26:00 TRPort(0000) F16P1X21C0L11642
07/19/2004 09:53:26:000	1	07/19/2004 09:53:26:00 TRPort(0001) I: X21C0P1L120167
07/19/2004 09:53:26:000	1	07/19/2004 09:53:26:00 TRPort(0001) F16P1X21C0L11642

3

Description

This option shows the number and type of messages stored in each mailbox and some other important mailbox attributes. This is the same as clicking Message Status on the toolbar button. Turn to page 577 for the details on the Message Status report. Below is a sample Message Status report.



The screenshot shows a Windows-style dialog box titled "Message Status". At the top, there are four buttons: "Add Mailbox(s)", "Remove Mailbox(s)", "Find a Mailbox", and "Close". Below these buttons, there are two status indicators: "Attribute : * Mailbox almost full" and "N Mailbox has new messages". The main area is a table with the following data:

Mailbox	Attribute	Name	Total	Not Heard	Latest Message
300			0	0	
301			0	0	
302			0	0	
303			0	0	
304			0	0	
305			0	0	
306			0	0	
307			0	0	
308			0	0	
309			0	0	
310			0	0	
311			0	0	
312			0	0	
313			0	0	
314			0	0	
315			0	0	

3

Description

The *Installation Settings* report summarizes the voice mail installation settings you made in *Install: Phone System (Installation Wizard)* on page 343.

***Report Fields*****■ Current Installed Phone System**

The telephone system into which your voice mail PCB is inserted. See *Screen 1 – Select The Telephone System* on page 343 for more.

■ Number of Voice Mail Ports

The number of Voice Mail ports provided by your voice mail PCB. See *Screen 2 – Ports and Mailbox Security Code* on page 343 for more.

■ Voice Compression Rate

The method of voice compression selected for your voice mail system. See *Screen 3 – Default Language and Voice Compression* on page 344.

■ Mailbox Default Security Code

The default security code assigned to Subscriber Mailboxes. See *Screen 2 – Ports and Mailbox Security Code* on page 343 for more.

■ Default Bilingual Mode

The voice prompt language selected for your voice mail system. The choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages.

■ Mailbox Range

This is an information field that shows the entire mailbox range in your system.

■ Extension Range

This is your telephone system's extension range. See *Screen 4 – Extension and Trunk Numbers* on page 344 for more.

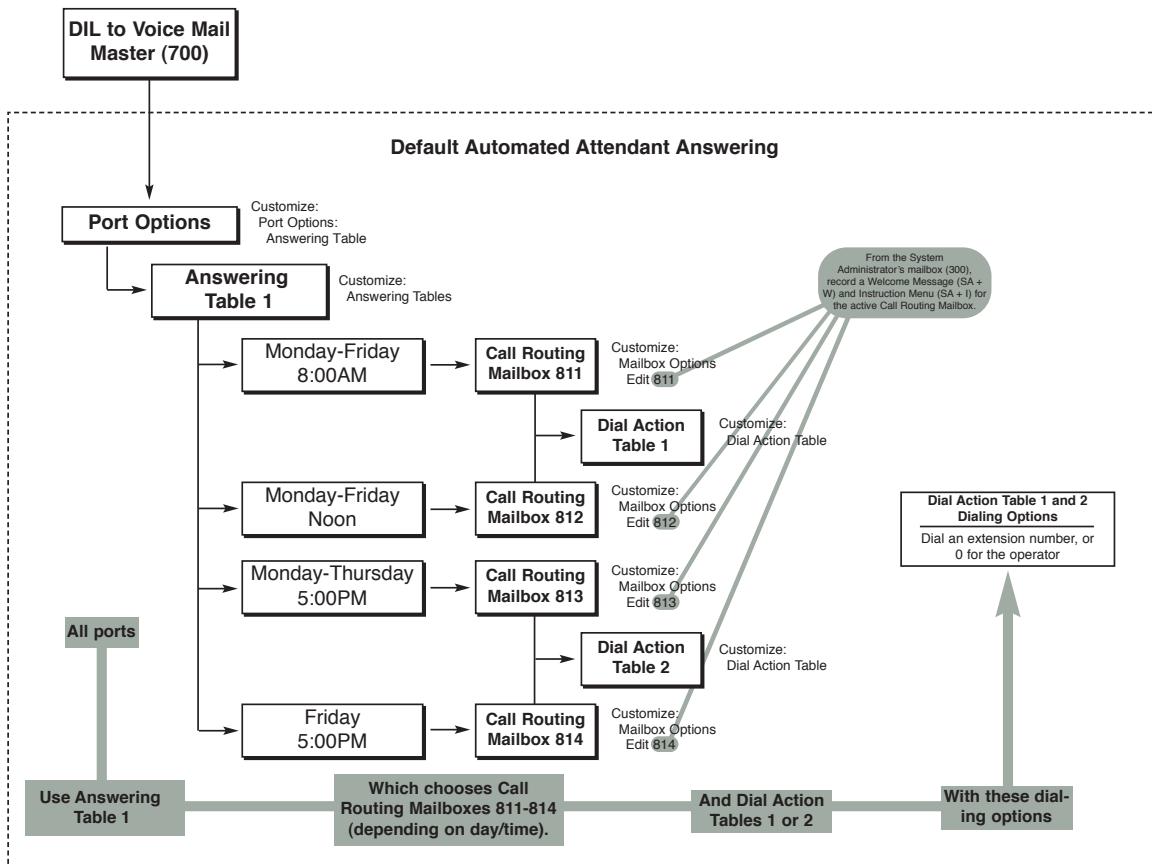
■ System ID

This is an information field that shows your system ID. You enter this data in *Customize: Tenant Options: [General] Strings: Site ID String* on page 520.

Description

Use this option to determine how the Automated Attendant answers outside calls, according to the time of the day and the day of the week that the call is ringing. There are 16 available Answering Tables. The block diagram below shows how this works by default. The Answering Table specifies:

1. The Schedules (time periods) for each day of the week.
 - There are 20 available Schedules within each Answering Table.
 - Once a Schedule starts, it will run until another one begins.
2. The Call Routing Mailbox assigned to each Schedule.
 - The Welcome Message, Instruction Message, and dialing options are associated with the Call Routing Mailbox.

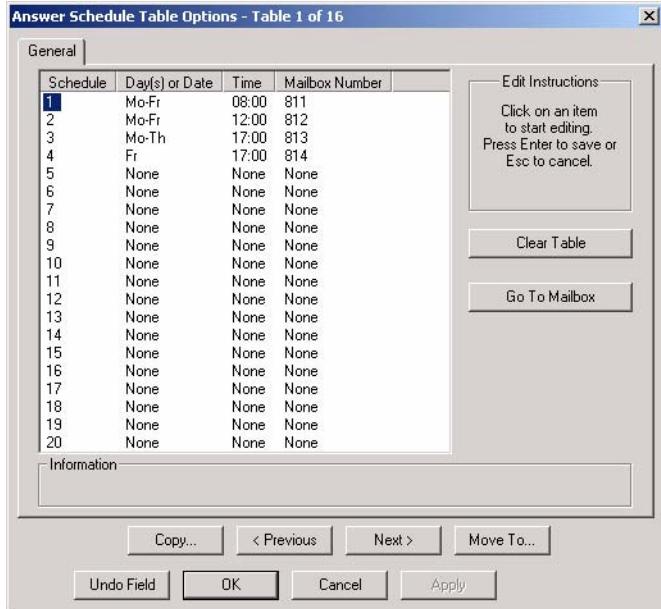


- See *Answering Table* on page 86 for more.

Customize

Answering Tables

Programming



[General] Schedule

This option allows you select a Schedule to edit.

1. For the currently selected Answering Table, select (click on) the Schedule (1-20) you want to update.

Options

- None

Default

- None

[General] Day(s) or Date

For each Schedule, use this option you to specify the days of the week on which the Schedule should start.

1. For the currently selected Schedule, click in the field and enter the days of the week that the schedule should start.

Options

- A single day, using the abbreviations Mo, Tu, We, Th, Fr, Sa, or Su.

- A range of days, separated by a dash.

- For example, Mo-Fr means a schedule will start on Monday *through* Friday.
- The end of a range cannot go past Sunday. For example, you cannot enter We-Mo.

- A specific date.

- For example, 25/12 means December 25th.

- N (None).

Default

- Schedule 1 = Mo-Fr

Schedule 1 starts on Monday through Friday.

- Schedule 2 = Mo-Fr

Schedule 2 starts on Monday through Friday.

- Schedule 3 = Mo-Th

Schedule 3 starts on Monday through Thursday.

- Schedule 4 = Fr**
Schedule 1 starts on Friday.

[General] Time

For each Schedule, use this option to specify the time of the day that the Schedule should start.

1. For the currently selected Schedule, click in the field and enter the time at which the schedule should start.

Options

- **The time in 24-hour format**, with hours and minutes separated by a colon.
 - For example, 8:00AM = 08:00, while 5:00PM = 17:00.
- **N (None)**.

Default

- Schedule 1 = 08:00**
Schedule 1 starts at 8:00AM.
- Schedule 2 = 12:00**
Schedule 2 starts at 12:00PM (noon).
- Schedule 3 = 17:00**
Schedule 3 starts at 5:00PM.
- Schedule 4 = 17:00**
Schedule 1 starts at 5:00PM.

[General] Mailbox Number

For each Schedule, use this option to assign a Call Routing Mailbox to the Schedule. Use the Call Routing Mailbox to record the Welcome Message and Instruction Menu, and to select the Dial Action Table.

3

- For more on Call Routing Mailboxes, see *Call Routing Mailbox* on page 119.
- For more on Dial Action Tables, see *Dial Action Table* on page 143.

1. For the currently selected Schedule, click in the field and enter the Call Routing Mailbox number.

Options

- **Mailbox Number** (e.g., 811)
- **N (None)**

Default

- Schedule 1 = 811**
- Schedule 2 = 812**
- Schedule 3 = 813**
- Schedule 4 = 814**

Clear Table Button

For the selected Answering Table, sets all programmable options to None.

Go To Mailbox Button

For the selected Schedule, jumps to the Call Routing Mailbox programming while leaving the Answering Table programming active.

Copy Button

Allows you to copy the entries from one Answering Table to another.

- You can copy an entire table, or just individual entries.
- You can copy to a range of tables (e.g., 4-8), or multiple non-sequential tables (e.g., 5,9,14).

Previous Button

Displays the previous Answering Table.

Next Button

Displays the next Answering Table.

Customize

Answering Tables

Move To Button

Lets you jump to an Answering Table (for example, from 1 to 6).

Undo Field Button

Returns the currently selected entry to its previous value. This button will not undo entries made via drop down boxes.

OK Button

Saves your programming changes and exits to the Admin Main Menu.

Cancel Button

Cancels your programming changes and exits to the Admin Main Menu.

Apply Button

Saves your programming changes and leaves the current Answering Table displayed.

Description

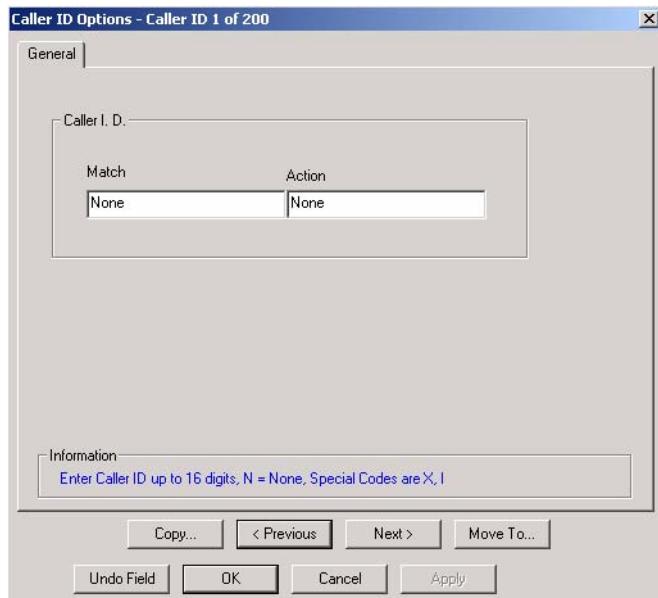
Use the Caller I.D. Tables to set up Caller ID Automatic Transfer. To use the tables, enter a 10-digit telephone number in the *Match* field. Then, specify the routing you want voice mail to automatically execute in the *Action* field when the number entered in the *Match* field is received. The caller goes directly to the programmed destination, bypassing the Automated Attendant Welcome Message and Instruction Menu. You can make up to 200 table entries.

- See *Caller ID Automatic Transfer* on page 127 for more.

Programming

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



3

[General] Match

For the selected table, enter the 10-digit telephone number you want the Automated Attendant to detect.

Options

- **Digits** (up to 16)
 - Normally, you enter the complete 10-digit number you want to detect (e.g., 2039265400).
- **N (None)**
- **I** (special code used as a wild card to represent any digit)
 - To detect all calls from area code 203 and route them to the associated *Action* entry, for example, enter 203I~~III~~III.

Default

- None**

[General] Action

For the selected table, enter the routing you want voice mail to execute when the number you entered in the corresponding *Match* field is received.

Customize

Caller I.D. Tables: [General]

Options

■ Extension number

- Enter the extension number to which voice mail should automatically send the call (UTRF) when a match occurs.

■ Mailbox number

- Enter the mailbox number to which voice mail should automatically send the call when a match occurs.

■ N (None)

■ I (special code used as a wild card to represent any digit)

- Use I in combination with the X special code below to automatically extract the *Action* entry from the received number.

■ X (special code used as a recognize digit variable)

- Voice mail will recognize (and treat as an *Action* entry) any digit received that is represented by the X variable in the *Action* field. For example, XXXIIIIIII would automatically:

Send the caller from 203926544 to mailbox 203.

Send the caller from 8605551212 to mailbox 860.

Default

N (None)

Copy Button

Allows you to copy the entries from one Caller ID Table to another.

- You can copy both the *Match* and *Action* fields, or just individual entries.
- You can copy a range of tables (e.g., 4-8), or multiple non-sequential tables (e.g., 5, 9, 14).

Previous Button

Displays the previous Caller ID Table.

Next Button

Displays the next Caller ID Table.

Undo Field Button

Returns the currently selected entry to its previous value. This button will not undo entries made via drop down boxes.

OK Button

Saves your programming changes and exits to the Admin Main Menu.

Cancel Button

Cancels your programming changes and exits to the Admin Main Menu.

Apply Button

Saves your programming changes and leaves the currently Caller ID Table displayed.

Description

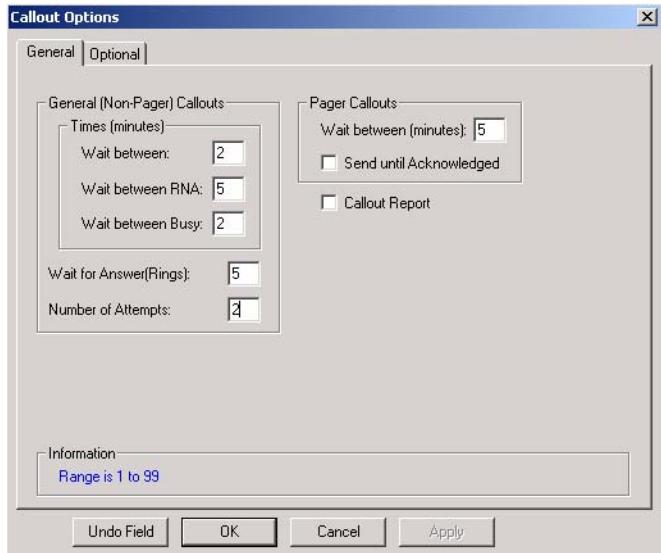
Use *Callout Options* to set various options for outgoing calls placed by voice mail for the Caller ID and Message Notification features. These outgoing calls are termed “callouts.” Voice mail uses the entries you make in *Callout Options* when placing calls for these features. See the following for more:

- *Caller ID* on page 126
- *Message Notification* on page 226.

General Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



3

[General] General (Non-Pager) Callouts: Wait Between

Once a non-pager notification cycle begins, voice mail will wait this interval before retrying a callout that was answered but not acknowledged by the called party. This could occur, for example, if an off-site answering machine answers the notification callout.

- See *Message Notification* on page 226 for more.

Options

- **Time** in minutes (1-999).

Default

✓ 2 minutes.

[General] General (Non-Pager) Callouts: Wait Between RNA

Once a non-pager notification cycle begins, voice mail will wait this interval before retrying a callout that was unanswered (Ring No Answer) by the called party.

- See *Message Notification* on page 226 for more.
- Also see *[General] General (Non-Pager) Callouts: Wait Between RNA* below for how voice mail determines that a call is Ring No Answer.

Options

- **Time** in minutes (1-999).

Customize

Callout Options: [General]

Default
 5 minutes.

[General] General (Non-Pager) Callouts: Wait Between Busy

Once a non-pager notification cycle begins, voice mail will wait this interval before retrying a callout that was busy at the called party.

- See *Message Notification* on page 226 for more.

Options

- Time in minutes (1-999).

Default

5 minutes.

[General] General (Non-Pager) Callouts: Wait for Answer (Rings)

If a non-pager callout rings longer than this interval, voice mail marks the call as unanswered (Ring No Answer) and hangs up.

- See *Message Notification* on page 226 for more.
- Also see *[General] General (Non-Pager) Callouts: Wait Between RNA* above.

Options

- Number of Rings (1-99).

Default

5 rings.

[General] General (Non-Pager) Callouts: Number of Attempts

Once a non-pager notification cycle begins, voice mail will retry an incomplete callout for the number of times specified in this option. If the total of callouts that are unacknowledged, Ring No Answer or busy exceeds the setting of this option, voice mail cancels the notification.

- See *Message Notification* on page 226 for more.

Options

- Number of attempts (1-99).

Default

2 attempts.

[General] Pager Callouts: Wait Between (Minutes)

Once a pager notification cycle begins, voice mail will wait this interval before retrying an unanswered or busy callout.

- See *Message Notification* on page 226 for more. Any pager notification call is considered acknowledged (completed) if it is answered.

Options

- Time in minutes (1-999).

Default

2 minutes.

[General] Pager Callouts: Send Until Acknowledged

When this option is enabled (checked), a pager notification cycle will continue until callout completes.

When this option is disabled, a pager notification will continue for the interval set by *[General] General (Non-Pager) Callouts: Number of Attempts* above.

- See *Message Notification* on page 226 for more.

Options

- Checked (enabled) or unchecked (disabled).

Default

Unchecked (disabled).

[General] Callout Report

When this option is enabled (checked), voice mail will collect Message Notification callout data for the *Callout Log Report* (see page 535). When this option is disabled, voice mail will not collect Message Notification callout data for the Callout Log Report.

- See *Message Notification* on page 226 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

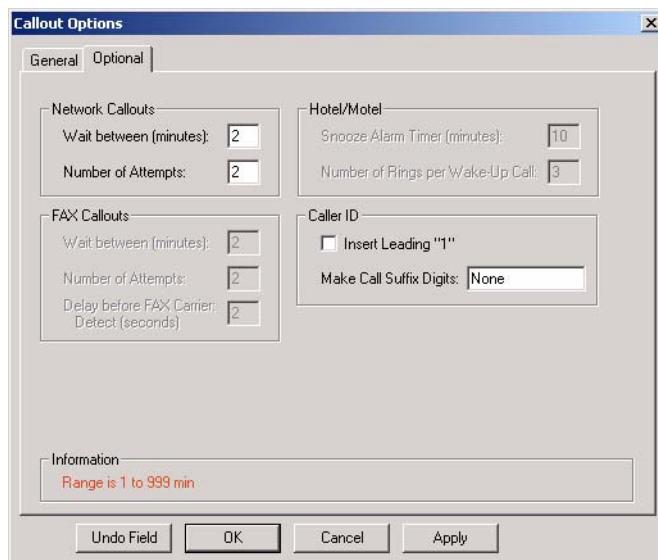
Default

- ✓ **Unchecked** (disabled).

Customize

Callout Options: [Optional]

Optional Tab



[Optional] Network Callouts: Wait Between (Minutes)

If a network callout to deliver a network message can't go through (i.e., if the remote site is busy or doesn't answer), use this option to set how long the system should wait before retrying the callout.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Time** in minutes (1-999).

Default

- ✓ 2 minutes.

[Optional] Network Callouts: Number of Attempts

Use this option to set how many times the system should attempt to complete a network callout to deliver a network message. The value you enter includes the initial delivery attempt plus retries. For example, with the default setting of 2, the system will try the initial network callout and retry once. If the callout still doesn't go through, the system sends the network message back to the mailbox of the extension that initially sent it.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Number** of attempts (1-99).

Default

- ✓ 2 attempts.

[Optional] Fax Callouts: Wait Between (Minutes)

This option is not used.

[Optional] Fax Callouts: Number of Attempts

This option is not used.

[Optional] Fax Callouts: Delay before Fax Carrier Detect (Seconds)

This option is not used.

[Optional] Hotel/Motel: Snooze Alarm Timer (Minutes)

This option is not used.

[Optional] Hotel/Motel: Number of Rings per Wake-Up Call

This option is not used.

[Optional] Caller ID: Insert Leading “1”

When an extension user places a Caller ID Return Call, this option determines if voice mail adds a leading 1 before dialing the callback. For example, if enabled voice mail dials 1 followed by the caller's 10-digit number. If disabled, voice mail dials just the 10-digit number. This is a system-wide feature that globally affects all Caller ID Return Calls.

- See *Caller ID with Return Call* on page 128 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

[Optional] Caller ID: Make Call Suffix Digits

Use this option to add digits and commands to the end of the number dialed by a Caller ID callback. This is a system-wide feature that globally affects all Caller ID Return Calls.

- See *Caller ID with Return Call* on page 128 for more.

Options

- **Digits** (10 maximum, using 0-9, # and *)

- **N** (None)

- **A** (Analyzed pause)

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F** (Flash)

This command hook flashes the voice mail port, which places it on Hold. To set the duration of the Flash Timer, see *Customize: System Options: [Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **H** (Hang up)

This command tells voice mail to hang up. To set the duration of the Hang Up Timer, see *Customize: System Options: [Timer]: Timers (1 = 10 msec): Hang Up Timer* on page 519.

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

Default

- ✓ **N** (None)

3

Undo Field Button

Returns the currently selected entry to its previous value. This button will not undo entries made via drop down boxes.

OK Button

Saves your programming changes and exits to the Admin Main Menu.

Cancel Button

Cancels your programming changes and exits to the Admin Main Menu.

Customize

Callout Options: [Optional]

Apply Button

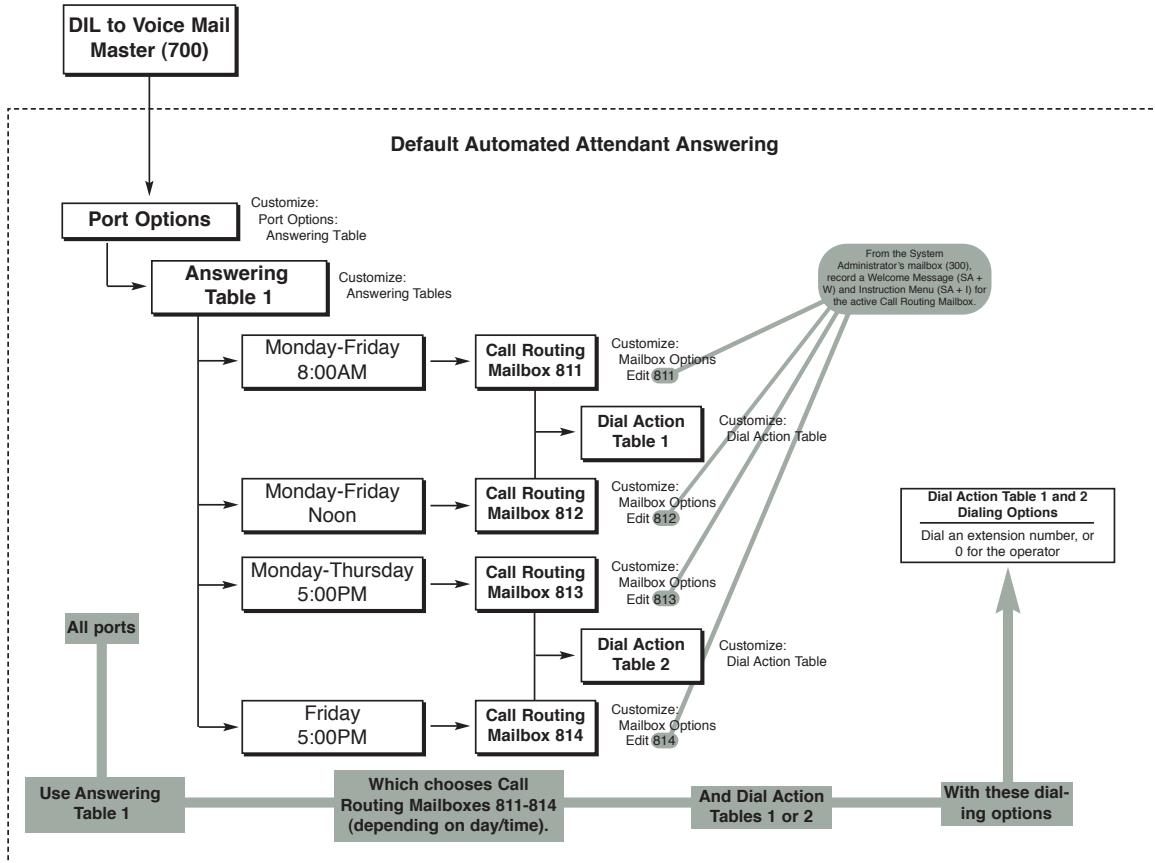
Saves your programming changes and leaves the Callout Options screen displayed.

Customize

Dial Action Tables: [General]

Description

The Dial Action Table defines the options that an Automated Attendant caller can dial. A Dial Action Table is associated with a Call Routing Mailbox, which in turn is associated with an Answering Table. When an Answering Table is active, its associated Call Routing Mailbox selects the Dial Action Table which provides the dialing options to callers. The illustration below shows how this works in a default voice mail system. There are 100 available Dial Action Tables.



■ See *Dial Action Table* on page 143 for more.

Customize

Dial Action Tables: [General]

Default

The following table shows the default settings for the 100 available Dial Action Tables.

Dial Action Table Default Settings		
Key	Dial Action Tables 1-3	Dial Action Tables 4-100
0	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)	UTRF to 0 (Unscreened Transfer to operator)
1	UND (Undefined)	UND (Undefined)
2	UND (Undefined)	UND (Undefined)
3	TRF to XXX (Screened Transfer to user-dialed extension)	UND (Undefined)
4	UND (Undefined)	UND (Undefined)
5	UND (Undefined)	UND (Undefined)
6	UND (Undefined)	UND (Undefined)
7	UND (Undefined)	UND (Undefined)
8	UND (Undefined)	UND (Undefined)
9	HUP (Hang up)	UND (Undefined)
*	REC1 to IV (Quick Message with Greeting to user-dialed extension)	UND (Undefined)
#	LOGON (Logon to user-dialed mailbox)	UND (Undefined)
Timeout	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)	UTRF to 300 or 301 ¹ (Unscreened Transfer to operator)

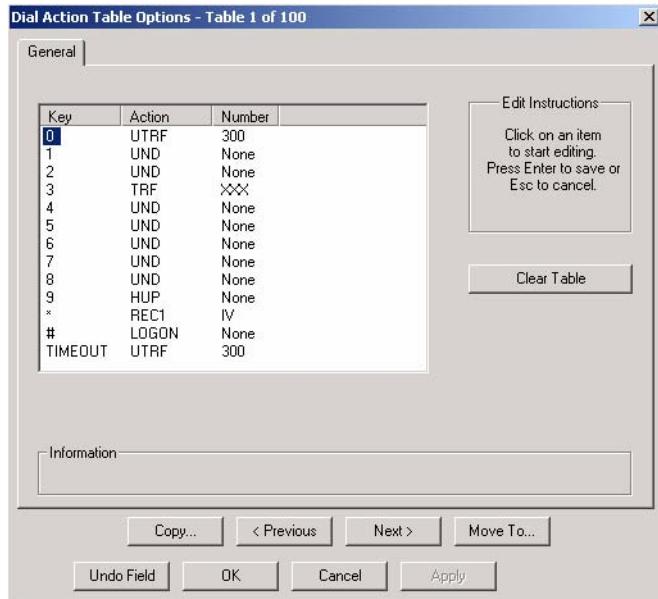
¹ DS2000 = 300, 28i/124i and Aspire = 301

Note: TIMEOUT provides the routing for rotary dial callers. See *Automatic Routing for Rotary Dial Callers* on page 103 for more.

General Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.



3

[General] Key

This option designates the key action you are programming (0-9, #, *, and timeout). The key action is the key that Automated Attendant callers dial. For each key, you specify an *Action* (the key's feature) and *Number* (any additional data required for the feature to operate).

You cannot edit this option.

Options

- N/A

Default

- ✓ N/A

[General] DIRF Action – Directory Dial by First Name

Use this key action to allow an Automated Attendant caller to use Directory Dialing by first name first.

Number Option

- There is no entry required in the corresponding *Number* option.

Additional Information

- See *Directory Dialing* on page 148 for more.

[General] DIRL Action – Directory Dial by Last Name

Use this key action to allow an Automated Attendant caller to use Directory Dialing by last name first.

Number Option

- There is no entry required in the corresponding *Number* option.

Additional Information

- See *Directory Dialing* on page 148 for more.

Customize

Dial Action Tables: [General]

[General] GOTO Action – Go to Mailbox

Use this key action to allow an Automated Attendant caller to log directly into a mailbox.

Number Option

- To log directly into a specific mailbox, enter the mailbox number in the corresponding *Number* option.
 - For example, to have key 4 log directly into mailbox 305, enter GOTO in the *Action* option and 305 in the *Number* option. (You can substitute the LOGON action in this application. It has the same function.)
- To allow Automated Attendant callers to select a mailbox to log into, enter XXX in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.
 - For example, to allow callers to dial 300-399 to log into mailboxes 300-399, for key 3 enter GOTO in the *Action* field and XXX in the *Number* field.(You can substitute the LOGON action in this application. It has the same function.)
- The GOTO *Action* with *Number* option None is not available.

Additional Information

- See *Go To A Mailbox* on page 176 for more.

[General] HUP Action – Hang Up

When an Automated Attendant caller presses a key assigned to this action, UltraMail says “*Goodbye*” and immediately hangs up.

Number Option

- There is no entry required in the corresponding *Number* option.

Additional Information

- See *Hang Up* on page 184 for more.

[General] LANG1 Action – Switch to Language 1

Use this key action to allow an Allow Attendant caller to switch the voice prompt language to LANG1 for their call. Since LANG1 (English Mnemonic) is the active language by default, you would normally use this action only if it was preceded by a LANG2 action (see below). For example, a caller could dial a digit to switch to LANG2, then dial another digit to switch back to LANG1.

Number Option

- The corresponding *Number* option is the number of the Call Routing Mailbox that will provide the Welcome Message and Instruction Menu after the user dials the digit that selects LANG1.

Additional Information

- See *Bilingual Voice Prompts* on page 105 for more.

[General] LANG2 Action – Switch to Language 2

Use this key action to allow an Automated Attendant caller to switch the prerecorded voice prompt language to LANG2 for their call. For example, if you changed LANG2 from its default (English Numeric) to Spanish, pressing the key for this action would switch all the prerecorded voice prompts to Spanish for the call.

Number Option

- The corresponding *Number* option is the number of the Call Routing Mailbox that will provide the Welcome Message and Instruction Menu after the user dials the digit that selects LANG2.

Additional Information

- See *Bilingual Voice Prompts* on page 105 for more.

[General] LOGON Action – Log Onto Voice Mail

Use this key action to allow an Automated Attendant caller to log onto voice mail. Depending on programming (see *Number Option* below), the caller is logged directly into a mailbox or is prompted to enter a mailbox of their own choosing.

Number Option

- To log directly into a specific mailbox, enter the mailbox number in the corresponding *Number* option.

- For example, to have key 4 log directly into mailbox 305, enter LOGON in the *Action* option and 305 in the *Number* option. (You can substitute the GOTO action in this application. It has the same function.)
 - To allow Automated Attendant callers to select a mailbox to log into, enter XXX in the corresponding *Number* option. The key you choose must represent the first digit in the mailbox numbers.
 - For example, to allow callers to dial 300-399 to log into mailboxes 300-399, for key 3 enter LOGON in the *Action* field and XXX in the *Number* field. (You can substitute the GOTO action in this application. It has the same function.)
 - To have the caller press the LOGON key and then dial a mailbox of their own choosing, enter None.
- Additional Information
- See *Log Onto Voice Mail* on page 201 for more.

[General] MTRF Action – Monitored (Ring No Answer) Transfer

Use this key action to allow an Automated Attendant caller to place a Monitored Transfer to an extension. With Monitored Transfer, after an Automated Attendant caller dials an extension voice mail checks the status of the called extension. *If the called extension is idle*, voice mail rings the extension (similar to an Unscreened Transfer). *If the called extension is busy or in DND*, voice mail sends the caller directly to the called extension's mailbox (similar to a Screened Transfer).

Number Option

- Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Monitored Transfers to 300-399, for key 3 enter MTRF in the *Action* field and XXX in the *Number* field.
- If the destination extension does not have a mailbox defined, the corresponding *Number* option should be enclosed in square brackets as follows:
 - {XXX} for fixed length extension numbers.
 - {IV} for variable length extension numbers.

Additional Information

- See the detailed *Monitored Transfer Operation* call routing chart on page 258.
- Also see *Screened Transfer* on page 297, *Monitored Transfer* on page 258 and *Unscreened Transfer* on page 329.

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[General] REC1 Action – Quick Message with Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will* hear the extension's greeting prior to leaving the message.

Number Option

- To have the caller leave a Quick Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.
- To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Message for extensions 300-399, for key 3 enter REC1 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] REC1C Action – Quick Confidential Message with Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Confidential Message at an extension. With this action, the caller *will* hear the extension's greeting prior to leaving the message.

Number Option

- To have the caller leave a Quick Confidential Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Confidential Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.

Customize

Dial Action Tables: [General]

- To have the caller leave a Quick Confidential Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Confidential Message for extensions 300-399, for key 3 enter REC1 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] REC1U Action – Quick Urgent Message with Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Urgent Message at an extension. With this action, the caller *will* hear the extension's greeting prior to leaving the message.

Number Option

- To have the caller leave a Quick Urgent Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Urgent Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.
- To have the caller leave a Quick Urgent Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Urgent Message for extensions 300-399, for key 3 enter REC1 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] REC2 Action – Quick Message without Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Message at an extension. With this action, the caller *will not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording," followed by a beep.

Number Option

- To have the caller leave a Quick Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.
- To have the caller leave a Quick Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Message for extensions 300-399, for key 3 enter REC2 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] REC2C Action – Quick Confidential Message without Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Confidential Message at an extension. With this action, the caller *will not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording" followed by a beep.

Number Option

- To have the caller leave a Quick Confidential Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Confidential Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.
- To have the caller leave a Quick Confidential Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Confidential Message for extensions 300-399, for key 3 enter REC1 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] REC2U Action – Quick Urgent Message without Greeting

Use this key action to allow an Automated Attendant caller to leave a Quick Urgent Message at an extension.

With this action, the caller *will not* hear the extension's greeting prior to leaving the message. Instead, the caller hears the voice prompt "Recording" followed by a beep.

Number Option

- To have the caller leave a Quick Urgent Message at a specific extension, the corresponding *Number* option should be the extension number.
- To have the caller leave a Quick Urgent Message at any caller-dialed extension (of any length), the corresponding *Number* option should be IV.
- To have the caller leave a Quick Urgent Message at a caller-dialed extension in a specific range, the corresponding *Number* option should be XXX. For example, to allow callers to leave a Quick Urgent Message for extensions 300-399, for key 3 enter REC1 in the *Action* field and XXX in the *Number* field.

Additional Information

- See *Quick Message* on page 287 for more.

[General] TRF Action – Screened Transfer

Use this key action to allow an Automated Attendant caller to place a Screened Transfer to an extension. After an Automated Attendant caller dials an extension, voice mail calls (screens) the destination extension to see if the transfer can go through.

- If the destination is busy or in DND, the Automated Attendant doesn't extend the call and immediately provides the caller with additional options.
- If the destination is available, the Automated Attendant rings it. If the destination answers, the call goes through. If the destination doesn't answer within a preset interval, the Automated Attendant doesn't extend the call and provides the caller with additional options.

Number Option

- Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Screened Transfers to 300-399, for key 3 enter TRF in the *Action* field and XXX in the *Number* field.
- If the destination extension does not have a mailbox defined, the corresponding *Number* option should be enclosed in square brackets as follows:
 - {XXX} for fixed length extension numbers.
 - {V} for variable length extension numbers.

Additional Information

- See the detailed *Screened Transfer Operation* call routing chart on page 297.
- Also see *Screened Transfer* on page 297, *Monitored Transfer* on page 258 and *Unscreened Transfer* on page 329.

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[General] UND Action – Undefined Routing (No Routing)

Use this key action if you want a key to have no routing (no operation). When an Automated Attendant caller presses an undefined key, they hear, "That is an invalid entry. Please try again." The caller can then dial another option.

- See *Undefined Routing* on page 328 for more.

Number Option

- N/A

Additional Information

- N/A

[General] UTRF Action – Unscreened Transfer

Use this key action to allow an Automated Attendant caller to place an Unscreened Transfer to an extension. This is similar to telephone system unscreened transfers in which the transferring party immediately extends the call. After an Automated Attendant caller dials an extension, voice mail transfers the call to the destination and hangs up. Any recalls or additional routing are handled by the telephone system – just as with any other unscreened transfer.

Customize

Dial Action Tables: [General]

Number Option

- Normally, to reach extensions that have mailboxes, the corresponding *Number* option should be XXX. Note that the key you choose for this action is the first digit of the called extension number.
 - For example, to allow callers to place Unscreened Transfers to 300-399, for key 3 enter UTRF in the *Action* field and XXX in the *Number* field.
- If the destination extension does not have a mailbox defined, the corresponding *Number* option should be enclosed in square brackets as follows:
 - {XXX} for fixed length extension numbers.
 - {V} for variable length extension numbers.

Additional Information

- See the detailed *Unscreened Transfer Operation* call routing chart on page 329.
- Also see *Screened Transfer* on page 297, *Monitored Transfer* on page 258 and *Unscreened Transfer* on page 329.

[General] Number**Compatibility Guidelines:**

- Do not enter the **T** command in a Dial Action Table *Number* field.

The *Number* field can contain up to 30 characters. Following are the available commands. The available commands are:

- **Digits** (0-9, # and *)
- **N (None)**
- **[]** (Entry enclosed in square brackets)
Not used.
- **{ }** (Entry enclosed in brackets).
Use this command with the MTRF, TRF, and UTRF actions to reach extensions that do not have mailboxes (e.g., {XXX} or {V}).
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **C (Stay in current mailbox)**
This option assigns the corresponding *Action* to the currently logged-in mailbox. For example, if *Action* is REC1U and *Number* is C, pressing the assigned key will leave an urgent message in the current mailbox.
 - See *Next Call Routing Mailbox* on page 274 for more on an application that uses this option.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **H (Hang up)**
This command tells voice mail to hang up. To set the duration of the Hang Up Timer, see *Customize: System Options: [Timer]: Timers (1 = 10 msec): Hang Up Timer* on page 519.
- **I (Caller dialed digit that is ignored)**
This command represents a single caller dialed digit that voice mail will ignore. To ignore more than one digit, enter more than one I command.
 - For example, to have the digit 4 call extension 302 regardless of which digits in the range 400-499 the caller dials, for key 4 enter the *Action* UTRF and the *Number* III302.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **R (Retrieve stored digit)**
Used for *Drop and Retrieve* applications, this command causes voice mail to retrieve a digit previously stored by the Z (store) command.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- **X (Caller dialed digit)**
This command represents a single caller dialed digit that voice mail will recognize. To recognize more than one digit, enter more than one X command.
 - For example, the default entry in Dial Action Table 1 for key 3 is TRF XXX. This means that voice mail will recognize 3 caller dialed digits, beginning with the digit 3 (e.g., 300 through 399).
- **Z (Store dialed digit)**
Used for *Drop and Retrieve* applications, this command causes voice mail to store the digit just dialed. The stored digit can be retrieved by the R (retrieve) command.

Default

- ✓ See *Dial Action Table Default Settings* on page 374.

Customize

Dial Action Tables: [General]

Clear Table Button

For the selected Dial Action Table, for keys 1-9, # and *, sets *Action* to UND (Undefined) and *Number* to None. For keys 0 and TIMEOUT, sets *Action* to UTRF (Unscreened Transfer) and *Number* to 0 (operator).

Copy Button

Allows you to copy the entries from one Dial Action Table to another.

- You can copy entire table, or just individual entries.
- You can copy to a range of tables (e.g., 4-8), or multiple non-sequential tables (e.g., 5,9,14).

Previous Button

Displays the previous Dial Action Table.

Next Button

Displays the next Dial Action Table.

Move To Button

Lets you jump to a Dial Action Table (for example, from 1 to 6).

Undo Field Button

Returns the currently selected entry to its previous value. This button will not undo entries made via drop down boxes.

OK Button

Saves your programming changes and exits to the Admin Main Menu.

Cancel Button

Cancels your programming changes and exits to the Admin Main Menu.

Apply Button

Saves your programming changes and leaves the current Dial Action Table displayed.

Description

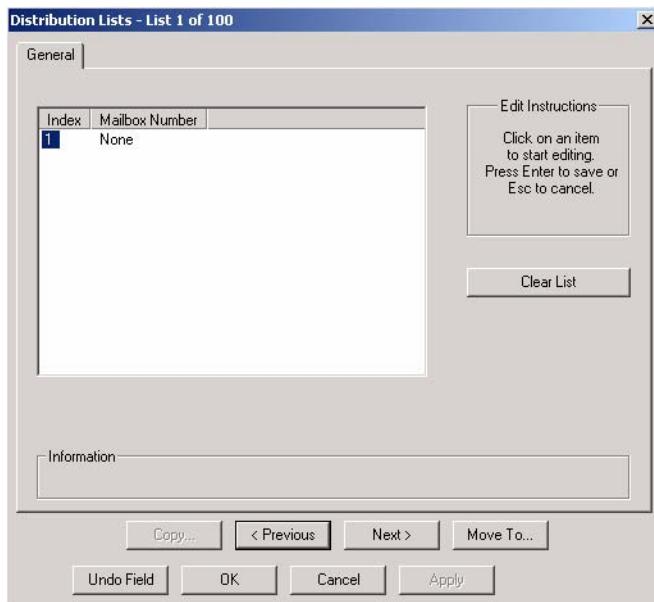
Compatibility Guidelines:

- Editing or deleting an entry in the middle of a Distribution List requires voice mail software version 11.07 or higher.

Use this option to set up your Distribution Lists. Once you associate a Distribution List with a Distribution Mailbox, any message left in the Distribution Mailbox will automatically be sent to all the mailboxes in the list. The Distribution Lists can consist of Subscriber, Guest, Message Center, and Network Alias mailboxes. There are a total of 100 Distribution Lists.

- See *Distribution List* on page 158 for more.

General Tab



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[General] Index

Index is a reference number for your entry. It automatically increments as you add mailboxes in the *Mailbox Number* field. You cannot edit this option. Voice mail distributes Distribution List messages in mailbox number order (from lowest to highest), not according to *Index* number.

- See *Distribution List* on page 158 for more.

Options

- N/A

Default

- ✓ N/A

[General] Mailbox Number

Use this option to enter Subscriber, Guest, Message Center, and Network Alias mailboxes into the Distribution List. The list can consist of as many mailboxes as you have defined for these types. A mailbox can be in more than one list.

Options

- **Mailbox Number** (7 characters maximum, using 0-9).
- **N (None)**

Customize

Distribution Lists: [General]

Default

N (None)

All Distribution Lists are empty.

Clear List

For the selected list, clears (erases) all the entries.

Previous Button

Displays the previous Distribution List.

Next Button

Displays the next Distribution List.

Move To Button

Lets you jump to a Distribution List (for example, from 1 to 6).

Undo Field Button

Returns the currently selected entry to its previous value. This button will not undo entries made via drop down boxes.

OK Button

Saves your programming changes and exits to the Admin Main Menu.

Cancel Button

Cancels your programming changes and exits to the Admin Main Menu.

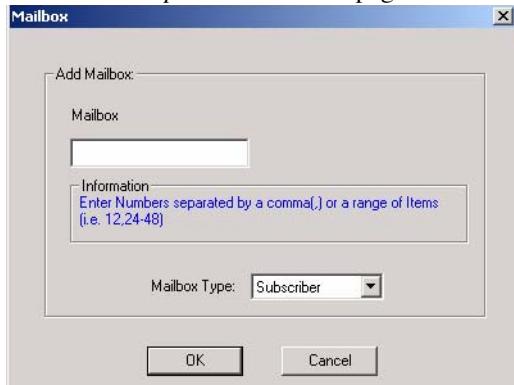
Apply Button

Saves your programming changes and leaves the current Distribution List displayed.

Description

Use this option to add (create) a mailbox. You can add a mailbox of any type, however:

- You cannot exceed the total number of mailboxes allowed by your system. The system may come configured with every mailbox preassigned. To add a mailbox, you'll first have to delete an existing mailbox.
- See *Customize: Mailbox Options: Delete* on page 388 for more on deleting mailboxes.



Mailbox

Use this option to enter the numbers of the mailboxes you want to add. The mailboxes you add in this option are given the type assigned in *Mailbox Type* below.

- Refer to the *Default Mailbox List* on the front cover of this manual for the default (factory-installed) mailbox numbers.
- To have voice mail use mailboxes of different lengths, see *Flexible Mailbox Numbering Plan* on page 170 more.

Options

■ **Mailbox Numbers** You can enter:

- An individual mailbox (e.g., 310).
- A range of mailboxes (e.g., 310-320).
- Multiple non-consecutive mailboxes (e.g., 310, 315, 317).
- A combination of ranges and non-consecutive mailboxes (e.g., 310, 315, 317-320).

Default

- ✓ See the *Default Mailbox List* on the front cover of this manual.

Mailbox Type

Use this option to assign a mailbox type to the mailbox number(s) specified in the *Mailbox* option above.

Options

The available mailbox types are:

■ **Announcement**

- See *Announcement Mailbox* on page 81 for more.

■ **Call Routing**

- See *Call Routing Mailbox* on page 119 for more.

■ **Directory Dialing**

- See *Directory Dialing Mailbox* on page 156 for more.

■ **Distribution**

- See *Distribution Mailbox* on page 160 for more.

■ **Future Delivery**

- See *Future Delivery Mailbox* on page 172 for more.

■ **Guest**

- See *Guest Mailbox* on page 181 for more.

■ **Interactive**

- See *Interactive Mailbox* on page 188 for more.

Customize

Mailbox Options: Add

- **Message Center**

- See *Message Center Mailbox* on page 214 for more.

- **Modem**

- See *Modem Mailbox* on page 256 for more.

- **Subscriber**

- See *Subscriber Mailbox* on page 306 for more.

- **Trunk**

- See *Trunk Mailbox* on page 326 for more,

Default

✓ N/A

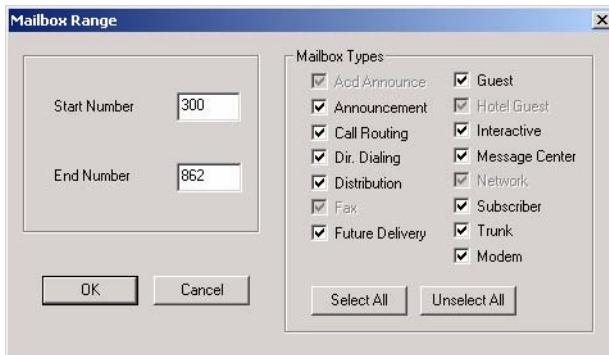
Description

Use this option to select the mailboxes you want to edit. You will choose:

- A start number
- An end number
- The mailbox types you want to edit.

The mailbox ranges are as follows:

- DS2000 V2 = 300-862.
- DS2000 V3 = 101-862
- 28i/124i and Aspire = 001-862.



3

Start Number

Specify the starting (lowest) mailbox number in the range you want to edit.

- You can only edit those mailbox types you have checked in the *Mailbox Type* field.
- The entire starting mailbox in DS2000 V2 is 300.
- The starting mailbox in DS2000 V3 is 101.
- The starting mailbox in 28i/124i and Aspire is 001.

End Number

Specify the ending (highest) mailbox number in the range you want to edit.

Mailbox Types

Individually select or deselect the mailbox types you want to program.

Select All Button

Selects all the mailbox types.

Unselect All Button

Deselects all the mailbox types.

OK Button

Accepts your entries and displays the first mailbox in the range specified by the *Start Number* option.

Cancel Button

Cancels your entries and returns to the Admin Main Menu.

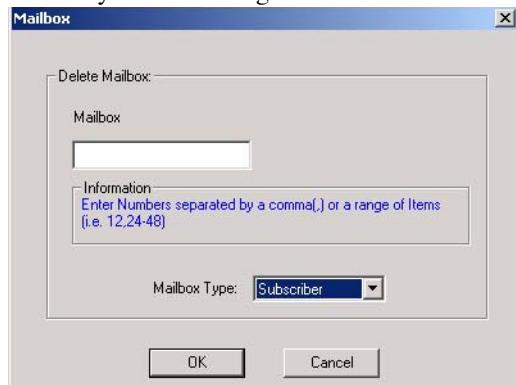
Customize

Mailbox Options: Delete

Description

Use this option to delete individual or a range of mailboxes. You may find you need to delete unused mailboxes of a certain type to make room for new mailboxes you require. In this option, you will choose:

- The individual or range of mailboxes you want to delete.
- The type of mailboxes you are deleting.



Mailbox

Specify the mailbox numbers you want to delete. You can enter:

- An individual mailbox (e.g., 310).
- A range of mailboxes (e.g., 310-320).
- Multiple non-consecutive mailboxes (e.g., 310, 315, 317).
- A combination of ranges and non-consecutive mailboxes (e.g., 310, 315, 317-320).

Mailbox Type

Select the type of mailbox you want to delete.

- The mailboxes you specify in the *Mailbox* option must match the type selected in the *Mailbox Type* option. If not, voice mail will block your deletion.

OK Button

Deletes the mailboxes you specify.

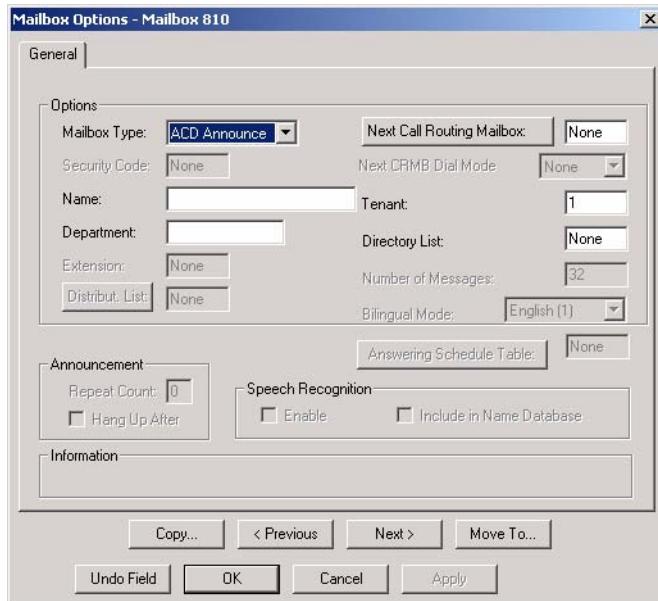
Cancel Button

Cancels your deletion and returns to the Admin Main Menu.

Description

The ACD Announcement Mailbox can provide the announcements for the connected telephone system's Automatic Call Distribution. It is a simple, announcement-only mailbox. The ACD Announcement Mailbox message is recorded by the System Administrator, the same as for normal Announcement Mailboxes.

General Tab



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[General] Options: Mailbox Type

Use this option to select the mailbox type.

- See *ACD Announcement Mailbox* on page 79.

Options

- Select **ACD Announce**.

Default

- ✓ By default, there are no ACD Announcement Mailboxes defined.

[General] Options: Name

You can program a name for an ACD Announcement Mailbox. Normally, this name is used only for system reports.

- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the ACD Announcement Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Mailbox Options: ACD Announcement: [General]

Default

- No entry.

[General] Options: Next Call Routing Mailbox

This option provides additional dialing options to the caller listening to the ACD Announcement Mailbox.

When you specify a Next Call Routing Mailbox, an ACD Announcement Mailbox caller can dial any digit to go to the designated Call Routing Mailbox. The caller will then hear the Instruction Menu for that mailbox and can use any of its dialing options.

- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- **N (None)**

Default

- N (None)**

No Call Routing Mailbox assigned.

[General] Options: Tenant

Use this option to specify to which Tenant Group the ACD Announcement Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

- 1**

[General] Options: Directory List

Use this option to specify to which Directory List the ACD Announcement Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes. Normally, this option is not used for ACD Announcement Mailboxes.

Options

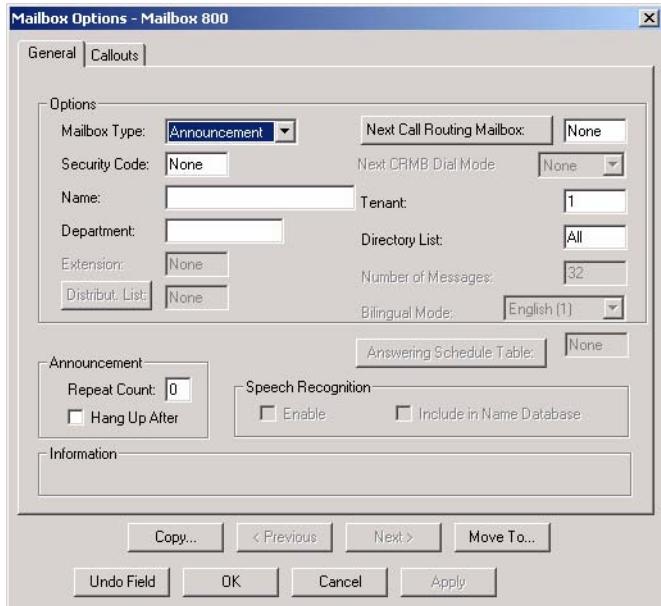
- **1-100**
 - Mailbox is assigned to Directory List 1-100.
- **A (All)**

Description

An Announcement Mailbox plays a pre-recorded greeting to mailbox callers. Callers can directly dial the Announcement Mailbox or be routed to it through the Automated Attendant.

- See *Announcement Mailbox* on page 81 for more.

General Tab



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[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Announcement**.

Default

- ✓ By default, mailboxes 800-809 are predefined as Announcement Mailboxes.

[General] Options: Security Code

Use this option to require Announcement Mailbox callers to enter a security code before hearing the recorded announcement.

- See *Security Code* on page 300 for more.

Options

- **Security Code** number (6 digits maximum, using 0-9).
- **N (None)**
No security code required.

Default

- ✓ **N (None)**
No security code required.

[General] Options: Name

You can program a name for an Announcement Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

Customize

Mailbox Options: Announcement: [General]

- To allow Automated Attendant callers to Directory Dial an Announcement Mailbox, be sure to define the Announcement Mailbox leading digit in your Dial Action Tables. For example, using the default mailbox numbering, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Announcement Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- No entry.

[General] Options: Next Call Routing Mailbox

This option provides additional dialing options to Announcement Mailbox callers. When you specify a Next Call Routing Mailbox, after listening to the Announcement Mailbox message the caller will:

- Hear the Instruction Menu for the Next Call Routing Mailbox.
- Be able to dial any digits provided by the Dial Action Table associated with the Next Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- N (None)

Default

- ✓ N (None)

No Call Routing Mailbox assigned.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Announcement Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

- ✓ 1

[General] Options: Directory List

Use this option to specify to which Directory List the Announcement Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes.

- To allow Automated Attendant callers to Directory Dial an Announcement Mailbox, be sure to define the Announcement Mailbox leading digit in your Dial Action Tables. For example using the default mailbox numbering, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

Options

- **1-100**

Mailbox Options: Announcement: [General]

- Mailbox is assigned to Directory List 1-100.
- **A (All)**
 - Mailbox is assigned to **all** Directory Lists.
- **N (None)**
 - Mailbox is assigned to **no** Directory Lists.

Default

- A (All)**

[General] Announcement: Repeat Count

Enter the number of times you want the Announcement Mailbox message to repeat to callers. After an Announcement Mailbox caller initially listens to the message, it will repeat the number of times specified in this option.

- See *Announcement Mailbox* on page 81 for more.

Options

- **0-10** (Message repeats 0-10 times).

Default

- **0** (Message doesn't repeat).

[General] Announcement: Hang Up After*If enabled:*

If this option is enabled, voice mail will hang up after the caller hears the Announcement Mailbox message (followed by any repeats specified in the *Repeat Count* option).

- If a caller dials a digit while listening to the Announcement Mailbox message, voice mail hangs up.

3*If disabled:*

If this option is disabled and the Announcement Mailbox **does not** have a *Next Call Routing Mailbox* defined, after the caller hears the message (and any repeats) the call will route back to the Call Routing Mailbox that initially answered the call.

- If a caller dials a digit while listening to the Announcement Mailbox message, voice mail sends the caller back to the Call Routing Mailbox that initially handled the call.

If this option is disabled and the Announcement Mailbox **does** have a *Next Call Routing Mailbox* defined, after the caller hears the message (and any repeats) the call will route to the specified Next Call Routing Mailbox.

- If a caller dials a digit while listening to the Announcement Mailbox message, voice mail sends the caller to the Call Routing Mailbox specified in *Next Call Routing Mailbox*.
- See *Announcement Mailbox* on page 81 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Unchecked** (disabled).

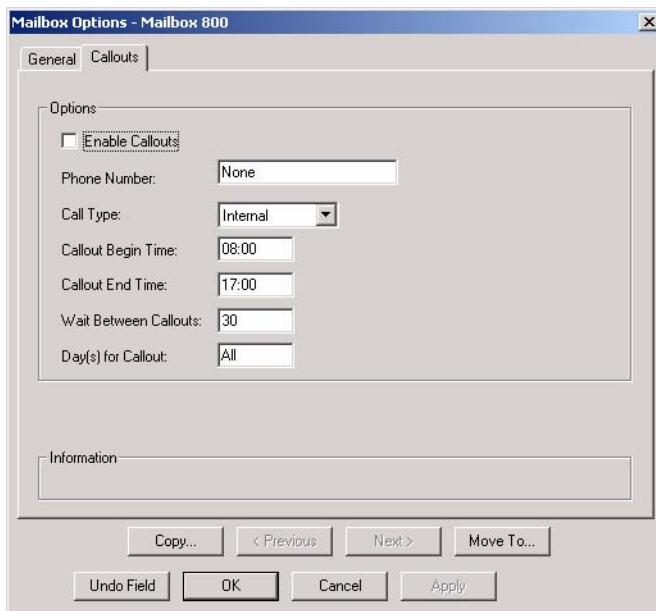
Customize

Mailbox Options: Announcement: [Callouts]

Callouts Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



[Callouts] Options: Enable Callouts

Use this option to allow voice mail to dial a number, play the pre-recorded Announcement Mailbox message, say “Goodbye,” and then hang up. The number can be a telephone system extension, a Paging string, a local number, or a long distance number.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

[Callouts] Options: Phone Number

Use this option to enter the telephone number that voice mail dials for the Announcement Mailbox callout.

Options

- **Digits** (30 maximum, using 0-9, # and *)
- **N** (None)

■ **A** (Analyzed pause)

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

■ **F** (Flash)

This command hook flashes the voice mail port, which places it on Hold.

■ **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

■ **P** (Pause)

This command waits for 2 seconds and then continues.

■ S (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

■ W (Wait for dial tone)

This command waits for CO dial tone, and then continues.

Default **N (None)****[Callouts] Options: Call Type**

Use this option to specify the type of number entered in the *Phone Number* option above.

*Options***■ Internal**

Internal numbers are normally extension numbers (e.g., 301) or system feature access codes such as the telephone system paging code (*10).

■ Local

Local numbers are preceded by the entry you make in *Customize: Tenant Options: [Access Digits] Access Digits Before Local Callout* on page 525.

■ Long Distance

Long distance numbers are preceded by the entry you make in *Customize: Tenant Options: [Access Digits] Access Digits Before Long Distance Callout* on page 526.

Default **Internal****[Callouts] Options: Callout Begin Time**

Use this option to specify the time of day the callout should begin.

*Options***■ Time (HH:MM 24-hour format)**

For example, 17:00 = 5:00 PM.

Default **08:00 (8:00 AM)**

3

[Callouts] Options: Callout End Time

Use this option to specify the time of day the callout should end.

*Options***■ Time (HH:MM 24-hour format)**

For example, 17:00 = 5:00 PM.

Default **17:00 (5:00 PM)****[Callouts] Options: Wait Between Callouts**

Use this option to specify how long voice mail will wait before rebroadcasting an Announcement Mailbox message.

*Options***■ Minutes between announcements (1-1440)***Default* **30 (30 minutes)****[Callouts] Options: Day(s) for Callout**

Use this option to specify which days of the week the Announcement Mailbox message will broadcast.

Options

You can enter individual days (e.g., mo) or a range of days (e.g., mo-fr).

■ Su (Sunday)**■ Mo (Monday)**

Customize

Mailbox Options: Announcement: [Callouts]

- **Tu** (Tuesday)
- **We** (Wednesday)
- **Th** (Thursday)
- **Fr** (Friday)
- **Sa** (Saturday)
- **All** (Every day of the week)

Default

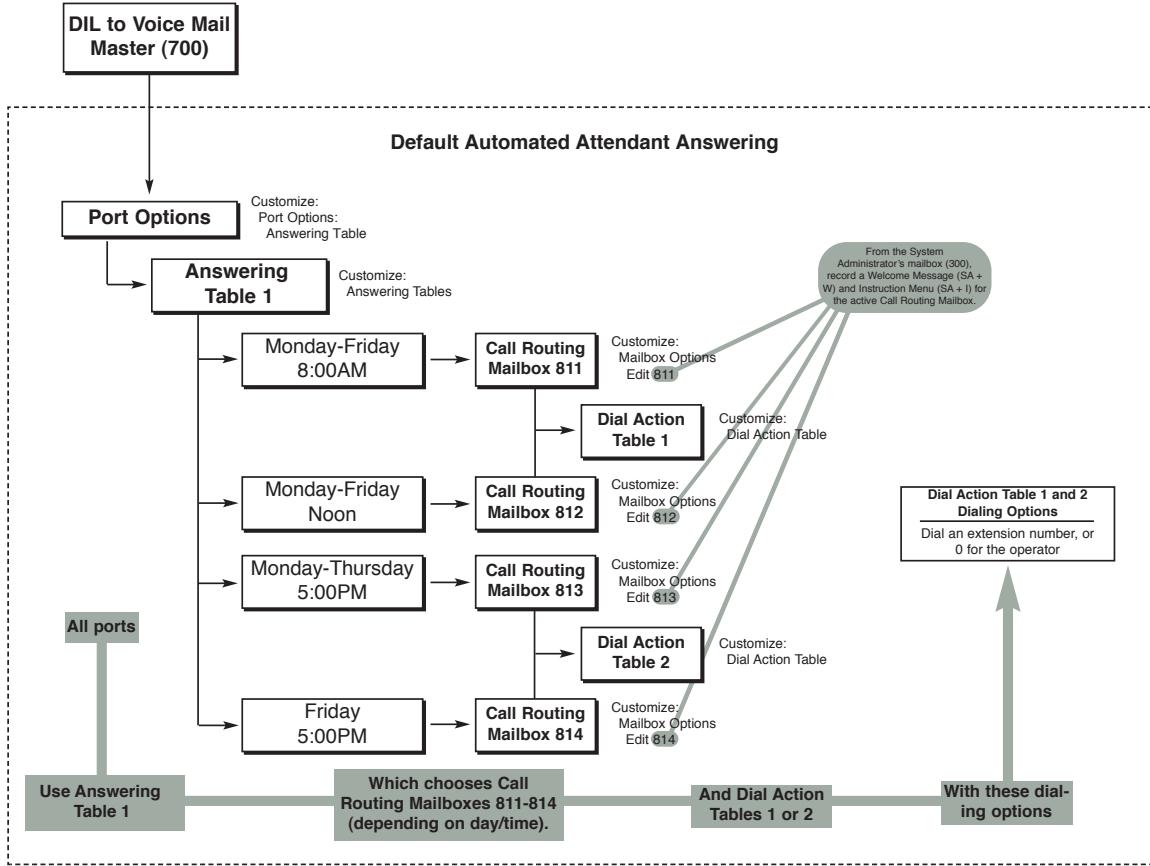
- All** (Every day of the week)

Customize

Mailbox Options: Call Routing: [General]

Description

A Call Routing Mailbox is the mailbox associated with an Answering Table that specifies which dialing options (Dial Action Table) and announcements are available to Automated Attendant Callers. The block diagram below shows how this works by default.



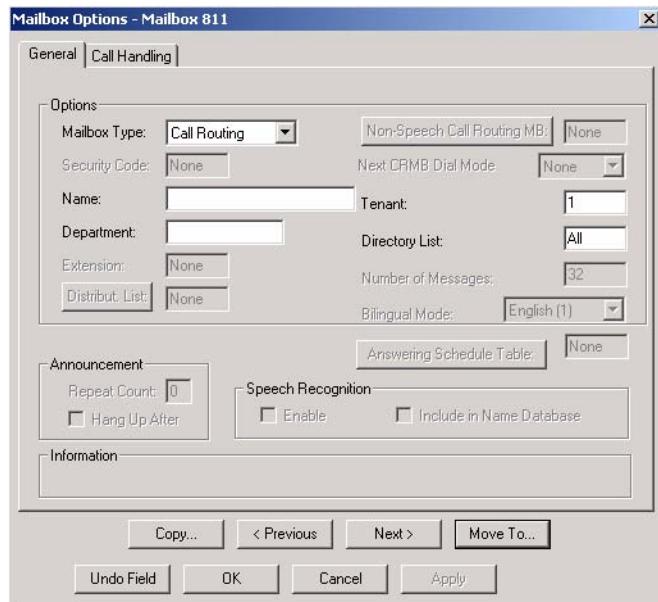
- Call Routing Mailbox on page 119 for more.

3

Customize

Mailbox Options: Call Routing: [General]

General Tab



[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Call Routing**.

Default

- ✓ By default, mailboxes 810-814, 821-824, 831-834, and 841-844 are predefined as Call Routing Mailboxes.

[General] Options: Name

You can program a name for a Call Routing Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial a Call Routing Mailbox, be sure to define the Call Routing Mailbox leading digit in your Dial Action Tables. For example using the default mailbox numbering, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Call Routing Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- ✓ No entry.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Call Routing Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

1

[General] Options: Directory List

Use this option to specify to which Directory List the Call Routing Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes.

- To allow Automated Attendant callers to Directory Dial a Call Routing Mailbox, be sure to define the Call Routing Mailbox leading digit in your Dial Action Tables. For example using the default mailbox numbering, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

Options

- **1-100**

- Mailbox is assigned to Directory List 1-100.
- **A (All)**
 - Mailbox is assigned to *all* Directory Lists.
- **N (None)**
 - Mailbox is assigned to *no* Directory Lists.

Default

A (All)

3

Customize

Mailbox Options: Call Routing: [Call Handling]

Call Handling Tab



[Call Handling] Options: Dial Action Table

Use this option to assign the Dial Action Table to the Call Routing Mailbox. The Dial Action Table defines the dialing options for the Call Routing Mailbox.

- See *Dial Action Table* on page 143 and *Call Routing Mailbox* on page 119 for more.

Options

■ 1-100

- Call Routing Mailbox is assigned to Dial Action Table 1-100
- **N (None)**
 - Call Routing Mailbox is assigned to no Dial Action Table.

Default

Dial Action Table Default Assignments	
Mailbox Number	Dial Action Table
810	3
811, 812, 821, 822, 831, 832, 841, 842	1
813, 814, 823, 824, 833, 834, 843, 844	2

[Call Handling] Options: Delay Rings Before Redirect Transfer

This option sets how long a TRF call from the Automated Attendant will ring an unanswered extension before recalling.

- See *Screened Transfer* on page 297 for more.

Options

■ 0-255

Default

✓ 3

Mailbox Options: Call Routing: [Call Handling]

[Call Handling] Options: Directory List To Use

If the Dial Action Table assigned to this Call Routing Mailbox has a Directory Dialing (DIRF or DIRL) action programmed:

This option determines which Directory List is used when an Automated Attendant caller uses Directory Dialing.

If the Dial Action Table assigned to this Call Routing Mailbox does not have a Directory Dialing (DIRF or DIRL) action programmed:

This option is not used.

- See *Directory Dialing* on page 148 for more.

Options

■ **1-100**

- Mailbox uses Directory List 1-100.

■ **A (All)**

- Mailbox is assigned to **all** Directory Lists.

■ **N (None)**

- Mailbox is assigned to **no** Directory Lists.

Default

All (uses all lists)

[Call Handling] Options: Time Limit for Dialing Commands

If the Dial Action Table assigned to this Call Routing Mailbox has a Timeout action programmed:

This option determines how long voice mail will wait for an Automated Attendant caller who doesn't dial before routing the call to the Timeout destination.

3

If the Dial Action Table assigned to this Call Routing Mailbox does not have a Timeout action programmed:

This option determines how long voice mail will wait for an Automated Attendant caller who doesn't dial before repeating the Instruction Menu.

- See *Call Routing Mailbox* on page 119 and *Dial Action Table* on page 143 for more.

Options

■ **0-99** seconds.

Default

5 seconds.

[Call Handling] Options: Play Default Messages

Use this option to enable or disable the default Instruction Menu and Welcome Message for a Call Routing Mailbox. If *enabled* and the Instruction Menu and Welcome Message are not recorded, an Automated Attendant caller hears the default recordings. If *disabled* and the Instruction Menu and Welcome Message are not recorded, the caller hears silence. If you record an Instruction Menu and Welcome Message and then disable this option, voice mail erases your recordings.

- See *Call Routing Mailbox* on page 119, *Instruction Menu* on page 185, and *Welcome Message* on page 339 for more.

Options

■ **Checked** (enabled) or **unchecked** (disabled).

Default

Checked (enabled).

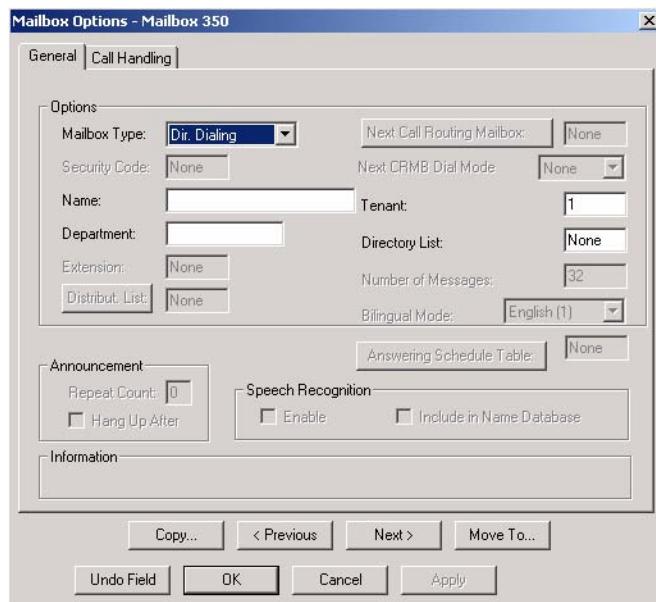
Customize

Mailbox Options: Directory Dialing: [General]

Description

A Directory Dialing mailbox lets you set up a type of Directory Dialing that bypasses the Automated Attendant. The Directory Dialing mailbox can answer outside calls, play a unique message, and let callers immediately dial by name. Outside caller do not have to go through the Automated Attendant, listen to the Welcome Message and Instruction Menu, and then dial additional codes.

General Tab



- See *Directory Dialing Mailbox* on page 156 for more.

[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Dir. Dialing**.

Default

- ✓ By default, there are no Directory Dialing Mailboxes defined.

[General] Options: Name

You can program a name for a Directory Dialing Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial a Directory Dialing Mailbox, be sure to define the Directory Dialing Mailbox leading digit in your Dial Action Tables. If you choose 810 for your Directory Dialing Mailbox, for example, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

Mailbox Options: Directory Dialing: [General]**[General] Options: Department**

Use this option to assign a department name to the Directory Dialing Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- Characters (10 characters maximum, using any keyboard characters).

Default

- ✓ No entry.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Directory Dialing Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

- ✓ 1

[General] Options: Directory List

Use this option to specify to which Directory List the Directory Dialing Mailbox belongs. This entry is associated with the Directory List to Use option in the Call Routing and Directory Dialing mailboxes that you'll use to name dial *this* Directory Dialing mailbox (if any).

- To allow Automated Attendant callers to Directory Dial a Directory Dialing Mailbox, be sure to define the Directory Dialing Mailbox leading digit in your Dial Action Tables. For example, for Directory Dialing Mailbox number 810, in your Dial Action Tables for digit 8, be sure *Action* = TRF, UTRF, or GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

Options

- 1-100

- Mailbox is assigned to Directory List 1-100.

- A (All)

- Mailbox is assigned to *all* Directory Lists.

- N (None)

- Mailbox is assigned to *no* Directory Lists.

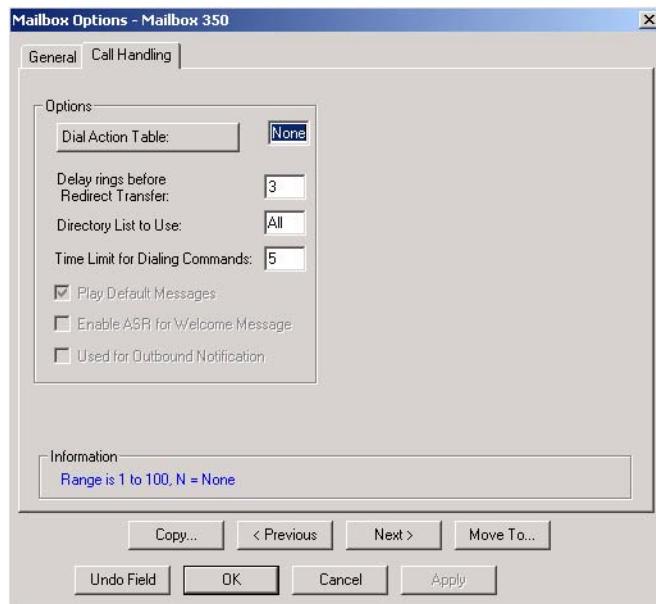
Default

- ✓ A (All)

Customize

Mailbox Options: Directory Dialing: [Call Handling]

Call Handling Tab



[Call Handling] Options: Dial Action Table

Use this option to assign the Dial Action Table to the Directory Dialing Mailbox. The Dial Action Table defines the dialing options for the Directory Dialing Mailbox.

- See *Directory Dialing* on page 148 for more.
- The Dial Action Table you choose must have the leading digits defined for each extension or mailbox you want to Directory Dial. For example:
 - To Directory Dial to *extensions* 300-399, for digit 3 be sure *Action* = TRF or UTRF and *Number* = XXX.
 - To Directory Dial to *mailboxes* 300-399, for digit 3 be sure *Action* = GOTO and *Number* = XXX.

Options

- **1-100**
 - Call Routing Mailbox is assigned to Dial Action Table 1-100.
- **N (None)**
 - Call Routing Mailbox is assigned to no Dial Action Table.

Default

- N (None)**
 - No Dial Action Table assigned.

[Call Handling] Options: Delay rings Before Redirect Transfer

This option sets how long a TRF call Directory Dialed from this Directory Dialing Mailbox will ring an unanswered extension before recalling. This option does not apply to either the UTRF or GOTO actions.

- See *Directory Dialing* on page 148 for more.

Options

- **0-255**

Default

- 3**

[Call Handling] Options: Directory List to Use

This option determines which Directory List is used by this Directory Dialing Mailbox.

Mailbox Options: Directory Dialing: [Call Handling]

- See *Directory Dialing* on page 148 for more.

Options

- **1-100**

- Mailbox uses Directory List 1-100.

- **A (All)**

- Mailbox is assigned to **all** Directory Lists.

- **N (None)**

- Mailbox is assigned to **no** Directory Lists.

Default

- All** (uses all lists)

[Call Handling] Options: Time Limit for Dialing Commands

If the Dial Action Table assigned to this Directory Dialing Mailbox has a Timeout action programmed:

This option determines how long voice mail will wait for a caller who doesn't dial. Voice mail will remind the caller twice that they haven't dialed enough digits, and then route the caller to the Timeout destination.

If the Dial Action Table assigned to this Directory Dialing Mailbox does not have a Timeout action programmed:

This option determines how long voice mail will wait for a caller who doesn't dial. Voice mail will remind the caller twice that they haven't dialed enough digits. If the caller still doesn't dial, voice mail tells the caller to try again and then repeats the cycle indefinitely.

- See *Directory Dialing* on page 148 for more.

Options

- **0-99** seconds.

Default

- 5** seconds.

3

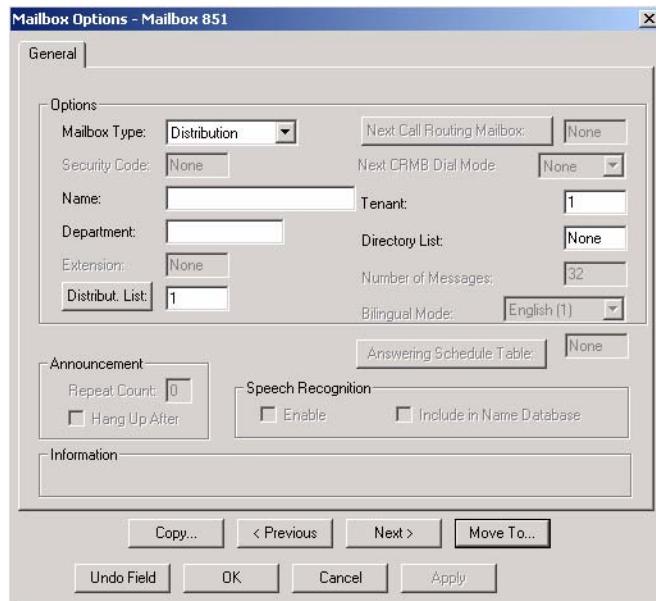
Customize

Mailbox Options: Distribution: [Normal]

Description

Use a Distribution Mailbox when setting up a Distribution List. When you record a message and send it to the Distribution Mailbox, voice mail automatically sends the message to everyone on the predefined Distribution List.

General Tab



- See for *Distribution List* on page 158 more.

[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Distribution**.

Default

- ✓ By default, Distribution Mailboxes are 851-860.

[General] Options: Name

You can program a name for a Distribution Mailbox. Voice mail can use this name for Directory Dialing, this name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial a Distribution Mailbox, be sure to define the Distribution Mailbox leading digit in your Dial Action Tables. If you choose 851 for your Directory Dialing Mailbox, for example, in your Dial Action Tables for digit 8, be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Distribution Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- Characters (10 characters maximum, using any keyboard characters).

Default

- No entry.

[General] Options: Distribution List

Use this option to assign the Distribution Mailbox to a Distribution List. When a user records and sends a message to a Distribution Mailbox, voice mail distributes the message to all mailboxes in the list.

- See for *Distribution List* on page 158 more.

Options**■ 1-100**

- Mailbox uses Distribution List 1-100.
- N (None)
 - The mailbox does not use a Distribution List.

Default

- Distribution Mailboxes 851-860 use Distribution Lists 1-10.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Distribution Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options**■ 1-4 (Tenant Groups 1-4)**Default

- 1

3

[General] Options: Directory List

Use this option to specify to which Directory List the Directory Dialing Mailbox belongs. This entry is associated with the Directory List to Use option in the Call Routing and Directory Dialing mailboxes that you'll use to name dial this Distribution Mailbox (if any).

- To allow Automated Attendant callers to Directory Dial a Distribution Mailbox, be sure to define the Distribution Mailbox leading digit in your Dial Action Tables. For example, for Distribution Mailbox number 851, in your Dial Action Tables for digit 8, be sure *Action* = TRF, UTRF, or GOTO and *Number* = XXX.

- See *Directory Dialing* on page 148 for more.

Options**■ 1-100**

- Mailbox is assigned to Directory List 1-100.
- A (All)
 - Mailbox is assigned to *all* Directory Lists.
- N (None)
 - Mailbox is assigned to *no* Directory Lists.

Default

- A (All)

Customize

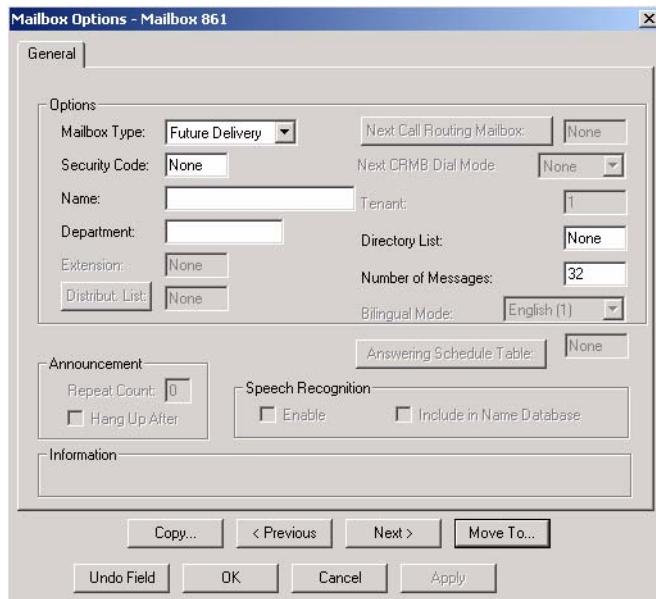
Mailbox Options: Future Delivery: [General]

Description

A Future Delivery Mailbox is the type of mailbox that allows extension users to leave Future Delivery Messages.

- See *Future Delivery Mailbox* on page 172 for more.

General Tab



[General] Options: Mailbox Type

Use this option to select the mailbox type. voice mail allows only one Future Delivery Mailbox per system. If you want to create a new one, you must delete the default Future Delivery mailbox (861) first.

- See *Future Delivery Mailbox* on page 172 for more.

Options

- Select **Future Deliver**.

Default

- ✓ By default, the Future Delivery Mailbox is 861.

[General] Options: Security Code:

Use this option to enter a Security Code for the Future Delivery Mailbox. If the Future Delivery Mailbox has a Security Code entered, anyone calling the mailbox must enter the Security Code before listening to the stored Future Delivery Messages.

- See *Future Delivery Mailbox* on page 172 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N (None)**

Default

- ✓ **N (None)**.

[General] Options: Name

You can program a name for the Future Delivery Mailbox. This name appears on system reports.

- You cannot use the Future Delivery Mailbox name for Directory Dialing. The Directory Dialing feature is not available to Future Delivery Mailboxes.

Mailbox Options: Future Delivery: [General]

- See *Future Delivery Mailbox* on page 172 for more.

Options

- **Characters** (25 characters maximum, using A-Z).

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Future Delivery Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

- See *Future Delivery Mailbox* on page 172 for more.

Options

- **Characters** (25 characters maximum, using keyboard characters).

Default

- ✓ No entry.

[General] Options: Directory List

This option is not used. Do not make an entry for this item.

[General] Options: Number of Messages

Use this option to set the maximum number of messages that can be left in the Future Delivery Mailbox. If a subscriber tries to create a Future Delivery Message after this number is reached, they hear: *That mailbox is full. The message has been erased.* The subscriber then returns to their mailbox Main Menu.

- See *Message Storage Limit* on page 253 for more.

Options

- **1-1000** messages.

Default

- ✓ 32

Customize

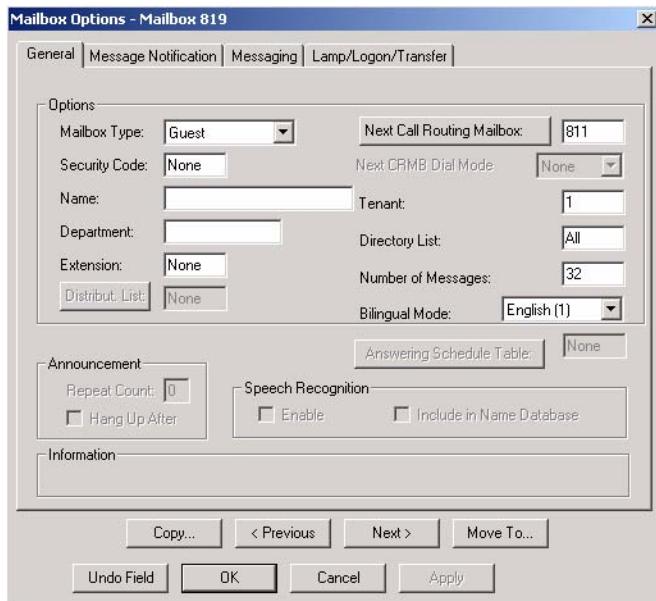
Mailbox Options: Guest: [General]

Description

An outside party can have a Guest Mailbox for receiving and sending messages. A Guest Mailbox is similar to a Subscriber Mailbox, except that it doesn't have an associated extension.

- See *Guest Mailbox* on page 181 for more.

General Tab



[General] Options: Mailbox Type

Use this option to select the mailbox type.

- See *Guest Mailbox* on page 181 for more.

Options

- Select **Guest**.

Default

- ✓ By default, Guest Mailboxes are 819, 820, 829, 830, 839, 840, 849, and 850.

[General] Options: Security Code

Use this option to enter the Security Code for the Guest Mailbox. The Security Code protects the mailbox from unauthorized access.

- A Guest Mailbox user can also use **OP** in *Mailbox Options* to enter their Security Code. See *Security Code* on page 300 for more.
- See *Security Code* on page 300 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N** (None).

Default

- ✓ **N** (None).

[General] Options: Name

You can program a name for a Guest Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial a Guest Mailbox, be sure to define the Guest Mailbox leading digit in your Dial Action Tables. For example, using the default mailbox numbering (Guest Mailboxes are in the 800 range):
 - To allow callers to use Directory Dial to leave a message in a Guest Mailbox, for digit 8 be sure *Action* = TRF or UTRF and *Number* = XXX.
 - To allow callers to use Directory Dial to log on to their Guest Mailbox, for digit 8 be sure *Action* = GOTO or LOGON and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- To record a name for a Guest Mailbox, see *Mailbox Name* on page 204.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Guest Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- ✓ No entry.

[General] Options: Extension

Compatibility Guidelines:

- Guest Mailboxes normally do not have extensions associated with them. You should leave this option at its default setting (None).

3

Use this option to assign an extension to a Guest Mailbox.

Options

- **Digits** (7 digits maximum, using 0-9).
- **N (None)**

Default

- ✓ **N (None)**

Customize

Mailbox Options: Guest: [General]

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to the Guest Mailbox. This provides callers with additional dialing options after they leave a message in the Guest Mailbox. The following table shows these options (which are equivalent to *Next Call Routing Mailbox Dial Mode* setting of *None* for Subscriber Mailboxes).

Guest Mailbox Next Call Routing Mailbox Dialing Options		
Action	While listening to greeting or while recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1		Pauses recording. Dial * to continue.
2		Pauses recording. Dial * to continue.
3		Erases message (if any) and prompts to re-record.
4		Pauses recording. Dial * to continue.
5		Plays recorded message (if any) and pauses. Dial * to append.
6		Pauses recording. Dial * to continue.
7		Pauses recording. Dial * to continue.
8		Pauses recording. Dial * to continue.
9		Pauses recording. Dial * to continue.
# ¹		Sends message (if any) and hangs up.
*		Pauses and restarts recording.
Timeout		Pauses recording. Dial * to continue.

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call *back* to that Call Routing Mailbox (the *previous* Call Routing Mailbox) and plays its Instruction Menu.

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- N (None)

Default

✓ 811

[General] Options: Tenant

Use this option to specify to which Tenant Group the Guest Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

✓ 1

[General] Options: Directory List

Use this option to specify to which Directory List the Guest Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Guest Mailbox (if any).

- To allow Automated Attendant callers to Directory Dial a Guest Mailbox, be sure to define the Guest Mailbox leading digit in your Dial Action Tables. For example, using the default mailbox numbering (Guest Mailboxes are in the 800 range):
 - To allow callers to use Directory Dial to leave a message in a Guest Mailbox, for digit 8 be sure *Action* = TRF or UTRF and *Number* = XXX.
 - To allow callers to use Directory Dial to log on to their Guest Mailbox, for digit 8 be sure *Action* = GOTO or LOGON and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

*Options***■ 1-100**

- Mailbox is assigned to Directory List 1-100.
- **A (All)**
 - Mailbox is assigned to *all* Directory Lists.
- **N (None)**
 - Mailbox is assigned to *no* Directory Lists.

Default

- A (All)**

[General] Options: Number of Messages

3

Use this option to set the maximum number of messages that can be left in the Guest Mailbox. If a caller tries to leave a message once this limit is reached, they hear: *That mailbox is full*. Voice mail then routes the call back to the Automated Attendant (Call Routing Mailbox).

- See *Message Storage Limit* on page 253 for more.

*Options***■ 1-1000** messages.*Default*

- 32**

[General] Options: Bilingual Mode**Compatibility Guidelines:**

- *This option is not available on Aspire Mail and UltraMail. It is only available on Aspire Mail Plus and UltraMail 2000 version 11.02.15 or higher.*
- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Use this option to set the mailbox language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages. When a user logs onto their mailbox, they hear voice prompts in the language specified by this option. Automated Attendant (i.e., Call Routing Mailbox) callers routed via the LOGON and GOTO actions also hear the language selected in this option.

- See *Bilingual Voice Prompts* on page 105 for more.

Options

- Choose one of 2 language choices.
- Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default

- English (1)**

This is English mnemonic.

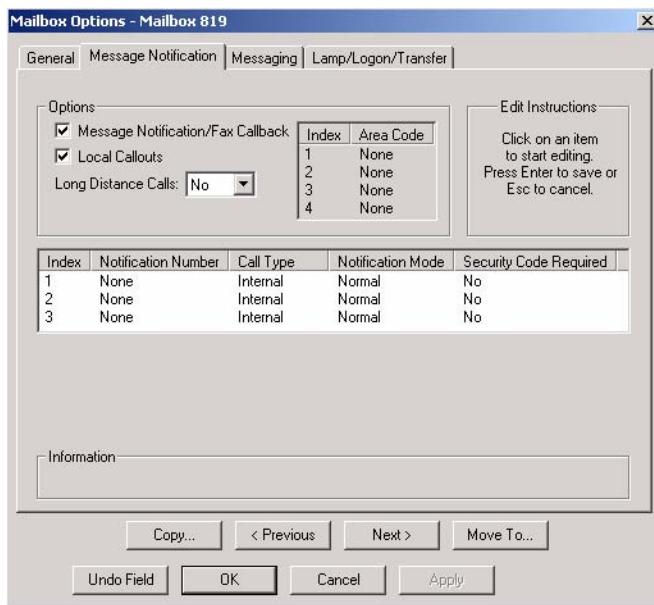
Customize

Mailbox Options: Guest: [Message Notification]

Message Notification Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



The following Message Notification options do not affect voice mail's ability to light telephone message waiting lamps. These options are for off-site Message Notification only.

[Message Notification] Options: Message Notification/Fax Callbacks

Use this option to enable or disable the ability of the Guest Mailbox user to set up Messaging Notification. If enabled, after logging on the Guest Mailbox user can dial **OP + N** to activate Message Notification. If disabled, the Subscriber Mailbox user cannot activate Message Notification. In addition, if this option is disabled, all the remaining Subscriber Mailbox Message Notification options are unavailable.

Once Message Notification is enabled in this option, the Guest Mailbox user must log onto their mailbox and use the **OP + N options to activate Message Notification.**

- See *Message Notification* on page 226 for more.

Options

- Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ Checked** (enabled).

[Message Notification] Options: Local Callouts

Use this option to enable or disable the ability of the *Guest Mailbox user* to enter local numbers for their Message Notification callout numbers. Voice mail defines local numbers as 5-8 digits long.

- See *Message Notification* on page 226 for more.

The following toll-free numbers are also considered local callouts:

- 1-800-XXX-XXXX

Mailbox Options: Guest: [Message Notification]

- 1-877-XXX-XXXX
- 1-888-XXX-XXXX

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Checked** (enabled).

[Message Notification] Options: Long Distance Calls

Use this option to enable or disable the ability of the *Guest Mailbox user* to enter long distance numbers for their Message Notification callout numbers. Voice mail defines long distance numbers as more than 8 digits long.

- See *Message Notification* on page 226 for more.

Options

- **No**
 - The Guest Mailbox user *cannot* enter long distance callout numbers.
- **Yes**
 - The Guest Mailbox user *can* enter long distance callout numbers.
- **Some**
 - The Guest Mailbox user can enter the long distance callout numbers specified in *Area Codes* below.

Default

- No**

[Message Notification] Options: Area Codes: Index

This is a reference field. No entry is required.

3

[Message Notification] Options: Area Codes: Area Code Entry

If you entered *Some* for the *Long Distance Calls* option above, use this option to select up to 4 area codes the Guest Mailbox user may enter for their long distance callouts. If you entered *Some* for the *Long Distance Calls* option and don't enter area codes in this option, the Guest Mailbox user cannot enter long distance callout numbers.

- See *Message Notification* on page 226 for more.

Options

- **Area code** (3 digits maximum, using 0-9).
 - Enter the area code you want the Guest Mailbox user to be able to enter for long distance callouts. You make 1 entry for each *Index* (for a total of 4 Area Codes maximum).

- **N (None)**

Default

- N (None)**

- There are no area codes defined.

[Message Notification] Message Notification Numbers: Index

This is a reference field. No entry is required.

Customize

Mailbox Options: Guest: [Message Notification]

[Message Notification] Message Notification Numbers: Notification Number

Entering Message Notification numbers in this option does not enable Message Notification for the mailbox. The Guest Mailbox user must log onto their mailbox and use the **OP + N** options to activate Message Notification.

Compatibility Guidelines:

- The ability to program a T command (using the Admin program) anywhere in a Message Notification callout number requires voice mail software version 11.07 or higher.
- The default entry for this option is None (no entry) for Indexes 1-3 in voice mail software version 11.05 or higher. In prior software versions, the default entry for Index 1 was the same as the extension number. This assignment was not required.
- In software version 11.05 or higher, the following special characters can be entered in the notification number for readability. Entering these characters in prior versions will cause the voice mail to go into continual reboot.
 - ((left parenthesis)
 -) (right parenthesis)
 - (dash)
 - / (forward slash)
 - space
 - : (colon)
 - ; (semi-colon)
 - . (period)
 - , (comma)
 - \ (back slash)
 - = (equal)
 - _ (underscore)

Use this option to enter the Message Notification callout numbers from the Admin Program, rather than having the Guest Mailbox user enter the numbers from their phone. The callout numbers you enter in this option override the mailbox user entries and visa versa. Keep the following in mind when entering numbers:

- **Internal** (extension numbers) are 3 or 4 digits long, depending on phone system programming.
- **Local** numbers are 5-8 digits long.
- **Long distance** numbers are longer than 8 digits.
- You can enter up to **3 callout numbers** (corresponding to Indexes 1-3). The number that is active for notification depends on how the mailbox user has activated Message Notification using the **OP + N** options.
- For unique applications, you can override the *Call Type* option for the number you enter. Refer to *Call Type* below for more.
- Normally, **trunk access digits** for callouts are entered in the following options. If you prefer, the callout numbers can contain the access digits and the following options can be left blank.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **If entering a digital pager number**, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**
- See *Message Notification* on page 226 for more.

Options

The T option must follow any A, M, P, S, T or W options entered in the Message Notification callout number or dialing after the option will not continue.

- **Digits** (30 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.

Mailbox Options: Guest: [Message Notification]

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **T** (Switch dialing to voice mail)
This command instructs the voice mail to handle the DTMF dialing, rather than the telephone system trunk PCB. T is typically used after a string of pauses which allows the telephone system to cut through to the trunk (e.g., 2039265400PPPT4456). Without the T, the digits after the pauses would not be dialed.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.

Default

Indexes 2-3 entries are **N** (None).

[Message Notification] Message Notification Numbers: Call Type

For each *Notification Number* you enter, use this option to specify the type of call the number represents (Internal, Local, or Long Distance).

- **Internal** calls redial exactly as entered. They are normally 3 or 4 digits long.
- **Local** calls are preceded by the whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525. They are normally 5-8 digits long, but also include:
 - 1+ 800 +XXX+XXXX
 - 1+ 877 + XXX+XXXX
 - 1 + 888 + XXX + XXXX
- **Long Distance** calls are preceded by whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526. Long distance calls are normally longer than 8 digits.

3

You can override the *Call Type* for a specific *Notification Number* entry, if required. For example, if the *Notification Number* entry is 203 926 5400, and this is a 10-digit local call, you can set *Call Type* to **Local** (even though it is a 10-digit call). This capability **is not** available to mailbox users entering callout numbers from the phone.

- See *Message Notification* on page 226 for more.

Options

- **Internal** (internal call - see above).
- **Local** (local call - see above).
- **Long Dis.** (long distance call - see above).

Default

Internal (internal call).

[Message Notification] Message Notification Numbers: Notification Mode

Use this option to specify the type of device the *Notification Number* is dialing. Each device has unique requirements and capabilities.

- **Normal** Notification is used when the notification destination is a normal voice telephone (such as a cell phone, home office phone or an internal extension).
 - See *Message Notification to Normal Telephone Numbers* on page 227 for more.
- **Radio Pager** Notification is used when the notification destination is a radio pager.
 - See *Message Notification to Radio Pagers* on page 228 for more.
- **Digital Pager** Notification is used when the notification destination is a digital (display) pager.
 - See *Message Notification to Digital Pagers* on page 229 for more.

Customize

Mailbox Options: Guest: [Message Notification]

- **Message Delivery** Notification is used to deliver all of a subscriber's voice messages to an off-site location, and then delete them.

- See *Message Notification to Message Delivery* on page 231 for more.

Options

- **Normal** (Normal Notification)
- **Radio Pager** (Radio Pager Notification)
- **Digital Pager** (Digital Pager Notification)
- **M. Deliver** (Message Delivery Notification)

Default

- Normal** (Normal Notification)

[Message Notification] Message Notification Numbers: Security Code Required

Use this option to require the Message Notification recipient to enter the Guest Mailbox's security code before they can listen to the messages from that mailbox. This option applies to *Normal* Notification Mode only. In addition, the Guest Mailbox must have a security code enabled.

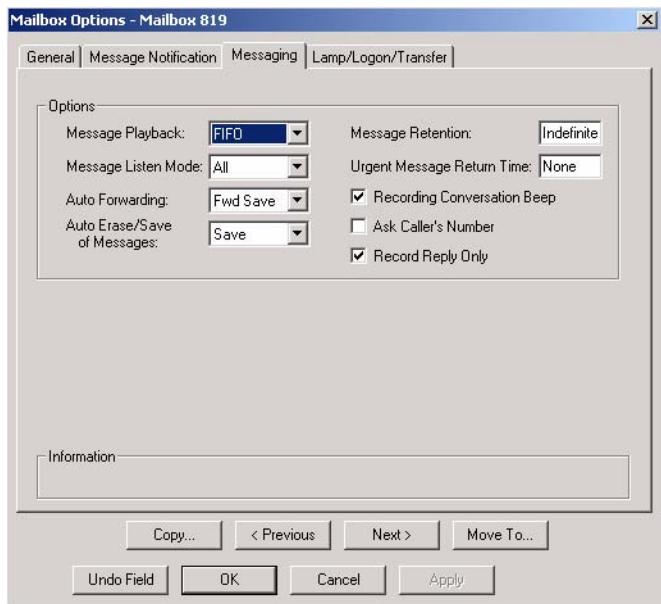
- See *Message Notification* on page 226 for more.

Options

- **Yes** (Security Code required).
- **No** (Security Code not required).

Default

- No** (Security Code not required).

Messaging Tab

3

[Messaging] Options: Message Playback

Use this option to set the Guest Mailbox message playback order. When the guest listens to their messages, voice mail can play the newest messages first (first-in-first-out, or FIFO), or the oldest messages first (last-in-first-out, or LIFO).

- See *Message Playback Direction* on page 245 for more.

Options

- **FIFO** (first-in-first-out, or oldest first).
- **LIFO** (last-in-first-out, or newest first).

Default

- ✓ **FIFO** (first-in-first-out, or oldest first).

[Messaging] Options: Message Listen Mode

Use this option to determine the type of messages a guest will listen to when they dial **L** (5) after they log onto their mailbox. The guest can listen to all messages, just new messages, just saved messages, or just held messages.

- The guest can temporarily override this option and listen to other message types by using the *Select Listen Mode* options (**1N**, **1S**, **1H**, and **1A**) from their mailbox mail menu.
- See *Message Listen Mode* on page 225 for more.

Options

- **All**
The guest listens to all messages when they dial **L** (5).
- **New**
The guest listens to just new messages when they dial **L** (5).
- **Saved**
The guest listens to just saved messages when they dial **L** (5).
- **Held**
The guest listens to just held messages when they dial **L** (5).

Default

- ✓ **All**

Customize

Mailbox Options: Guest: [Messaging]

The guest listens to all messages when they dial **L** (5).

[Messaging] Options: Auto Forwarding

Use this option to set how Auto Forward operates at the Guest Mailbox. The options are:

- **Disabled**

The Guest Mailbox user *cannot* set up Auto Forwarding using the **OP + AF** options.

- **Forward and Save**

- The Guest Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.

- A message left for the guest is delivered as a new message to both the Guest Mailbox and the mailbox of the forwarding destination.

- **Forward and Erase**

- The Guest Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.

- A message left for the guest is delivered as a new message only to the mailbox of the forwarding destination. The message *is not* delivered to the Guest Mailbox.

- See *Auto Forward* on page 95 for more.

Options

- **No** (Disabled - see above).

- **FWD Save** (Forward and Save - see above).

- **FWD Erase** (Forward and Save - see above).

Default

FWD Save (Forward and Save - see above).

[Messaging] Options: Auto Erase/Save of Messages

Use this option to determine what happens when a Guest Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, voice mail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, in either case voice mail retains the message as a held message.

- See *Auto Erase or Save* on page 94.

Options

- **Erase**

After the guest listens to the entire new message and hangs up, voice mail erases the message.

- **Save**

After the guest listens to the entire new message and hangs up, voice mail saves the message.

Default

Erase (See above).

[Messaging] Options: Message Retention

Use this option to determine how long a Guest Mailbox will retain held and saved messages. If a message is left in a Guest Mailbox longer than this interval, voice mail deletes it.

- Voice mail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

- See *Message Retention* on page 251 for more.

Options

- **I** (Indefinite - never deleted)

- **1-90** (1-90 days)

Default

I (Indefinite - never deleted)

[Messaging] Options: Urgent Message Return Time

Use this option to enable or disable the ability of voice mail to provide the Guest Mailbox user with the status of Urgent Messages they have sent. When the guest sends an urgent message, voice mail waits this interval to determine if the recipient has listened to the message. If not, when the guest dials **L** to listen to their messages, voice mail plays a voice prompt indicating that the urgent message has not been heard. It then

plays a copy of the urgent message.

- See *Urgent Message* on page 332 for more.

Options

- **1-999 Minutes**

- **N (None)**

Default

- ✓ **N (None)**

[Messaging] Options: Recording Conversation Beep

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a beep when the guest extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur.

- See *Conversation Record* on page 138 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

[Messaging] Options: Ask Caller's Number

Use this option to enable the Make Call feature for the Guest Mailbox. Once enabled, voice mail asks the caller leaving a message to enter their phone number prior to leaving the message. This allows the guest to listen to the message and then dial **MC** to call the person back – without knowing the caller's phone number. Normally, this feature is used when Caller ID is not available or installed.

- This option is *not* required for Make Call to work to phone system extensions. It is only required to enable Make Call for outside (Automated Attendant) callers.
- Make Call follows the same programming and restrictions as Message Notification.
- See *Make Call* on page 210 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled)

3

[Messaging] Options: Record Reply Only

Use this option to enable or disable the ability of the Guest Mailbox user to record and send a message (option **RS**). If *Record Reply Only* is enabled, the guest can only record a reply to a message. If *Record Reply Only* is disabled, the guest can use all the Record and Send features normally available to Subscriber Mailboxes.

- See *Guest Mailbox* on page 181 and *Message Record* on page 247 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled).

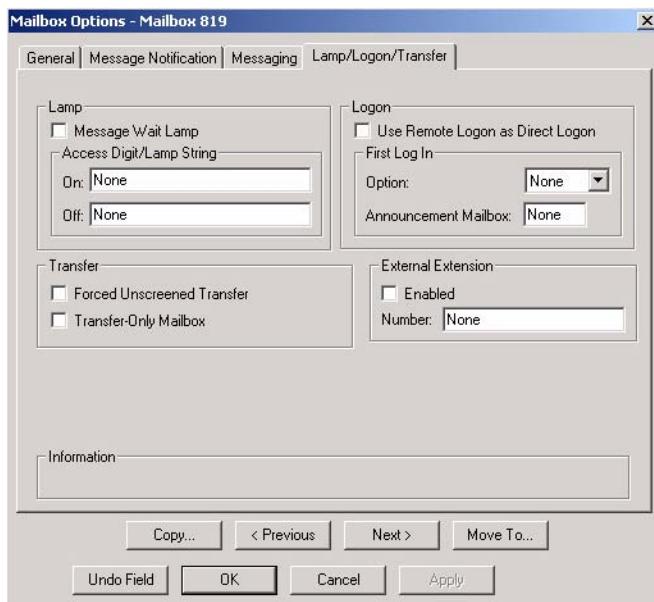
Customize

Mailbox Options: Guest: [Lamp/Logon/Transfer]

Lamp/Logon/Transfer Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



[Lamp/Logon/Transfer] Lamp: Message Waiting Lamp

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option to enable or disable Message Waiting lamping at the Guest Mailbox extension.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String On

Compatibility Guidelines:

- For 124i EXCPRU 6.**.** only.
- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

This option provides the lamp on (new message) update commands to the remote i-Series system for the extension associated with this Guest Mailbox. Use this option if the Guest Mailbox extension is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.

Mailbox Options: Guest: [Lamp/Logon/Transfer]

- A typical lamp on string is **52866W/W#XG**, where:
 - 52** is an example of an i-Series network node identifier for the remote system.
 - 866** is the i-Series Lamp Control Service Code.
 - W** waits for dial tone from the remote system.
 - /** designates the beginning of the lamp string.
 - W** waits for dial tone from the extension.
 - #X** is the extension lamping string (e.g., #301).
 - G** is the number of new messages.
- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: On* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **G (Number of messages)**
This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- **X (Extension number)**
This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.
- **\$ - Not used.**
- **/ (Lamp string separator)**
Use this command to separate the lamp on portion of the string from the network access digits.

Default

N (None)

3

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String Off**Compatibility Guidelines:**

- For 1241 EXCPRU 6.**.** only.
- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

This option provides the lamp off (new messages have been listened to) update commands to the remote i-Series system for the extension associated with this Guest Mailbox. Use this option if the Guest Mailbox extension is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.
- A typical lamp off string is **52866W/W#X00**, where:
52 is an example of an i-Series network node identifier for the remote system.

Customize

Mailbox Options: Guest: [Lamp/Logon/Transfer]

866 is the i-Series Lamp Control Service Code.

W waits for dial tone from the remote system.

/ designates the beginning of the lamp string.

W waits for dial tone from the extension.

#X is the extension lamping string (e.g., #301).

00 turns off the message waiting lamp.

- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: Off* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **G (Number of messages)**

This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P (Pause)**

This command waits for 2 seconds and then continues.

- **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W (Wait for dial tone)**

This command waits for CO dial tone, and then continues.

- **X (Extension number)**

This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.

- **\$ - Not used.**

- **/ (Lamp string separator)**

Use this command to separate the lamp on portion of the string from the network access digits.

Default

- N (None)**

[Lamp/Logon/Transfer] Transfer: Forced Unscreened Transfer

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Guest Mailbox. If enabled, each Screened Transfer (TRF) to the guest extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

- See *Screened Transfer* on page 297 and *Unscreened Transfer* on page 329 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Disabled** (unchecked).

Mailbox Options: Guest: [Lamp/Logon/Transfer]**[Lamp/Logon/Transfer] Transfer-Only Mailbox**

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

To enable Transfer-Only Mailbox work:

- The Guest Mailbox must **not** have a Personal Greeting recorded.
- The call can only be routed to the extension from the Automated Attendant (Call Routing Mailbox) TRF option, or via Directory Dialing.

Use this option to designate the Guest Mailbox as a Transfer-Only Mailbox. With a Transfer-Only Mailbox, the Automated Attendant can transfer calls to the mailbox but callers cannot leave a message. Transfer-Only Mailbox applies **only** to the following types of calls:

- Calls routed from the Automated Attendant using the Screened Transfer (TRF), Directory Dialing (DIRF or DIRL) or Quick Message (REC) actions.
- Calls routed from a Directory Dialing Mailbox.

If the call is not answered at the Transfer-Only Mailbox, voice mail routes the call back to the Call Routing or Directory Dialing Mailbox that initially routed it.

- See *Transfer Only Mailbox* on page 321 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

3

[Lamp/Logon/Transfer] Logon: Use Remote Logon as Direct Logon

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option to change the Remote Logon protocol for the extension associated with this Guest Mailbox. A Remote Logon occurs when an extension user directly dials a voice mail port (instead of pressing their Message Waiting key). If enabled, an extension user can dial a specific voice mail port and log onto their mailbox (just as if they pressed their Message Waiting key). If disabled, a Remote Logon requires the extension user to separately dial their mailbox number after dialing a specific voice mail port.

- The setting of this option has no affect on Direct Logon (i.e., pressing the Message Waiting key).
- Normally, this option is not used.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Lamp/Logon/Transfer] Logon: First Log In Option

Use this option to set up the First Time Tutorial options for the Guest Mailbox. The First Time Tutorial will occur only when the guest logs into their mailbox for the first time.

- See *First Time Tutorial* on page 166 for more.

Options

- **None** (First Log In Option disabled).

■ **Option 1**

At initial log in, mailbox plays Announcement Message from the *First Log In Announcement Mailbox* specified below.

■ **Option 2**

At initial log in, Mailbox plays Announcement Message from the *First Log In Announcement Mailbox* specified below, followed by instructions on how to record a Personal Greeting and Mailbox name as well as enter a Security Code.

Customize

Mailbox Options: Guest: [Lamp/Logon/Transfer]

Default

- None** (First Log In Option disabled).

[Lamp/Logon/Transfer] Logon: First Log In Announcement Mailbox

Use this option to specify the Announcement Mailbox used for the First Time Tutorial. When you make an entry in this option, be sure you have also enabled either Option 1 or Option 2 in *First Log In Option* above. The First Time Tutorial will occur only when the guest logs into their mailbox for the first time.

- From a System Administrator's mailbox, use **SA + AN + Mailbox Number + R + #** to record the Announcement Message for the Announcement Mailbox specified in this option.
- See *First Time Tutorial* on page 166 for more.

Options

- **Announcement Mailbox Number** (7 digits maximum, using 0-9)
- **N (None)**

Default

- **N (None)**

By default, Announcement Mailboxes are 800-809.

[Lamp/Logon/Transfer] External Extension: Enabled

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option to enable or disable External Extension for the Guest Mailbox. If enabled (and other External Extension programming is complete), Automated Attendant (TRF and UTRF) callers to the guest extension will route to the outside number entered in *External Extension: Number* below. If disabled, Automated Attendant calls will be handled normally.

- See *External Extension* on page 163 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Disabled** (unchecked).

[Lamp/Logon/Transfer] External Extension: Number

Since Guest Mailboxes normally do not have extensions associated with them, the setting of this option should not affect Guest Mailbox operation.

Use this option enter the telephone number that External Extension should dial (e.g., 2039265400).

- Normally, this entry should not include trunk access codes (such as FP9). You should enter these codes in *Customize: System Options: [Dial Strings]: Transfer Strings: External:* on page 511.
- See *External Extension* on page 163 for more.

Options

- **Digits** (15 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P (Pause)**

This command waits for 2 seconds and then continues.

- **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

Mailbox Options: Guest: [Lamp/Logon/Transfer]

- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.

- **\$** - Not used.

Default

- N** (None).

Customize

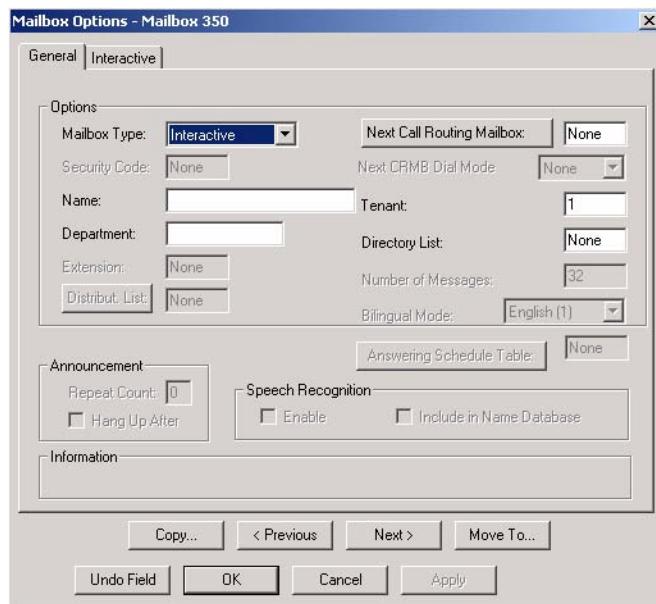
Mailbox Options: Interactive: [General]

Description

The Interactive Mailbox provides callers with the ability to record answers to a sequence of pre-recorded Interactive Prompts. Voice mail saves the answers as new messages in the Subscriber, Guest, or Message Center Mailbox assigned to store the responses.

- See *Interactive Messaging* on page 189 for more.

General Tab



[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Interactive**.

Default

- ✓ There are no Interactive Mailboxes by default.

[General] Options: Name

You can program a name for an Interactive Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial an Interactive Mailbox, be sure to define the Interactive Mailbox leading digit in your Dial Action Tables. For example, if your Interactive Mailbox is 801, for digit 8 be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z).

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Interactive Mailbox. This information appears on the *Dis-*

tribution List (page 537) and Mailbox Options (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- ✓ No entry.

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to the Interactive Mailbox. This provides callers with additional dialing options if they dial while leaving a message in the Interactive Mailbox. The following table shows these options.

Action	Interactive Mailbox Next Call Routing Mailbox Dialing Options
0	Executes 0 action from <i>Next Call Routing Mailbox</i> without recording.
1	Hangs up without recording.
2	Advances to next Interactive Prompt.
3	Hangs up without recording.
4	Hangs up without recording.
5	Hangs up without recording.
6	Hangs up without recording.
7	Hangs up without recording.
8	Hangs up without recording.
9	Hangs up without recording.
#	Advances to next Interactive Prompt.
*	Hangs up without recording.
Timeout	Advances to next Interactive Prompt.

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- N (None)

Default

- ✓ 811

[General] Options: Tenant

Use this option to specify to which Tenant Group the Interactive Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

- ✓ 1

[General] Options: Directory List

Use this option to specify to which Directory List the Interactive Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Interactive Mailbox (if any).

- To allow Automated Attendant callers to Directory Dial an Interactive Mailbox, be sure to define the Interactive Mailbox leading digit in your Dial Action Tables. For example, if you Interactive Mailbox is 801, for digit 8 be sure *Action* = TRF or UTRF and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

Options

■ **1-100**

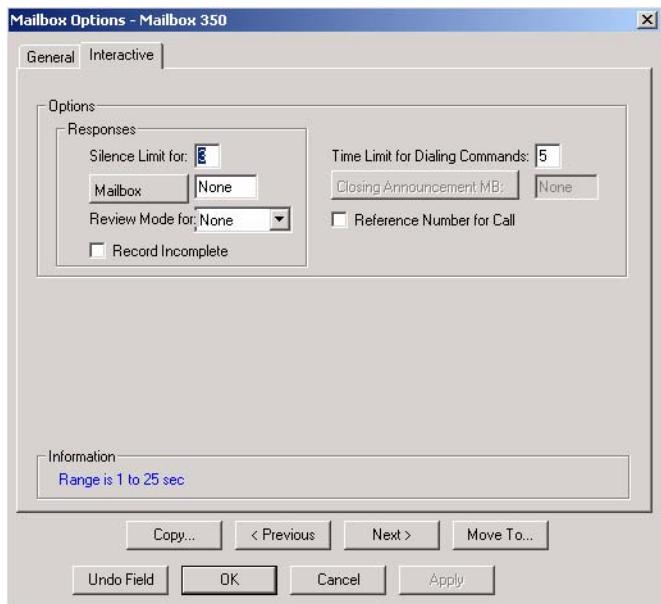
- Mailbox is assigned to Directory List 1-100.

■ **A (All)**

■ **N (None)**

Default

- N (None)**

Interactive Tab

3

[Interactive] Options: Silence Limit for Responses

This timer sets how long voice mail will wait when the Interactive Mailbox caller is silent (i.e., stops recording). This is helpful to rotary dial callers that cannot dial digits to confirm that they have completed leaving a message. After playing the initial prompt, voice mail:

1. Waits the *Silent Limit for Responses* interval for a response.
2. Repeats the prompt.
3. Waits the *Silent Limit for Responses* interval for a response.
4. Repeats the prompt again.
5. Waits the *Silent Limit for Responses* interval for a response.
6. Routes the caller back to the Automated Attendant (Call Routing Mailbox).

- See *Interactive Messaging* on page 189 for more.

Options

- **1-25** seconds.

Default

- ✓ 3 seconds.

[Interactive] Options: Mailbox for Responses

Use this option to determine into which mailbox the Interactive Mailbox caller's responses should be recorded. Normally, this is a Subscriber, Message Center, or Guest Mailbox.

- Clicking on the *Mailbox* button automatically opens the programming screen for the mailbox you entered for this option.
- See *Interactive Messaging* on page 189 for more.

Options

- **Mailbox Number** (7 digits maximum, using 0-9).
- **N (None)**.

Default

- ✓ **N (None)**.

Customize

Mailbox Options: Interactive: [Interactive]

[Interactive] Options: Record Incomplete Responses

Use this option to determine how the Interactive Mailbox records incomplete responses. An incomplete response occurs if a caller answers the first Interactive Prompt and then hangs up before answering all the remaining prompts. If *Record Incomplete Responses* is enabled, all responses are recorded (even if each prompt has not been answered). If *Record Incomplete Responses* is disabled, recording occurs **only** if the caller answers each Interactive Prompt.

- See *Interactive Messaging* on page 189 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Interactive] Options: Time Limit for Dialing Commands

This option is normally not used. You should leave it at its default setting (5 seconds).

This timer sets how long voice mail allows the Interactive Mailbox caller to wait before dialing commands (i.e., digits).

- See *Interactive Messaging* on page 189 for more.

Options

- **0.99** seconds.

Default

- ✓ **5** seconds.

[Interactive] Options: Reference Number for Call

Use this option to enable or disable the ability of voice mail to play a reference number to the Interactive Mailbox caller. This reference number will play when the caller has successfully left a response for each Interactive Prompt. This helps both the system administrator and the caller identify their recorded answers. The reference number is in the format HH MM SS XXXX, where:

- **HH** - Hours in 24-hour format (e.g., 13 = 1:00 PM).
- **MM** - Minutes (1-59).
- **SS** - Seconds (1-59).
- **XXXX** - Sequential reference number (starting with 0000).

- See *Interactive Messaging* on page 189 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

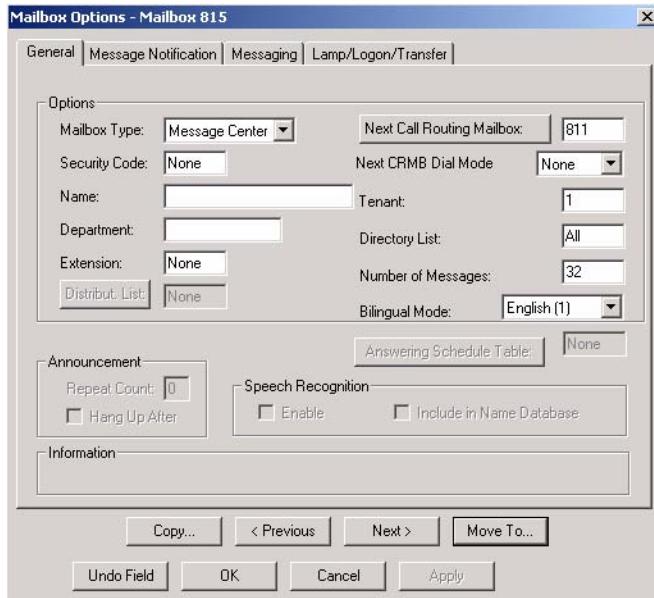
Description

A Message Center Mailbox is a unique mailbox type used to “collect” messages not intended for a specific mailbox. Although similar in many respects to a Subscriber Mailbox, it lacks the following features.

<i>Call Blocking</i>	<i>Message Record (RS)</i>
<i>Call Announcing</i>	<i>Message Reply (RE)</i>
<i>Call Forward to a Mailbox</i>	<i>Park and Page</i>
<i>Call Waiting</i>	<i>Pre-Greeting Announcement Mailbox</i>
<i>Future Delivery Message (FD)</i>	<i>System Administrator</i>
<i>Mailbox Greeting (G)</i>	

- See *Message Center Mailbox* on page 214 for more.

General Tab



3

[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Message Center**.

Default

✓ By default, Message Center Mailboxes are 815-818, 825-828, 835-838, and 845-848.

[General] Options: Security Code

Since Message Center Mailboxes are normally used to “collect” general messages, you should leave this option at its default setting (None).

Use this option to enter the Security Code for the Message Center Mailbox. The Security Code protects the mailbox from unauthorized access.

Customize

Mailbox Options: Message Center: [General]

- A Message Center Mailbox user can also use **OP** in *Mailbox Options* to enter their Security Code. See *Security Code* on page 300 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N (None)**.

Default

- N (None)**.

[General] Options: Name

You can program a name for a Message Center Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to use Directory Dial to leave a message in a Message Center Mailbox (using the default mailbox numbering), for digit 8 be sure *Action* = TRF, UTRF, LOGON, or GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- To record a name for a Message Center Mailbox, see *Mailbox Name* on page 204.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- No entry.

[General] Options: Department

Use this option to assign a department name to the Message Center Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- No entry.

[General] Options: Extension

Message Center Mailboxes normally do not have extensions associated with them. You should leave this option at its default setting (None).

Use this option to assign an extension to a Guest Mailbox.

Options

- **Digits** (7 digits maximum, using 0-9).
- **N (None)**

Default

- N (None)**

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to the Message Center Mailbox. This provides callers with additional dialing options after they leave a message in the Message Center Mailbox (depending on the setting of *Next Call Routing Mailbox Dial Mode* below).

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- N (None)

Default

811

Customize

Mailbox Options: Message Center: [General]

[General] Options: Next Call Routing Mailbox Dial Mode

Use this option to determine how the Next Call Routing Mailbox option functions for the Message Center Mailbox. There are 3 choices for this option: N, 1, and 2 (see below).

- Also see *Next Call Routing Mailbox* on page 274 for more.

Option N (None - Enables 0 Action)

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0** option from the Dial Action Table associated with the Next Call Routing Mailbox. Normally, the **0** option is a UTRF to the system operator. This allows the mailbox user to record a greeting such as: *Please leave a message at the beep, or dial 0 for assistance.*

The table below shows the function of each key a caller can dial while leaving a message in the Message Center Mailbox. Note that while recording is paused, the **0** option plays the recording options help message.

Message Center Mailbox Option N (None - Enables 0 Action)		
Action	While recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1	Pauses recording. Dial * to continue.	
2	Pauses recording. Dial * to continue.	
3	Erases message (if any) and prompts to re-record.	
4	Pauses recording. Dial * to continue.	
5	Plays recorded message (if any) and pauses. Dial * to append.	
6	Pauses recording. Dial * to continue.	
7	Pauses recording. Dial * to continue.	
8	Pauses recording. Dial * to continue.	
9	Pauses recording. Dial * to continue.	
# ¹	Sends message (if any) and hangs up.	
*	Pauses and restarts recording.	
Timeout	Pauses recording. Dial * to continue.	

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call *back* to that Call Routing Mailbox (the *previous* Call Routing Mailbox) and plays its Instruction Menu.

With this option set to N and no *Next Call Routing Mailbox* is entered:

- Dialing # sends the message and hangs up
- If the call initially came from a Call Routing Mailbox (such as the Automated Attendant), dialing # sends the message and routes the caller back to the initial Call Routing Mailbox (also called the *previous* Call Routing Mailbox).

Mailbox Options: Message Center: [General]**Option 1 (Enables Actions 0-9)**

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0-9** options from the Dial Action Table associated with the Next Call Routing Mailbox. The table below shows the function of each key a caller can dial while leaving a message in the Message Center Mailbox.

Message Center Mailbox Option 1 (Enables Actions 0-9)		
Action	While recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1	Sends message (if any) and executes 1 action from <i>Next Call Routing Mailbox</i> .	N/A
2	Sends message (if any) and executes 2 action from <i>Next Call Routing Mailbox</i> .	N/A
3	Sends message (if any) and executes 3 action from <i>Next Call Routing Mailbox</i> .	Erases message (if any) and prompts to re-record.
4	Sends message (if any) and executes 4 action from <i>Next Call Routing Mailbox</i> .	N/A
5	Sends message (if any) and executes 5 action from <i>Next Call Routing Mailbox</i> .	Plays recorded message (if any) and pauses. Dial * to append.
6	Sends message (if any) and executes 6 action from <i>Next Call Routing Mailbox</i> .	N/A
7	Sends message (if any) and executes 7 action from <i>Next Call Routing Mailbox</i> .	N/A
8	Sends message (if any) and executes 8 action from <i>Next Call Routing Mailbox</i> .	N/A
9	Sends message (if any) and executes 9 action from <i>Next Call Routing Mailbox</i> .	N/A
# ¹	Sends message (if any) and hangs up.	
*	Pauses and restarts recording.	
Timeout	Pauses recording. Dial * to continue.	

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call **back** to that Call Routing Mailbox (the **previous** Call Routing Mailbox) and plays its Instruction Menu.

Customize

Mailbox Options: Message Center: [General]

Option 2 (Enables Actions 0-9, #, *, and Timeout)

Since you cannot record a greeting for a Message Center Mailbox,
Option 2 functions identically to Option 1.

This option is not used.

Options

- **N** (None). See above
- **1** (Enables Actions 0-9). See above.
- **2** (Enables Actions 0-9, #, *, and Timeout). This option is not used (see above).

Default

- N** (None)

[General] Options: Tenant

Use this option to specify to which Tenant Group the Message Center Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

- 1**

[General] Options: Directory List

Use this option to specify to which Directory List the Message Center Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Message Center Mailbox (if any).

- To allow Automated Attendant callers to use Directory Dial to leave a message in a Message Center Mailbox (using the default mailbox numbering), for digit 8 be sure *Action* = TRF, UTRF, LOGON, or GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.

Options

- **1-100**

- Mailbox is assigned to Directory List 1-100.

- **A** (All)

- Mailbox is assigned to *all* Directory Lists.

- **N** (None)

- Mailbox is assigned to *no* Directory Lists.

Default

- A** (All)

[General] Options: Number of Messages

Use this option to set the maximum number of messages that can be left in the Message Center Mailbox. If a caller tries to leave a message once this limit is reached, they hear: *That mailbox is full*. Voice mail then routes the call back to the Automated Attendant (Call Routing Mailbox).

- See *Message Storage Limit* on page 253 for more.

Options

- **1-1000** messages.

Default

- **32**

[General] Options: Bilingual Mode**Compatibility Guidelines:**

- *This option is not available on Aspire Mail and UltraMail. It is only available on Aspire Mail Plus and UltraMail 2000 version 11.02.15 or higher.*
- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Use this option to set the mailbox language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages. When a user logs onto the Message Center Mailbox, they hear voice prompts in the language specified by this option. Automated Attendant (i.e., Call Routing Mailbox) callers routed via the LOGON and GOTO actions also hear the language selected in this option.

- See *Bilingual Voice Prompts* on page 105 for more.

Options

- Choose one of 2 language choices.
- Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default**✓ English (1)**

This is English mnemonic.

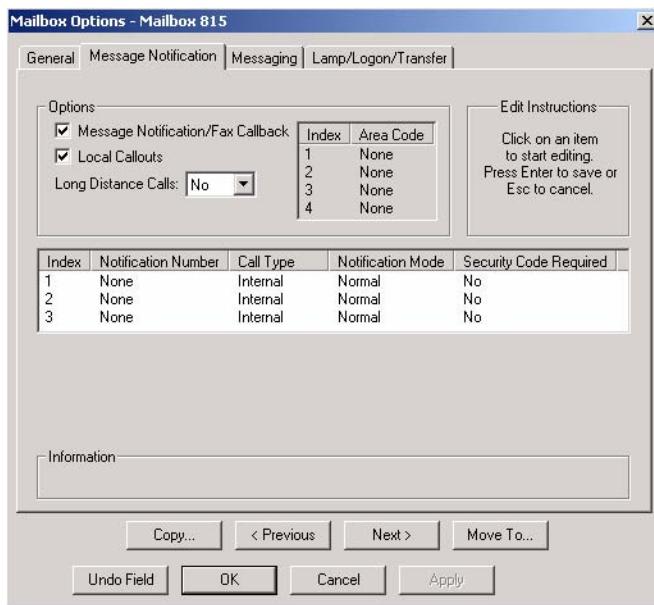
Customize

Mailbox Options: Message Center: [Message Notification]

Message Notification Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



The following Message Notification options are for off-site Message Notification only.

[Message Notification] Options: Message Notification/Fax Callbacks

Use this option to enable or disable the ability of the Message Center Mailbox user to set up Messaging Notification. If enabled, after logging on the Message Center Mailbox user can dial **OP + N** to activate Message Notification. If disabled, the Message Center Mailbox user cannot activate Message Notification. In addition, if this option is disabled, all the remaining Message Center Mailbox Message Notification options are unavailable.

Once Message Notification is enabled in this option, the Message Center Mailbox user must log onto their mailbox and use the **OP + N** options to activate Message Notification.

- See *Message Notification* on page 226 for more.

Options

- Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ Checked** (enabled).

[Message Notification] Options: Local Callouts

Use this option to enable or disable the ability of the *Message Center Mailbox user* to enter local numbers for their Message Notification callout numbers. Voice mail defines local numbers as 5-8 digits long.

- See *Message Notification* on page 226 for more.

The following toll-free numbers are also considered local callouts:

- 1-800-XXX-XXXX

Mailbox Options: Message Center: [Message Notification]

- 1-877-XXX-XXXX
- 1-888-XXX-XXXX

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled).

[Message Notification] Options: Long Distance Calls

Use this option to enable or disable the ability of the *Message Center Mailbox user* to enter long distance numbers for their Message Notification callout numbers. Voice mail defines long distance numbers as more than 8 digits long.

- See *Message Notification* on page 226 for more.

Options

- **No**

- The Message Center Mailbox user *cannot* enter long distance callout numbers.

- **Yes**

- The Message Center Mailbox user *can* enter long distance callout numbers.

- **Some**

- The Message Center Mailbox user can enter the long distance callout numbers specified in *Area Codes* below.

Default

- ✓ **No**

[Message Notification] Options: Area Codes: Index

This is a reference field. No entry is required.

3

[Message Notification] Options: Area Codes: Area Code Entry

If you entered *Some* for the *Long Distance Calls* option above, use this option to select up to 4 area codes the Message Mailbox user may enter for their long distance callouts. If you entered *Some* for the *Long Distance Calls* option and don't enter area codes in this option, the Message Center Mailbox user cannot enter long distance callout numbers.

- See *Message Notification* on page 226 for more.

Options

- **Area code** (3 digits maximum, using 0-9).

- Enter the area code you want the Message Center Mailbox user to be able to enter for long distance callouts. You make 1 entry for each *Index* (for a total of 4 Area Codes maximum).

- **N (None)**

Default

- ✓ **N (None)**

- There are no area codes entered.

[Message Notification] Message Notification Numbers: Index

This is a reference field. No entry is required.

Customize

Mailbox Options: Message Center: [Message Notification]

[Message Notification] Message Notification Numbers: Notification Number

Entering Message Notification numbers in this option does not enable Message Notification for the mailbox. The Message Center Mailbox user must log onto their mailbox and use the **OP + N** options to activate Message Notification.

Compatibility Guidelines:

- The ability to program a T command (using the Admin program) anywhere in a Message Notification callout number requires voice mail software version 11.07 or higher.
- The default entry for this option is None (no entry) for Indexes 1-3 in voice mail software version 11.05 or higher. In prior software versions, the default entry for Index 1 was the same as the extension number. This assignment was not required.
- In software version 11.05 or higher, the following special characters can be entered in the notification number for readability. Entering these characters in prior versions will cause the voice mail to go into continual reboot.
 - ((left parenthesis)
 -) (right parenthesis)
 - (dash)
 - / (forward slash)
 - space
 - : (colon)
 - ; (semi-colon)
 - . (period)
 - , (comma)
 - \ (back slash)
 - = (equal)
 - _ (underscore)

Use this option to enter the Message Notification callout numbers from the Admin Program, rather than having the Message Center Mailbox user enter the numbers from their phone. The callout numbers you enter in this option override the mailbox user entries and visa versa. Keep the following in mind when entering numbers:

- **Internal** (extension numbers) are 3 or 4 digits long, depending on phone system programming.
- **Local** numbers are 5-8 digits long.
- **Long distance** numbers are longer than 8 digits.
- You can enter up to **3 callout numbers** (corresponding to Indexes 1-3). The number that is active for notification depends on how the mailbox user has activated Message Notification using the **OP + N** options.
- For unique applications, you can override the *Call Type* option for the number you enter. Refer to *Call Type* below for more.
- Normally, **trunk access digits** for callouts are entered in the following options. If you prefer, the callout numbers can contain the access digits and the following options can be left blank.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **If entering a digital pager number**, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**
- See *Message Notification* on page 226 for more.

Options

The T option must follow any A, M, P, S, T or W options entered in the Message Notification callout number or dialing after the option will not continue.

- **Digits** (30 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.

Mailbox Options: Message Center: [Message Notification]

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **T** (Switch dialing to voice mail)
This command instructs the voice mail to handle the DTMF dialing, rather than the telephone system trunk PCB. T is typically used after a string of pauses which allows the telephone system to cut through to the trunk (e.g., 2039265400PPPT4456). Without the T, the digits after the pauses would not be dialed.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.

Default

- Indexes 1-3** entries are *None*.

[Message Notification] Message Notification Numbers: Call Type

For each *Notification Number* you enter, use this option to specify the type of call the number represents (Internal, Local, or Long Distance).

- **Internal** calls redial exactly as entered. They are normally 3 or 4 digits long.
- **Local** calls are preceded by the whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525. They are normally 5-8 digits long, but also include:
1+ 800 +XXX+XXXX
1+ 877 +XXX+XXXX
1 + 888 + XXX + XXXX
- **Long Distance** calls are preceded by whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526. Long distance calls are normally longer than 8 digits.

3

You can override the *Call Type* for a specific *Notification Number* entry, if required. For example, if the *Notification Number* entry is 203 926 5400, and this is a 10-digit local call, you can set *Call Type* to **Local** (even though it is a 10-digit call). This capability **is not** available to mailbox users entering callout numbers from the phone.

Options

- **Internal** (internal call - see above).
- **Local** (local call - see above).
- **Long Dis.** (long distance call - see above).

Default

- Internal** (internal call).

[Message Notification] Message Notification Numbers: Notification Mode

Use this option to specify the type of device the *Notification Number* is dialing. Each device has unique requirements and capabilities.

- **Normal** Notification is used when the notification destination is a normal voice telephone (such as a cell phone, home office phone or an internal extension).
 - See *Message Notification to Normal Telephone Numbers* on page 227 for more.
- **Radio Pager** Notification is used when the notification destination is a radio pager.
 - See *Message Notification to Radio Pagers* on page 228 for more.
- **Digital Pager** Notification is used when the notification destination is a digital (display) pager.
 - See *Message Notification to Digital Pagers* on page 229 for more.
- **Message Delivery** Notification is used to deliver all of a subscriber's voice messages to an off-site location, and then delete them.
 - See *Message Notification to Message Delivery* on page 231 for more.

Customize

Mailbox Options: Message Center: [Message Notification]

Options

- **Normal** (Normal Notification)
- **Radio Pager** (Radio Pager Notification)
- **Digital Pager** (Digital Pager Notification)
- **M. Deliver** (Message Delivery Notification)

Default

- Normal** (Normal Notification)

[Message Notification] Message Notification Numbers: Security Code Required

Use this option to require the Message Notification recipient to enter the Message Center Mailbox's security code before they can listen to the messages from that mailbox. This option applies to *Normal* Notification Mode only. In addition, the Message Center Mailbox must have a security code enabled.

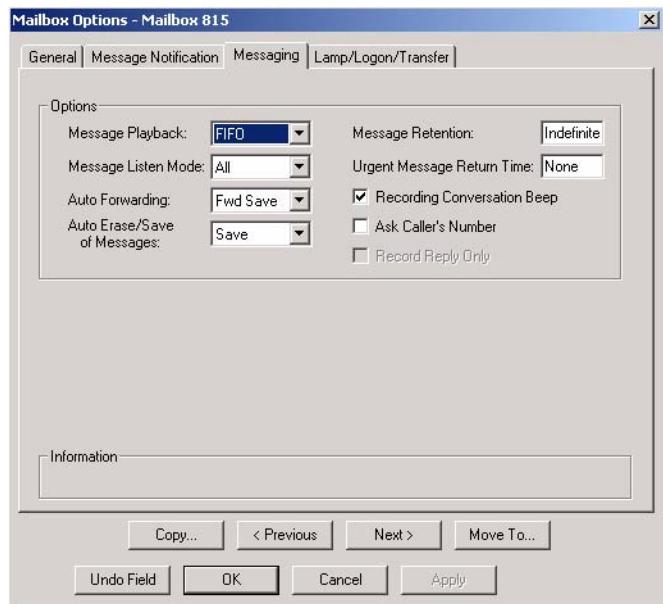
- See *Message Notification to Message Delivery* on page 231 for more.

Options

- **Yes** (Security Code required).
- **No** (Security Code not required).

Default

- No** (Security Code not required).

Messaging Tab

3

[Messaging] Options: Message Playback

Use this option to set the Message Center Mailbox message playback order. When someone listens to the messages in the Message Center Mailbox, voice mail can play the newest messages first (first-in-first-out, or FIFO), or the oldest messages first (last-in-first-out, or LIFO).

- See *Message Playback Direction* on page 245 for more.

Options

- **FIFO** (first-in-first-out, or oldest first).
- **LIFO** (last-in-first-out, or newest first).

Default

- ✓ **FIFO** (first-in-first-out, or oldest first).

[Messaging] Options: Message Listen Mode

Use this option to determine the type of messages a Message Center Mailbox caller will listen to when they dial **L** (5) after they log onto the mailbox. The user can listen to all messages, just new messages, just saved messages, or just held messages.

- The user can temporarily override this option and listen to other message types by using the *Select Listen Mode* options (**1N**, **1S**, **1H**, and **1A**) from their mailbox mail menu.
- See *Message Listen Mode* on page 225 for more.

Options

- **All**
The guest listens to all messages when they dial **L** (5).
- **New**
The guest listens to just new messages when they dial **L** (5).
- **Saved**
The guest listens to just saved messages when they dial **L** (5).
- **Held**
The guest listens to just held messages when they dial **L** (5).

Default

- ✓ **All**

Customize

Mailbox Options: Message Center: [Messaging]

The user listens to all messages when they dial **L** (5).

[Messaging] Options: Auto Forwarding

Use this option to set how Auto Forward operates at the Message Center Mailbox. The options are:

- **Disabled**

The Message Center Mailbox user *cannot* set up Auto Forwarding using the **OP + AF** options.

- **Forward and Save**

- The Message Center Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.
- A message left in the Message Center Mailbox is delivered as a new message to both that mailbox and the mailbox of the forwarding destination.

- **Forward and Erase**

- The Message Center Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.
- A message left in the Message Center Mailbox is delivered as a new message only to the mailbox of the forwarding destination. The message *is not* delivered to the Message Center Mailbox.

- See *Auto Forward* on page 95 for more.

Options

- **No** (Disabled - see above).

- **FWD Save** (Forward and Save - see above).

- **FWD Erase** (Forward and Save - see above).

Default

- FWD Save** (Forward and Save - see above).

[Messaging] Options: Auto Erase/Save of Messages

Use this option to determine what happens when a Message Center Mailbox user completely listens to a new message and then exits the mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, voice mail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, in either case voice mail retains the message as a held message.

- See *Auto Erase or Save* on page 94.

Options

- **Erase**

After the guest listens to the entire new message and hangs up, voice mail erases the message.

- **Save**

After the guest listens to the entire new message and hangs up, voice mail saves the message.

Default

- Erase** (See above).

[Messaging] Options: Message Retention

Use this option to determine how long a Message Center Mailbox will retain held and saved messages. If a message is left in the mailbox longer than this interval, voice mail deletes it.

- Voice mail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

- See *Message Retention* on page 251 for more.

Options

- **I** (Indefinite - never deleted)

- **1-90** (1-90 days)

Default

- I** (Indefinite - never deleted)

[Messaging] Options: Urgent Message Return Time

Use this option to enable or disable the ability of voice mail to provide the Message Center Mailbox user with the status of Urgent Messages they have sent. When the user sends an urgent message, voice mail waits this interval to determine if the recipient has listened to the message. If not, when the Message Center Mailbox user dials **L** to listen to their messages, voice mail plays a voice prompt indicating that the urgent mes-

Mailbox Options: Message Center: [Messaging]

sage has not been heard. It then plays a copy of the urgent message.

- See *Urgent Message* on page 332 for more.

Options

- **1-999 Minutes**

- **N (None)**

Default

- ✓ **N (None)**

[Messaging] Options: Recording Conversation Beep

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a beep when the Message Center Mailbox extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur.

- See *Conversation Record* on page 138 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

[Messaging] Options: Ask Caller's Number

Use this option to enable the Make Call feature for the Message Center Mailbox. Once enabled, voice mail asks the caller leaving a message to enter their phone number prior to leaving the message. This allows the guest to listen to the message and then dial **MC** to call the person back – without knowing the caller's phone number. Normally, this feature is used when Caller ID is not available or installed.

- This option is *not* required for Make Call to work to phone system extensions. It is only required to enable Make Call for outside (Automated Attendant) callers.
- Make Call follows the same programming and restrictions as Message Notification.
- See *Make Call* on page 210 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled)

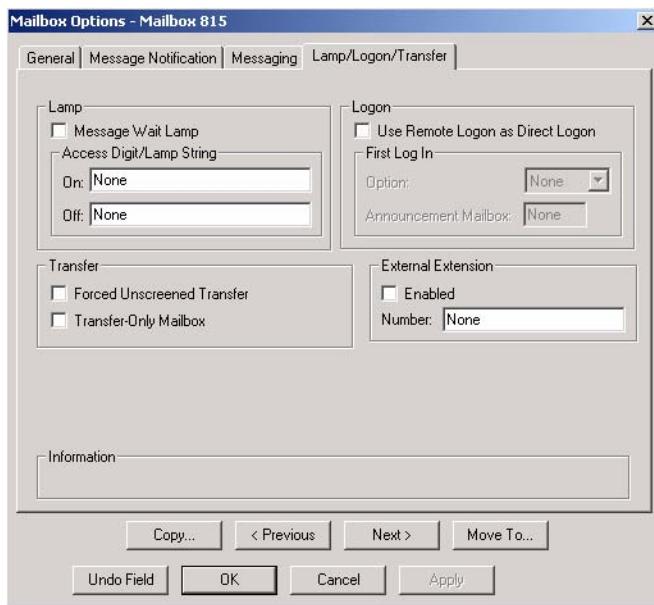
Customize

Mailbox Options: Message Center: [Lamp/Logon/Transfer]

Lamp/Logon/Transfer

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



[Lamp/Logon/Transfer] Lamp: Message Waiting Lamp

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option to enable or disable Message Waiting lamping at the Message Center Mailbox extension.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String On

Compatibility Guidelines:

- For 124i EXCPRU 6.**.** only.
- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

This option provides the lamp on (new message) update commands to the remote i-Series system for the extension associated with this Message Center Mailbox. Use this option if the Message Center Mailbox extension is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.

Mailbox Options: Message Center: [Lamp/Logon/Transfer]

- A typical lamp on string is **52866W/W#XG**, where:
 - 52** is an example of an i-Series network node identifier for the remote system.
 - 866** is the i-Series Lamp Control Service Code.
 - W** waits for dial tone from the remote system.
 - /** designates the beginning of the lamp string.
 - W** waits for dial tone from the extension.
 - #X** is the extension lamping string (e.g., #301).
 - G** is the number of new messages.
- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: On* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **G (Number of messages)**
This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- **X (Extension number)**
This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.
- **\$ - Not used.**
- **/ (Lamp string separator)**
Use this command to separate the lamp on portion of the string from the network access digits.

Default

N (None)

3

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String Off**Compatibility Guidelines:**

- For 1241 EXCPRU 6.**.** only.
- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

This option provides the lamp off (new messages have been listened to) update commands to the remote i-Series system for the extension associated with this Message Center Mailbox. Use this option if the Message Center Mailbox extension is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.
- A typical lamp off string is **52866W/W#X00**, where:
52 is an example of an i-Series network node identifier for the remote system.

Customize

Mailbox Options: Message Center: [Lamp/Logon/Transfer]

866 is the i-Series Lamp Control Service Code.

W waits for dial tone from the remote system.

/ designates the beginning of the lamp string.

W waits for dial tone from the extension.

#X is the extension lamping string (e.g., #301).

00 turns off the message waiting lamp.

- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: Off* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **G (Number of messages)**

This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P (Pause)**

This command waits for 2 seconds and then continues.

- **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W (Wait for dial tone)**

This command waits for CO dial tone, and then continues.

- **X (Extension number)**

This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.

- **\$ - Not used.**

- **/ (Lamp string separator)**

Use this command to separate the lamp on portion of the string from the network access digits.

Default

- N (None)**

[Lamp/Logon/Transfer] Transfer: Forced Unscreened Transfer

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the extension associated with the Message Center Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

- See *Screened Transfer* on page 297 and *Unscreened Transfer* on page 329 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Disabled** (unchecked).

Mailbox Options: Message Center: [Lamp/Logon/Transfer]

[Lamp/Logon/Transfer] Transfer-Only Mailbox

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

To enable Transfer-Only Mailbox work:

- The call can only be routed to the extension from the Automated Attendant (Call Routing Mailbox) TRF option, or via Directory Dialing.

Use this option to designate the extension associated with the Message Center Mailbox as a Transfer-Only Mailbox. With a Transfer-Only Mailbox, the Automated Attendant can transfer calls to the mailbox but callers cannot leave a message. Transfer-Only Mailbox applies **only** to the following types of calls:

- Calls routed from the Automated Attendant using the Screened Transfer (TRF), Directory Dialing (DIRF or DIRL) or Quick Message (REC) actions.
- Calls routed from a Directory Dialing Mailbox.

If the call is not answered at the Transfer-Only Mailbox, voice mail routes the call back to the Call Routing or Directory Dialing Mailbox that initially routed it.

- See *Transfer Only Mailbox* on page 321 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Lamp/Logon/Transfer] Logon: Use Remote Logon as Direct Logon

3

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option to change the Remote Logon protocol for the extension associated with this Message Center Mailbox. A Remote Logon occurs when an extension user directly dials an voice mail port (instead of pressing their Message Waiting key). If enabled, an extension user can dial a specific voice mail port and log onto their mailbox (just as if they pressed their Message Waiting key) If disabled, a Remote Logon requires the extension user to separately dial their mailbox number after dialing a specific voice mail port.

- The setting of this option has no affect on Direct Logon (i.e., pressing the Message Waiting key).
- Normally, this option is not used.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Lamp/Logon/Transfer] External Extension: Enabled

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option to enable or disable External Extension for the Message Center Mailbox. If enabled (and other External Extension programming is complete), Automated Attendant (TRF and UTRF) callers to the Message Center Mailbox extension will route to the outside number entered in *External Extension: Number* below. If disabled, Automated Attendant calls will be handled normally.

- See *External Extension* on page 163 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Lamp/Logon/Transfer] External Extension: Number

Since Message Center Mailboxes normally do not have extensions associated with them, the setting of this option should not affect mailbox operation.

Use this option enter the telephone number that External Extension should dial (e.g., 2039265400).

- Normally, this entry should not include trunk access codes (such as FP9). You should enter these codes in *Customize: System Options: [Dial Strings]: Transfer Strings: External:* on page 511.
- See *External Extension* on page 163 for more.

Options

- **Digits** (15 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- **\$ - Not used.**

Default

- ✓ **N (None).**

Description

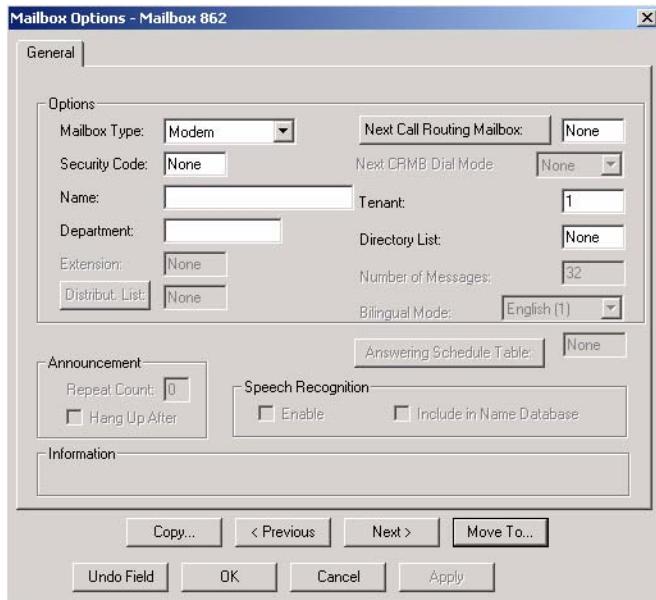
Compatibility Guidelines:

- The Modem Mailbox is not available on flash-based UltraMail PCBs.

The Modem Mailbox provides access to the built-in V.34bis modem in UltraMail 2000, Aspire Mail, and Aspire Mail Plus. You can use this internal modem for remote programming and diagnostics. *Note that the flash-based UltraMail PCBs do not have a built-in modem.*

- See *Modem Mailbox* on page 256 for more on setting up and accessing the Modem Mailbox.

General Tab



3

[General] Options: Mailbox Type

Use this option to select the mailbox type. Voice mail can have a single Modem Mailbox.

Options

- Select **Modem**.

Default

- ✓ By default, the Modem Mailbox is 862.

[General] Options: Security Code

Use this option to enter the Security Code for the Modem Mailbox. The Security Code protects the mailbox from unauthorized access.

- If the Modem Mailbox has a Security Code, the code should be entered as part of the communications software dial string used to access the Modem Mailbox. See *Modem Mailbox* on page 256 for more.
- The System Administrator can delete the Security Code for the Modem Mailbox. See *System Administrator* on page 310 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N (None)**.

Default

- ✓ **N (None)**.

Customize

Mailbox Options: Modem: [General]

[General] Options: Name

You can program a name for a Modem Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to use Directory Dial to access the Modem Mailbox (using the default mailbox numbering), for digit 8 be sure *Action* = TRF, UTRF, LOGON, or GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Modem Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using A-Z).

Default

- ✓ No entry.

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to the Modem Mailbox. This provides callers with additional dialing options if they call the Modem Mailbox and it is busy. When the caller hears, “*I'm sorry, the system line is currently in use,*” they can dial 0 and voice mail will route the call according to the 0 action in the Next Call Routing Mailbox.

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).
- N (None)

Default

- ✓ N (None)

- No Call Routing Mailbox assigned.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Modem Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

- ✓ 1

[General] Options: Directory List

Use this option to specify to which Directory List the Modem Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Modem Mailbox (if any).

- To allow Automated Attendant callers to use Directory Dial to access the Modem Mailbox (using the default mailbox numbering), for digit 8 be sure *Action* = TRF, UTRF, LOGON, or GOTO and *Number* = XXX.

- See *Directory Dialing* on page 148 for more.

Options

■ **1-100**

- Mailbox is assigned to Directory List 1-100.

■ **A (All)**

- Mailbox is assigned to *all* Directory Lists.

■ **N (None)**

- Mailbox is assigned to *no* Directory Lists.

Default

N (None)

Customize

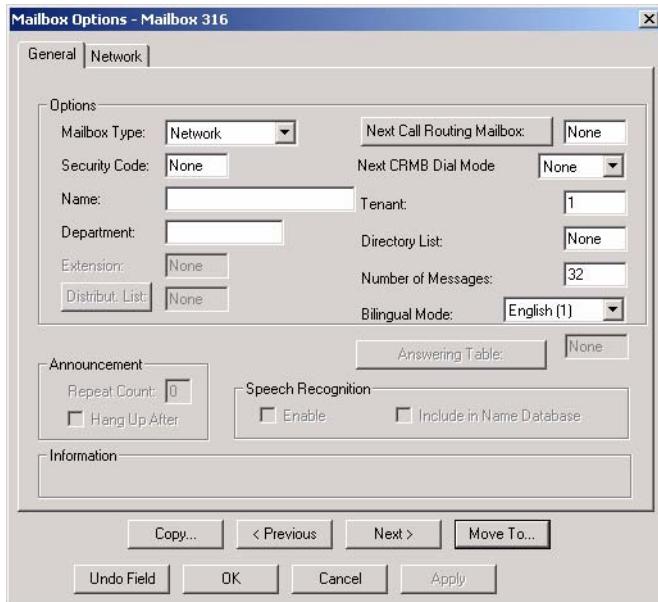
Mailbox Options: Network: [General]

Description

Network Mailboxes are required for AMIS voice mail networking. Network Mailboxes are only available if the networking option is enabled in your system.

- See *Networking (AMIS)* on page 264 for more.

General Tab



[General] Options: Mailbox Type

Use this option to select the mailbox type.

- See *Networking (AMIS)* on page 264 for more.

Options

- Select **Network**.

Default

- ✓ By default, there are no Network Mailboxes assigned.

[General] Options: Security Code

Use this option to enter the Security Code for the Network Mailbox. The Security Code protects the mailbox from unauthorized access.

- The System Administrator can delete the Security Code for the Network Mailbox. See *System Administrator* on page 310 for more.
- For more on security codes, see *Security Code* on page 300.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N (None)**.

Default

- ✓ **N (None)**.

[General] Options: Name

You can program a name for a Network *Alias* Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports. *Directory Dialing is not available with Network Remote Mailboxes.*

- To allow Automated Attendant callers to use Directory Dial to access the Network Mailbox (using the default mailbox numbering), for digit 8 be sure *Action* = TRF, UTRF, LOGON, or GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

- ✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Network Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using A-Z).

Default

- ✓ No entry.

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to a Network *Alias* Mailbox. This provides callers with additional dialing options after they leave a message in the Network Mailbox (depending on the setting of *Next Call Routing Mailbox Dial Mode* below). *This option does not apply to Network Remote Mailboxes.*

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).

- N (None)

Default

- ✓ N (None)

Customize

Mailbox Options: Network: [General]

[General] Options: Next Call Routing Mailbox Dial Mode

Use this option to determine how the Next Call Routing Mailbox option functions for the Network Alias Mailbox. There are 3 choices for this option: N, 1, and 2 (see below).

- Also see *Next Call Routing Mailbox* on page 274 for more.

Option N (None - Enables 0 Action)

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0** option from the Dial Action Table associated with the Next Call Routing Mailbox. Normally, the **0** option is a UTRF to the system operator. This allows the mailbox user to record a greeting such as: *Please leave a message at the beep, or dial 0 for assistance.*

The table below shows the function of each key a caller can dial while leaving a message in the Network Alias Mailbox. Note that while recording is paused, the **0** option plays the recording options help message.

Recording a Personal Greeting in the Network Alias Mailbox
does not change the routing in the following table.

Network Alias Mailbox Option N (None - Enables 0 Action)		
Action	While listening to greeting or while recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1	Pauses recording. Dial * to continue.	
2	Pauses recording. Dial * to continue.	
3	Erases message (if any) and prompts to re-record.	
4	Pauses recording. Dial * to continue.	
5	Plays recorded message (if any) and pauses. Dial * to append.	
6	Pauses recording. Dial * to continue.	
7	Pauses recording. Dial * to continue.	
8	Pauses recording. Dial * to continue.	
9	Pauses recording. Dial * to continue.	
# ¹	Sends message (if any) and hangs up.	
*	Pauses and restarts recording.	
Timeout	Pauses recording. Dial * to continue.	

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call **back** to that Call Routing Mailbox (the **previous** Call Routing Mailbox) and plays its Instruction Menu.

With this option set to N and no *Next Call Routing Mailbox* entered:

- Dialing # sends the message and hangs up
- If the call initially came from a Call Routing Mailbox (such as the Automated Attendant), dialing # sends the message and routes the caller back to the initial Call Routing Mailbox (also called the **previous** Call Routing Mailbox).

Option 1 (Enables Actions 0-9)

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0-9** options from the Dial Action Table associated with the Next Call Routing Mailbox. The mailbox user should record a greeting that defines these options (similar to a Call Routing Mailbox Instruction Menu). The greeting can be something like: *Please leave a message at the beep or dial the extension number you wish to reach. For the operator, just stay on the line.*

The table below shows the function of each key a caller can dial while leaving a message in the Network Alias Mailbox.

Recording a Personal Greeting in the Network Alias Mailbox does not change the routing in the following table.

3

Network Alias Mailbox Option 1 (Enables Actions 0-9)		
Action	While listening to greeting or while recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1	Sends message (if any) and executes 1 action from <i>Next Call Routing Mailbox</i> .	N/A
2	Sends message (if any) and executes 2 action from <i>Next Call Routing Mailbox</i> .	N/A
3	Sends message (if any) and executes 3 action from <i>Next Call Routing Mailbox</i> .	Erases message (if any) and prompts to re-record.
4	Sends message (if any) and executes 4 action from <i>Next Call Routing Mailbox</i> .	N/A
5	Sends message (if any) and executes 5 action from <i>Next Call Routing Mailbox</i> .	Plays recorded message (if any) and pauses. Dial * to append.
6	Sends message (if any) and executes 6 action from <i>Next Call Routing Mailbox</i> .	N/A
7	Sends message (if any) and executes 7 action from <i>Next Call Routing Mailbox</i> .	N/A
8	Sends message (if any) and executes 8 action from <i>Next Call Routing Mailbox</i> .	N/A
9	Sends message (if any) and executes 9 action from <i>Next Call Routing Mailbox</i> .	N/A
# ¹		Sends message (if any) and hangs up.
*		Pauses and restarts recording.
Timeout		Pauses recording. Dial * to continue.

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call **back** to that Call Routing Mailbox (the **previous** Call Routing Mailbox) and plays its Instruction Menu.

Customize

Mailbox Options: Network: [General]

Option 2 (Enables Actions 0-9, #, *, and Timeout)

By default, enabling Option 2 disables the ability of a caller to leave a message in the called Network Alias Mailbox. See below for more.

This option turns the Subscriber Mailbox into a type of Call Routing Mailbox by providing the caller with *all* the key actions from the Dial Action Table associated with the Next Call Routing Mailbox. **By default, recording is disabled when this option is enabled.** The mailbox user should record a greeting that defines these options (similar to a Call Routing Mailbox Instruction Menu). Callers to the Subscriber Mailbox hear the mailbox greeting and can dial any key action from the Next Call Routing Mailbox's Dial Action Table. Waiting without dialing will execute the Dial Action Table's Timeout action. **The caller will not be able to leave a message.**

Consider the following application that enables callers to leave a message and provides additional dialing capabilities. See *Next Call Routing Mailbox* on page 274 for more on this application.

- For *Next Call Routing Mailbox*, choose a unique mailbox not associated with the Automated Attendant (e.g., 821 instead of 811).
- For the Call Routing Mailbox selected above, choose a *Dial Action Table* not associated with the Automated Attendant (e.g., 10 instead of 1).
- For key 1 in the unique Dial Action Table, make *Action* = REC2 and *Number* = C.
- Record a greeting for the Subscriber Mailbox such as: *Dial 1 to leave a message, or dial the extension number you wish to reach. For the operator, just stay on the line.*

The table below shows the function of each key a caller can dial after calling the Subscriber Mailbox.

If the Network Alias Mailbox does not have a Personal Greeting recorded, Option 2 functions identically to Option 1. Refer to that table for the specifics.

Network Alias Mailbox Option 2 (Enables Actions 0-9, #, *, and Timeout) with Personal Greeting			
Action	While listening to greeting:	While recording: ¹	While recording is paused:
0	Executes 0 action from <i>Next Call Routing Mailbox</i> .		Plays recording options help message.
1	Executes 1 action from <i>Next Call Routing Mailbox</i> .		N/A
2	Executes 2 action from <i>Next Call Routing Mailbox</i> .		N/A
3	Executes 3 action from <i>Next Call Routing Mailbox</i> .		Erases message (if any) and prompts to re-record.
4	Executes 4 action from <i>Next Call Routing Mailbox</i> .		N/A
5	Executes 5 action from <i>Next Call Routing Mailbox</i> .		Plays recorded message (if any) and pauses. Dial * to append.
6	Executes 6 action from <i>Next Call Routing Mailbox</i> .		N/A
7	Executes 7 action from <i>Next Call Routing Mailbox</i> .		N/A
8	Executes 8 action from <i>Next Call Routing Mailbox</i> .		N/A
9	Executes 9 action from <i>Next Call Routing Mailbox</i> .		N/A
#	Executes # action from <i>Next Call Routing Mailbox</i> .	Plays the <i>Next Call Routing Mailbox Instruction Menu</i> .	
*	Executes * action from <i>Next Call Routing Mailbox</i> .	Pauses recording. Dial * to continue.	
Timeout	Executes Timeout action from <i>Next Call Routing Mailbox</i> .	Pauses recording. Dial * to continue.	

¹ Not enabled by default.

3

Options

- N (None). See above
- 1 (Enables Actions 0-9). See above.
- 2 (Enables Actions 0-9, #, *, and Timeout). See above.

Default

- N (None)

[General] Options: Tenant

Use this option to specify to which Tenant Group the Network Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

- 1

[General] Options: Directory List

Use this option to specify to which Directory List the Network *Alias* Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Network Mailbox (if any). **Directory Dialing is not available with Network Remote Mailboxes.**

- To allow Automated Attendant callers to Directory Dial a Network Mailbox, be sure to define the Network Mailbox leading digit in your Dial Action Tables. For example, for Network Mailbox number

Mailbox Options: Network: [General]

301, in your Dial Action Tables for digit 3, be sure *Action* = TRF, UTRF, or GOTO and *Number* = XXX.

- See *Directory Dialing* on page 148 for more.

Options

■ **1-100**

- Mailbox is assigned to Directory List 1-100.
- **A (All)**
 - Mailbox is assigned to **all** Directory Lists.
- **N (None)**
 - Mailbox is assigned to **no** Directory Lists.

Default

- N (None)**

[General] Options: Number of Messages

Use this option to set the maximum number of messages that can be left in the Network Mailbox. If a caller tries to leave a message once this limit is reached, they hear: *That mailbox is full. Goodbye.* Voice mail then hangs up.

- See *Message Storage Limit* on page 253 for more.

Options

■ **1-1000** messages.

Default

- **32**

[General] Options: Bilingual Mode

Compatibility Guidelines:

- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Use this option to set the mailbox language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages. When a user logs onto the Network Mailbox, they hear voice prompts in the language specified by this option. Automated Attendant (i.e., Call Routing Mailbox) callers routed via the LOGON and GOTO actions also hear the language selected in this option.

- See *Bilingual Voice Prompts* on page 105 for more.

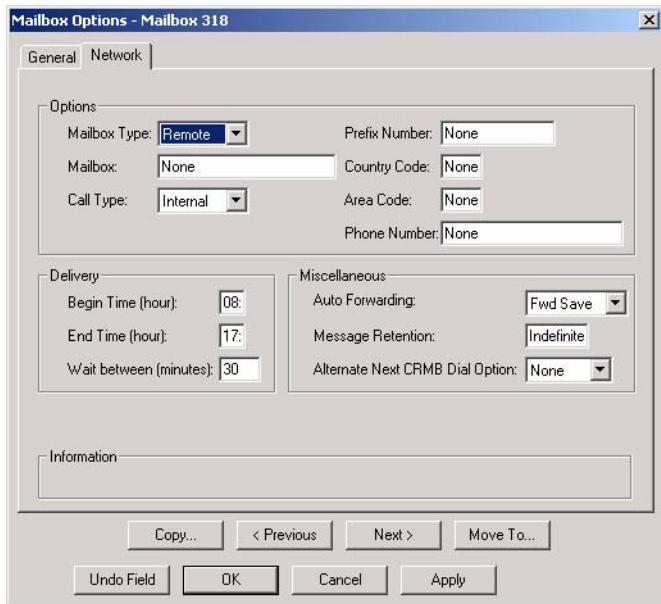
Options

- Choose one of 2 language choices. Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default

- English (1)**

This is English mnemonic.

Network Tab

3

[Network] Options: Mailbox Type

Use this option to select the Network Mailbox type. There are two options: Alias and Remote.

■ **Network Alias Mailbox**

An Alias mailbox corresponds to a specific mailbox in the remote system. If a user leaves a message in a Network Alias Mailbox (and all other programming is correct), the local voice mail delivers the message directly to the specified mailbox in the remote system. See also the *Mailbox* option below.

■ **Network Remote Mailbox**

A remote mailbox allows users in the local system record and send messages for mailboxes in the remote system. A Network Remote Mailbox does not correspond to a specific mailbox. When recording and sending a message, the user selects the Network Remote Mailbox followed by the number of the specific mailbox in the remote system.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Alias** (Network Alias Mailbox).
- **Remote** (Network Remote Mailbox).

Default

- ✓ **Alias** (Network Alias Mailbox).

[Network] Options: Mailbox

For a Network Alias Mailbox, use this option to specify the mailbox number in the remote system to which messages left in the Network Alias Mailbox will be delivered. This option does not apply to Network Remote Mailboxes.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Digits** (15 digits maximum, using 0-9).
- **N (None)**

Default

- ✓ **N (None)**

Customize

Mailbox Options: Network: [Network]

[Network] Options: Call Type

Use this option to select the type of network callout used by the Network Mailbox. When a message is left in the Network Mailbox, voice mail will use the type of callout specified in this option when delivering the message to the remote system. There are three types of callouts: Internal, Local, or Long Distance.

- **Internal** calls redial exactly as entered. They are normally 3 or 4 digits long.
- **Local** calls are preceded by the whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Network Local Callout* on page 526.
- **Long Distance** calls are preceded by whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Network Long Distance Callout* on page 527.

Options

- **Internal** (internal call - see above).
- **Local** (local call - see above).
- **Long Dis.** (long distance call - see above).

Default

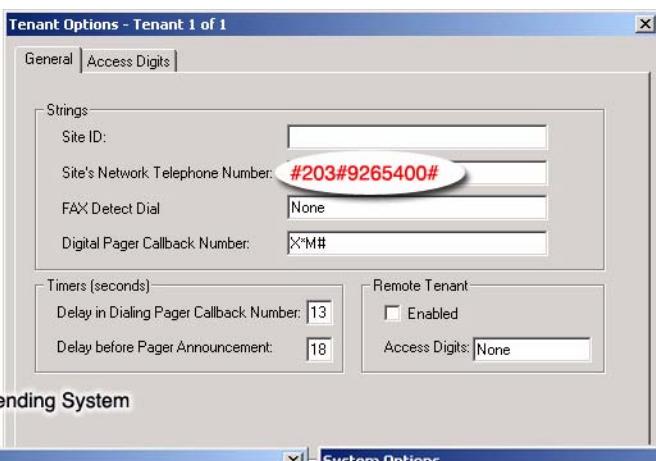
- Internal** (internal call).

[Network] Options: Networking Site Restriction Options

Use the *Prefix Number*, *Country Code*, *Area Code*, and *Phone Number* options for entering the telephone number of the remote site to which messages left in the Network Mailbox will be delivered, *as well* as for setting up *Networking Site Restriction* (page 265).

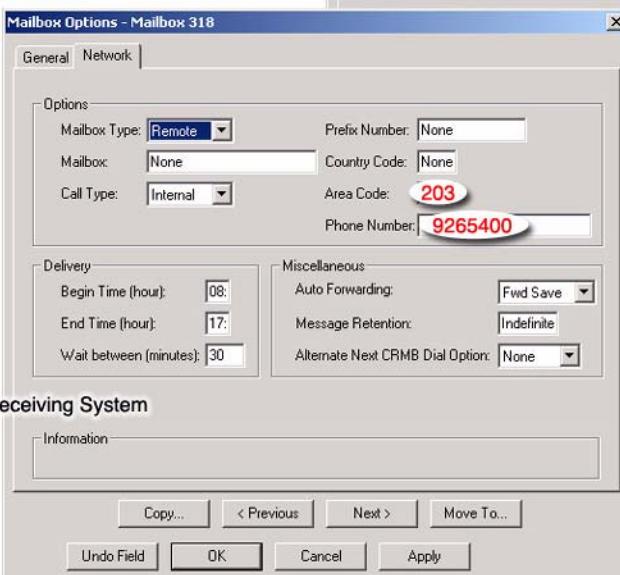
If setting up *Networking Site Restriction*, use the illustration below as an example of the related options in both the sending and receiving systems for a typical system installed in North America.

1. In the sending system, enter the telephone number of the sending system in *Customize: Tenant Options: [General] Strings: Site's Network Telephone Number* on page 521 (using # delimiters).
 - Enter the number exactly as it should be dialed, excluding the leading 1 (if required) and trunk access codes.
2. In the receiving system, enter this same number in the Network Mailbox and turn on *Selected Incoming Network Call Mode* in System Options.
 - Enter the telephone number in the *Prefix Number*, *Country Code*, *Area Code*, and *Phone Number* fields.
 - The mailbox can be either a Network Remote Mailbox or a Network Alias Mailbox.
 - Choose *Selected* in *Customize: System Options: [General 1]: Options: Incoming Network Call Mode* on page 503.

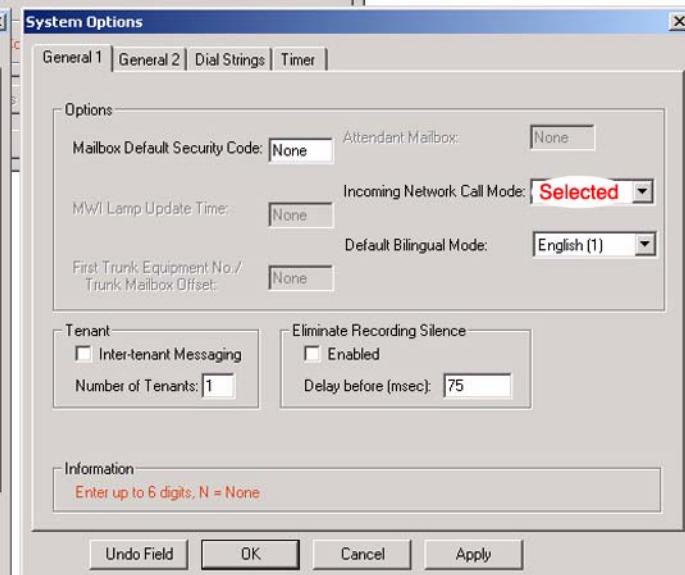


Sending System

3



Receiving System



Customize

Mailbox Options: Network: [Network]

[Network] Options: Prefix Number

If the system to which network messages will be delivered for this mailbox is located in another country, use this option to enter the International Dialing Prefix (e.g., 011). If the remote system is installed in North America, this entry should be None (**N**).

- See *Networking (AMIS)* on page 264 for more.

Options

- **Digits** (9 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.

Default

- N (None)**

[Network] Options: Country Code

If the system to which network messages will be delivered for this mailbox is located in another country, use this option to enter the Country Code for that location (e.g., 353 for Ireland). If the remote system is installed in North America, this entry should be None (**N**).

- See *Networking (AMIS)* on page 264 for more.

Options

- **Digits** (4 maximum, using 0-9, # and *)
- **N (None)**

Default

- N (None)**

[Network] Options: Area Code

Use this option to enter the area code for the system to which network messages from this mailbox will be delivered. For example, if the remote system is located at 203-926-5400, enter 203 for this option.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Digits** (4 maximum, using 0-9, # and *)
- **N (None)**

Default

- N (None)**

[Network] Options: Phone Number

Use this option to enter the telephone number for the system to which network messages from this mailbox will be delivered. For example, if the remote system is located at 203-926-5400, enter 9265400 for this option.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Digits** (16 maximum, using 0-9, # and *)
- **N (None)**

■ P (Pause)

This command waits for 2 seconds and then continues.

Default **N (None)****[Network] Delivery: Begin Time (hour)**

Use this option to set the network callout start time. Network messages from this mailbox cannot be delivered to the remote system prior to this time. They will be queued for a valid delivery time instead.

- See *Networking (AMIS)* on page 264 for more.

Options**■ Start hour (0-23)**

0 = 12:00 midnight, 23=11:00PM

Default **8 (8:00AM)****[Network] Delivery: End Time (hour)**

Use this option to set the network callout end time. Network messages from this mailbox cannot be delivered to the remote system after this time. They will be queued for a valid delivery time instead.

- See *Networking (AMIS)* on page 264 for more.

Options**■ End hour (0-23)**

0 = 12:00 midnight, 23=11:00PM

Default **17 (5:00PM)****3****[Network] Delivery: Wait Between (minutes)**

Use this option to set how often the system should check the network mailbox to see if there are any new messages that must be delivered. If you need “real time” delivery of new messages, for example, set this option at **1** (one minute). If delivery of new messages once an hour is adequate, set this option for **60** (60 minutes). Following is how the Network Mailbox handles message delivery:

1. At the *Delivery: Begin Time (hour)*, voice mail checks the Network Mailbox for messages waiting for delivery to the remote site. If it finds any, it begins delivery immediately.
2. Voice mail then waits the *Delivery: Wait Between (minutes)* interval and checks again for messages waiting for delivery. If it finds any, it delivers these new messages immediately.
3. If there are no messages waiting for delivery at the *Delivery: Begin Time (hour)* time, the next new message received by the Network Mailbox will be delivered immediately.
4. Voice mail then waits the *Delivery: Wait Between (minutes)* interval before delivering additional messages.

- See *Networking (AMIS)* on page 264 for more.

Options**■ Time in minutes (1-1440)**Default **30 (30 minutes)****[Network] Miscellaneous: Auto Forwarding**

Use this option to set how Auto Forward operates at the Network Mailbox. The options are:

■ Disabled

An extension user logging onto the Network Mailbox user *cannot* set up Auto Forwarding using the **OP + AF** options.

■ Forward and Save

- An extension user logging onto the Network Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.

Customize

Mailbox Options: Network: [Network]

- A message left in the Network Mailbox is delivered as a new message to both the network destination and the mailbox to which the message is forwarded.

- **Forward and Erase**

- An extension user logging onto the Network Mailbox *can* set up Auto Forwarding using the **OP + AF** options.
- A message left in the Network Mailbox is delivered only to the mailbox of the forwarding destination. The message *is not* delivered to the network destination.

- See *Auto Forward* on page 95 for more.

Options

- **No** (Disabled - see above).
- **FWD Save** (Forward and Save - see above).
- **FWD Erase** (Forward and Save - see above).

Default

- FWD Save** (Forward and Save - see above).

[Network] Miscellaneous: Message Retention

Use this option to determine how long a Network Mailbox will retain held and saved messages. The system automatically deletes messages from the Network Mailbox after it deletes them, but the mailbox could accumulate saved messages as follows:

- An extension user logs onto the Network Mailbox before the message has been delivered.
- The user then listens to and saves the undelivered message.
- If the message **never** gets delivered, it remains in the Network Mailbox as a saved message. (Note that the message is deleted from the Network Mailbox as soon as it is delivered.)

If a message is left in a Network Mailbox longer than the Message Retention interval, voice mail deletes it.

- Voice mail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.
- See *Message Retention* on page 251 for more.

Options

- **I** (Indefinite - never deleted)
- **1-90** (1-90 days)

Default

- I** (Indefinite - never deleted)

[Network] Miscellaneous: Alternate Next CRMB Dial Option

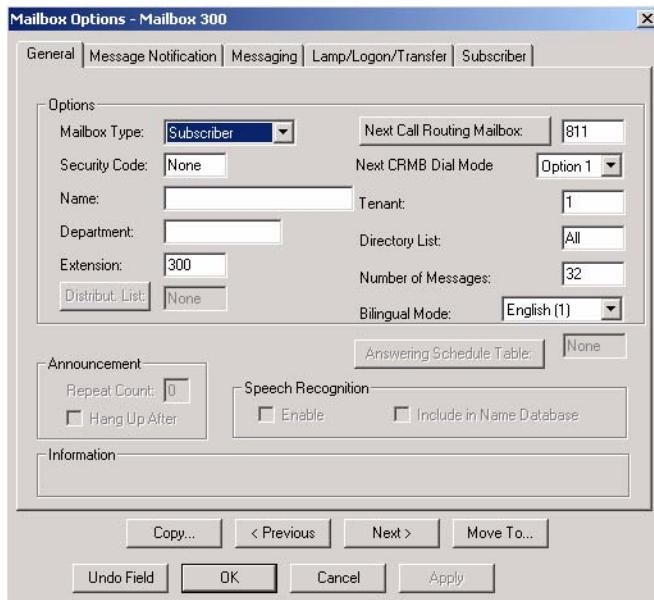
Refer to *Mailbox Options: Network: [General] Options: Next Call Routing Mailbox Dial Mode* on page 458. This is a duplicate of that option.

Description

A Subscriber Mailbox is the type of mailbox assigned to a telephone system extension. The telephone assigned to the Subscriber Mailbox is called the subscriber's extension.

- See *Subscriber Mailbox* on page 306 for more.

General Tab



3

[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Subscriber**.

Default

- ✓ See the following chart.

Default Mailbox List				
[] Indicates Aspire Mail and UltraMail capacities.				
Mailbox Type	28i/124i	Aspire	DS2000 V2	DS2000 V3
Subscriber	301-372 [301-324]	301-499 [301-396]	300-331 [300-331]	300-427 [300-331]
Trunk	001-052 [001-008]	001-072 [001-024]	401-416 [401-416]	101-164 [101-116]
Undefined	713 [105]	666 [17]	889 [89]	745 [89]
Total	1000 [200]	1000 [200]	1000 [200]	1000 [200]

[General] Options: Security Code

Use this option to enter the Security Code for the Subscriber Mailbox. The Security Code protects the mailbox from unauthorized access.

- An extension user can also use **OP** in *Mailbox Options* to enter their Security Code. See *Security Code* on page 300 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N** (None).

Customize

Mailbox Options: Subscriber: [General]

Default
✓ N (None).

[General] Options: Name

You can program a name for a Subscriber Mailbox. Voice mail can use this name for Directory Dialing. This name also appears on system reports.

- To allow Automated Attendant callers to Directory Dial a Subscriber Mailbox, be sure to define the Subscriber Mailbox leading digit in your Dial Action Tables. For example using the default mailbox numbering:
 - To Directory Dial to *extensions* 300-399, for digit 3 be sure *Action* = TRF or UTRF and *Number* = XXX.
 - To Directory Dial to *mailboxes* 300-399, for digit 3 be sure *Action* = GOTO and *Number* = XXX.
- See *Directory Dialing* on page 148 for more.
- To record a name for a Subscriber Mailbox, see *Mailbox Name* on page 204.
- See *Reports* on page 294 for more on the system's reports.

Options

- **Characters** (25 characters maximum, using A-Z)

Default

✓ No entry.

[General] Options: Department

Use this option to assign a department name to the Subscriber Mailbox. This information appears on the *Distribution List* (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

✓ No entry.

[General] Options: Extension

Use this option to assign an extension to a Subscriber Mailbox. Normally, the extension number and the Subscriber Mailbox number are the same.

Options

- **Digits** (7 digits maximum, using 0-9).

Default

✓ The Subscriber Mailbox numbers are the same as the extension numbers.

[General] Options: Next Call Routing Mailbox

Use this option to assign a Next Call Routing Mailbox to the Subscriber Mailbox. This provides callers with additional dialing options after they leave a message in the Subscriber Mailbox (depending on the setting of *Next Call Routing Mailbox Dial Mode* below).

- Clicking on the *Next Call Routing Mailbox* button automatically opens the programming screen for the designated Call Routing Mailbox.
- See *Next Call Routing Mailbox* on page 274 for more.

Options

- **Call Routing Mailbox Number** (7 digits maximum, using 0-9).

- N (None)

Default

✓ 811

[General] Options: Next Call Routing Mailbox Dial Mode

Use this option to determine how the Next Call Routing Mailbox option functions for the Subscriber Mailbox. There are 3 choices for this option: N, 1, and 2 (see below).

- Also see *Next Call Routing Mailbox* on page 274 for more.

Option N (None - Enables 0 Action)

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0** option from the Dial Action Table associated with the Next Call Routing Mailbox. Normally, the **0** option is a UTRF to the system operator. This allows the mailbox user to record a greeting such as: *Please leave a message at the beep, or dial 0 for assistance.*

The table below shows the function of each key a caller can dial while leaving a message in the Subscriber Mailbox. Note that while recording is paused, the **0** option plays the recording options help message.

**Recording a Personal Greeting in the Subscriber Mailbox
does not change the routing in the following table.**

3

Subscriber Mailbox Option N (None - Enables 0 Action)		
Action	While listening to greeting or while recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1		Pauses recording. Dial * to continue.
2		Pauses recording. Dial * to continue.
3		Erases message (if any) and prompts to re-record.
4		Pauses recording. Dial * to continue.
5		Plays recorded message (if any) and pauses. Dial * to append.
6		Pauses recording. Dial * to continue.
7		Pauses recording. Dial * to continue.
8		Pauses recording. Dial * to continue.
9		Pauses recording. Dial * to continue.
# ¹		Sends message (if any) and hangs up.
*		Pauses and restarts recording.
Timeout		Pauses recording. Dial * to continue.

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call **back** to that Call Routing Mailbox (the **previous** Call Routing Mailbox) and plays its Instruction Menu.

With this option set to N and no *Next Call Routing Mailbox* entered:

- Dialing # sends the message and hangs up
- If the call initially came from a Call Routing Mailbox (such as the Automated Attendant), dialing # sends the message and routes the caller back to the initial Call Routing Mailbox (also called the **previous** Call Routing Mailbox).

Customize

Mailbox Options: Subscriber: [General]

Option 1 (Enables Actions 0-9)

This option provides mailbox callers leaving a message the ability to record a message as well as use the **0-9** options from the Dial Action Table associated with the Next Call Routing Mailbox. The mailbox user should record a greeting that defines these options (similar to a Call Routing Mailbox Instruction Menu). The greeting can be something like: *Please leave a message at the beep or dial the extension number you wish to reach. For the operator, just stay on the line.*

The table below shows the function of each key a caller can dial while leaving a message in the Subscriber Mailbox.

**Recording a Personal Greeting in the Subscriber Mailbox
does not change the routing in the following table.**

Subscriber Mailbox Option 1 (Enables Actions 0-9)		
Action	While listening to greeting or while recording:	While recording is paused:
0	Sends message (if any) and executes 0 action from <i>Next Call Routing Mailbox</i> .	Plays recording options help message.
1	Sends message (if any) and executes 1 action from <i>Next Call Routing Mailbox</i> .	N/A
2	Sends message (if any) and executes 2 action from <i>Next Call Routing Mailbox</i> .	N/A
3	Sends message (if any) and executes 3 action from <i>Next Call Routing Mailbox</i> .	Erases message (if any) and prompts to re-record.
4	Sends message (if any) and executes 4 action from <i>Next Call Routing Mailbox</i> .	N/A
5	Sends message (if any) and executes 5 action from <i>Next Call Routing Mailbox</i> .	Plays recorded message (if any) and pauses. Dial * to append.
6	Sends message (if any) and executes 6 action from <i>Next Call Routing Mailbox</i> .	N/A
7	Sends message (if any) and executes 7 action from <i>Next Call Routing Mailbox</i> .	N/A
8	Sends message (if any) and executes 8 action from <i>Next Call Routing Mailbox</i> .	N/A
9	Sends message (if any) and executes 9 action from <i>Next Call Routing Mailbox</i> .	N/A
# ¹	Sends message (if any) and hangs up.	
*	Pauses and restarts recording.	
Timeout	Pauses recording. Dial * to continue.	

¹ If the call is routed from a Call Routing Mailbox (e.g., the Automated Attendant), dialing # routes the call **back** to that Call Routing Mailbox (the **previous** Call Routing Mailbox) and plays its Instruction Menu.

Option 2 (Enables Actions 0-9, #, *, and Timeout)

By default, enabling Option 2 disables the ability of a caller to leave a message in the called Subscriber Mailbox. See below for more.

This option turns the Subscriber Mailbox into a type of Call Routing Mailbox by providing the caller with *all* the key actions from the Dial Action Table associated with the Next Call Routing Mailbox. *By default, recording is disabled when this option is enabled.* The mailbox user should record a greeting that defines these options (similar to a Call Routing Mailbox Instruction Menu). Callers to the Subscriber Mailbox hear the mailbox greeting and can dial any key action from the Next Call Routing Mailbox's Dial Action Table. Waiting without dialing will execute the Dial Action Table's Timeout action. *The caller will not be able to leave a message.*

Consider the following application that enables callers to leave a message and provides additional dialing capabilities. See *Next Call Routing Mailbox* on page 274 for more on this application.

- For *Next Call Routing Mailbox*, choose a unique mailbox not associated with the Automated Attendant (e.g., 821 instead of 811).
- For the Call Routing Mailbox selected above, choose a *Dial Action Table* not associated with the Automated Attendant (e.g., 10 instead of 1).
- For key 1 in the unique Dial Action Table, make *Action* = REC2 and *Number* = C.
- Record a greeting for the Subscriber Mailbox such as: *Dial 1 to leave a message, or dial the extension number you wish to reach. For the operator, just stay on the line.*

The table below shows the function of each key a caller can dial after calling the Subscriber Mailbox.

If the Subscriber Mailbox does not have a Personal Greeting recorded, Option 2 functions identically to Option 1. Refer to that table for the specifics.

Customize

Mailbox Options: Subscriber: [General]

Subscriber Mailbox Option 2 (Enables Actions 0-9, #, *, and Timeout) with Personal Greeting			
Action	While listening to greeting:	While recording: ¹	While recording is paused:
0	Executes 0 action from <i>Next Call Routing Mailbox</i> .		Plays recording options help message.
1	Executes 1 action from <i>Next Call Routing Mailbox</i> .		N/A
2	Executes 2 action from <i>Next Call Routing Mailbox</i> .		N/A
3	Executes 3 action from <i>Next Call Routing Mailbox</i> .		Erases message (if any) and prompts to re-record.
4	Executes 4 action from <i>Next Call Routing Mailbox</i> .		N/A
5	Executes 5 action from <i>Next Call Routing Mailbox</i> .		Plays recorded message (if any) and pauses. Dial * to append.
6	Executes 6 action from <i>Next Call Routing Mailbox</i> .		N/A
7	Executes 7 action from <i>Next Call Routing Mailbox</i> .		N/A
8	Executes 8 action from <i>Next Call Routing Mailbox</i> .		N/A
9	Executes 9 action from <i>Next Call Routing Mailbox</i> .		N/A
#	Executes # action from <i>Next Call Routing Mailbox</i> .	Plays the <i>Next Call Routing Mailbox Instruction Menu</i> .	
*	Executes * action from <i>Next Call Routing Mailbox</i> .	Pauses recording. Dial * to continue.	
Timeout	Executes Timeout action from <i>Next Call Routing Mailbox</i> .	Pauses recording. Dial * to continue.	

¹ Not enabled by default.

Options

- N (None). See above
- 1 (Enables Actions 0-9). See above.
- 2 (Enables Actions 0-9, #, *, and Timeout). See above.

Default

N (None)

[General] Options: Tenant

Use this option to specify to which Tenant Group the Subscriber Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

1

[General] Options: Directory List

Use this option to specify to which Directory List the Subscriber Mailbox belongs. This entry is associated with the Directory List to Use option in Call Routing and Directory Dialing mailboxes that you'll use to name dial this Subscriber Mailbox (if any).

- To allow Automated Attendant callers to Directory Dial a Subscriber Mailbox, be sure to define the subscriber Mailbox leading digit in your Dial Action Tables. For example, for Subscriber Mailbox

number 301, in your Dial Action Tables for digit 3, be sure *Action* = TRF, UTRF, or GOTO and *Number* = XXX.

- See *Directory Dialing* on page 148 for more.

Options

■ **1-100**

- Mailbox is assigned to Directory List 1-100.
- **A (All)**
 - Mailbox is assigned to *all* Directory Lists.
- **N (None)**
 - Mailbox is assigned to *no* Directory Lists.

Default

- A (All)**

[General] Options: Number of Messages

Use this option to set the maximum number of messages that can be left in the Subscriber Mailbox. If a caller tries to leave a message once this limit is reached, they hear: *That mailbox is full. Goodbye.* Voice mail then hangs up.

- See *Message Storage Limit* on page 253 for more.

Options

■ **1-1000** messages.

Default

- **32**

[General] Options: Bilingual Mode

3

Compatibility Guidelines:

- *This option is not available on Aspire Mail and UltraMail. It is only available on Aspire Mail Plus and UltraMail 2000 version 11.02.15 or higher.*
- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Use this option to set the mailbox language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages. When a user logs onto their mailbox, they hear voice prompts in the language specified by this option. Automated Attendant (i.e., Call Routing Mailbox) callers routed via the LOGON and GOTO actions also hear the language selected in this option.

- See *Bilingual Voice Prompts* on page 105 for more.

Options

- Choose one of 2 language choices.
- Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default

- English (1)**

This is English mnemonic.

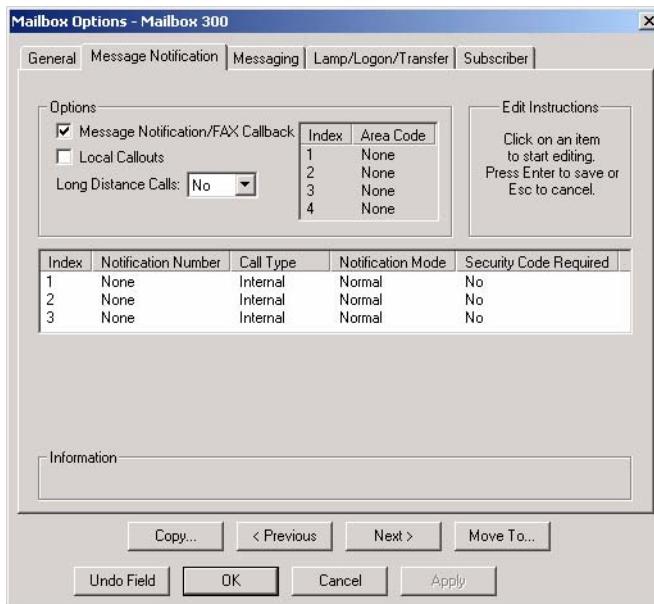
Customize

Mailbox Options: Subscriber: [Message Notification]

Message Notification Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



The following Message Notification options do not affect voice mail's ability to light telephone message waiting lamps. These options are for off-site Message Notification only.

[Message Notification] Options: Message Notification/Fax Callbacks

Use this option to enable or disable the ability of the Subscriber Mailbox user to set up Messaging Notification. If enabled, after logging on the Subscriber Mailbox user can dial **OP + N** to activate Message Notification. If disabled, the Subscriber Mailbox user cannot activate Message Notification. In addition, if this option is disabled, all the remaining Subscriber Mailbox Message Notification options are unavailable.

Once Message Notification is enabled in this option, the Subscriber Mailbox user must log onto their mailbox and use the **OP + N options to activate Message Notification.**

- See *Message Notification* on page 226 for more.

Options

- Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ Checked** (enabled).

[Message Notification] Options: Local Callouts

Use this option to enable or disable the ability of the *Subscriber Mailbox user* to enter local numbers for their Message Notification callout numbers. Voice mail defines local numbers as 5-8 digits long.

- See *Message Notification* on page 226 for more.

The following toll-free numbers are also considered local callouts:

- 1-800-XXX-XXXX
- 1-877-XXX-XXXX

Mailbox Options: Subscriber: [Message Notification]

- 1-888-XXX-XXXX

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

[Message Notification] Options: Long Distance Calls

Use this option to enable or disable the ability of the *Subscriber Mailbox user* to enter long distance numbers for their Message Notification callout numbers. Voice mail defines long distance numbers as more than 8 digits long.

- See *Message Notification* on page 226 for more.

Options

- **No**

- The Subscriber Mailbox user *cannot* enter long distance callout numbers.

- **Yes**

- The Subscriber Mailbox user *can* enter long distance callout numbers.

- **Some**

- The Subscriber Mailbox user can enter the long distance callout numbers specified in *Area Codes* below.

Default

- ✓ **No**

[Message Notification] Options: Area Codes: Index

This is a reference field. No entry is required.

3

[Message Notification] Options: Area Codes: Area Code Entry

If you entered *Some* for the *Long Distance Calls* option above, use this option to select up to 4 area codes the Subscriber Mailbox user may enter for their long distance callouts. If you entered *Some* for the *Long Distance Calls* option and don't enter area codes in this option, the Subscriber Mailbox user cannot enter long distance callout numbers.

- See *Message Notification* on page 226 for more.

Options

- **Area code** (3 digits maximum, using 0-9).

- Enter the area code you want the Subscriber Mailbox user to be able to enter for long distance callouts. You make 1 entry for each *Index* (for a total of 4 Area Codes maximum).

- **N (None)**

Default

- ✓ **N (None)**

- There are no area codes defined.

[Message Notification] Message Notification Numbers: Index

This is a reference field. No entry is required.

Customize

Mailbox Options: Subscriber: [Message Notification]

[Message Notification] Message Notification Numbers: Notification Number

Entering Message Notification numbers in this option does not enable Message Notification for the mailbox. The Subscriber Mailbox user must log onto their mailbox and use the **OP + N** options to activate Message Notification.

Compatibility Guidelines:

- The ability to program a T command (using the Admin program) anywhere in a Message Notification callout number requires voice mail software version 11.07 or higher.
- The default entry for this option is None (no entry) for Indexes 1-3 in voice mail software version 11.05 or higher. In prior software versions, the default entry for Index 1 was the same as the extension number. This assignment was not required.
- In software version 11.05 or higher, the following special characters can be entered in the notification number for readability. Entering these characters in prior versions will cause the voice mail to go into continual reboot.
 - ((left parenthesis)
 -) (right parenthesis)
 - (dash)
 - / (forward slash)
 - space
 - : (colon)
 - ; (semi-colon)
 - . (period)
 - , (comma)
 - \ (back slash)
 - = (equal)
 - _ (underscore)

Use this option to enter the Message Notification callout numbers from the Admin Program, rather than having the Subscriber Mailbox user enter the numbers from their phone. The callout numbers you enter in this option override the mailbox user entries and visa versa. Keep the following in mind when entering numbers:

- **Internal** (extension numbers) are 3 or 4 digits long, depending on phone system programming.
- **Local** numbers are 5-8 digits long.
- **Long distance** numbers are longer than 8 digits.
- You can enter up to **3 callout numbers** (corresponding to Indexes 1-3). The number that is active for notification depends on how the mailbox user has activated Message Notification using the **OP + N** options.
- For unique applications, you can override the *Call Type* option for the number you enter. Refer to *Call Type* below for more.
- Normally, **trunk access digits** for callouts are entered in the following options. If you prefer, the callout numbers can contain the access digits and the following options can be left blank.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525.
 - *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526.
- **If entering a digital pager number**, append the number with several pauses (P) followed by the T command. The pauses give the pager service time to answer. The T (upper case) enables DTMF dialing after the pauses. **Always use T after a pause or the system will not dial any digits after the pause.**
- See *Message Notification* on page 226 for more.

Options

The T option must follow any A, M, P, S, T or W options entered in the Message Notification callout number or dialing after the option will not continue.

- **Digits** (30 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.

Mailbox Options: Subscriber: [Message Notification]

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **T** (Switch dialing to voice mail)
This command instructs the voice mail to handle the DTMF dialing, rather than the telephone system trunk PCB. T is typically used after a string of pauses which allows the telephone system to cut through to the trunk (e.g., 2039265400PPPT4456). Without the T, the digits after the pauses would not be dialed.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.

Default

- Indexes 1-3** entries are **N** (None).

[Message Notification] Options: Call Type

For each *Notification Number* you enter, use this option to specify the type of call the number represents (Internal, Local, or Long Distance).

- **Internal** calls redial exactly as entered. They are normally 3 or 4 digits long.
- **Local** calls are preceded by the whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Local Callout* on page 525. They are normally 5-8 digits long, but also include:
1+ 800 +XXX+XXXX
1+ 877 +XXX+XXXX
1 + 888 + XXX + XXXX
- **Long Distance** calls are preceded by whatever digits or commands are entered in *Customize: Tenant Options:[Access Digits] Access Digits Before Long Distance Callout* on page 526. Long distance calls are normally longer than 8 digits.



You can override the *Call Type* for a specific *Notification Number* entry, if required. For example, if the *Notification Number* entry is 203 926 5400, and this is a 10-digit local call, you can set *Call Type* to **Local** (even though it is a 10-digit call). This capability **is not** available to mailbox users entering callout numbers from the phone.

Options

- **Internal** (internal call - see above).
- **Local** (local call - see above).
- **Long Dis.** (long distance call - see above).

Default

- Internal** (internal call).

[Message Notification] Options: Notification Mode

Use this option to specify the type of device the *Notification Number* is dialing. Each device has unique requirements and capabilities.

- **Normal** Notification is used when the notification destination is a normal voice telephone (such as a cell phone, home office phone or an internal extension).
 - See *Message Notification to Normal Telephone Numbers* on page 227 for more.
- **Radio Pager** Notification is used when the notification destination is a radio pager.
 - See *Message Notification to Radio Pagers* on page 228 for more.
- **Digital Pager** Notification is used when the notification destination is a digital (display) pager.
 - See *Message Notification to Digital Pagers* on page 229 for more.
- **Message Delivery** Notification is used to deliver all of a subscriber's voice messages to an off-site location, and then save them.
 - See *Message Notification to Message Delivery* on page 231 for more.

Customize

Mailbox Options: Subscriber: [Message Notification]

Options

- **Normal** (Normal Notification)
- **Radio Pager** (Radio Pager Notification)
- **Digital Pager** (Digital Pager Notification)
- **M. Deliver** (Message Delivery Notification)

Default

- Normal** (Normal Notification)

[Message Notification] Options: Security Code Required

Use this option to require the Message Notification recipient to enter the Subscriber Mailbox's security code before they can listen to the messages from that mailbox. This option applies to *Normal* Notification Mode only. In addition, the Subscriber Mailbox must have a security code enabled.

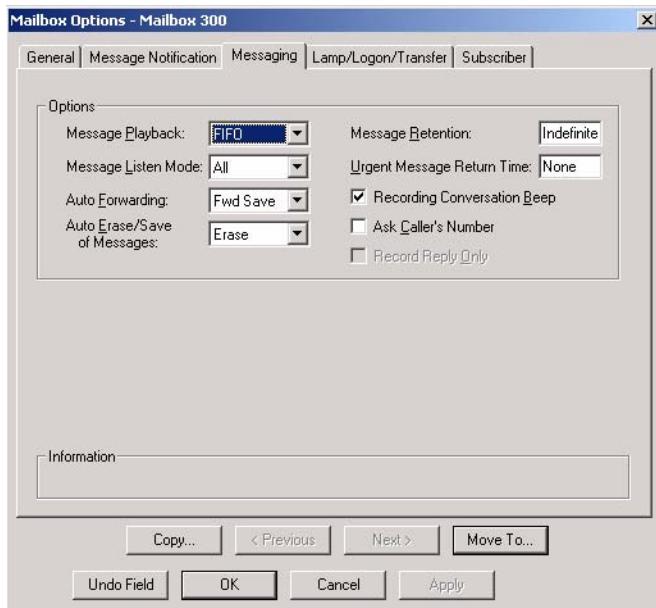
- See *Message Notification to Message Delivery* on page 231 for more.

Options

- **Yes** (Security Code required).
- **No** (Security Code not required).

Default

- No** (Security Code not required).

Messaging Tab

3

[Messaging] Options: Message Playback

Use this option to set the Subscriber Mailbox message playback order. When a subscriber listens to their messages, voice mail can play the oldest messages first (first-in-first-out, or FIFO), or the newest messages first (last-in-first-out, or LIFO).

- See *Message Playback Direction* on page 245 for more.

Options

- **FIFO** (first-in-first-out, or oldest first).
- **LIFO** (last-in-first-out, or newest first).

Default

- FIFO** (first-in-first-out, or oldest first).

[Messaging] Options: Message Listen Mode

Use this option to determine the type of messages a subscriber will listen to when they dial **L** (5) after they log onto their mailbox. The subscriber can listen to all messages, just new messages, just saved messages, or just held messages.

- The subscriber can temporarily override this option and listen to other message types by using the *Select Listen Mode* options (**1N**, **1S**, **1H**, and **1A**) from their mailbox mail menu.
- See *Message Listen Mode* on page 225 for more.

Options

- **All**
The subscriber listens to all messages when they dial **L** (5).
- **New**
The subscriber listens to just new messages when they dial **L** (5).
- **Saved**
The subscriber listens to just saved messages when they dial **L** (5).
- **Held**
The subscriber listens to just held messages when they dial **L** (5).

Default

- All**

Customize

Mailbox Options: Subscriber: [Messaging]

The subscriber listens to all messages when they dial **L** (5).

[Messaging] Options: Auto Forwarding

Use this option to set how Auto Forward operates at the Subscriber Mailbox. The options are:

- **Disabled**

The Subscriber Mailbox user *cannot* set up Auto Forwarding using the **OP + AF** options.

- **Forward and Save**

- The Subscriber Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.
- A message left for the subscriber is delivered as a new message to both the Subscriber Mailbox and the mailbox of the forwarding destination.

- **Forward and Erase**

- The Subscriber Mailbox user *can* set up Auto Forwarding using the **OP + AF** options.
- A message left for the subscriber is delivered as a new message only to the mailbox of the forwarding destination. The message *is not* delivered to the Subscriber Mailbox.

- See *Auto Forward* on page 95 for more.

Options

- **No** (Disabled - see above).

- **FWD Save** (Forward and Save - see above).

- **FWD Erase** (Forward and Save - see above).

Default

- FWD Save** (Forward and Save - see above).

[Messaging] Options: Auto Erase/Save of Messages

Use this option to determine what happens when a Subscriber Mailbox user completely listens to a new message and then exits their mailbox without either saving (**SA**) or erasing (**E**) the message. Depending on the setting of this option, voice mail will either automatically save or erase the message. If the mailbox user hangs up before listening to the *entire* new message, voice mail retains the message as a held message.

- See *Auto Erase or Save* on page 94.

Options

- **Erase**

After the subscriber listens to the entire new message and hangs up, voice mail erases the message.

- **Save**

After the subscriber listens to the entire new message and hangs up, voice mail saves the message.

Default

- Erase** (See above).

[Messaging] Options: Message Retention

Use this option to determine how long a Subscriber Mailbox will retain held and saved messages. If a message is left in a Subscriber Mailbox longer than this interval, voice mail deletes it.

- Voice mail performs its Message Retention deletions at midnight of the day the message was marked for deletion. For example, if the mailbox has 1 day Message Retention, any messages left on Wednesday are deleted at midnight on Thursday.

- See *Message Retention* on page 251 for more.

Options

- **I** (Indefinite - never deleted)

- **1-90** (1-90 days)

Default

- I** (Indefinite - never deleted)

[Messaging] Options: Urgent Message Return Time

Use this option to enable or disable the ability of voice mail to provide the Subscriber Mailbox user with the status of Urgent Messages they have sent. When the Subscriber Mailbox user sends an urgent message, voice mail waits this interval to determine if the recipient has listened to the message. If not, when the subscriber dials **L** to listen to their messages, voice mail plays a voice prompt indicating that the urgent message has not

been heard. It then plays a copy of the urgent message.

- See *Urgent Message* on page 332 for more.

Options

- **1-999 Minutes**
- **N (None)**

Default

- ✓ **N (None)**

[Messaging] Options: Recording Conversation Beep

Use this option to enable or disable the Conversation Record beep. If enabled, all parties on a call will hear the voice prompt *Recording* followed by a beep when the extension user initiates Conversation Record. If disabled, the voice prompt and beep will not occur.

- See *Conversation Record* on page 138 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

[Messaging] Options: Ask Caller's Number

Use this option to enable the Make Call feature for the Subscriber Mailbox. Once enabled, voice mail asks the caller leaving a message to enter their phone number prior to leaving the message. This allows the subscriber to listen to the message and then dial **MC** to call the person back – without knowing the caller's phone number. Normally, this feature is used when Caller ID is not available or installed.

- This option is *not* required for Make Call to work to phone system extensions. It is only required to enable Make Call for outside (Automated Attendant) callers.
- Make Call follows the same programming and restrictions as Message Notification.
- See *Make Call* on page 210 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled)

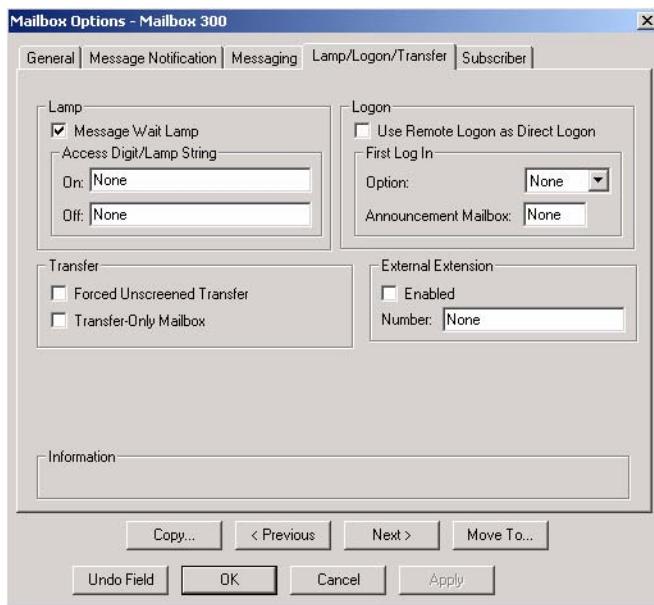
Customize

Mailbox Options: Subscriber: [Lamp/Logon/Transfer]

Lamp/Logon/Transfer Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



[Lamp/Logon/Transfer] Lamp: Message Waiting Lamp

Use this option to enable or disable Message Waiting lamping at the extension associated with the Subscriber Mailbox. Normally, you should leave this option enabled.

- See *Subscriber Mailbox* on page 306 for more.

Options

- Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ Checked** (enabled)

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String On

Compatibility Guidelines:

- For 124i EXCPRU 6.**.** only.
- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

This option provides the lamp on (new message) update commands to the remote i-Series system for this Subscriber Mailbox. Use this option if the Subscriber Mailbox is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.
- A typical lamp on string is **52866W/W#XG**, where:
 - 52** is an example of an i-Series network node identifier for the remote system.
 - 866** is the i-Series Lamp Control Service Code.
 - W** waits for dial tone from the remote system.
 - /** designates the beginning of the lamp string.
 - W** waits for dial tone from the extension.

Mailbox Options: Subscriber: [Lamp/Logon/Transfer]

#X is the extension lamping string (e.g., #301).

G is the number of new messages.

- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: On* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **G (Number of messages)**

This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P (Pause)**

This command waits for 2 seconds and then continues.

- **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W (Wait for dial tone)**

This command waits for CO dial tone, and then continues.

- **X (Extension number)**

This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.

- **\$ - Not used.**

- **/ (Lamp string separator)**

Use this command to separate the lamp on portion of the string from the network access digits.

Default

- N (None)**

3

[Lamp/Logon/Transfer] Lamp: Access Digit/Lamp String Off**Compatibility Guidelines:**

- For 124i EXCPRU 6.**.** only.

- This option is for *Centralized Voice Mail* and requires i-Series networking. Refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**) for more.

This option provides the lamp off (new messages have been listened to) update commands to the remote i-Series system for this Subscriber Mailbox. Use this option if the Subscriber Mailbox is in a remote i-Series system served by a single voice mail installed in the master i-Series system. For additional details, refer to *Step 3: Setting Up the Voice Mail for Networking* in the i-Series Networking Manual (P/N 92000LAN**).

- See *Centralized Voice Mail* on page 130 for more.

- A typical lamp off string is **52866W/W#X00**, where:

52 is an example of an i-Series network node identifier for the remote system.

866 is the i-Series Lamp Control Service Code.

W waits for dial tone from the remote system.

/ designates the beginning of the lamp string.

W waits for dial tone from the extension.

#X is the extension lamping string (e.g., #301).

00 turns off the message waiting lamp.

- The setting of this option (if any) overrides the setting in *System Options: [Dial Strings]: Lamp Strings: Off* on page 515.

Options

- **Digits** (20 maximum, using 0-9, # and *)

Customize

Mailbox Options: Subscriber: [Lamp/Logon/Transfer]

- **N** (None)
- **A** (Analyzed pause)
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F** (Flash)
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **G** (Number of messages)
This command provides the Subscriber Mailbox new message count (i.e., the number of new messages in the mailbox).
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.
- **X** (Extension number)
This command represents the called extension number. Voice mail will substitute the actual extension number when it encounters an X command.
- **\$** - Not used.
- **/** (Lamp string separator)
Use this command to separate the lamp on portion of the string from the network access digits.

Default

- N** (None)

[Lamp/Logon/Transfer] Transfer: Forced Unscreened Transfer

Use this option to enable or disable Automated Attendant Forced Unscreened Transfer for the Subscriber Mailbox. If enabled, each Screened Transfer (TRF) to the extension is converted to an Unscreened Transfer (UTRF). If disabled, Screened Transfers from the Automated Attendant occur normally.

- See *Screened Transfer* on page 297 and *Unscreened Transfer* on page 329 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Disabled** (unchecked).

[Lamp/Logon/Transfer] Transfer-Only Mailbox

To enable Transfer-Only Mailbox:

- The Subscriber Mailbox must *not* have a Personal Greeting recorded.
- The call can only be routed to the extension from the Automated Attendant (Call Routing Mailbox) TRF option, or via Directory Dialing.

Use this option to designate the Subscriber Mailbox as a Transfer-Only Mailbox. With a Transfer-Only Mailbox, the Automated Attendant can transfer calls to the mailbox but callers cannot leave a message. Transfer-Only Mailbox applies *only* to the following types of calls:

- Calls routed from the Automated Attendant using the Screened Transfer (TRF), Directory Dialing (DIRF or DIRL) or Quick Message (REC) actions.
- Calls routed from a Directory Dialing Mailbox.

If the call is not answered at the Transfer-Only Mailbox, voice mail routes the call back to the Call Routing or Directory Dialing Mailbox that initially routed it.

- See *Transfer Only Mailbox* on page 321 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Mailbox Options: Subscriber: [Lamp/Logon/Transfer]Default

Disabled (unchecked).

[Lamp/Logon/Transfer] Logon: Use Remote Logon as Direct Logon

Use this option to change the Remote Logon protocol for the extension associated with this Subscriber Mailbox. A Remote Logon occurs when an extension user directly dials a voice mail port (instead of pressing their Message Waiting key). If enabled, an extension user can dial a specific voice mail port and log onto their mailbox (just as if they pressed their Message Waiting key). If disabled, a Remote Logon requires the extension user to separately dial their mailbox number after dialing a specific voice mail port.

- The setting of this option has no affect on Direct Logon (i.e., pressing the Message Waiting key).
- Normally, this option is not used.
- See *Subscriber Mailbox* on page 306 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

Disabled (unchecked).

[Lamp/Logon/Transfer] Logon: First Log In Option

Use this option to set up the First Time Tutorial options for the Subscriber Mailbox. The First Time Tutorial will occur only when the subscriber logs into their mailbox for the first time.

- See *First Time Tutorial* on page 166 for more.

Options

- **None** (First Log In Option disabled).
- **Option 1**

At initial log in, mailbox plays Announcement Message from the *First Log In Announcement Mailbox* specified below.

■ Option 2

At initial log in, Mailbox plays Announcement Message from the *First Log In Announcement Mailbox* specified below, followed by instructions on how to record a Personal Greeting and Mailbox name as well as enter a Security Code.

Default

None (First Log In Option disabled).

3

[Lamp/Logon/Transfer] Logon: First Log In Announcement Mailbox

Use this option to specify the Announcement Mailbox used for the First Time Tutorial. When you make an entry in this option, be sure you have also enabled either Option 1 or Option 2 in *First Log In Option* above. The First Time Tutorial will occur only when the subscriber logs into their mailbox for the first time.

- From a System Administrator's mailbox, use **SA + AN + Mailbox Number + R + #** to record the Announcement Message for the Announcement Mailbox specified in this option.
- See *First Time Tutorial* on page 166 for more.

Options

- **Announcement Mailbox Number** (7 digits maximum, using 0-9)
- **N (None)**

Default

- **N (None)**

By default, Announcement Mailboxes are 800-809.

[Lamp/Logon/Transfer] External Extension: Enabled

Use this option to enable or disable External Extension for the Subscriber Mailbox. If enabled (and other External Extension programming is complete), Automated Attendant (TRF and UTRF) callers to the subscriber's extension will route to the outside number entered in *External Extension: Number* below. If disabled, Automated Attendant calls will be handled normally.

- See *External Extension* on page 163 for more.

Customize

Mailbox Options: Subscriber: [Lamp/Logon/Transfer]

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Lamp/Logon/Transfer] External Extension: Number

Use this option enter the telephone number that External Extension should dial (e.g., 2039265400).

- Normally, this entry should not include trunk access codes (such as FP9). You should enter these codes in *Customize: System Options: [Dial Strings]: Transfer Strings: External:* on page 511.
- See *External Extension* on page 163 for more.

Options

- **Digits** (15 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P (Pause)**

This command waits for 2 seconds and then continues.

- **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W (Wait for dial tone)**

This command waits for CO dial tone, and then continues.

- **\$ - Not used.**

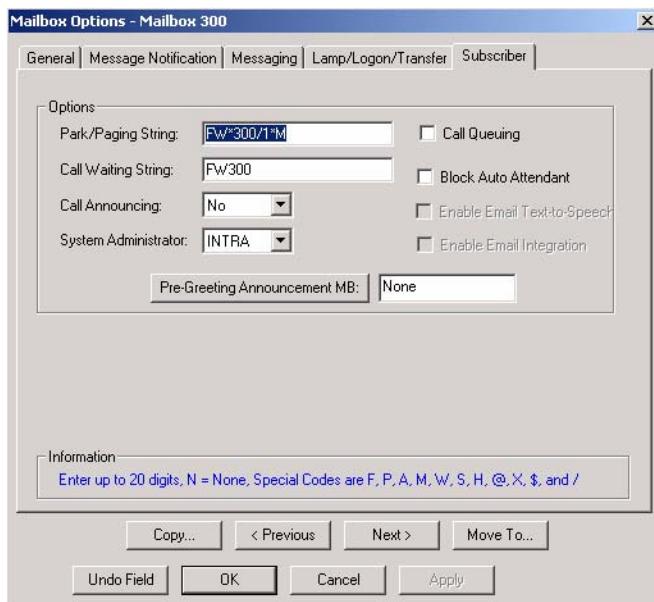
Default

- ✓ **N (None).**

Subscriber Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.



3

[Subscriber] Options: Park/Paging String

This string is automatically set up during installation.

- In 28i/124i and DS2000, ***do not*** change this string from its default setting.
- In Aspire, this string should be ***FW*ext/P*10M***.

Use this option to set up the Park and Page string. voice mail uses this string to make a Personal Park at the subscriber's extension and then Page the subscriber with the prerecorded Paging Message.

- To use Park and Page, the Subscriber Mailbox must have the Paging Message Recorded. From the subscriber's mailbox, use **PG + R + Record message + #** to record the Paging Message.
- Park and Page interacts with Personal Greeting.
- See *Park and Page* on page 278 for more.

Options

- Digits** (20 maximum, using 0-9, # and *)
- N (None)**
- A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- H (Hang up)**
This command tells voice mail to hang up. To set the duration of the Hang Up Timer, see *Customize: System Options: [Timer]: Timers (1 = 10 msec): Hang Up Timer* on page 519.
- M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

Customize

Mailbox Options: Subscriber: [Subscriber]

■ P (Pause)

This command waits for 2 seconds and then continues.

■ S (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

■ W (Wait for dial tone)

This command waits for CO dial tone, and then continues.

■ X - Not used.

■ @ - Not used.

■ \$ - Not used.

■ / (Park and Page string separator)

Use this command to separate the Park (first) portion of the string from the Page (second) portion.

Default

(28i/124i) FW*ext/*10M (ext = subscriber's extension number)

(DS2000) FW**ext/*10M (ext = subscriber's extension number)

(Aspire) FW**ext/*10M (ext = subscriber's extension number)

[Subscriber] Options: Call Waiting String

**The Call Waiting string is automatically set up during voice mail installation.
Normally, you should not change this option from its default value.**

Use this option to set up the Call Waiting string. voice mail uses this string send Call Waiting beeps to a busy extension, indicating that an Automated Attendant call is waiting to be answered.

- To use Call Waiting, the Subscriber Mailbox must have Call Waiting turned on. From the subscriber's mailbox, use **OP + CW + O + #** to enable call Waiting.
- Park and Page interacts with Personal Greeting. Paging Message and Personal Greeting disable Call Waiting.
- *Call Waiting* on page 124 for more.

Options

■ Digits (20 maximum, using 0-9, # and *)

■ N (None)

■ A (Analyzed pause)

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

■ F (Flash)

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

■ M (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

■ P (Pause)

This command waits for 2 seconds and then continues.

■ S (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

■ \$ - Not used.

■ / - Not used.

■ | - Not used.

Default

FW (followed by the extension number)

[Subscriber] Options: Call Announcing

Use this option to enable or disable Call Announcing for the Subscriber Mailbox. Call Announcing lets the subscriber know who is calling before they answer an Automated Attendant call.

- To use Call Announcing, the Subscriber Mailbox must have Call Announcing turned on. From the Subscriber's Mailbox, use **OP + CA + O + #** to enable Call Announcing.
- Call Announcing may require the subscriber's extension to have Voice Over enabled (see Option 2 below).

Mailbox Options: Subscriber: [Subscriber]

- See *Call Announcing* on page 110 for more.

Options

- **N (None)**

Call Announcing disabled.

- **Option 1**

Call Announcing is available when the called subscriber's extension is idle.

- When an Automated Attendant caller dials the subscriber's extension, voice mail asks them to record their name (and press #). Voice mail then calls the extension.
- After the subscriber answers the call (and says "hello"), voice mail announces the call (using the caller's recorded name).
- The subscriber can then dial 1 to accept the call or hang up to have the call go to their mailbox.
- If the subscriber hangs up, the outside caller can then dial 1 to leave a message or 2 for other options (i.e., route back to the Automated Attendant).

- **Option 2**

Call Announcing is available when the called subscriber's extension is idle (the same as Option 1), as well as when the subscriber is busy on a handset call. ***This option requires that Voice Over be enabled for the subscriber's extension.*** When the subscriber is busy on a handset call:

- Voice mail announces the call (using the caller's recorded name) in the handset.
- The subscriber can press HOLD (within 4 seconds) to pick up the call, or ignore the announcement to have the call go to their mailbox.
- If the subscriber ignores the call, the outside caller goes directly to the subscriber's mailbox and can leave a message.

Default

- ✓ **N (None)**

Call Announcing disabled.

3

[Subscriber] Options: System Administrator

Use this option to designate the Subscriber Mailbox as a System Administrator. This allows the subscriber to use the **SA** options after logging onto their mailbox.

- See *System Administrator* on page 310 for more.

Options

- **No** - Subscriber Mailbox is not a System Administrator.
- **INTRA** - Subscriber Mailbox is a System Administrator only for its own tenant group.
- **INTER** - Subscriber Mailbox is a System Administrator for all tenant groups.
- **Yes** - Subscriber Mailbox is a System Administrator.

Default

- ✓ (28i/124i and Aspire) Mailbox 301 is **INTRA**. All other mailboxes are **No**.

- ✓ (DS2000) Mailbox 300 is **INTRA**. All other mailboxes are **No**.

[Subscriber] Options: Call Queuing**Compatibility Guidelines:**

- This option is only available on UltraMail 2000 and Aspire Mail Plus.

Use this option to enable or disable Call Queuing for the Subscriber Mailbox.

- See *Call Queuing* on page 116 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

Customize

Mailbox Options: Subscriber: [Subscriber]

[Subscriber] Options: Block Auto Attendant

Use this option to have the Subscriber Mailbox block calls from the Automated Attendant. If enabled, the mailbox will block Screened Transfers (TRFs), Unscreened Transfers (UTRFs), and Directory Dialing (DIRF and DIRL). This option will also block calls routed from a Directory Dialing Mailbox.

- See *Call Blocking* on page 113 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Disabled** (unchecked).

[Subscriber] Options: Pre-Greeting Announcement Mailbox

Use this option to set up the Pre-Greeting Announcement Mailbox feature for the Subscriber Mailbox. If enabled, callers leaving a message in the Subscriber Mailbox hear the Announcement Message recorded for the specified Pre-Greeting Announcement Mailbox prior to hearing the mailbox's Personal Greeting.

- Clicking on the *Pre-Greeting Announcement MB* button automatically opens the programming screen for the designated Announcement Mailbox.
- See *Pre-Greeting Announcement Mailbox* on page 284 for more.

Options

- **Announcement Mailbox Number** (up to 7 digits, using 0-9, # and *).
- **N** (None).

Default

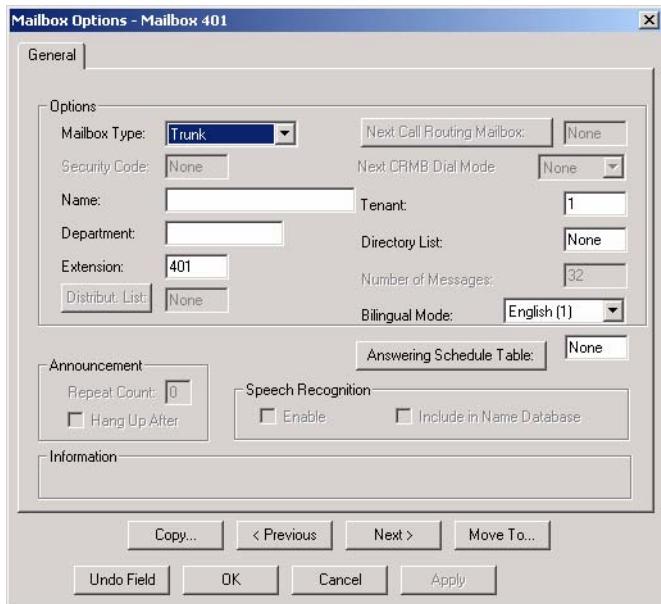
- ✓ **N** (None). The default Announcement Mailboxes are 800-809.

Description

A Trunk Mailbox allows a specific telephone system trunk to have its own Answering Table. This permits the voice mail Automated Attendant to provide a unique Welcome Message, Instruction Menu, and dialing options for each trunk.

- See *Trunk Mailbox* on page 326 for more.

General Tab



3

[General] Options: Mailbox Type

Use this option to select the mailbox type.

Options

- Select **Trunk**.

Default

- ✓ See the following chart:

Default Mailbox List [] Indicates Aspire Mail and UltraMail capacities.				
Mailbox Type	28i/124i	Aspire	DS2000 V2	DS2000 V3
Subscriber	301-372 [301-324]	301-499 [301-396]	300-331 [300-331]	300-427 [300-331]
Trunk	001-052 [001-008]	001-072 [001-024]	401-416 [401-416]	101-164 [101-116]
Undefined	713 [105]	666 [17]	889 [89]	745 [89]
Total	1000 [200]	1000 [200]	1000 [200]	1000 [200]

[General] Options: Name

You can program a name for the Trunk Mailbox. This name appears on system reports.

- You cannot use the Trunk Mailbox name for Directory Dialing. Callers cannot directly access the Trunk Mailbox.

[General] Options: Department

Use this option to assign a department name to the Trunk Mailbox. This information appears on the *Distribu-*

Customize

Mailbox Options: Trunk: [General]

tion List (page 537) and *Mailbox Options* (page 541) reports.

Options

- **Characters** (10 characters maximum, using any keyboard characters).

Default

- No entry.

[General] Options: Extension

Use this option to assign the Trunk Mailbox to a telephone system trunk. The options programmed for the Trunk Mailbox apply to each call answered on the specified trunk. Normally, this option is the same as the Trunk Mailbox number.

- See *Trunk Mailbox* on page 326 for more.

Options

- **Digits** (7 digits maximum, using 0-9).
- **N (None)**

Default

- Extension* is the same entry as *Mailbox Number*.

[General] Options: Tenant

Use this option to specify to which Tenant Group the Trunk Mailbox belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenant Groups 1-4)

Default

- 1**

[General] Options: Directory List

This option is not used.

[General] Options: Bilingual Mode

Compatibility Guidelines:

- *This option is not available on Aspire Mail and UltraMail. It is only available on Aspire Mail Plus and UltraMail 2000 version 11.02.15 or higher.*
- Bilingual Voice Prompts require Admin version 3.0.1.7 or higher.

Use this option to set the prompt language for any calls handled by this Trunk Mailbox. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages. When the Automated Attendant answers a call on the trunk handled by this Trunk Mailbox, the caller hears voice prompts in the language specified by this option.

- This option applies only to voice mail's prerecorded voice prompts. If you intend to record a customized Welcome Message and Instruction menu, consider recording it in the language specified by this option.
- See *Bilingual Voice Prompts* on page 105 for more.

Options

- Choose one of 2 language choices.
- Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default

- English (1)**

This is English mnemonic.

[General] Answering Schedule Table

Use this option to specify which Answering Table will answer the trunk specified in the *Extension* option for this Trunk Mailbox. The selection you make in this option overrides the setting of *Customize: Port Options: Customize: [General] Options: Extension* on page 499.

- Clicking on the *Answering Schedule Table* button automatically opens the programming screen for the designated Answering Schedule Table.
- See *Trunk Mailbox* on page 326 for more.

Options

- **1-16** (Answering Tables 1-16)
- **N (None)**

Default

- N (None)**

Customize

Outbound Notification: Add List

Description

This option is not used.

Customize

Outbound Notification: Edit List

Description

This option is not used.

3

Customize

Outbound Notification: Delete List

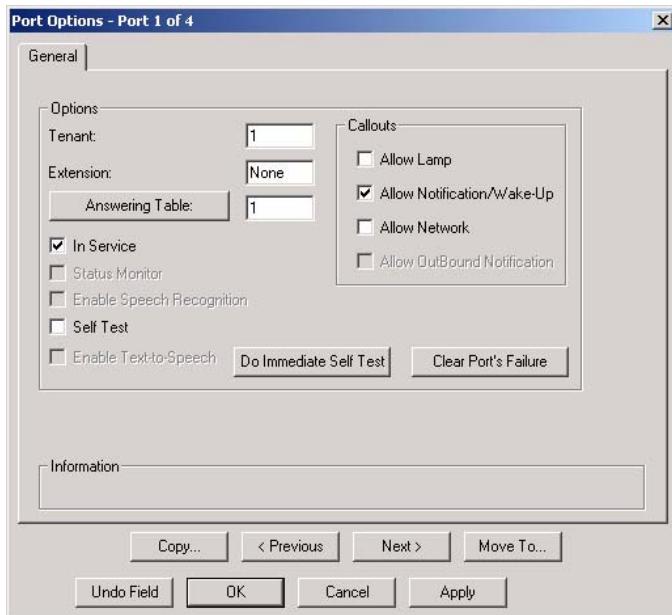
Description

This option is not used.

Description

Use Port Options to set miscellaneous options for each voice mail port. For a summary of how each port is programmed, see *Reports: Port: Options* on page 549 and *Reports: Port: Usage* on page 550.

General Tab



3

[General] Options: Tenant

Use this option to specify to which Tenant Group the voice mail port belongs. If Tenant Groups are not set up in *Customize: System Options: [General 1]: Tenant: Number of Tenants* on page 504, voice mail provides a single tenant.

- See *Tenant Service* on page 314 for more.

Options

- 1-4 (Tenant Groups 1-4)

Default

✓ 1

[General] Options: Extension

Make an entry in this option to enable the second portion of the port's Self Test diagnostic (see the *Self Test* option below.) The entry for this option is arbitrary, since the Self Test only dials the first digit of this entry.

- See *Diagnostics* on page 141 for more.

Options

- Digits (7 digits maximum, using 0-9)
- N (None)

Default

✓ N (None)

[General] Options: Answering Schedule Table

Use this option to specify the Answering Table voice mail assigns to the voice mail port when it answers an outside (trunk) call. The selection you make in this option is overridden by the setting of *Customize: Mailbox Options: Trunk: [General] Answering Schedule Table* on page 495.

Customize

Port Options: [General]

- Clicking on the *Answering Schedule Table* button automatically opens the programming screen for the designated Answering Schedule Table.
- See *Automated Attendant* on page 99 for more.

Options

- **1-16** (Answering Tables 1-16)
- **N** (None)

Default

- N** (None)

[General] Options: In Service

Use this option to take the voice mail port in or out of service. Once removed from (out) of service, the port will not answer any voice mail calls or process voice mail features.

- See *Diagnostics* on page 141 for more.

Options

- **Checked** (in service) or **Unchecked** (out of service).

Default

- Checked** (in service).

(All voice mail ports installed in *File: Install: Phone System: Screen 2 – Ports and Mailbox Security Code* on page 343 are automatically placed in service.)

[General] Options: Self Test

Use this option to enable the Self Test diagnostic for the voice mail port. If enabled, the Self Test diagnostic will occur and then repeat according to the setting of *Customize: System Option: [General 2]: Miscellaneous: Port Self Test Timer (minutes)* on page 508.

- The Port Activity report shows the Self Test while it is in progress. See *View: Port Activity* on page 358 for more.
- See *Diagnostics* on page 141 for more.

The Self Test is in 2 parts:

1. Dial Tone Test

The voice mail port goes off hook and waits for dial tone. If dial tone is detected, the test is successful. If dial tone is not successful, the test fails and voice mail takes the port out of service.

2. Digit Test

After detecting dial tone, the voice mail port dials a digit (which is the leading digit of the *Extension* option above). If the dialing the digit breaks dial tone, the test is successful. If dialing the digit does not break dial tone, the test fails and voice mail takes the port out of service.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Unchecked** (disabled).

[General] Options: Callouts: Allow Lamp

Be sure at least one voice mail port has this option enabled.

Use this option to enable or disable message waiting lamp updates to the telephone system for this port.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Unchecked** (disabled) for ports 1-3.

- Checked** (enabled) for port 4.

[General] Options: Callouts: Allow Notification/Wake-Up

If Message Notification is enabled for the system, be sure at least one voice mail port has this option enabled.

Use this option to enable or disable Message Notification callouts for this port. If enabled, Message Notification can use this port when dialing the callout number. If disabled, Message Notification cannot use this port for callouts.

- See *Message Notification* on page 226 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled) for ports 1-3.

- ✓ **Checked** (enabled) for port 4.

[General] Options: Callouts: Allow Network

If Networking is enabled for the system, be sure at least one voice mail port has this option enabled.

Use this option to enable or disable Networking callouts for this port. If enabled, Networking can use this port when calling the remote site to deliver a network message. If disabled, this port is unavailable for Networking callouts.

- See *Networking (AMIS)* on page 264 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

3

[General] Options: Do Immediate Self Test

Use this option to perform an immediate Self Test diagnostic on the port. See *Self Test* above for more on this diagnostic.

- Clicking on the *Do Immediate Self Test* button immediately runs the Self Test diagnostic for the port.
- See *Diagnostics* on page 141 for more.

Options

- N/A

Default

- ✓ N/A

[General] Options: Clear Port's Failure

If the Self Test diagnostic reports a failure, and you correct the cause of the failure, use this option to put the port back in service and clear the failure from the Port Activity log. See *Self Test* above for more on the Self Test diagnostic.

- Clicking on the *Clear Port's Failure* button immediately clears the failure from the Port Activity log.
- See *Diagnostics* on page 141 for more.

Options

- N/A

Default

- ✓ N/A

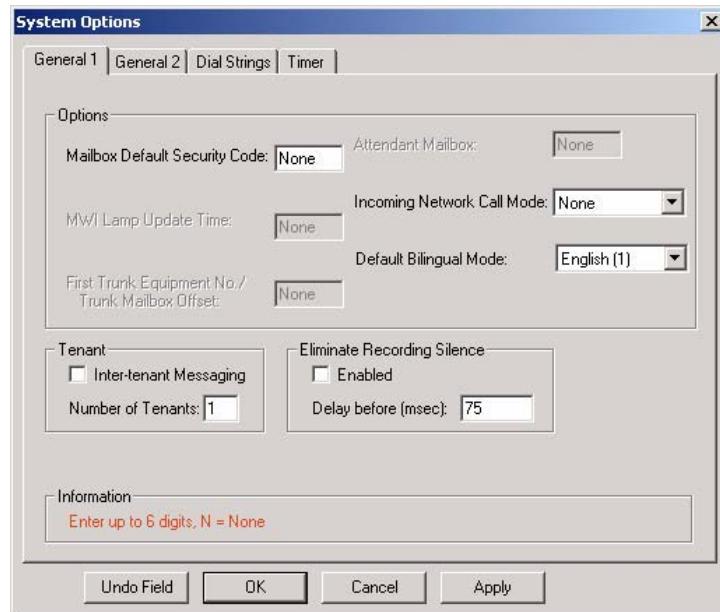
Customize

System Options: [General 1]

Description

Use System Options to customize various system-wide settings. For a summary of the system options, see *Reports: System Options* on page 551.

General 1 Tab



[General 1]: Options: Mailbox Default Security Code

Use this option to set the default security code for each mailbox you manually create. If you don't specify a default security code during initial installation in *File: Install: Phone System (Installation Wizard): Screen 2 - Ports and Mailbox Security Code*, mailboxes do not have security codes. Each mailbox you create *after* the initial installation uses the Security Code you enter for this option.

- An extension user can also use **OP** in *Mailbox Options* to enter or change their Security Code.
- See *Security Code* on page 300 for more.

Options

- **Digits** (6 digits maximum, using 0-9).
- **N (None)**.

Default

- ✓ **N (None)**.

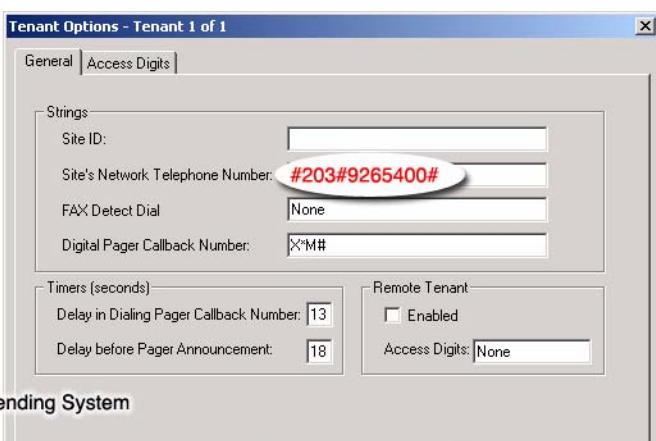
Customize

System Options: [General 1]

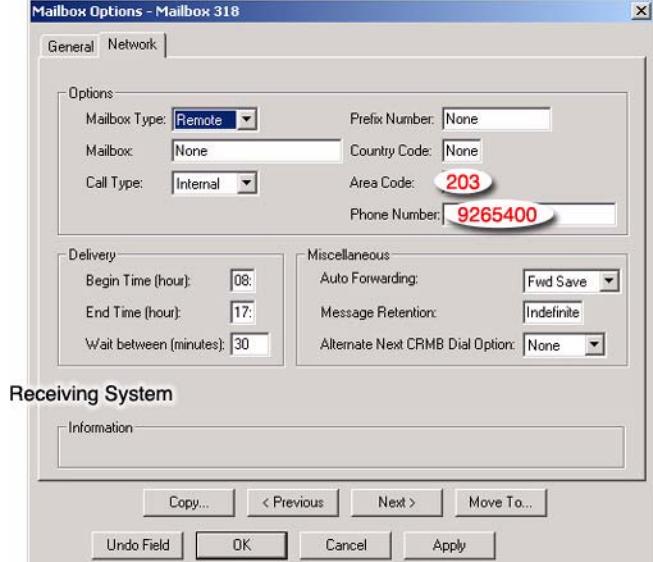
[General 1]: Options: Incoming Network Call Mode

Use this option when setting up *Networking Site Restriction* (page 265). The illustration below shows an example of the related options in both the sending and receiving systems for a typical system installed in North America.

1. In the sending system, refer to *Customize: Tenant Options: [General] Strings: Site's Network Telephone Number* on page 521 and enter the *Site's Network Telephone Number* (using # delimiters).
 - Enter the number exactly as it should be dialed, excluding the leading 1 (if required) and trunk access codes.
2. In the receiving system, enter this same number in the Network Mailbox and turn on *Selected* Incoming Network Call Mode in System Options.
 - In the telephone number in the following *Customize: Mailbox Options: Network*: fields:
 - *[Network] Options: Prefix Number* on page 466.
 - *[Network] Options: Country Code* on page 466.
 - *[Network] Options: Area Code* on page 466.
 - *[Network] Options: Phone Number* on page 466.
 - The mailbox can be either a Network Remote Mailbox or a Network Alias Mailbox.
 - Choose *Selected* in *Incoming Network Call Mode*.



Sending System



Receiving System

3

Options

- **None** (Incoming network calls are not accepted).
- **All** (All incoming network calls are accepted).

Customize

System Options: [General 1]

- **Selected** (Network Site Restriction is enabled — only some calls are allowed. See above.)

Default

- ✓ **None** (Incoming network calls are not accepted).

[General 1]: Options: Default Bilingual Mode

Compatibility Guidelines:

- This option requires voice mail software version 11.05.02 or higher.

Use this option to set the system voice prompt language. Your choices are **English (1)** (English mnemonic) and **English (2)** (English numeric), unless the System Administrator has substituted **French** or **Spanish** for one (or both) of these default languages.

- This option applies only to voice mail's prerecorded voice prompts. If you intend to record a customized Welcome Message and Instruction menu, consider recording it in the language specified by this option.
- This setting **does not** determine the default language for new mailboxes. Refer to mailbox programming instead.

Options

- Choose one of 2 language choices.
- Normally, the options are:
 - English (1)** - English mnemonic.
 - English (2)** - English numeric.

Default

- ✓ **English (1)**

This is English mnemonic.

[General 1]: Tenant: Intertenant Messaging

Use this option to enable or disable inter-tenant messaging. If enabled, all messaging and routing capabilities are available to all members of all tenant groups. If disabled, messaging and routing is prevented across tenant groups. For example, an Automated Attendant caller answered by a Call Routing Mailbox in tenant group 1 cannot dial an extension in any other tenant group.

- Intertenant Messaging applies to all voice mail ports and to the following mailbox types:
 - Announcement
 - Call Routing
 - Directory Dialing
 - Distribution
 - Guest
 - Interactive
 - Message Center
 - Subscriber
 - Trunk
- See *Tenant Service* on page 314 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

[General 1]: Tenant: Number of Tenants

Use this option to enter the number of separate tenants (tenant groups) voice mail should support.

- See *Tenant Service* on page 314 for more.

Options

- **1-4** (Tenants 1-4)

Default

- ✓ **1** (Voice mail has a single tenant group).

Customize System Options: [General 1]

[General 1]: Eliminate Recording Silence: Enabled

**Enabling this option may cause stored messages
to sound choppy and/or unnatural.**

Use this option to enable or disable Recording Silence Elimination. If enabled, voice mail will automatically remove quiet (silent) periods from recorded messages to conserve message space. If disabled, voice mail will record most short periods of silence.

- See *Recording Silence Elimination* on page 291 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Unchecked** (disabled).

[General 1]: Eliminate Recording Silence: Delay before (msec)

**Setting this timer too short may cause stored messages
to sound choppy and/or unnatural.**

When *Eliminate Recording Silence* is enabled, this timer determines the maximum length of recorded silence voice mail will allow in a recorded message. Silent periods longer than this interval are automatically deleted from the message.

- See *Recording Silence Elimination* on page 291 for more.

Options

- **16-1048544 mSec**
(1048544 mSec is about 17 minutes)

Default

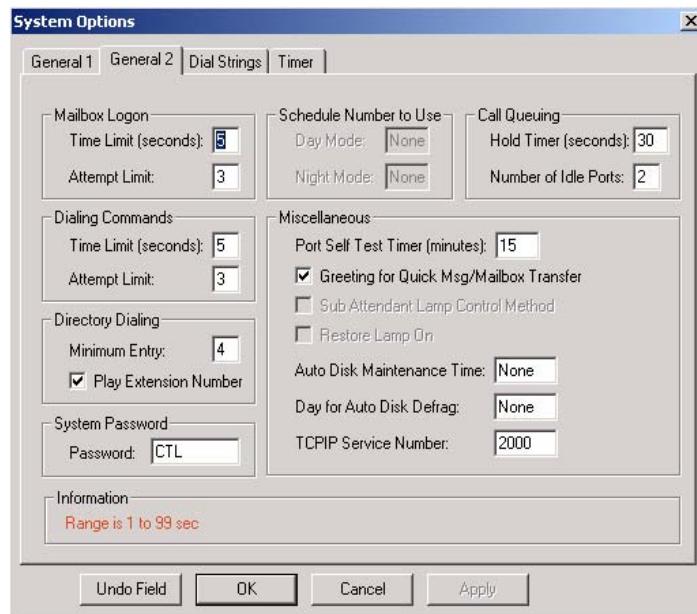
- 16 mSec

3

Customize

System Options: [General 2]

General 2 Tab



[General 2]: Mailbox Logon: Time Limit (seconds)

When voice mail requests the caller to enter their mailbox number or security code, this timer determines how long voice mail will wait before repeating the request.

- The *Mailbox Logon: Attempt Limit* option below sets how many times (total) voice mail will make the request before rerouting the call.
- See *Log Onto Voice Mail* on page 201 and *Security Code* on page 300 for more.

Options

- **1-99 seconds**

Default

✓ 5

[General 2]: Mailbox Logon: Attempt Limit

When voice mail requests the caller to enter their mailbox number or security code, this option determines how many times voice mail will make the request (total) before rerouting the call. This also determines how many times the caller can enter incorrect data.

- The *Mailbox Logon: Time Limit (seconds)* option above sets how long voice mail will wait before repeating the request.
- See *Log Onto Voice Mail* on page 201 and *Security Code* on page 300 for more.

Options

- **1-99 attempts**

Default

✓ 3

[General 2]: Dialing Commands: Time Limit (seconds)

When voice mail requests the caller to dial a command, this timer determines how long voice mail will wait before repeating the request.

- The *Dialing Commands: Attempt Limit* option below sets how many times (total) voice mail will make the request before rerouting the call.
- See *Log Onto Voice Mail* on page 201 for more.

Customize

System Options: [General 2]

Options

- **0-99 seconds**

Default

✓ 5

[General 2]: Dialing Commands: Attempt Limit

When voice mail requests the caller to dial a command, this option determines how many times voice mail will make the request (total) before rerouting the call.

- The *Dialing Commands: Time Limit (seconds)* option above sets how long voice mail will wait before repeating the request.
- See *Log Onto Voice Mail* on page 201.

Options

- **1-99 attempts**

Default

✓ 3

[General 2]: Directory Dialing: Minimum Entry

Use this option to specify the minimum number of letters (dial pad digits) a caller using Directory Dialing must dial to reach the destination extension.

- See *Directory Dialing* on page 148 for more.

Options

- **2-10 letters** (dial pad digits)

Default

✓ 4

3

[General 2]: Directory Dialing: Play Extension Number

Use this option to enable or disable the ability of voice mail to announce the destination extension's number to Directory Dialing callers.

■ If enabled:

- When the extension's name *is* recorded, voice mail plays the recorded name, announces the extension number, says "Please hold a moment" and then transfers the call.
- When the extension's name *is not* recorded, voice mail says "Please hold a moment" and then transfers the call.

■ If disabled:

- When the extension's name *is* recorded, voice mail plays the recorded name, says "Please hold a moment" and then transfers the call.
- When the extension's name *is not* recorded, voice mail says "Please hold a moment" and then transfers the call.

- See *Directory Dialing* on page 148 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

✓ Checked (enabled).

[General2]: System Password: Password

Use this option to set the password you must enter when starting the Admin program. If you don't enter the correct password, you can't launch the program.

- See *Admin Startup Programming* on page 33 for more.

Options

- Any keyboard characters (6 max.).

Default

✓ CTL

Customize

System Options: [General 2]

[General 2]: Call Queuing: Hold Timer (seconds)

Compatibility Guidelines:

- This option is only available on UltraMail 2000 and Aspire Mail Plus.

Use this timer to set the Call Queuing wait (queue) time. If a Subscriber Mailbox has Call Queuing enabled, Automated Attendant callers to the subscriber's busy extension will wait this interval for the extension to become free. When this timer expires, the Call Queuing call processing begins.

- See *Call Queuing* on page 116 for more.

Options

- **1-240 seconds**

Default

- 30 seconds**

[General 2]: Call Queuing: Number of Idle Ports

Compatibility Guidelines:

- This option is only available on UltraMail 2000 and Aspire Mail Plus.

Use this option to set the minimum number of voice mail ports that must be idle before voice mail can queue for a busy extension. This is required because Call Queuing uses one port for each call that it queues.

- See *Call Queuing* on page 116 for more.

Options

- **1-3 ports**

Default

- 2 ports**

[General 2]: Miscellaneous: Port Self Test Timer (minutes)

If a voice mail port has the automatic Port Self Test Diagnostic enabled, this timer sets the interval between diagnostic attempts.

- *Diagnostics* on page 141 for more.

Options

- **0-9999 minutes**

Default

- 15 minutes**

[General 2]: Miscellaneous: Greeting for Quick Message / Mailbox Transfer

Use this option to enable or disable the mailbox greeting for calls sent to a Subscriber Mailbox from an Automated Attendant Quick Message.

- If enabled, Quick Message callers hear the subscriber Mailbox greeting, followed by a beep, and can then leave a message.
- If disabled, Quick Message callers hear, "At the tone, you can leave your message for," followed by a beep, and can then leave a message.
- See *Quick Message* on page 287.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Checked** (enabled).

[General 2]: Miscellaneous: Auto Disk Maintenance Time

Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher. It did not function in prior versions.

Use this entry to set the time of day at which the voice mail will automatically perform an archive. If set, this ensures that voice mail will always have a current archive.

Customize System Options: [General 2]

Archive stores a compressed copy of system files (i.e., voice mail database) and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) on the voice mail hard drive or flash card (depending on the version installed). *Archive* does not back up the files to the Admin PC. In addition, *Archive* does not back up messages left by a caller in a mailbox.

Archive also ensures that Aspire Mail and UltraMail (flash-based) systems will always be able to do a Backup and Restore, even if the CompactFlash card is full of voice mail messages.

- You should schedule daily maintenance for a time when it is unlikely that the voice mail will be in use (such as 2:00 AM). The voice mail system is not accessible during the archive.
- See *Local Backup and Archive* on page 198 for more.

Options

- **HH:MM** (hours:minutes using a 24-hour clock)
For example, 5:00 PM = 17:00.
- **N (None)**

Default

- N (None)**

[General 2]: Miscellaneous: Day for Auto Disk Defrag.

This option is currently not used.

[General 2]: Miscellaneous: TCPIP Service Number

If you change this option, you must restart voice mail.

3

Use this option to enter the voice mail TCPIP Service Number (port number). *Unless it conflicts with other software already running on your network, leave this option at its default settings (2000).*

Options

- **1024-32767**

Default

- 2000**

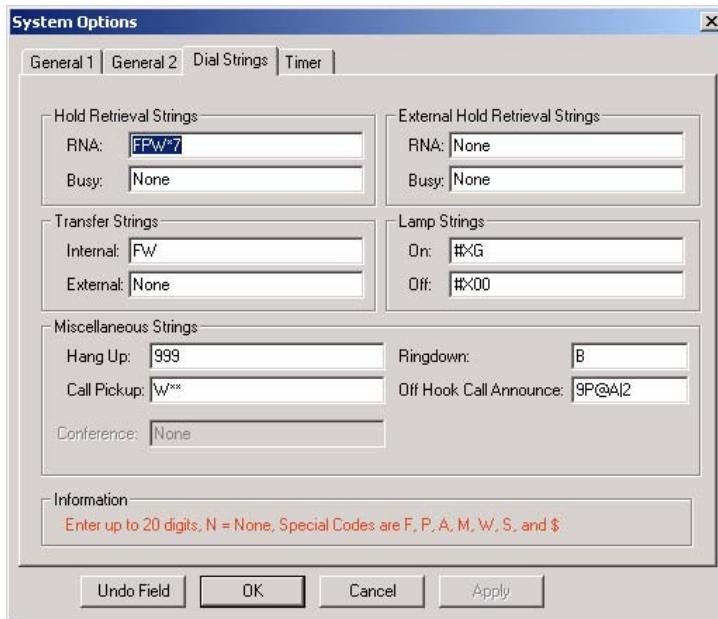
Customize

System Options: [Dial Strings]

Dial Strings Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, **take care not to enter illegal characters** (such as dashes). Enter only those characters allowed by the option you are programming.



[Dial Strings]: Hold Retrieval Strings: RNA:

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set the dial string voice mail uses to pick up an outside call from Hold. Voice mail will dial this string if it places an Automated Attendant screened Transfer (TRF) and the destination extension does not answer or is busy.

- See *Automated Attendant* on page 99 for more.

Options

- Digits** (20 maximum, using 0-9, # and *)
- N (None)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- P (Pause)**
This command waits for 2 seconds and then continues.
- S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.

- \$ - Not used.

Default

- FPW*7** (Flash, pause, wait for dial tone, then dial *7)

[Dial Strings]: Hold Retrieval Strings: Busy:

This option is not used.

[Dial Strings]: Transfer Strings: Internal:

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set the dial string voice mail uses to transfer an outside call. Voice mail will dial this string when the Automated Attendant initiates either a screened (TRF) or unscreened (UTRF) transfer.

- See *Automated Attendant* on page 99 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (I = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- \$ - Not used.

Default

- (DS2000) FW**

- (28i/124i and Aspire) FPW**

3

[Dial Strings]: Transfer Strings: External:

Use this option to set up the dial string voice mail uses when routing an External Extension transfer. This string is typically a flash (**F**) followed by a trunk access string (such as **P9**).

- See *External Extension* on page 163 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (I = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.

Customize

System Options: [Dial Strings]

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

Default

N (None)

[Dial Strings]: Miscellaneous Strings: Hang Up

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the dial string voice mail uses to hang up a call.

Options

- **Digits** (20 maximum, using 0-9, # and *)

- **N** (None)

Default

999

[Dial Strings]: Miscellaneous Strings: Call Pickup

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the string voice mail uses for Directed Call Pickup. Voice mail may use this string when processing calls to the internal modem. This string is the same as the phone system Directed Call Pickup string.

Options

- **Digits** (20 maximum, using 0-9, # and *)

- **N** (None)

- **A** (Analyzed pause)

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F** (Flash)

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

Default

W**

[Dial Strings]: Miscellaneous Strings: Ringdown

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the Ringdown string. When voice mail sets up Call Announcing or Call Waiting, it

Customize System Options: [Dial Strings]

dials this string to tell the phone system **not** to connect the outside call when the extension user lifts the handset.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N** (None)
- **A** (Analyzed pause)
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F** (Flash)
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.
- **\$** - Not used.

Default

(DS2000) **B**

This is a unique entry reserved for DS2000, corresponding to a key on a 16-button dial pad.

(28i/124i and Aspire) **1**

[Dial Strings]: Miscellaneous Strings: Off Hook Call Announce

3

Compatibility Guidelines:

- For DS2000 only.

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the string voice mail requires for the Call Announcing feature. For DS2000, this string should be **6P@A12**.

- See *Call Announcing* on page 110 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N** (None)
- **A** (Analyzed pause)
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F** (Flash)
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **H** (Hang up)
This command tells voice mail to hang up. To set the duration of the Hang Up Timer, see *Customize: System Options: [Timer]: Timers (1 = 10 msec): Hang Up Timer* on page 519.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.

Customize

System Options: [Dial Strings]

- @ (Play Call Announce prompts)
Voice mail plays, “Hello, I have a call for (subscribers extension number or name) from (name that caller recorded.”)
- ! (If busy detected, dial string that follows)
- \$ - Not used.

Default

6P@A12

[Dial Strings]: External Hold Retrieval Strings: RNA

Use this option to set up the RNA External Hold Retrieval String for the External Extension feature. If voice mail routes an External Extension transfer and the called destination is unanswered, it dials this string to retrieve the call. In DS2000, this string is normally **F*7**. In 28i/124i and Aspire, this string is normally **F**.

- See *External Extension* on page 163 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- \$ - Not used.

Default

N (None)

[Dial Strings]: External Hold Retrieval Strings: Busy

Use this option to set up the Busy External Hold Retrieval String for the External Extension feature. If voice mail routes an External Extension transfer and the called destination is busy, it dials this string to retrieve the call. In DS2000, this string is normally **F*7**. In 28i/124i and Aspire, this string is normally **F**.

- See *External Extension* on page 163 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

Customize

System Options: [Dial Strings]

- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.
- **\$** - Not used.

Default

None

[Dial Strings]: Lamp Strings: On

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the dial string voice mail uses to turn on telephone message waiting lamps.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N** (None)
- **A** (Analyzed pause)
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F** (Flash)
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **G** (Number of messages)
This command provides the number of new messages in the mailbox of extension receiving the lamp update.
- **M** (Monitored pause)
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P** (Pause)
This command waits for 2 seconds and then continues.
- **S** (Wait for sound)
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **X** (Extension number)
Voice mail automatically replaces the X command with the number of the extension to receive the lamp update.
- **W** (Wait for dial tone)
This command waits for CO dial tone, and then continues.
- **/** (Beginning of lamp string)
This command designates the beginning of the lamping portion of the string.
- **\$** - Not used.

Default

#XG

3

[Dial Strings]: Lamp Strings: Off

This dial string is automatically set during installation. You should not change this entry from its default setting.

Use this option to set up the dial string voice mail uses to turn off telephone message waiting lamps.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N** (None)
- **A** (Analyzed pause)
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F** (Flash)
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

Customize

System Options: [Dial Strings]

- **G** (Number of messages)

This command provides the number of new messages in the mailbox of extension receiving the lamp update.

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **X** (Extension number)

Voice mail automatically replaces the **X** command with the number of the extension to receive the lamp update.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **/** (Beginning of lamp string)

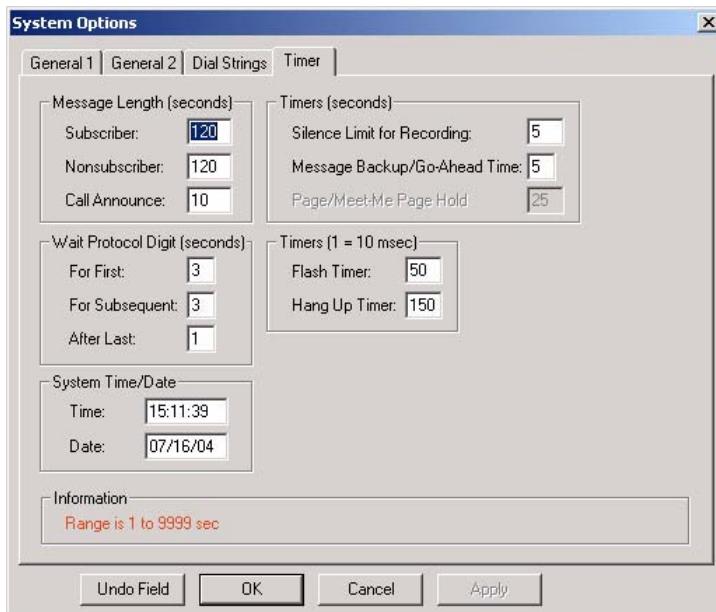
This command designates the beginning of the lamping portion of the string.

- **\$** - Not used.

Default

✓ #X00

Timer Tab



3

[Timer]: Message Length (seconds): Subscriber

Use this option to set the maximum length of recorded messages for:

- Subscriber or Guest Mailbox users dialing **RS** to record and send a message.
- Extension users leaving a message in a Subscriber, Guest, or Message Center Mailbox.
- Outside callers transferred by an extension user to a Subscriber, Guest or Message Center Mailbox.
- Outside Automated Attendant callers accessing a mailbox via a LOGON or GOTO command.
- Subscriber and Guest Mailbox Greetings.
- Call Routing Mailbox Welcome Messages and Instruction Menus.
- Announcement Mailbox messages.
- Interactive Prompts (prompts recorded for an Interactive Mailbox).

See the following for more:

- *Announcement Mailbox* on page 81.
- *Automated Attendant* on page 99.
- *Greeting* on page 178.
- *Guest Mailbox* on page 181.
- *Interactive Messaging* on page 189
- *Message Center Mailbox* on page 214.
- *Message Length* on page 224.
- *Subscriber Mailbox* on page 306

Options

- **1-9999 seconds**

Default

- ✓ **120 seconds**

[Timer]: Message Length (seconds): Nonsubscriber

Use this option to set the maximum length of recorded messages for:

- Automated Attendant callers leaving a message or Quick Message in Guest, Message Center, Network, and Subscriber Mailboxes.
- Outside callers transferred by an extension user to a Message Center Mailbox.

Customize

System Options: [Timer]

See the following for more:

- *Automated Attendant* on page 99.
- *Guest Mailbox* on page 181.
- *Message Center Mailbox* on page 214.
- *Message Length* on page 224.
- *Networking (AMIS)* on page 264.
- *Quick Message* on page 287
- *Subscriber Mailbox* on page 306

Options

- **1-999 seconds**

Default

- ✓ **120 seconds**

[Timer]: Message Length (seconds): Call Announce

Use this option to set the maximum length of the Call Announcing Name. When a Subscriber Mailbox has Call Announcing enabled, this is the name that an Automated Attendant caller must record prior to ringing that extension.

- See *Call Announcing* on page 110 for more.

Options

- **1-999 seconds**

Default

- ✓ **10 seconds**

[Timer]: Wait Protocol Digit (seconds): For First

This timer is automatically set during installation. You should not change this entry from its default setting.

Options

- **0-99 seconds**

Default

- ✓ **3 seconds**

[Timer]: Wait Protocol Digit (seconds): For Subsequent

This timer is automatically set during installation. You should not change this entry from its default setting.

After a voice mail port answers a call, this option determines how long voice mail will wait for the first digit in the protocol string to be sent from the telephone system.

Options

- **0-99 seconds**

Default

- ✓ **3 seconds**

[Timer]: Wait Protocol Digit (seconds): After Last

This timer is automatically set during installation. You should not change this entry from its default setting.

After a voice mail port receives the initial protocol digit from the telephone system, this option determines how long voice mail will wait between each of the subsequent digits.

Options

- **0-99 seconds**

Default

- 1 second**

[Timer]: Timers (seconds): Silence Limit for Recording

Use this timer to set the length of the pause (silence) allowed when a caller is leaving a message or a Subscriber or Guest Mailbox user is recording a message. If the silence is longer than this interval, the caller hears, “*Recording has been paused due to silence.*”

- See *Recording Silence Elimination* on page 291 for more.

Options

- **1-999 seconds**

Default

- 5 seconds**

[Timer]: Timers (seconds): Message Backup/Go Ahead Time

Use this timer to set the backup/go ahead interval. This interval sets how far voice mail backs up when a user dials **B** while recording or listening to a message. This interval also sets how far voice mail jumps ahead when a user dials **G** while listening to a message.

- See *Listening to Messages* on page 196.
- See *Message Record* on page 247.

Options

- **1-60 seconds**

Default

- 5 seconds**

3

[Timer]: Timers (1 = 10 msec): Flash Timer

Use this timer to set the duration of the voice mail port flash (open loop) that occurs when a dial string or option contains a Flash (**F**) command. *You should only change this option if the Flash command causes inadvertent disconnects from the telephone system or outside line.*

Options

- **1-999** in 10 mS increments (1 = 10 mS)

Default

- 50** (500 mS)

[Timer]: Timers (1 = 10 msec): Hang Up Timer

Use this timer to set the duration of the voice mail port hang up (on hook) that occurs when a dial string or options contains a Hang Up (**H**) command. *You should only change this option if the Hang Up command does not consistently hang up (disconnect) the voice mail port.*

Options

- **1-999** in 10 ms increments (1 = 10 ms)

Default

- 150** (1.5 seconds)

[Timer] System Time/Date: Time

This option is not used.

[Timer] System Time/Date: Date

This option is not used.

Customize

Tenant Options: [General]

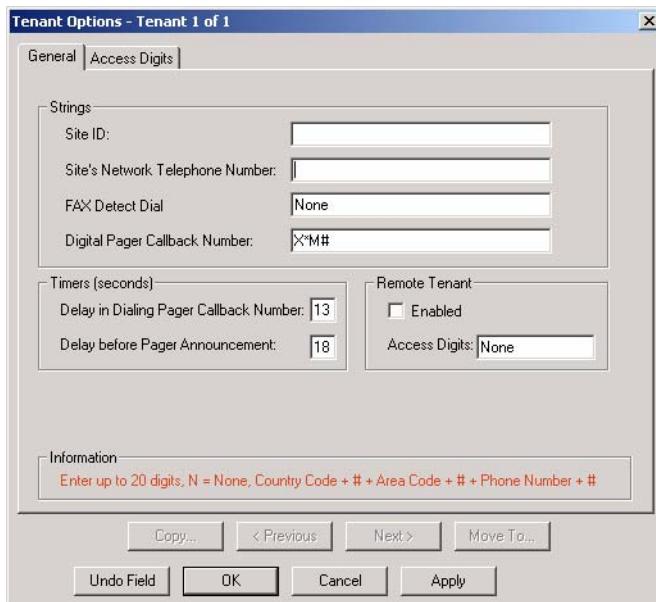
Description

Use Tenant Options to customize various options for each tenant group. If the system has only one tenant group, the settings you make for this option affect the entire system.

General Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.



[General] Strings: Site ID String

Use this option to identify the installation site. For example, you can enter the company name and/or telephone number. This is an information only field that does not appear on any reports.

Options

- **Keyboard characters** (25 maximum)

Default

- ✓ **No entry**

Customize

Tenant Options: [General]

[General] Strings: Site's Network Telephone Number

Use this option when setting up *Networking Site Restriction* (page 265). The illustration below shows an example of the related options in both the sending and receiving systems for a typical system installed in North America.

1. In the sending system, enter the *Site's Network Telephone Number* (using # delimiters as described in *Options* below).
 - Enter the number exactly as it should be dialed, excluding the leading 1 (if required) and trunk access codes.
2. In the receiving system, enter this same number in the Network Mailbox and turn on *Selected Incoming Network Call Mode* in System Options.
 - In the telephone number in the following *Customize: Mailbox Options: Network* fields:
 - *[Network] Options: Prefix Number* on page 466.
 - *[Network] Options: Country Code* on page 466.
 - *[Network] Options: Area Code* on page 466.
 - *[Network] Options: Phone Number* on page 466.
 - The mailbox can be either a Network Remote Mailbox or a Network Alias Mailbox.
 - Choose *Selected* in *Customize: System Options: [General 1]: Options: Incoming Network Call Mode* on page 503.

Sending System

Receiving System

3

Customize

Tenant Options: [General]

The *Site's Network Telephone Number* data is also required for the **MC** (Make Call), **RE** (Message Reply), and **TI** (Time and Date Stamp) features. For example, when a network message recipient listens to a message, they can dial **TI** to hear:

- The Time and Date the message was sent from the remote system.
- The number of the remote system mailbox that sent the message.
- The telephone number of the remote system.

If the *Site's Network Telephone Number* data is not programmed, the message recipient will not hear the telephone number of the remote system.

- See *Networking (AMIS)* on page 264 for more.
- See *Time and Date Stamp* on page 318 for more.

Options

- **Digits** (20 maximum, using 0-9, with # as a delimiter between the codes.
 - Entry must be in the format: **Country Code#Area Code#Telephone Number**
 - If you want to skip a portion of the entry, leave it blank but leave the # as a delimiter. For example, if your system's telephone number is 203-926-5400, you can enter ##9265400.
- **N (None)**.

Default

N (None)

[General] Strings: Fax Detect Dial String

Use this option to enter the number voice mail should dial to transfer an Automated Attendant call on which it detects fax tone. Normally, this entry should be the analog extension number to which the fax machine is connected.

- See *Fax Detection* on page 165 for more.

Options

- **Digits** (20 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**
This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.
- **F (Flash)**
This command hook flashes the voice mail port, which places it on Hold.
 - To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.
- **M (Monitored pause)**
This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.
- **P (Pause)**
This command waits for 2 seconds and then continues.
- **S (Wait for sound)**
This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.
- **W (Wait for dial tone)**
This command waits for CO dial tone, and then continues.
- **\$ - Not used.**

Default

N (None)

[General] Strings: Digital Pager Callback Number

Use this option to set the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. This is the portion of the callout number that is appended to the pager service telephone number. Normally, this option should be **X*M#**, where:

- **X** the number of the extension that generated the notification.
 - ***** is a visual delimiter (to make the pager display easier to read).
 - **M** is the number of new messages in the extension's mailbox.
 - **#** is the digit normally used by the pager service for positive disconnect.
- See *Message Notification* on page 226 for more.

Options

- **Digits** (12 maximum, using 0-9, # and *)
- **M** (Number of messages)
Note that the M command for this option has a unique definition.
- **N (None)**
- **X (Extension number)**
Voice mail automatically replaces the X command with the number of the extension that initially received the message.

Default

- N (None)**

[General] Timers: Delay in Dialing Pager Callback Number

Use this option to set the delay that occurs just before voice mail dials the *Digital Pager Callback Number* portion of the Message Notification callout number for a digital pager. Set this delay so the pager service has enough time to connect to the digital pager before sending the callback number. Your pager service may be able to help you determine the best value for this option (**0-99** seconds).

- See *Message Notification* on page 226 for more.

Options

- **0-99 seconds**

Default

- 13 seconds**

[General] Timers: Delay Before Pager Announcement

Use this option to set the delay that occurs after voice mail dials a radio pager notification number but *before* it broadcasts the radio pager voice announcement.

- See *Message Notification* on page 226 for more.

Options

- **0-99 seconds**

Default

- 18 seconds**

3

[General] Remote Tenant: Enabled

In Aspire Mail/Aspire Mail Plus, enable this option when setting up Centrex Transfer.

- See *Centrex Transfer* on page 132 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- Unchecked** (disabled).

[General] Remote Tenant: Access Digits

In Aspire Mail/Aspire Mail Plus, use this option to store the trunk flash Service Code for Centrex Transfer.

- See *Centrex Transfer* on page 132 for more.

Options

- **Digits** (10 maximum, using 0-9, # and *)

- **N (None)**

- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

Customize

Tenant Options: [General]

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

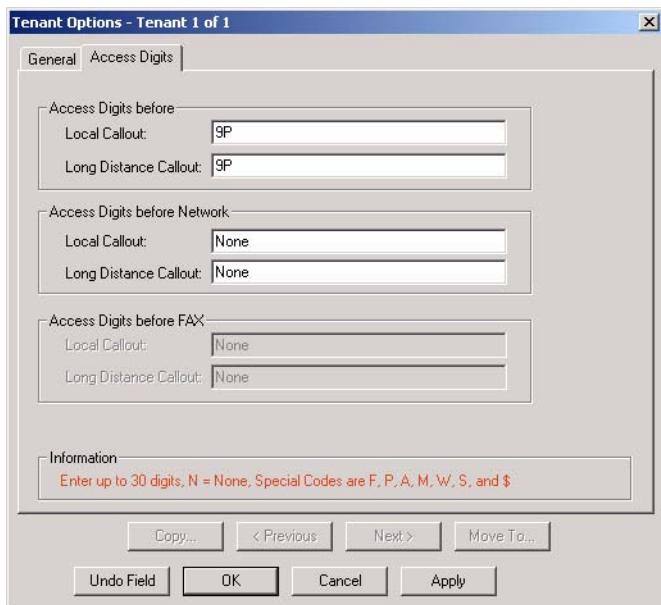
Default

N (None)

Access Digits Tab

Compatibility Guidelines:

- When using the Admin program to enter dial strings, ***take care not to enter illegal characters*** (such as dashes). Enter only those characters allowed by the option you are programming.



3

[Access Digits] Access Digits Before Local Callout

Compatibility Guidelines:

- The default entry for this option is 9P in voice mail software version 11.05 or higher. In prior versions, this code was undefined.

Use this option to enter the dialing prefix that enables voice mail to seize an outside line to place a local Message Notification callout. Voice mail defines local numbers as 5-8 digits long.

- ***In DS1000/2000 and 28i/124i, a typical entry is 9P, where:***

- **9** is the trunk access code.
- **P** is a pause.

- ***In Aspire, a typical entry is 804xW, where:***

- **804** is the outgoing trunk group Service Code.
- **x** is the number of the trunk group you want to use (e.g., 1).
- **W** waits for CO dial tone.

- Do not use 9 for the Aspire trunk access code.

- See *Message Notification* on page 226 for more.

The following toll-free numbers are also considered local callouts:

- 1-800-XXX-XXXX
- 1-877-XXX-XXXX
- 1-888-XXX-XXXX

Options

- **Digits** (30 maximum, using 0-9, # and *)
- **N (None)**
- **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

Customize

Tenant Options: [Access Digits]

- **F** (Flash)

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

Default

9P

[Access Digits] Access Digits Before Long Distance Callout

Compatibility Guidelines:

- The default entry for this option is 9P in voice mail software version 11.05 or higher. In prior versions, this code was undefined.

Use this option to enter the dialing prefix that enables voice mail to seize an outside line to place a long distance Message Notification callout. Voice mail defines long distance numbers as more than 8 digits long.

- **In DS1000/2000 and 28i/124i, a typical entry is 9P**, where:

- **9** is the trunk access code.

- **P** is a pause.

- **In Aspire, a typical entry is 804xW**, where:

- **804** is the outgoing trunk group Service Code.

- **x** is the number of the trunk group you want to use (e.g., 1).

- **W** waits for CO dial tone.

- **Do not use 9 for the Aspire trunk access code.**

Options

- **Digits** (30 maximum, using 0-9, # and *)

- **N** (None)

- **A** (Analyzed pause)

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

- **F** (Flash)

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

Default

9P

[Access Digits] Access Digits Before Network Local Callout

This option is the dialing prefix that enables voice mail to seize an outside line to deliver a network message to a remote system over a local number. Voice mail defines local numbers as 5-8 digits long.

■ ***In DS1000/2000 and 28i/124i, a typical entry is 9P, where:***

- **9** is the trunk access code.
- **P** is a pause.

■ ***In Aspire, a typical entry is 804xW, where:***

- **804** is the outgoing trunk group Service Code.
- **x** is the number of the trunk group you want to use (e.g., 1).
- **W** waits for CO dial tone.
- **Do not use 9 for the Aspire trunk access code.**

■ See *Networking (AMIS)* on page 264 for more.

The following toll-free numbers are also considered local callouts:

- 1-800-XXX-XXXX
- 1-877-XXX-XXXX
- 1-888-XXX-XXXX

Options

■ **Digits** (30 maximum, using 0-9, # and *)

■ **N (None)**

■ **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

■ **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

■ **M (Monitored pause)**

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

■ **P (Pause)**

This command waits for 2 seconds and then continues.

■ **S (Wait for sound)**

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

■ **W (Wait for dial tone)**

This command waits for CO dial tone, and then continues.

■ **\$ - Not used.**

Default

N (None)

3

[Access Digits] Access Digits Before Network Long Distance Callout

This option is the dialing prefix that enables voice mail to seize an outside line to deliver a network message to a remote system over a long distance number. Voice mail defines long distance numbers as more than 8 digits long.

■ ***In DS1000/2000 and 28i/124i, a typical entry is 9P, where:***

- **9** is the trunk access code.
- **P** is a pause.

■ ***In Aspire, a typical entry is 804xW, where:***

- **804** is the outgoing trunk group Service Code.
- **x** is the number of the trunk group you want to use (e.g., 1).
- **W** waits for CO dial tone.
- **Do not use 9 for the Aspire trunk access code.**

Options

■ **Digits** (30 maximum, using 0-9, # and *)

■ **N (None)**

■ **A (Analyzed pause)**

This command waits for 4 seconds, and then continues if busy tone or reorder tone are not detected.

■ **F (Flash)**

This command hook flashes the voice mail port, which places it on Hold.

- To set the duration of the Flash, go to *[Timer]: Timers (1 = 10 msec): Flash Timer* on page 519.

Customize

Tenant Options: [Access Digits]

- **M** (Monitored pause)

This command waits for 2 seconds, and then continues if busy tone or reorder tone are not detected.

- **P** (Pause)

This command waits for 2 seconds and then continues.

- **S** (Wait for sound)

This command waits 2 seconds for any constant sound (such as non-standard dial tone), and continues if sound is detected.

- **W** (Wait for dial tone)

This command waits for CO dial tone, and then continues.

- **\$** - Not used.

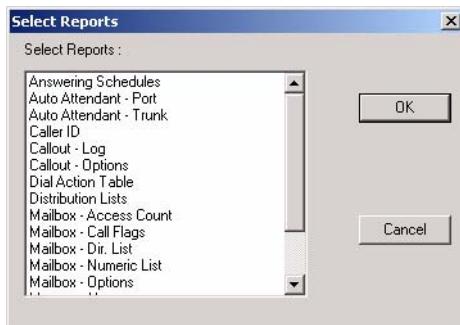
Default

N (None)

Description

Use this report option to include multiple reports in a single composite report.

1. Click on **Reports: Multiple Reports**. You see:



2. Click on the reports you want to include in your multiple report.
 - Where appropriate, voice mail will prompt you with the setup screen for the report as you select it.
 - Refer to the reports on the following for more on the setup screens and definition of the reports.
3. After selecting the individual reports that will comprise your multiple report, click **OK** to generate the composite report.

3

Reports

Auto Attendant: Port

Description

Use this report option to show how voice mail answers outside calls on each voice mail port. The details of this report include:

- The Answering Table assigned to each port.
- The schedule in force for each time of the day and day of the week.
- The Call Routing Mailbox assigned to each schedule.
- The Dial Action Table assigned to each Call Routing Mailbox.
- The key actions for the Dial Action Table assigned to each schedule.
- See *Automated Attendant* on page 99 for more.

1. Click on **Reports: Auto Attendant: Port**. You see:



2. Enter the starting and ending port numbers to include in the report.

3. Click **OK**. You see a report similar to the following:

Mon Sep 30 14:56:51 2002

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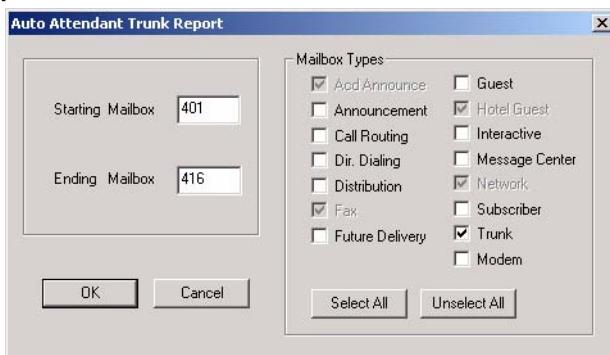
Port 1				
Answer Schedule Table 1				
Schedule 1	Schedule 2	Schedule 3	Schedule 4	
Mo-Fr 08:00	* Mo-Fr 12:00	Mo-Th 17:00	Fr 17:00	
811	812	813	814	
Call Routing	Call Routing	Call Routing	Call Routing	
DAT 1	DAT 1	DAT 2	DAT 2	
0 U-Trf 300	0 U-Trf 300	0 U-Trf 300	0 U-Trf 300	
1 Undef None	1 Undef None	1 Undef None	1 Undef None	
2 Undef None	2 Undef None	2 Undef None	2 Undef None	
3 Trf XXX	3 Trf XXX	3 Trf XXX	3 Trf XXX	
4 Undef None	4 Undef None	4 Undef None	4 Undef None	
5 Undef None	5 Undef None	5 Undef None	5 Undef None	
6 Undef None	6 Undef None	6 Undef None	6 Undef None	
7 Undef None	7 Undef None	7 Undef None	7 Undef None	
8 Undef None	8 Undef None	8 Undef None	8 Undef None	
9 Lang(1) None	9 Lang(1) None	9 Hang up None	9 Hang up None	
* Record1 IV	* Record1 IV	* Record1 IV	* Record1 IV	
# Logon None	# Logon None	# Logon None	# Logon None	
TO U-Trf 300	TO U-Trf 300	TO U-Trf 300	TO U-Trf 300	
<hr/>				
Schedule 5	Schedule 6	Schedule 7	Schedule 8	
Undefined	Undefined	Undefined	Undefined	

Description

If you have set up Trunk Mailboxes to answer outside calls, use this report option to show how the Trunk Mailboxes handle incoming calls. The details of this report include:

- The Answering Table assigned to each Trunk Mailbox.
- The schedule in force for each time of the day and day of the week.
- The Call Routing Mailbox assigned to each schedule.
- The Dial Action Table assigned to each Call Routing Mailbox.
- The key actions for the Dial Action Table assigned to each schedule.
- See *Trunk Mailbox* on page 326 for more.

1. Click on **Reports: Automated Attendant: Trunk**. You see:



2. Enter the starting and ending Trunk Mailbox numbers to include in the report.

3. Click **OK**. You see a report similar to the following:

Fri Oct 04 11:23:14 2002

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3

Trunk Mailbox 401				
Answer Schedule Table 1				
Schedule 1	Schedule 2	Schedule 3	Schedule 4	
* Mo-Fr 08:00	Mo-Fr 12:00	Mo-Th 17:00	Fr 17:00	
811	812	813	814	
Call Routing	Call Routing	Call Routing	Call Routing	
DAT 1	DAT 1	DAT 2	DAT 2	
0 U-Trf 300	0 U-Trf 300	0 U-Trf 300	0 U-Trf 300	
1 Undef None	1 Undef None	1 Undef None	1 Undef None	
2 Undef None	2 Undef None	2 Undef None	2 Undef None	
3 Trf XXX	3 Trf XXX	3 Trf XXX	3 Trf XXX	
4 Undef None	4 Undef None	4 Undef None	4 Undef None	
5 Undef None	5 Undef None	5 Undef None	5 Undef None	
6 Undef None	6 Undef None	6 Undef None	6 Undef None	
7 Undef None	7 Undef None	7 Undef None	7 Undef None	
8 Undef None	8 Undef None	8 Undef None	8 Undef None	
9 Lang(1) None	9 Lang(1) None	9 Hang up None	9 Hang up None	
* Record1 IV	* Record1 IV	* Record1 IV	* Record1 IV	
# Logon None	# Logon None	# Logon None	# Logon None	
TO U-Trf 300	TO U-Trf 300	TO U-Trf 300	TO U-Trf 300	
<hr/>				
Schedule 5	Schedule 6	Schedule 7	Schedule 8	
Undefined	Undefined	Undefined	Undefined	

Reports

Answering Schedules

Description

Use this report option to show the configuration of each Answering Table. The details of this report include:

- For each of the 20 schedules within each Answering Table,
 - The schedule in force for each time of the day and day of the week.
 - The Call Routing Mailbox assigned to each schedule.
- See *Answering Table* on page 86 for more.

1. Click on **Reports: Answering Schedules**. You see:



2. Enter the starting and ending Answering Tables to include in the report.

3. Click OK. You see a report similar to the following:

Mon Sep 30 15:02:20 2002

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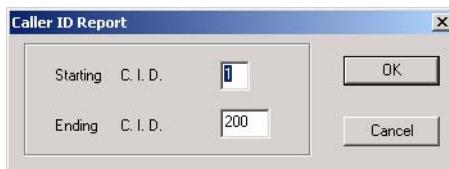
ANSWERING SCHEDULE TABLE 1 Note: * = Schedule In Effect			
Schedule	Day/Date	Time	Mailbox
1	Mo-Fr	08:00	811
2*	Mo-Fr	12:00	812
3	Mo-Th	17:00	813
4	Fr	17:00	814
5	None	None	None
6	None	None	None
7	None	None	None
8	None	None	None
9	None	None	None
10	None	None	None
11	None	None	None
12	None	None	None
13	None	None	None
14	None	None	None
15	None	None	None
16	None	None	None
17	None	None	None
18	None	None	None
19	None	None	None
20	None	None	None

Description

Use this report option to show the contents of the Caller ID Tables. the details of this report include:

- The *Match* options and associated *Action* options for each table.
- See *Caller ID Automatic Transfer* on page 127 for more.

1. Click on **Reports: Caller I.D. Table**. You see:



2. Enter the starting and ending Caller ID Table numbers to include in the report.

3. Click **OK**. You see a report similar to the following:

Fri Oct 04 15:18:50 2002

Page 1

CALLER I.D. TABLES

Table Number	Match String	Action String

1	212	310
2	213	311
3	214	312
4	215	313

Description

Use this report option to display the settings of *Customize: Callout Options* (page 367) and *Customize: Tenant Options* (page 520).

- See *Message Notification* on page 226 and *Tenant Service* on page 314 for more.

1. Click on **Reports: Callout: Options**. You see a report similar to the following:

```
Tenant
Digital pager callback number . . . . . None
Delay in dialing pager callback number . . . 13 sec
Delay before pager announcement . . . . . 18 sec
Acc. dgts before local callout . . . . . None
Acc. dgts before long dist. callout . . . . None

For All Tenants
Wait between pager callouts . . . . . 5 min
Wait between nonpager callouts . . . . . 2 min
Number of callout attempts . . . . . 2
Wait between RNA callouts . . . . . 5 min
Wait between BUSY callouts . . . . . 2 min
Send pager callouts until ack. . . . . No
Number of rings/seconds per callout . . . . 5
Insert leading 1 for C.I.D. . . . . . No
C.I.D. Make Call Suffix Digits . . . . . None
Enable callout report . . . . . . . . . No
```

Description

Use this report to show the Caller ID and Message Notification callout history. The details of this report include:

- The mailbox that placed the callout.
- The voice mail port used for the callout.
- The date, time, and duration of the callout.
- The status of the callout attempt.
 - ANS = Answered
 - BSY = Busy
 - REJ = Rejected
- The callout number dialed.
- See *Caller ID with Return Call* on page 128 and *Message Notification* on page 226 for more.

1. Click on **Reports: Callout: Log**. You see:



2. To reset (clear) the report after it runs, select **Yes**.

OR

To run the report and allow it to accumulate additional data, select **No**.

3. Click **OK**. You see a report similar to the following:

CALLOUTS from 10/17/02 11:46

Mailbox	Port	Date	Time	Total Time		Callout Number
				Min:Sec	Status	
301	3	10/17/02	16:18:43	00:31	ANS	401PP204
301	1	10/17/02	16:26:58	00:17	BSY	401PP204
301	1	10/17/02	16:29:19	00:30	REJ	401PP204
301	3	10/17/02	16:33:41	00:59	REJ	P401P204
301	1	10/17/02	16:36:45	00:15	BSY	P401P204

3

Reports

Dial Action Table

Description

Use this report option to show the configuration of each Dial Action Table. The details of this report include the *Action* and *Number* options for each key entry.

- See *Dial Action Table* on page 143 for more.

1. Click **Reports: Dial Action Table**. You see:



2. Enter the starting and ending Dial Action Table numbers to include in the report.
3. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:17:11 2002

Page 1

DIAL ACTION TABLE 1

Key	Action	Number
0	U-Transfer	300
1	Undefined	None
2	Undefined	None
3	Transfer	XXX
4	Undefined	None
5	Undefined	None
6	Undefined	None
7	Undefined	None
8	Undefined	None
9	Language (1)	None
*	Record 1	IV
#	Logon	None
T0	U-Transfer	300

Description

Use this report option to display the configuration of each Distribution List. The details of this report include:

- The number, name, and department of the Distribution Mailbox assigned to each list.
- The number, name, department, and mailbox type of each mailbox assigned to each list.
- See *Distribution List* on page 158 for more.

1. Click on **Reports: Distribution Lists**. You see:



2. Enter the starting and ending Distribution List numbers to include in the report.
3. Click **OK**. You see a report similar to the following:

Fri Oct 04 09:05:38 2002

Page 1

DI STRI BUTI ON LI ST 1

Distribution List 1 is used in Distribution mailbox (es):

Mailbox	Name	Dept
851		

Distribution List 1 contains the following mailbox (es):

Mailbox	Name	Dept	Type
302			Subscriber
303			Subscriber

DI STRI BUTI ON LI ST 2

Distribution List 2 is used in Distribution mailbox (es):

Mailbox	Name	Dept
852		

Distribution List 2 does not contain any mailboxes.

3

Reports

Fax: Documents

Description

This report is currently not available.

Description

This report is currently not available.

3

Reports

Fax: Fax Ports

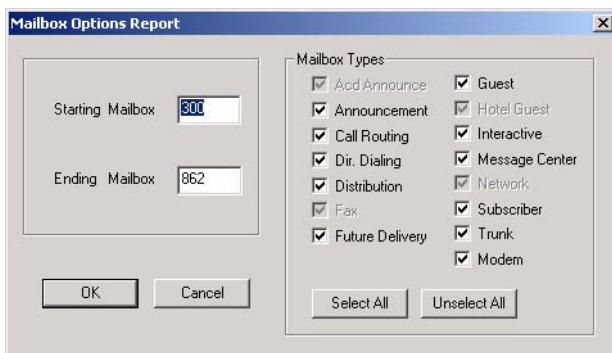
Description

This report is currently not available.

Description

Use this report option to show the programming for each mailbox. All programming from *Customize: Mailbox Options* (page 391) for each mailbox type can be included in the report.

- #### **1. Click **Reports: Mailbox: Options**. You see:**



2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.
 3. Click **OK**. Some sample reports are shown below.

Call Routing Mailbox

Sat Oct 05 11:04:49 2002

3

MAILBOX OPTIONS	
Mailbox number	811
Type	Call Routing
Name	
Department	
Next Call Routing Mailbox	None
Tenant	1
Dial Action Table	1
Dly. (rng. or sec.) before redir. trf	3
Directory List	All
Directory List to use	All
Time limit for dialing commands	5 sec
Play Default Messages	Yes

Trunk Mailbox

Sat Oct 05 11:06:15 2002

MAILBOX OPTIONS	
Mailbox number	401
Type	Trunk
Name	
Department	
Extension	401
Next Call Routing Mailbox	None
Tenant	1
Answering Schedule Table	1
Directory List	None
Bilingual mode	English (1)

Reports

Mailbox: Options

Subscriber Mailbox

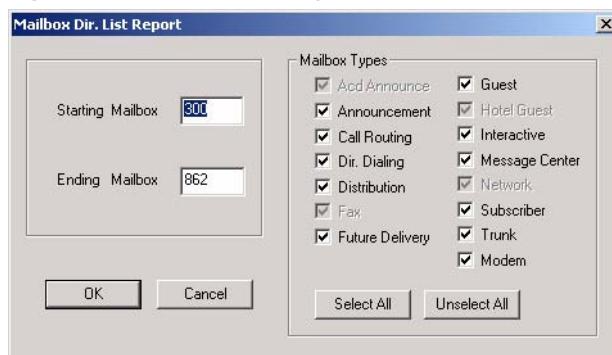
MAILBOX OPTIONS	
Mailbox number	300
Type	Subscriber
Security Code	None
Name	
Department	
Extension	300
Msg Wait Lamp	Yes
Pre-Greeting Announcement Mailbox	None
Next Call Routing Mailbox	811
Tenant	1
Block auto att.	No
System Admin.	INTRA
Msg Notification/FAX callback	Yes
Local callouts	Yes
Long distance calls	No
First Notification	
Notification number	300
Call type	Long Dis.
Mode	Normal
Security Code required	No
Second Notification	
Notification number	None
Call type	Long Dis.
Mode	Normal
Security Code required	No
Third Notification	
Notification number	None
Call type	Long Dis.
Mode	Normal
Security Code required	No
Number of msg	32
Msg playback	FI FO
Msg listen mode	All
Directory List	All
Forced unscreened transfer	No
External Extension	No
External Extension Number	None
Park/ Paging string	FW 300/ 1* M
Call Waiting string	FW800
Acc. Dgt./ Lamp On string	None
Acc. Dgt./ Lamp Off string	None
Call Queuing	No
Call Announcing	No
Auto Forwarding	Fwd Save
Auto erase/ save of messages	Save
Message retention	Indefinite
Recording conversation beep	Yes
Transfer-only Mailbox	No
Bilingual mode	English (1)
Use Remote Logon as Direct Logon	No
Alternate Next CRMB dial option	None
Ask Caller's Number	No
First Log In Announcement Mailbox	None
First Log In option	None
Urgent Msg. Return Time	None min

Description

Use this report option to show a list of all mailboxes categorized by type, and subcategorized numerically within each type. For each mailbox listed, this report option shows the mailbox number, extension number, name, and Directory List to which the mailbox is assigned. The mailbox types show in the following order:

- Subscriber
- Message Center
- Announcement
- Call Routing
- Guest
- Distribution
- Trunk
- Interactive
- Future Delivery
- Directory Dialing
- Modem

1. Click **Reports: Mailbox: Directory List**. You see:



3

2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.

3. Click **OK**. You see a report similar to the following:

T[Save Report] 15:23:45 2002

Page 1

DIRECTORY: Subscriber Mailboxes

Mailbox	Extension	Name	Directory List
300	300		All
301	301		All
302	302		All
303	303		All
304	304		All
305	305		All
306	306		All
307	307		All
308	308		All
309	309		All
310	310		All

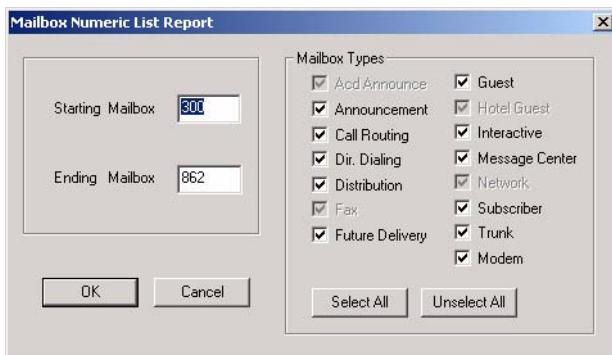
Reports

Mailbox: Numeric List

Description

Use this report option to show a numeric list of all mailboxes. For each mailbox listed, this report option shows the mailbox number, extension number, the mailbox type, the mailbox name, and the Directory List to which the mailbox is assigned.

1. Click **Reports: Mailbox: Numeric List**. You see:



2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.

3. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:25:05 2002

Page 1

NUMERICAL MAILBOX LIST

Mailbox	Extension	Type	Name	Dir. List
300	300	Subscriber		All
301	301	Subscriber		All
302	302	Subscriber		All
303	303	Subscriber		All
304	304	Subscriber		All
305	305	Subscriber		All
306	306	Subscriber		All
307	307	Subscriber		All
308	308	Subscriber		All
309	309	Subscriber		All
310	310	Subscriber		All

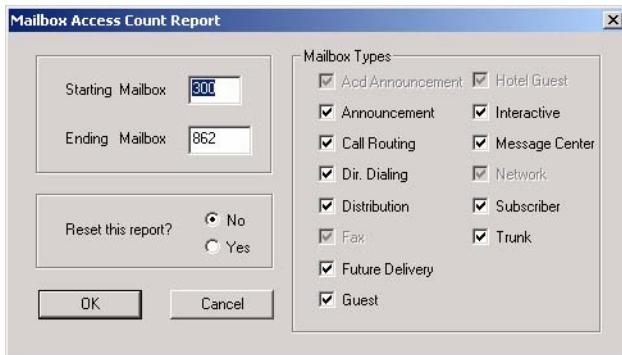
Description

Use this report option to show how many times each mailbox has been accessed. For each mailbox listed, this report option shows the mailbox number, extension number, the mailbox type, the mailbox name, and access count. The table below shows what action increments each mailbox type.

Mailbox Type:	When Access Count Increments:
Announcement (page 391)	Each time a caller accesses the Announcement Mailbox and hears the Announcement Message. (If the message is set to repeat, the count increments only once for each call.)
Guest (page 410) Message Center (page 433) Subscriber (page 469)	Each time an outside caller accesses the mailbox through the Automated Attendant.
Call Routing (page 397) Directory Dialing (page 402) Trunk (page 493)	Each time the mailbox answers an outside call.
Distribution (page 406)	Each time a user calls the Distribution Mailbox to leave a message.
Future Delivery (page 408)	Each time the mailbox handles a Future Delivery message.
Modem (page 453)	Each time an outside caller accesses the Modem Mailbox (internal modem).
Interactive (page 428)	Each time the mailbox is accessed.

3

1. Click **Reports: Mailbox: Access Count**. You see:



2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.
3. To reset the access counts after the report runs, click **Yes** in *Reset this report?*
To have the access counts accumulate, click **No** in *Reset this report?*

Reports

Mailbox: Access Count

4. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:26:38 2002

Page 1

MAILBOX ACCESS REPORT from 06/10/02 14:05

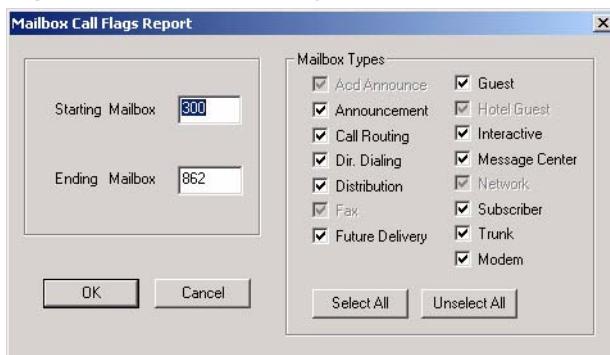
Mailbox	Extension	Type	Name	Access count
300	300	Subscriber		0
301	301	Subscriber		0
302	302	Subscriber		0
303	303	Subscriber		0
304	304	Subscriber		0
305	305	Subscriber		0
306	306	Subscriber		0
307	307	Subscriber		0
308	308	Subscriber		0
309	309	Subscriber		0
310	310	Subscriber		0

Description

Use this report option to show the status of various user-enabled features at a mailbox. For each mailbox listed, this report option shows the mailbox number and type, followed by the status of the following user-enabled features:

- Mailbox Greeting (page 178) and Auto Attendant Do Not Disturb (page 92).
- Park and Page paging message (page 278).
- Mailbox name (page 204).
- Call Announcing (page 110).
- Call Waiting (page 124).
- Call Queuing (page 116).

1. Click **Reports: Mailbox: Call Flags**. You see:



3

2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.
3. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:27:43 2002

Page 1

MAILBOX CALL HANDLING PARAMETERS

Mailbox	Type	Greeting/	Page	Name	Call	Call	Call
		AA	DND		Announcing	Waiting	Queuing
300	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
301	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
302	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
303	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
304	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
305	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
306	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
307	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
308	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
309	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No
310	Subscriber	Not Rec.	Not Rec.	Not Rec.	No	No	No

Reports

Message Usage

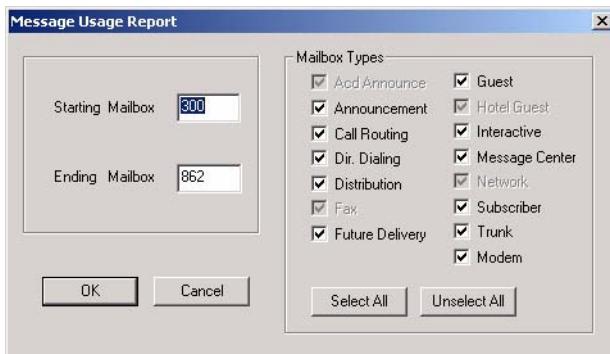
Description

Use this report option to show details of the message storage in each mailbox. These details include:

- The mailbox number and name.
- The total number of messages stored in the mailbox.
- The date of the oldest message in the mailbox.
- The percentage of message storage used by the mailbox.

In addition, there is a summary at the bottom of the report that shows the total number of messages and the amount of message storage space available system-wide.

1. Click **Reports: Message Usage**. You see:



2. Enter the starting and ending mailbox numbers to include in the report. In addition, the report will include only those mailbox types you have selected in the *Mailbox Types* check boxes.
3. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:29:27 2002

Page 1

MAILBOX MESSAGE USAGE

Mailbox	Name	Total Msg	Oldest Message	% Disk Used
300		0		
301		0		
302		0		
303		0		
304		0		
305		0		
306		0		
307		0		
308		0		
309		0		
310		0		

```
Total Messages 0 Free Messages 7000 Free Pointer 1
***** 87.39% (130.27 hours) Disk Space Available For Messages *****
```

Description

Use this report option to show the programming for each voice mail port. All programming from *Customize: Port Options* (page 549) is included in the report.

1. Click **Reports: Port: Options**. You see:



2. Enter the starting and ending port numbers to include in the report.
3. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:30:38 2002

Page 1

3

POR T 1 OPTIONS

In Service	Yes
Allow Lamp callouts	No
Allow Notification/Wake-Up callouts	Yes
Tenant	1
Extension	None
Answering Schedule Table	1
Self Test	No

POR T 2 OPTIONS

In Service	Yes
Allow Lamp callouts	No
Allow Notification/Wake-Up callouts	Yes
Tenant	1
Extension	None
Answering Schedule Table	1
Self Test	No

Reports

Port: Usage

Description

Use this report option to show the usage at each port. The details of this report include, for each port:

- The Tenant Group to which the port belongs.
- How many times the port has called out to update Message Waiting lamps in the telephone system.
- The number of incoming calls answered by the port, and the total time accumulated for those calls.
- The number of outbound notification calls that were made by the port, and the total time accumulated for those calls.

1. Click **Reports: Port: Usage**. You see:



2. Enter the starting and ending port numbers to include in the report.
3. To reset the usage (to 00:00:00) after the report runs, click **Yes** in *Reset this report?*
To have the usage accumulate, click **No** in *Reset this report?*
4. Click **OK**. You see a report similar to the following:

Tue Oct 01 15:32:07 2002

Page 1

PORT USAGE from 06/10/02 14:05

Port	Tenant	Lamp Update count	Incoming Calls count	Net./Notif. total time	Callouts count	total time
01	1	0	0	00:00:00	0	00:00:00
02	1	0	0	00:00:00	0	00:00:00
03	1	0	0	00:00:00	0	00:00:00
04	1	0	0	00:00:00	0	00:00:00

Description

Use this report option to show the System Options programming. All programming from *Customize: System Options* (page 551) is included in the report. The report also includes the *Site ID* for each tenant (page 520).

1. Click **Reports: System Options**. You see:

Fri Oct 04 08:58:06 2002

Page 1

SYSTEM OPTIONS

Tenant 1 Site ID	
Tenant 2 Site ID	
Tenant 3 Site ID	
Tenant 4 Site ID	
Time limit for mailbox logon	5 sec
Limit on mailbox logon attempts	3
Auto disk maintenance time	None
Day for auto disk defragmentation	None
Silence limit for recording	5 sec
Mailbox Default Security Code	None
Time limit for dialing commands	5 sec
Limit on dialing command attempts	3 sec
Subscriber msg length	120 sec
Nonsubscriber msg length	120 sec
Call Announce msg length	10 sec
Greeting for qck msg/mailbox trf	Yes
RNA, Hold retrieval string	FPW7
Busy, Hold retrieval string	None
RNA, External Hold retrieval string	None
Busy, External Hold retrieval string	None
Lamp On string	#XG
Lamp Off string	#X00
Hang Up string	999
Transfer string	FW
External Transfer string	None
Ringdown string	1
Tenant 1 Fax detect dial string	None
Tenant 2 Fax detect dial string	None
Tenant 3 Fax detect dial string	None
Tenant 4 Fax detect dial string	None
Call Pickup string	W
Off hook Call Announce string	1P@ 3
Min entry for Directory Dialing	4
Play Ext. Number For Dir. Dialing	Yes
Call Queuing hold timer	30 sec
No. of idle ports for Call Queuing	2
Eliminate recording silence	No
Delay before eliminating silence	75 1 = 16msec
Flash timer	50 1 = 10msec
Hang up timer	150 1 = 10msec
Wait for first protocol digit	3 sec
Wait for subsequent protocol digit	3 sec
Wait after last protocol digit	1 sec
Message backup/go-ahead time	5 sec
Page/Meet-me Page hold timer	25 sec
Default bilingual mode	English (1)
Number of tenants	4
Intertenant messaging	No
First Trunk equip. #./Trunk MB offset	None
Port Self Test timer	15 min
Tcpip Service Number	2000

Reports

Activity

Description

The Activity Report provides a history of system events in text format.

1. Click **Reports: Activity**. You see a report similar to the following:

```
10/02/03 10:30:01    Lamp Updates Completed
10/02/03 10:44:39    Starting Lamp Updates
10/02/03 10:44:54    Lamp Updates Completed
10/02/03 10:59:32    Starting Lamp Updates
10/02/03 10:59:46    Lamp Updates Completed
10/02/03 11:00:00    System Clock synchronization with PBX completed
10/02/03 11:14:25    Starting Lamp Updates
10/02/03 11:14:39    Lamp Updates Completed
10/02/03 11:29:18    Starting Lamp Updates
10/02/03 11:29:32    Lamp Updates Completed
10/02/03 11:44:11    Starting Lamp Updates
10/02/03 11:44:25    Lamp Updates Completed
10/02/03 11:59:03    Starting Lamp Updates
10/02/03 11:59:18    Lamp Updates Completed
10/02/03 12:00:00    System Clock synchronization with PBX completed
10/02/03 12:14:19    Starting Lamp Updates
10/02/03 12:14:33    Lamp Updates Completed
10/02/03 12:41:49    Starting Lamp Updates
10/02/03 12:42:03    Lamp Updates Completed
10/02/03 12:56:42    Starting Lamp Updates
10/02/03 12:56:56    Lamp Updates Completed
10/02/03 13:00:00    System Clock synchronization with PBX completed
10/02/03 13:11:34    Starting Lamp Updates
10/02/03 13:11:48    Lamp Updates Completed
10/02/03 13:26:27    Starting Lamp Updates
10/02/03 13:26:41    Lamp Updates Completed
10/02/03 13:41:20    Starting Lamp Updates
10/02/03 13:41:34    Lamp Updates Completed
10/02/03 14:00:00    System Clock synchronization with PBX completed
10/02/03 14:07:42    Starting Lamp Updates
10/02/03 14:07:56    Lamp Updates Completed
10/02/03 14:22:35    Starting Lamp Updates
10/02/03 14:22:49    Lamp Updates Completed
10/02/03 14:37:28    Starting Lamp Updates
10/02/03 14:37:42    Lamp Updates Complete
```

Description

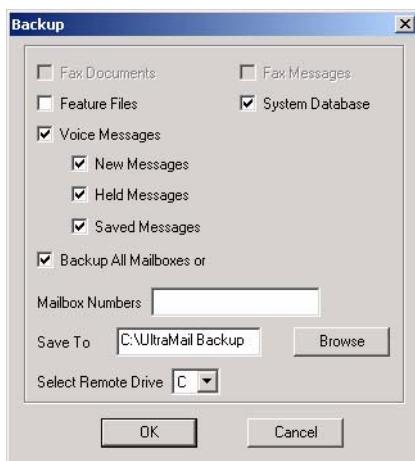
Compatibility Guidelines:

- In voice mail software version 11.07 or higher, inadvertently selecting the *Feature Files* option will not cause the backup to fail.
- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.
- Admin Program version 3.0.1.4 and earlier will not back up and restore mailbox messages in Aspire Mail and UltraMail (Flash-based) systems.

Use this tool to back up your voice mail database to the hard drive on the Admin PC. Use the check boxes to specify which portions of the voice mail database you want to save. The options are:

- System database
 - This is your voice mail programming and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts).
- Voice messages
 - These are messages stored in mailboxes.
- See *Local Backup and Archive* on page 198 for more.

1. Click **Tools: Backup**. You see:



3

2. Select the options you want to save. If you select *Voice Messages*:

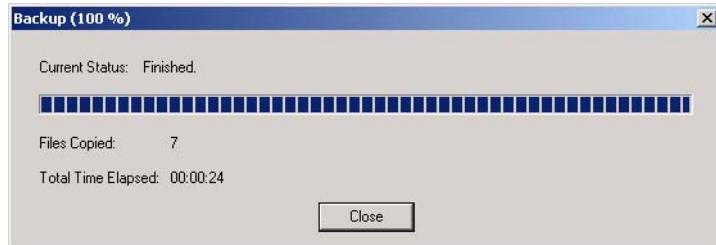
- You can individually select *New Messages*, *Held Messages*, and/or *Saved Messages*.
- In addition, you can back up:
 - All mailboxes (by selecting *Backup All Mailboxes*).
 - Individual mailboxes (301,302,309).
 - A range of mailboxes (301-310).
 - A combination of the above (301, 305, 310-320).
- The backup files will be stored on the Admin PC's C drive in the folder **UltraMail Backup**.
- Optionally click **Browse** and select another location for the backup files.
- **Do not** select *Feature Files*.

3. Click **OK**. Admin will back up the options you select to the directory on the Admin PC you specify. *The*

Tools

Backup

backup may take several minutes. When the backup completes, you see:



Description

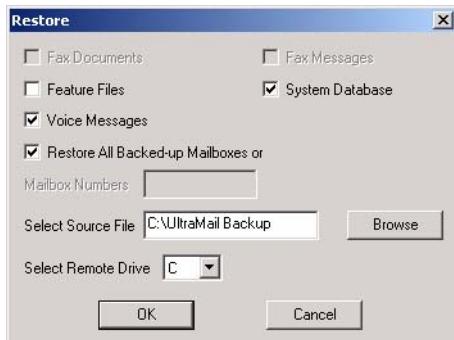
Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.
- Admin Program version 3.0.1.4 and earlier will not back up and restore mailbox messages in Aspire Mail and UltraMail (Flash-based) systems.

Use this tool to restore an voice mail database that you have previously backed up. Use the check boxes to specify which portions of the voice mail database you want to restore. The options are:

- System database
 - This is your voice mail programming and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts).
- Voice messages
 - These are messages stored in mailboxes.
- See *Local Restore and Dearchive* on page 200 for more.

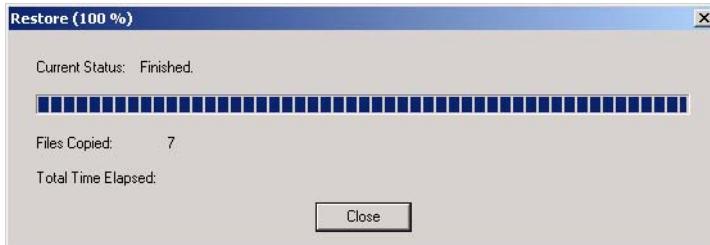
1. Click **Tools: Restore**. You see:



3

2. Select the options you want to restore. If you select *Voice Messages*, you can restore:

- All mailboxes (by selecting *Restore all Backed-up Mailboxes*).
 - Individual mailboxes (301,302,309).
 - A range of mailboxes (301-310).
 - A combination of the above (301, 305, 310-320).
 - If you backed-up to an alternate directory, click **Browse** and select that directory.
 - **Do not** select *Feature Files*.
3. Click **OK**. Admin will restore the options you select from the directory you specify. *The restore may take several minutes*. When the restore completes, you see:



4. Click **Close** to exit.

Tools

Archive

Description

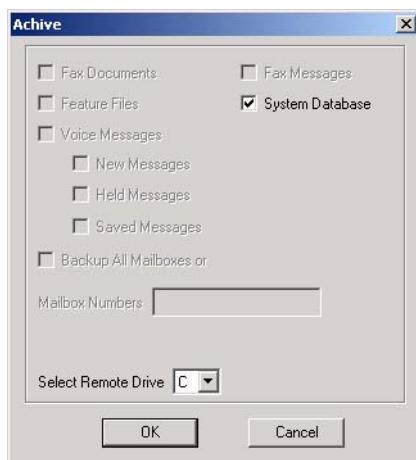
Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.

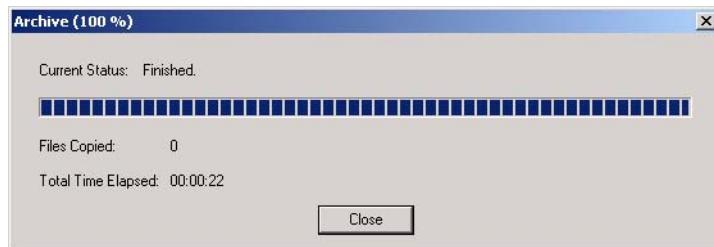
Use this tool to store a compressed copy of system files and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) on the voice mail hard drive or flash card (depending on the version installed). *Archive* does not back up the files to the Admin PC. In addition, *Archive* does not back up messages left by a caller in a mailbox.

- See *Local Backup and Archive* on page 198 for more.

1. Click Tools: Archive. You see:



- 2.** Select *System Database* and leave the *Select Remote Drive* option at C.
3. Click **OK**. Admin will archive the options you select to the voice mail hard disk or flash card. *The archive may take several minutes*. When the backup completes, you see:



- 4.** Click **Close** to exit.

Description

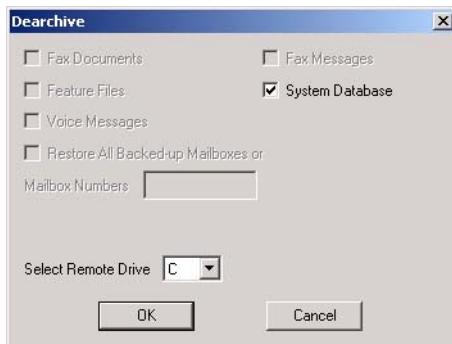
Compatibility Guidelines:

- This option requires voice mail software version 11.05 or higher and Admin version 3.0.1.7 or higher.

Use this tool to restore the archived system files and outgoing messages (such as Greetings, Welcome Messages, Instruction Menu Messages, and Interactive Prompts) to the voice mail hard drive or flash card (depending on the version installed). *Dearchive* restores what *Archive* backed up.

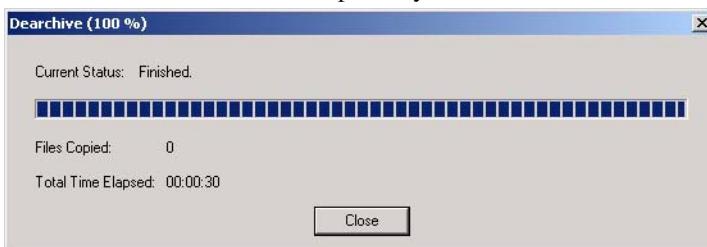
- See *Local Restore and Dearchive* on page 200 for more.

1. Click **Tools: Dearchive**. You see:



3

2. Select *System Database* and leave the *Select Remote Drive* option at C.
3. Click **OK**. Admin will restore the system files and outgoing messages. *The restore may take several minutes*. When the restore completes, you see:



4. Click **Close** to exit.

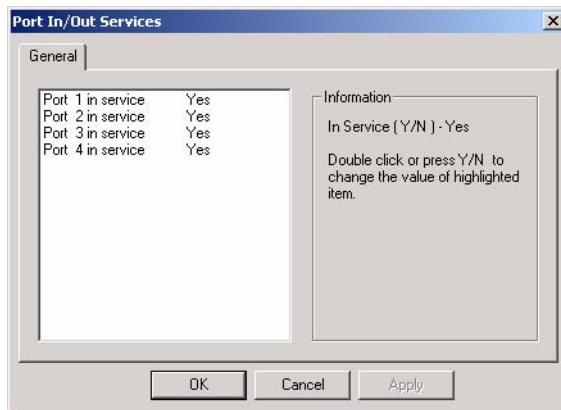
Tools

Ports In/Out of Service

Description

Use this tool to take voice mail ports in and out of service. An out of service port can no longer answer calls.

1. Click **Tools: Ports In/Out of Service**. You see:



2. Double-click an entry to change the port's status.

- For example, double-click a *Yes* (in service) entry to change it to *No* (out of service).

Description

Use this tool to perform a Self Test diagnostic immediately on all voice mail ports. The Port Activity report shows the Self Test while it is in progress. See *View: Port Activity* on page 358 for more.

The Self Test is in 2 parts:

1. Dial Tone Test

The voice mail port goes off hook and waits for dial tone. If dial tone is detected, the test is successful. If dial tone is not successful, the test fails and voice mail takes the port out of service.

2. Digit Test

After detecting dial tone, the voice mail port dials a digit (which is the leading digit of the *Extension* option above). If the dialing the digit breaks dial tone, the test is successful. If dialing the digit does not break dial tone, the test fails and voice mail takes the port out of service.

- 1. Click Tools: Immediate All Ports Self Test.** You see:



- 2. Click OK to clear the screen.**

3

Tools

Immediate Clear All Ports Failure

Description

If the Self Test diagnostic reports a failure, and you correct the cause of the failure, use this tool to put the port back in service and clear the failure from the Port Activity log. See *Tools: Immediate All Ports Self Test* on page 559 for more on the Self Test diagnostic.

1. Click **Tools: Immediate Clear All Ports Failure**. You see:



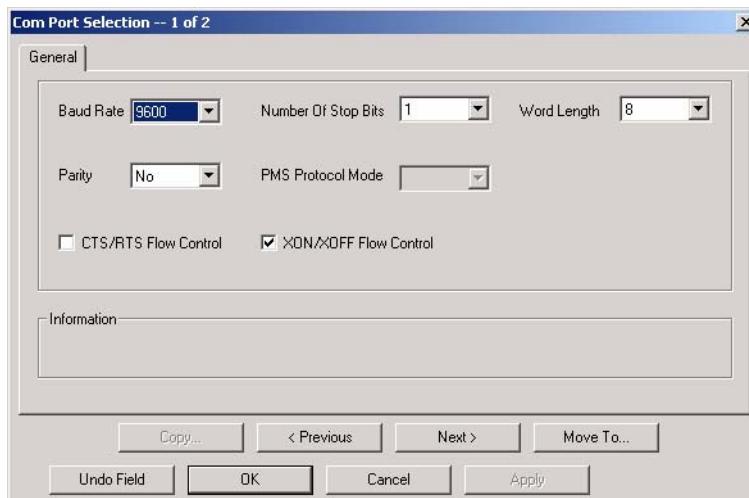
2. Click **OK** to clear the screen.

Description

Use this tool to set the communications parameters of the voice mail serial port. The options are:

- Baud Rate
 - This is the data rate (speed) of the serial port.
 - The options are 300, 1200, 2400, 4800, 9600, or 19200.
 - The default is 9600.
- Number of Stop Bits
 - This is the number of stop bits in the serial data stream.
 - The options are 1 or 2.
 - The default is 1.
- Word Length (5, 6, 7, or 8)
 - This is the data word length in bits.
 - The options are 5, 6, 7, or 8 bits.
 - The default is 8.
- Parity (No, even, or odd)
 - This enables or disables the parity check for each data word.
 - The options are no parity check performed (No), even parity check performed (even), or odd parity check performed (odd).
 - The default is no (no parity check performed).
- CTS/RTS Flow Control
 - This enables or disables *hardware* flow control (handshaking) between voice mail and the PC running the Admin Program.
 - The options are enabled (selected) or disabled (deselected).
 - The default is disabled (deselected).
- XON/XOFF Flow Control (software flow control – enabled or disabled)
 - This enables or disables *software* flow control (handshaking) between voice mail and the PC running the Admin Program.
 - The options are enabled (selected) or disabled (deselected).
 - The default is enabled (selected)

1. Click Tools: Serial Communications Ports. You see:



2. Change the options as required.

Tools

Call Adaptation Options

Description

CAUTION

Do not use this option. It is intended for NEC Unified Solutions service personnel only.

Description

This option is currently not used.

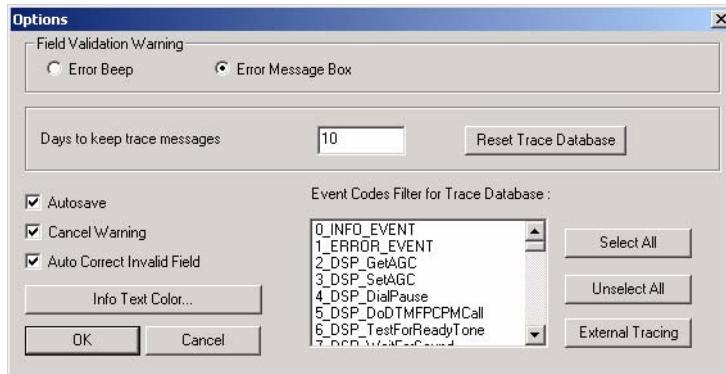
Description

Compatibility Guidelines:

- This option is not available on Aspire Mail and UltraMail. It requires Aspire Mail Plus or UltraMail 2000.
- For best Trace Viewer performance, use Admin program version 3.0.1.10 or higher.

Use this tool to set various options for the Admin Program and the system's trace (event database).

- After you make your entries, click **OK** to save your options.



[Options]: Field Validation Warning: Error Beep

Use this option to enable or disable an audible beep when you make an invalid program entry. You can enable either this option or *Error Message Box* below.

Options

- **Selected** (enabled) or **deselected** (disabled).

Default

- ✓ Deselected (disabled).

[Options]: Field Validation Warning: Error Message Box

Use this option to enable or disable an error message box when you make an invalid program entry. You can enable either this option or *Error Beep* above. If you enable this option and make an invalid entry, you see:



Options

- **Selected** (enabled) or **deselected** (disabled).

Default

- ✓ Selected (enabled).

Days to keep trace messages:

The **Trace Viewer** and **Real Trace** show system processes (events). The **Trace Viewer** shows an event history, while the **Real Trace** shows the events in real time. NEC Unified Solutions Technical Service personnel may ask you to use these tools during troubleshooting.

Use this option to set how long voice mail will save Trace Viewer events before overwriting them with new events. This puts a limit on how much historical data the Trace Viewer will capture.

- See *Toolbar: Trace Viewer* on page 572 for more on the Trace Viewer. Also see *Trace Viewer* on page 319.

Options

- **Number of Days** to save data.

Default

- ✓ 10 Days

Reset Trace Database

The **Trace Viewer** and **Real Trace** show system processes (events). The **Trace Viewer** shows an event history, while the **Real Trace** shows the events in real time. NEC Unified Solutions Technical Service personnel may ask you to use these tools during troubleshooting.

Use this option to reset (clear) the trace database (Trace Viewer log). When you click on this button, all trace database entries are erased.

- See *Toolbar: Trace Viewer* on page 572 for more on the Trace Viewer. Also see *Trace Viewer* on page 319.

Options

- N/A

Default

- ✓ N/A

Autosave

Use this option to enable or disable Autosave. If enabled, voice mail will save program entries whenever you click **OK** to exit an option. If disabled, clicking **OK** will exit the option without saving the entries. You must then use *File: Save Database* to save your entries. If you click **OK** to exit an option while Autosave is disabled, the following screen reminds you to save your entries.

3



- See *Autosave* on page 104 for more.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Default

- ✓ **Checked** (enabled)

Cancel Warning

Use this option to enable or disable the warning that occurs when you make an invalid program entry. This warning can be either an audible beep or a warning dialing box, depending on the setting of *Field Validation Warning: Error Beep* and *Field Validation Warning: Error Message Box* above.

Options

- **Checked** (warning disabled) or **unchecked** (warning enabled).

Default

- ✓ **Checked** (warning disabled)

Auto Correct Invalid Field

When you enable this option, the Admin Program will automatically correct illegal program entries. For example, if you attempt to enter a timer value that is out of range, voice mail will automatically reinstate the previously entered value instead of allowing the illegal entry. When you disable this option, the illegal program entry is entered into the voice mail database.

Options

- **Checked** (enabled) or **unchecked** (disabled).

Tools

Options

Default

Checked (enabled)

Event Codes Filter for Trace Database

The **Trace Viewer** and **Real Trace** show system processes (events). The **Trace Viewer** shows an event history, while the **Real Trace** shows the events in real time. NEC Unified Solutions Technical Service personnel may ask you to use these tools during troubleshooting.

Use this option to determine which system events voice mail will record in the trace database. You can view this database using the Trace Viewer (page 572). NEC Unified Solutions Technical Service personnel can help you when choosing which events to record.

- See *Toolbar: Trace Viewer* on page 572 for more on the Trace Viewer. Also see *Trace Viewer* on page 319.
- 1. Click on the events you want to record in the *Event Codes Filter for Trace Database* window.
 - To select all events, click **Select All**.
 - To deselect all events, click **Unselect All**.
 - The **External Tracing** option is not used.

Info Text Color

Use this option to set the color of text in the *Information* box on each tab. This text defines the available entries for each option. Set this color to your own preferences.

Options

■ See the procedure below.

Default

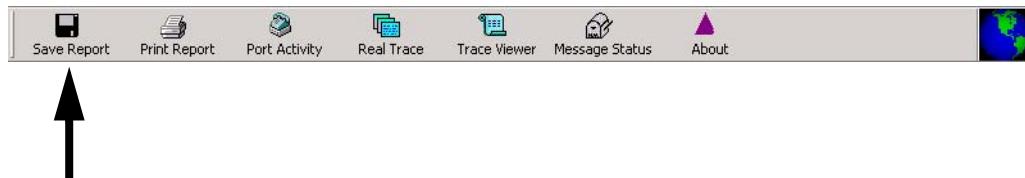
Blue (4th row, 5th column).

1. Click Tools: Options: Info Text Color. You see the text color palette:



2. Click on the color you want to use for the *Information* box text.
 - If you don't like the colors in the *Basic colors* section, you can click **Define Custom Colors** to add additional colors to the palette.
3. Click **OK** to accept the selected color.

Description



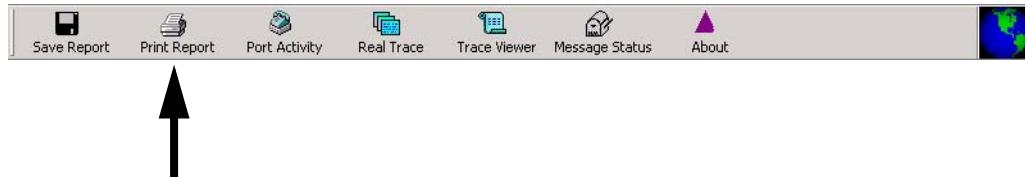
If you have run a report and it is active on the screen, click this toolbar button to save it to a file on your PC.
This is the same as using *File: Save Current Report* on page 349.

- See *Reports* on page 294 for more on the system's reports.

Toolbar

Print Report

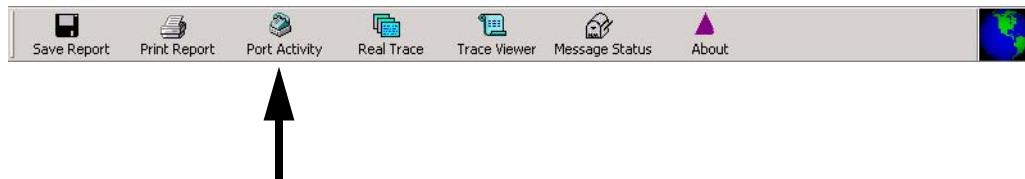
Description



If you have run a report and it is active on the screen, click this toolbar button to print the report to a printer available to your PC. This is the same as using *File: Print* on page 350.

- See *Reports* on page 294 for more on the system's reports.

Description



The Port Activity diagnostic is a troubleshooting tool. NEC Unified Solutions Technical Service personnel may ask you to use this tools during troubleshooting.

Click this toolbar button to run the port activity diagnostic. This diagnostic shows in real time what is happening at each voice mail port. NEC Unified Solutions Technical Service personnel can help you interpret this diagnostic. Following is an example of the Port Activity diagnostic. The Port Activity Fields table below can help you interpret the Port Activity diagnostic. This is the same as using *File: Port Activity* on page 358.

- See *Port Activity* on page 281 for more.

3

Toolbar

Port Activity

Port Activity Fields			
Field	Field Definition	Options	Option Definition
Port	The voice mail port number.	None	None
Call State	Type of call the port is handling.	Not Inst	Not installed.
		Start	Initializing.
		On Hook	On-hook (idle).
		Lamp	Processing a telephone system Message Waiting lamp update.
		Incoming	Handling an incoming call.
		Error	Fixing an error.
		Closed	Out of service.
		Notify	Sending a Message Notification call-out.
		Screen	Processing a Call Announcing request.
Port State	What the port is currently doing.	Modem	Handling a modem call.
		Idle	The port is idle.
		Recording	Recording a message or greeting.
		Playing	Playing a message or voice prompt.
		Get DTMF	Waiting to receive DTMF tones.
		Off Hook	Going off hook.
		Send DTMF	Sending (dialing) DTMF tones.
		On Hook	Going on hook.
		Do PCPM	Programmed Call Progress Monitoring.
Mailbox	The mailbox currently connected to the voice mail port.	N/A	N/A
Tone Type	The tone currently on the voice mail port.	Busy	Busy tone detected on outbound call.
		No Answr	Outbound call is unanswered.
		No Tone	Outbound call with no tone detected.
		Connect	Outbound call connected to destination.
		Opr Int	Outbound call interrupted by operator (cannot go through).
Prompt	The voice prompt name or file name currently playing on port.	N/A	N/A
Digits	The digits currently being dialed on the port	N/A	N/A

Options

- N/A

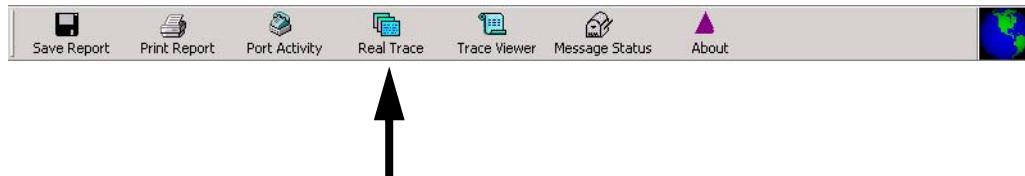
Default

- ✓ N/A

Description

Compatibility Guidelines:

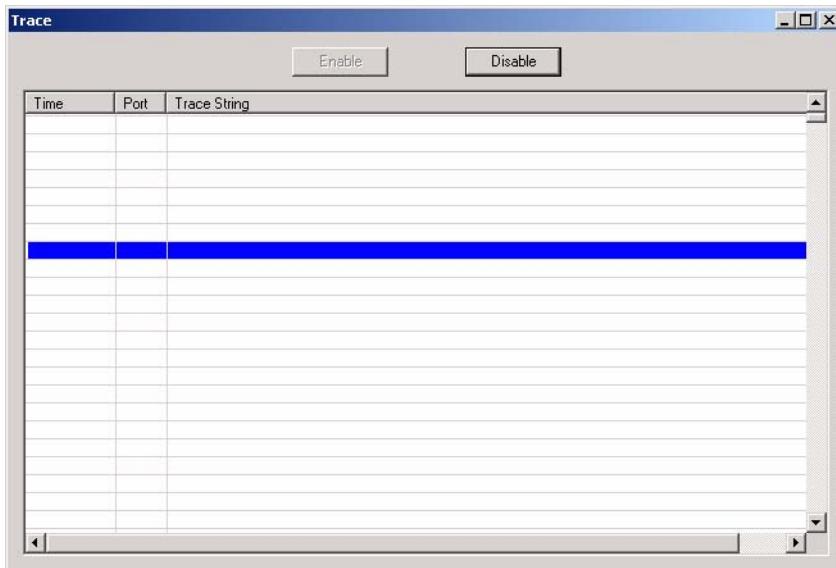
- For best Real Trace performance, use Admin software version 3.0.1.8 or higher.



The **Trace Viewer** and **Real Trace** show system processes (events). The **Trace Viewer** shows an event history, while the **Real Trace** shows the events in real time. NEC Unified Solutions Technical Service personnel may ask you to use these tools during troubleshooting.

Click this toolbar button to run the Real Trace. This diagnostic shows (in real time) the voice mail events as they occur. NEC Unified Solutions Technical Service personnel may request that you run this diagnostic. They will also help you interpret the results. The Real Trace does not store data in the events database.

- See *Real Trace* on page 290 for more.
- 1. To start the Real Trace diagnostic, click **Enable**.
- 2. To stop the Real Trace diagnostic, click **Disable**.



3

The report includes the following fields:

Options

■ **Time**

This is the time the event occurred.

■ **Port**

The voice mail port on which the activity occurred.

■ **Trace String**

This is the trace string (data) for the event.

Default

✓ N/A

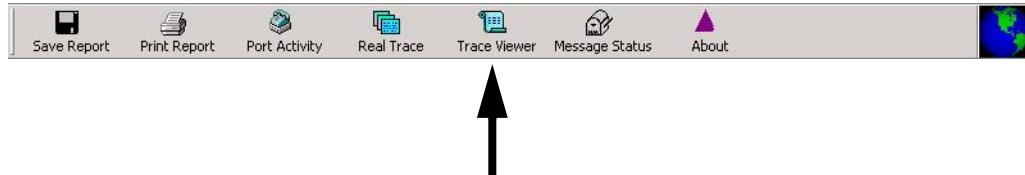
Toolbar

Trace Viewer

Description

Compatibility Guidelines:

- This option is not available on Aspire Mail and UltraMail. It requires Aspire Mail Plus or UltraMail 2000.
- For best Trace Viewer performance, use Admin program version 3.0.1.10 or higher.



The **Trace Viewer** and **Real Trace** show system processes (events). The **Trace Viewer** shows an event history, while the **Real Trace** shows the events in real time. NEC Unified Solutions Technical Service personnel may ask you to use these tools during troubleshooting.

Click this toolbar button to run the Trace Viewer. This is the same as clicking *View: Trace Viewer* on page 357. The Trace Viewer allows you to view the events stored in the trace database. NEC Unified Solutions Technical Service personnel may request that you run this diagnostic. They will also help you interpret the results. To set the type of data that the trace database will capture, go to *Tools: Options: Event Codes Filter for Trace Database* on page 566.

- *Trace Viewer* on page 319 for more.

The Trace Viewer is in 2 parts:

- **Select Query Dialog Box**

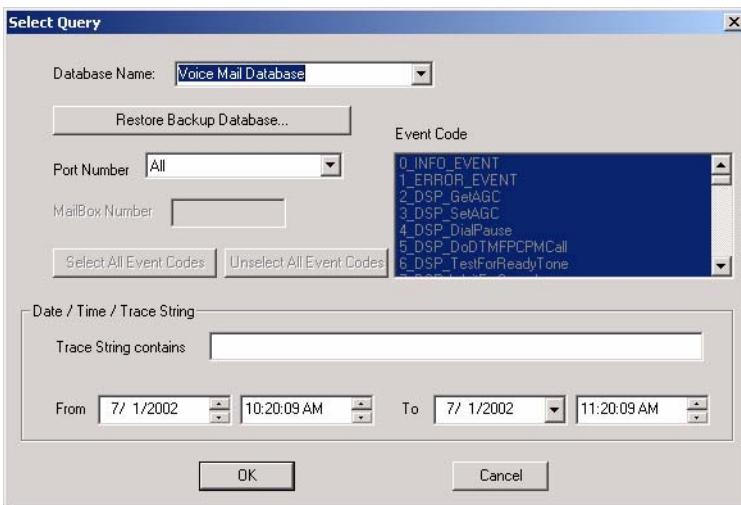
This dialog box allows you to define the portions of the trace database want to view.

- **Trace Viewer Report**

After you define which portions of the trace database you want view (in *Select Query Dialog Box* above), use the Trace Viewer Report to display the data.

1. Click the Trace Viewer toolbar button. You see the Select Query Dialog Box.
2. Select the options you want in the Select Query Dialog Box and click **OK**. You see the Trace Viewer Report.

Trace Viewer: Select Query Dialog Box



The Select Query Dialog Box allows you to define which portions of the stored trace database you want to view. Review and customize the options below, then click **OK** to display the Trace Viewer Report.

3

Database Name

This option shows the name of the stored trace database.

Restore Backup Database

This option is currently not used.

Port Number

Use this drop down box to select the voice mail ports you want to include in the Trace Viewer Report. Data for ports you *have not* selected will be omitted from the report.

Options

- **0-4, All** (ports 1-4, no ports, or all ports).

Default

- All**

Mailbox Number

Use this option to select the mailbox data you want to include in the Trace Viewer Report. If you enter a mailbox number in this option, data for all other mailboxes is excluded.

Options

- **Mailbox number**
- **All mailboxes** (no entry)

Default

- All mailboxes** (no entry)

Event Code Window

Use this option to select the event codes you want to include in the Trace Viewer Report. Just click on the event you want to include. You can select a single event or multiple events.

- To select all event codes in one step, see *Select All Event Codes* below.
- To deselect all event codes in one step, see *Unselect All Event Codes* below.

Options

- N/A

Toolbar

Trace Viewer

Default
✓ N/A

Select All Event Codes

Use this option to include all the event codes in the Trace Viewer Report. After selecting all event codes, you can remove individual codes by clicking on them in the Event Code Window.

Options
■ N/A

Default
✓ N/A

Unselect All Event Codes

Use this option to omit all the event codes from the Trace Viewer Report. When you omit all event codes, the report contains no data. After unselecting all event codes, you can add individual codes by clicking on them in the Event Code Window.

Options
■ N/A

Default
✓ N/A

Date / Time / Trace String

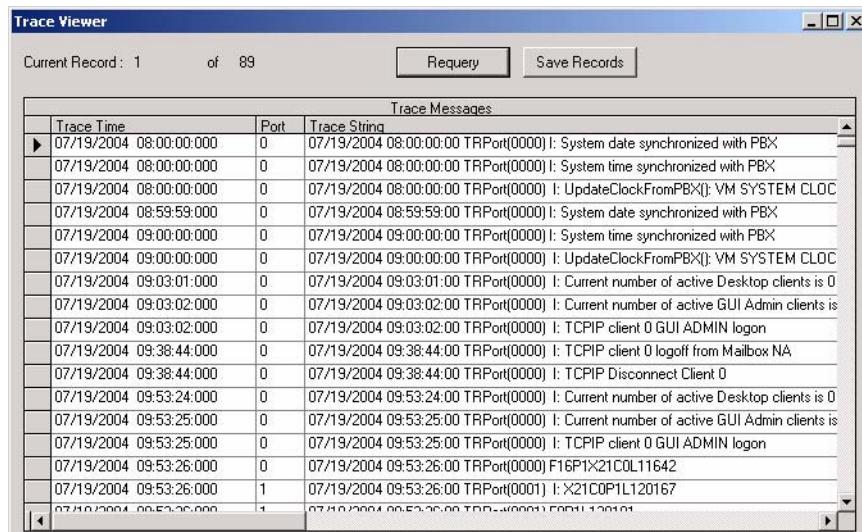
Trace String Contains

If you enter text in this field, the Trace Viewer Report will only include data that contains the text. For example, you can enter *goodbye* in this field to how many times the voice mail goodbye prompt occurred in the stored data.

Options
■ Any keyboard characters.

Default
✓ No entry.

Trace Viewer: Trace Viewer Report



The Trace Viewer Report displays the events database according to the selections you made in the Select Query Dialog Box. Only events allowed by the Select Query Dialog Box are included in the report.

1. To return to the Select Query Dialog Box and run another report, click **Requery**.

2. To save the report to a file on the PC running the Admin program, click **Save Records**.

The report includes the following fields:

- Trace Time
 - This is the date and time the displayed event occurred.
- Port
 - This shows the voice mail port on which the event occurred.
- Trace String
 - This is the text of the trace event.
- Mailbox
 - This shows the number of the mailbox at which the event occurred.
- Digit
 - This field shows any digits dialed by the caller.
- Event Code
 - This is a number that represents the text in the Trace String. Each Trace String has a specific number assigned to it.
- PCPM Type
 - In the event of a voice mail lockup, this field represents the last tone type heard (detected) before the lock up. Note that this field is used only if the Term Type (see below) field value is GLOBAL TONE. The possible PCPM Type values are shown in the following table. NEC Unified Solutions Technical Service personnel can help you interpret this field.

Value	Description
BUSY	Busy tone
NOANSWR	Outgoing call was unanswered
NORING	No tone detected on outgoing call
CONNECT	Outgoing call was answered
OPINT	Outgoing call was intercepted
REORDER	Reorder tone detected on out-bound call
DIAL TONE	Dial tone detected
FAX TONE	Incoming fax tone detected
LOOPDIS	Loop disconnect pulse detected

3

■ Term Type

- In the event of a voice mail lockup, this field describes what occurred just before the lockup. NEC Unified Solutions Technical Service personnel can help you interpret this field.

RINGING	Description
DISCONNECT PULSE	Disconnect pulse received
GLOBAL TONE	A tone that is part of the voice mail tone table was received
CONTINUOUS SOUND	Too much continuous sound received
NO DIAL TONE	No dial tone was detected after a W dial string
QUANTITY OF DIGITS	The specified number of DTMF digits was received
TERMINATION DIGIT	The DTMF termination string was received
NORMAL	Specified function is normal
TIMEOUT	Timeout occurred
DIGIT TIMEOUT	Timeout between digits occurred

Toolbar

Trace Viewer

RINGING	Description
SILENCE	Too much continuous silence occurred
MAX BYTES	Maximum allowed bytes of voice data was received
MESSAGE	Message from Admin program instructed voice mail to stop
STOPPED	Program stop function received
ROTARY TRAINED	Rotary dial training complete
ERROR	Error condition detected
UNKNOWN	Stopped for unknown reason
RINGING	Incoming ring detected
CALLBACK	Function stopped by callback function.

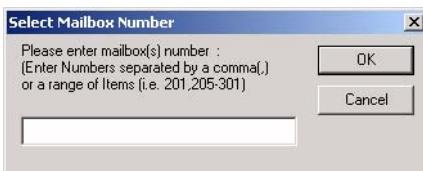
- Line No.
 - TBD
- Error Code
 - TBD

Description



The Message Status Report shows important information about the messages stored in a mailbox. This is the same as using *View: Message Status* on page 359.

1. Click the Message Status button on the toolbar. You see the Select Mailbox Number dialog box:



2. Enter a mailbox number (e.g., 305), multiple mailbox numbers (e.g., 305, 310, 311), a range of mailbox numbers (e.g., 310-320), or a combination of both (e.g., 301, 305-310, 312).
3. Click **OK**. You see the Message Status Report.



Message Status					
Add Mailbox(s)		Remove Mailbox(s)		Find a Mailbox	
				Close	
Attribute	:	Mailbox almost full	N	Mailbox has new messages	
Mailbox	Attribute	Name	Total	Not Heard	Latest Message
300			0	0	
301			0	0	
302			0	0	
303			0	0	
304			0	0	
305			0	0	
306			0	0	
307			0	0	
308			0	0	
309			0	0	
310			0	0	
311			0	0	
312			0	0	
313			0	0	
314			0	0	
315			0	0	

4. To add a mailbox or mailboxes to the report, click **Add Mailbox(s)** and enter the mailboxes to be added in the Select Mailbox Number dialog box.
5. To remove a mailbox or mailboxes from the report, click **Remove Mailbox(s)** and enter the mailboxes to be removed in the Select Mailbox Number dialog box.
6. To highlight a mailbox in the report, click **Find a Mailbox** and enter the mailbox number in the Select Mailbox Number dialog box.
7. To close the Message Status Report, click **Close**.

The Message Status Report has the following fields:

- **Mailbox**
 - This is the mailbox number.
- **Attribute**
 - This is a flag that provides additional information about the message status.

Toolbar

Message Status

- * indicates that the mailbox is almost full (the maximum allowed number of messages has almost been reached).

N indicates that the mailbox has new messages that have not yet been listened to.

- Name

- This is the mailbox name.

- Total

- This is the total number of messages in stored in the mailbox.

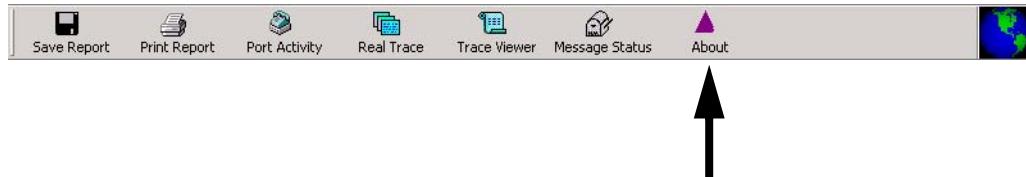
- Not Heard

- This is the number of messages that have not been listened to.

- Latest Message

- This is the date and time the latest (newest) message was left in the mailbox.

Description



About shows the Admin and voice mail version number.

1. Click the About button on the toolbar. You see:



3

Toolbar

About

Chapter 4:

Voice Prompts

Voice Prompts

Customizing (Rerecording) the Voice Prompts				
Log onto System Administrator's mailbox (301 in 28i/124i and Aspire, 300 in DS2000)				
SA (72)	Access the System Administrator options			
PC (72)	Select Prompt Customization			
	1	Select language 1		
	2	Select language 2		
		Enter prompt number + # to select a prompt		
			N (6)	Hear current prompt number
			L (5)	Listen to default prompt
			R (7)	Record a new prompt
				Record new prompt + #
			V (8)	Verify new prompt
				Listen to new prompt + #
			E (3)	Erase new prompt
			#	Back up to select another prompt
			*	Go to next consecutive prompt
		* to go to prompt 1		
		# to exit		
0	Plays Help message at any menu level			

4

Voice Prompts

Table of Voice Prompts	
1.	Thank you for calling.
2.	Please hold a moment.
3.	Please enter the mailbox number associated with the name.
4.	Extension _____
5.	0 (trailing digit)
6.	1(trailing digit)
7.	2 (trailing digit)
8.	3 (trailing digit)
9.	4 (trailing digit)
10.	5 (trailing digit)
11.	6 (trailing digit)
12.	7 (trailing digit)
13.	8 (trailing digit)
14.	9 (trailing digit)
15.	Ten
16.	Eleven
17.	Twelve
18.	Thirteen
19.	Fourteen
20.	Fifteen
21.	Sixteen
22.	Seventeen
23.	Eighteen
24.	Nineteen
25.	_____ is not available
26.	Start recording at the tone and press the pound key when you are done.
27.	The record feature is not available at the moment because the system is storing the maximum number of messages. Please notify the system administrator.
28.	Recording has been paused due to silence. To continue recording, press the star key. For a complete list of recording options, press 0.
29.	Recording has been paused. To continue recording, press the star key. For a complete list of recording options, press 0.
30.	Recording has been paused. To continue recording, press the star key. To listen to the message you recorded, press L. To erase the message and record a new one, press E. To send the message, press the pound key or hang up.
31.	The message has been sent.
32.	That is an invalid entry.

Table of Voice Prompts

33.	Mailbox _____
34.	You have reached the recording limit.
35.	Start recording at the tone. When you are done, press the pound key or hang up.
36.	There is a problem with the system disk. Please notify the system administrator.
37.	There is a problem with the system line card. Please notify the system administrator.
38.	There is a problem with system memory. Please notify the system administrator.
39.	Please enter your mailbox number.
40.	Please enter your security code.
41.	You have _____
42.	_____ message.
43.	_____ messages.
44.	Ready
45.	For a help message, press 0.
46.	No
47.	_____ is busy.
48.	_____ does not answer.
49.	To leave a message, press one. For other options, press two.
50.	Connecting
51.	If you are calling from a Touch Tone phone, please dial the extension number you wish to reach or dial 0 for assistance. If you are calling from a rotary dial phone, please stay on the line for assistance.
52.	Please try again.
53.	_____ does not exist.
54.	Good-bye
55.	Star
56.	Pound
57.	Oh
58.	Nineteen (as in the year 1993)
59.	Two thousand (as in the year 2010)
60.	To accept this call, press 1. Otherwise, press the pound key, then hang up.

Voice Prompts

Table of Voice Prompts

61.	Welcome to the System Administrator Menu. For the broadcast message, press B R. For welcome messages, press W. For instruction menu messages, press I. For directory dialing messages, press D D. For announcement messages, press A N. For mailbox names, press N. To erase all messages in a mailbox, press E M. To delete the security code of a particular mailbox, press D S. For answering schedule override, press S O. For music on hold, press M H. For interactive prompts, press I P. For system prompt customization, press P C. To set the system time, press T I. To set the system date, press D T. To hear the system version number, press S V. To prepare the system for power-down, press P D. To exit this menu, press the pound key.
62.	This network message arrived on _____
63.	_____ through this network telephone number: _____
64.	_____ through an unidentified network telephone number.
65.	Hundred
66.	Thousand
67.	Million
68.	Billion
69.	Your mailbox is almost full.
70.	Your mailbox is full.
71.	Please erase some messages.
72.	There are no more messages. Ready to play the first message.
73.	To exit your mailbox, press X again. To return to the automated attendant, press the star key. To return to your mailbox, press the pound key.
74.	_____ messages will be erased when you exit your mailbox.
75.	The message will be erased when you exit your mailbox.
76.	The message has been saved.
77.	from _____
78.	There are no more messages. Ready to play the last message.
79.	Volume Up
80.	This is maximum volume.
81.	Volume Down
82.	This is minimum volume.
83.	This is normal volume.

Table of Voice Prompts

- | | |
|------|--|
| 84. | Recording |
| 85. | Hello. I have a call for _____. |
| 86. | Welcome to the Main Menu of features.
To listen to your messages, press L.
To record and send a message, press R S.
To check on a message you sent, press C M.
To record a greeting for your mailbox, press G.
To record a name for your mailbox, press R N.
To record and send a future delivery message, press F D.
To record a paging message, press P G.
For mailbox options, press O P.
To hear the time and date, press T I.
For system administrator options, press S A.
To select the list of new messages, press 1 N.
To select the list of saved messages, press 1 S.
To select the list of held messages, press 1 H.
To select the list of all messages, press 1 A.
To exit your mailbox, press X. |
| 87. | To listen to the mailbox name, press L.
To record a new name, press R.
To erase the name, press E.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice. |
| 88. | There is no name recorded for this mailbox.
To record a name, press R.
To go to another mailbox, press the pound key.
To exit this feature, press the pound key twice. |
| 89. | I'm sorry.
This is a computer generated call.
Please press "1" now to end this call. |
| 90. | Thank you.
We apologize for any inconvenience that this call may have caused you. You will not be called again. |
| 91. | _____ of January _____ |
| 92. | _____ of February _____ |
| 93. | _____ of March _____ |
| 94. | _____ of April _____ |
| 95. | _____ of May _____ |
| 96. | _____ of June _____ |
| 97. | _____ of July _____ |
| 98. | _____ of August _____ |
| 99. | _____ of September _____ |
| 100. | _____ of October _____ |
| 101. | _____ of November _____ |
| 102. | _____ of December _____ |

Voice Prompts

Table of Voice Prompts

103.	To accept this call, press 1. Otherwise, hang up.
104.	The message has been erased.
105.	Listening has been paused. To continue listening, press the star key.
106.	Please enter the mailbox numbers to receive this message, up to ten. To use mailbox NAMES to specify the recipients, press star N. To erase the message, press the star key twice.
107.	Enter another mailbox number or do one of the following: To mark this message as Urgent for the previous mailbox, press star U. To mark this message Confidential for the previous mailbox, press star C. To request a return receipt for the previous mailbox, press star R. To send the message, press the pound key. To specify recipients by name, press star N. To cancel the previous mailbox, press only the star key. To erase the message, press the star key twice.
108.	The previous mailbox number has been canceled.
109.	You have already entered the maximum number of mailboxes.
110.	That mailbox does not exist.
111.	That mailbox cannot receive messages.
112.	That mailbox is full.
113.	That message has not been sent.
114.	That list is empty.
115.	The record feature is not available at the moment because there is no more space on the system disk. Please notify the system administrator.
116.	To exit your mailbox, press X again. To return to your mailbox, press the pound key.
117.	To send the message, press the pound key. To erase the message, press the star key twice.
118.	Auto Attendant do not disturb is on.
119.	Auto Attendant do not disturb is off.
120.	The greeting has been erased.
121.	To listen to the active greeting, press L. To turn Auto Attendant do not disturb, off or on, press O. To record a new greeting, press R. To erase the recording, press E. To activate a different greeting, press A. To exit this feature, press the pound key.
122.	The Active Greeting has not been recorded. To record the greeting, press R. To activate a different greeting, press A. To exit this feature, press the pound key.
123.	Please enter that person's mailbox number.

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| 124. | These are the options you have while listening to a recording:
To backup, then continue listening, press B.
To backup to the beginning and listen, press B B.
To go forward, then continue listening, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To turn the volume up, press V U.
To turn the volume down, press V D.
To restore the volume to normal, press V N.
To exit the listen mode, press the pound key. |
| 125. | These are the options you have while making a recording:
To backup, then continue listening to the recording, press B.
To backup to the beginning and listen to the recording, press B B.
To pause while recording, press the star key.
To continue recording after a pause, press the star key.
To erase the recording, press E.
To end recording, press the pound key. |
| 126. | To listen to your mailbox name, press L.
To record a new name, press R.
To erase your name, press E.
To exit this feature, press the pound key. |
| 127. | There is no name recorded for your mailbox.
To record your name, press R.
To exit this feature, press the pound key. |
| 128. | At the tone, please record your name so that I may announce your call. When you are done recording, press the pound key. |
| 129. | The name has been erased. |
| 130. | Welcome to the System Administrator Menu.
For Broadcast messages, press BR.
For Welcome messages, press W.
For Instruction Menu messages, press I.
For Directory Dialing Messages, press DD.
For Announcement Messages, press AN.
For Mailbox Names, press N.
To erase all messages in a mailbox, press E M.
To delete the security code of a particular mailbox, press D S.
For Answering Schedule Override, press SO.
For Interactive Prompts, press IP.
For System prompt Customization, press PC.
To set the system time, press TI.
To set the system date, press DT.
To hear the System Version Number, press SV.
To prepare the system for Power-Down, press PD.
To exit this menu, press the pound key. |
| 131. | There are no interactive prompts recorded. |

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132.	To listen to the broadcast message, press L. To record a new broadcast message, press R. To erase the broadcast message, press E. To exit this feature, press the pound key.
133.	There is no broadcast message. To record a broadcast message, press R. To exit this feature, press the pound key.
134.	There is _____
135.	The broadcast message has been erased.
136.	To listen to the welcome message for this mailbox, press L. To record a new welcome message, press R. To copy the welcome message from another mailbox, press C. To erase the welcome message, press E. To go to another welcome message mailbox, press the pound key. To exit this feature, press the pound key twice.
137.	There is no welcome message for this mailbox. To record a welcome message, press R. To copy the welcome message from another mailbox, press C. To go to another welcome message mailbox, press the pound key. To exit this feature, press the pound key twice.
138.	To listen to your messages, press L. To record and send a message, press R S. For the complete Main Menu of features, press 0.
139.	The welcome message has been erased.
140.	To listen to the instruction menu for this mailbox, press L. To record a new instruction menu, press R. To copy the instruction menu from another mailbox, press C. To erase the instruction menu, press E. To go to another instruction menu mailbox, press the pound key. To exit this feature, press the pound key twice.
141.	There is no instruction menu for this mailbox. To record an instruction menu, press R. To copy the instruction menu from another mailbox, press C. To go to another instruction menu mailbox, press the pound key. To exit this feature, press the pound key twice.
142.	To record and send a message, press R S. For the complete Main Menu of features, press 0.
143.	The instruction menu has been erased.
144.	The mailbox number to receive your reply is not known.
145.	There are _____
146.	Your call cannot go through because the extension number which left that message is not known.
147.	To record a reply, press R E.
148.	If you wish, you can record a comment at the tone and press the pound key when you are done. Otherwise, press only the pound key.

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149. That number is restricted.
150. Enter the mailbox number of the message recipient you wish to check on.
151. All of your messages have been listened to.
152. _____ messages have not been listened to.
153. _____ message has not been listened to.
154. Welcome to the Mailbox Options Menu.
To change your security code, press S.
To change message notification, press N.
To change the Auto Help option, press A H.
To change the Auto Forward option, press A F.
To change the Auto Time-Stamp option, press A T.
To exit this menu, press the pound key.
155. Enter your new security code, then press the pound key.
Or, to erase your security code, press 0, then the pound key.
To exit this feature, press only the pound key.
156. You have entered too many digits. Please try again.
157. Your security code has been erased.
158. Your new security code is _____.
159. If this is correct, press C.
If this is incorrect, press I.
160. Your security code has been changed.
161. Your security code has not been changed.
162. The following network message was returned to you because _____.
163. until _____
164. notifying you of messages from _____
165. notifying you of all messages _____
166. at this number _____
167. at this radio pager number _____
168. at this digital pager number _____
169. _____ it was too long.
170. _____ the destination mailbox could not be found.
171. _____ the destination mailbox did not accept the message.
172. Enter the hour you wish notification to begin. You must enter a two-digit number followed by an A for AM or a P for PM.
For example: eight AM would be entered as 0 8 A.
To skip to the next setting, press the star key.
To exit, press the pound key.
173. Enter the hour you wish notification to end. You must enter a two-digit number followed by an A for AM or a P for PM.
For example: five PM would be entered as 0 5 P.
To skip to the next setting, press the star key.
To exit, press the pound key.

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| 174. | To be notified of all new messages, press A.
To be notified only when a message is sent to you from a specific person's mailbox, press S.
To be notified only if a message is urgent, press U.
To skip to the next setting, press the star key.
To exit, press the pound key. |
| 175. | To be notified at an extension or telephone number, press N.
To be notified using a radio pager, press R.
To be notified using a digital pager, press D.
To skip to the next setting, press the star key.
To exit, press the pound key. |
| 176. | Enter the extension or telephone number, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key. |
| 177. | Enter the telephone number of the radio pager, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key. |
| 178. | Enter the telephone number of the digital pager, then press the pound key.
To skip to the next setting, press the star key.
To exit, press only the pound key. |
| 179. | To require that your security code be entered after accepting a notification call, press S.
Otherwise, press N.
To exit, press the pound key. |
| 180. | That notification number is restricted. |
| 181. | That feature is disabled. To have it enabled, see your system administrator. |
| 182. | Answering schedule override is off.
To turn answering schedule override on, press O.
To exit, press the pound key. |
| 183. | Answering schedule override is on. |
| 184. | The override mailbox is _____.
To change the override mailbox, press C.
To exit, press the pound key. |
| 185. | To turn answering schedule override off, press O.
To change the override mailbox, press C.
To exit, press the pound key. |
| 186. | Please enter the override mailbox number. |
| 187. | Please enter the tenant number for the broadcast message. |

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188. These are the options you have while listening to a message:
To record a reply, press R E.
To have the message forwarded, press M F.
To make a call to the sender of the message, press M C.
To exit the listen mode, press the pound key.
To hear the time, date, and sender of the message, press T I.
To save the message, press S A.
To erase the message, press E.
To listen to messages in reverse order, press R L.
To listen to the next message, press L.
To backup, then continue listening, press B.
To backup to the beginning and listen, press B B.
To go forward, then continue listening, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To select the list of new messages, press 1 N.
To select the list of saved messages, press 1 S.
To select the list of held messages, press 1 H.
To select the list of all messages, press 1 A.
To turn the volume up, press V U.
To turn the volume down, press V D.
To restore the volume to normal, press V N.
To exit your mailbox, press X.
189. These are the options you have while recording a message:
To backup, then continue listening to the recording, press B.
To backup to the beginning and listen to the recording, press B B.
To pause while recording, press the star key.
To continue recording after a pause, press the star key.
To erase the message you recorded, press E.
To hear the time and date of the recording, press T I.
To end recording, press the pound key.
To exit your mailbox, press X.
190. To listen to the announcement message, press L.
To record a new announcement message, press R.
To erase the announcement message, press E.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.
191. There is no announcement message for this mailbox.
To record an announcement message, press R.
To go to another announcement mailbox, press the pound key.
To exit this feature, press the pound key twice.
192. Please enter the mailbox number for the welcome message.
193. The announcement message has been erased.

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194.	Welcome to the Main Menu of features. To listen to your messages, press L. To record and send a message, press R S. To check on a message you sent, press C M. To record a greeting for your mailbox, press G. To record a name for your mailbox, press R N. To record and send a future delivery message, press F D. For mailbox options, press O P. To hear the time and date, press T I. For system administrator options, press S A. To select the list of new messages, press 1 N. To select the list of saved messages, press 1 S. To select the list of held messages, press 1 H. To select the list of all messages, press 1 A. To exit your mailbox, press X.
195.	There is no announcement message.
196.	This network message was returned on _____.
197.	You have no messages.
198.	You have one message.
199.	No messages will be erased.
200.	One message will be erased when you exit your mailbox.
201.	Please enter the security code.
202.	Auto help is on. To turn auto help off, press O. To exit this feature, press the pound key.
203.	Auto help is off. To turn auto help on, press O. To exit this feature, press the pound key.
204.	At the tone, you can leave your message for _____.
205.	At the tone, you can leave a message.
206.	Hello. I have a message for _____.
207.	To accept this call, press 1. Otherwise, hang up, and I will call again later.
208.	Flash
209.	Wait for dial tone
210.	Dialing pause
211.	Monitored dialing pause
212.	Please enter the tenant number for the answering schedule override.
213.	Please enter the mailbox number for the instruction menu.
214.	Please enter the mailbox number for the announcement message.
215.	_____ caller waiting ahead of you.

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| 216. | Recording has been paused.
To continue recording, press the star key.
To end recording, press the pound key.
For a complete list of recording options, press 0. |
| 217. | _____ callers waiting ahead of you. |
| 218. | You have reached the recording limit.
To listen to the message you recorded, press L.
To erase the message and record a new one, press E.
To send the message, press the pound key or hang up. |
| 219. | You are the next caller for the extension. |
| 220. | To leave a message, press 1.
To wait for the extension to become available, press 2.
For other options, press 3. |
| 221. | To listen to the music on hold, press L.
To record new music on hold, press R.
To erase the music on hold, press E.
To exit this feature, press the pound key. |
| 222. | You have reached the recording limit.
To backup to the beginning and listen to the recording, press B B.
To erase the recording and start over, press E.
To end recording, press the pound key.
For a complete list of recording options, press 0. |
| 223. | Listening has been paused.
To continue listening, press the star key.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0. |
| 224. | There is no substitute recorded for the default music on hold.
To record new music on hold, press R.
To exit this feature, press the pound key. |
| 225. | Listening has been paused.
To continue listening, press the star key.
To backup to the beginning and listen, press B B.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0. |
| 226. | You have listened to the entire recording.
To backup to the beginning and listen, press B B.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0. |
| 227. | You have listened to the entire recording.
To exit the listen mode, press the pound key. |
| 228. | The message will be erased when you exit your mailbox.
To save the message, press S A.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0. |

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229.	The message has been saved. To erase the message, press E. To listen to the next message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
230.	To listen to the next message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
231.	The music on hold has been erased and the default music recording has been activated.
232.	To listen to the music on hold, press L. To record new music on hold, press R. To erase the new music on hold, press E. To go to another tenant, press the pound key. To exit this feature, press the pound key twice.
233.	There is no substitute recorded for the default music on hold. To record new music on hold, press R. To go to another tenant, press the pound key. To exit this feature, press the pound key twice.
234.	Please enter the tenant number for the music on hold.
235.	Please continue to hold. I will try to connect you.
236.	Calling _____
237.	Your recorded response is _____
238.	The interactive prompt has been erased.
239.	_____ interactive prompts.
240.	0 (leading digit)
241.	1 (leading digit)
242.	2 (leading digit)
243.	3 (leading digit)
244.	4 (leading digit)
245.	5 (leading digit)
246.	6 (leading digit)
247.	7 (leading digit)
248.	8 (leading digit)
249.	9 (leading digit)
250.	20
251.	21
252.	22
253.	23
254.	24
255.	25
256.	26

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| 257. | 27 |
| 258. | 28 |
| 259. | 29 |
| 260. | 30 |
| 261. | 31 |
| 262. | 32 |
| 263. | 33 |
| 264. | 34 |
| 265. | 35 |
| 266. | 36 |
| 267. | 37 |
| 268. | 38 |
| 269. | 39 |
| 270. | This callback indicator arrived on _____ |
| 271. | The greeting that is currently active is number _____. |
| 272. | Please enter the number (1,2 or 3) of the greeting which is to be active.
Or, to exit, press the pound key. |
| 273. | The reply has been sent. |
| 274. | The message has been forwarded. |
| 275. | That mailbox is busy. |
| 276. | To listen to the broadcast message, press L.
To record a new broadcast message, press R.
To erase the broadcast message, press E.
To go to another tenant, press the pound key.
To exit this feature, press the pound key twice. |
| 277. | There is no broadcast message for this tenant.
To record a broadcast message, press R.
To go to another tenant, press the pound key.
To exit this feature, press the pound key twice. |
| 278. | Going to the first message. |
| 279. | Going to the last message. |
| 280. | _____ interactive prompt. |
| 281. | Answering schedule override is off.
To turn answering schedule override on, press O.
To go to another tenant, press the pound key.
To exit this feature, press the pound key twice. |
| 282. | To turn answering schedule override off, press O.
To change the override mailbox, press C.
To go to another tenant, press the pound key.
To exit this feature, press the pound key twice. |
| 283. | The paging message is on. |

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| 284. | The paging message is off. |
| 285. | The message has not been recorded because it is too short. |
| 286. | You have not entered enough letters. |
| 287. | Single-beep tone |
| 288. | Press _____ |
| 289. | For _____ |
| 290. | Dial _____. |
| 291. | Please enter _____ |
| 292. | _____ or more letters of the person's name, starting with their first name, then press the pound key.
To enter a Q or Z, press 1.
To exit this directory, press only the pound key. |
| 293. | Please enter _____ |
| 294. | _____ or more letters of the person's name, starting with their last name, then press the pound key.
To enter a Q or Z, press 1.
To exit this directory, press only the pound key |
| 295. | The paging message has been erased. |
| 296. | To listen to the paging message, press L.
To turn your paging message on or off, press O.
To record a new paging message, press R.
To erase the recording, press E.
To exit this feature, press the pound key. |
| 297. | There is no paging message for your mailbox.
To record a paging message, press R.
To exit this feature, press the pound key. |
| 298. | To leave a message, press 1.
To have the person paged, press 2.
For other options, press 3. |
| 299. | That name is not listed in the directory. |
| 300. | Or to exit the directory, press the pound key. |
| 301. | Please enter the prompt number, then press the pound key.
Or to exit, press only the pound key. |
| 302. | To listen to a prompt, press L.
To re-record a prompt, press R.
To insert a new prompt, press I.
To add a new prompt at the end of the list, press A.
To erase a prompt, press E.
To review all prompts, press the star key.
To go to another interactive mailbox, press the pound key.
To exit this feature, press the pound key twice. |
| 303. | To record prompt number one, press R.
To go to another interactive mailbox, press the pound key.
To exit this feature, press the pound key twice. |
| 304. | Please note, the reference number for your call is _____. |

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305. Please enter the mailbox number for the interactive prompts.
306. To select a programmable prompt, enter the number of the prompt, then press the pound key.
To go to the first programmable prompt, press the star key.
To exit, press only the pound key.
307. To hear only the current prompt number, press N.
To listen to the default prompt, press L.
To record a substitute prompt, press R.
To verify the substitute prompt, press V.
To erase the substitute prompt, press E.
To select another programmable prompt, press the pound key.
To go to the next programmable prompt, press the star key.
To exit this feature, press the pound key twice.
308. There are currently no programmable prompts.
309. That prompt is not programmable.
310. Prompt number _____
311. The substitute has been erased and the default prompt has been activated.
312. There is no substitute recorded for prompt number _____.
313. The next programmable prompt has been selected.
314. Reference number _____
315. Welcome to the System Administrator Menu.
For broadcast messages, press B R.
For welcome messages, press W.
For instruction menu messages, press I.
For directory dialing messages, press D D.
For announcement messages, press A N.
For mailbox names, press N.
To erase all messages in a mailbox, press E M
To delete the security code of a particular mailbox, press D S.
For answering schedule override, press S O.
For music on hold, press M H.
For interactive prompts, press I P.
For system prompt customization, press P C.
To set the system time, press T I.
To set the system date, press D T.
To hear the system version number, press S V.
To prepare the system for power-down, press P D.
To exit this menu, press the pound key.
316. Recorded silence - Not programmable
317. There is no welcome message recorded for that mailbox.
318. There is no instruction menu recorded for that mailbox.
319. The message has been copied.
320. The message is being copied. Please wait.
321. Please enter the number of the mailbox containing the Welcome Message you wish to copy.
322. Please enter the number of the mailbox containing the Instruction Menu you wish to copy.

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323.	Interactive prompt _____.
324.	_____ is still busy.
325.	You may continue to wait or: To leave a message, press 1. For other options, press 2.
326.	Welcome to the Mailbox Options Menu. To change your security code, press S. To change message notification, press N. To change the Auto Help option, press A H. To change the Auto Forward option, press A F. To change the Auto Time-Stamp option, press A T. To change the Call Waiting option, press C W. To change the Call Announcing option, press C A. To exit this menu, press the pound key.
327.	Call Waiting is on. To turn Call Waiting off, press O. To exit this feature, press the pound key.
328.	Call Waiting is off. To turn Call Waiting on, press O. To exit this feature, press the pound key.
329.	You have received new messages.
330.	Enter the time you wish the message to be sent. You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an "A" for a.m. or a "P" for p.m. For example: Eight-Oh-Five AM would be entered as 0-8, 0-5, A. To re-enter the time if you make a mistake, press the star key. To exit this feature, press the pound key.
331.	Enter the date you wish the message to be sent. You must enter a two-digit number for the month, then a two-digit number for the day. For example: January 25th would be entered as 0-1, 2-5. To re-enter the date if you make a mistake, press the star key. To exit this feature, press the pound key.
332.	The message will be delivered on _____.
333.	To listen to the directory dialing message, press L. To record a new directory dialing message, press R. To copy the directory dialing message from another mailbox, press C. To erase the directory dialing message, press E. To go to another directory dialing message mailbox, press the pound key. To exit this feature, press the pound key twice.
334.	There is no directory dialing message for this mailbox. To record a directory dialing message, press R. To copy the directory dialing message from another mailbox, press C. To go to another directory dialing message mailbox, press the pound key. To exit this feature, press the pound key twice.
335.	There is no directory dialing message recorded for that mailbox.
336.	The directory dialing message has been erased.

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337. Please enter the mailbox number for the directory dialing message.
338. Please enter the mailbox number of the directory dialing message you wish to copy.
339. Again, please note. The reference number for your call is _____.
340. Enter the new time of day for the voice mail system's clock.
You must enter a two-digit number for the hour, then a two digit number for the minute, followed by an A for AM or a P for PM.
For example: Eight-Oh-Five A-M would be entered as 0-8, 0-5, A.
To re-enter the time if you make a mistake, press the star key.
To exit this feature, press the pound key
341. Enter the new date for the voice mail system's clock.
You must enter a two-digit number for the month, day, and year.
For example: April 25th 1992 would be entered as 0-4, 2-5, 9-2.
To re-enter the date if you make a mistake, press the star key.
To exit this feature, press the pound key.
342. The new system date and time will be _____.
343. The system clock has been adjusted.
344. The system clock currently reads _____.
345. Your security code is required to confirm system shutdown.
346. All voice mail ports are idle.
347. Activity has been detected in the voice mail system.
To allow the activity to cease before shutting down, press A.
To shut down immediately, press I.
To cancel the shut down, press the pound key.
348. Starting shut down.
Please stay on the line until notified that shutdown is complete.
To cancel the shutdown, press the pound key now.
349. Shut down of the voice mail system has been completed.
It is now safe to power-down or reset the voice mail computer.
350. Shut down of the voice mail system has been aborted.
351. Waiting for voice mail activity to cease.
352. Disregarding ongoing voice mail activity.
353. The system clock could not be adjusted to the specified settings. Please try again
354. Shutdown cannot be initiated from this mailbox.
Only system administrator mailboxes which have been programmed with a security code are permitted to shut down the voice mail system.
355. The revision level of the voice mail system software is _____
356. It is no longer possible to abort the operation.
357. Your security code will NOT be requested.
358. Your security code will be requested.
359. Wait for sound.

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360.	Enter the extension or telephone number, then press the pound key. To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string. To skip to the next setting, press only the star key. To exit this feature, press only the pound key.
361.	Enter the radio pager number, then press the pound key. To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string. To skip to the next setting, press only the star key. To exit this feature, press only the pound key.
362.	Enter the digital pager number, then press the pound key. To enter special dialing codes, press the star key followed by the desired code letter. For example, pressing star-P will enter a non-monitored pause into the dial string. Similarly, you may press star-star or star-pound to enter the star or pound keys into the string. To skip to the next setting, press only the star key. To exit this feature, press only the pound key.
363.	This message arrived on _____. _____ an unknown caller.
365.	Please enter the network recipient's mailbox number, then press the pound key. Or, to cancel this network destination and select a different recipient, press the star key.
366.	The network mailbox you entered is _____. If the mailbox number is correct, Press C. If it is incorrect, press I to re-enter the number. To select a different recipient, press the star key.
368.	The network destination to receive your reply is not known.
369.	____ e ____ (as in Le due e cinque) (Not used in English, French, German)
370.	Oh (Not used for Spanish, French, Italian)
371.	____ the First ____
372.	____ the Second ____
373.	____ the Third ____
374.	____ the Fourth ____
375.	____ the Fifth ____
376.	____ the Sixth ____
377.	____ the Seventh ____
378.	____ the Eighth ____
379.	____ the Ninth ____
380.	____ the Tenth ____
381.	____ the Eleventh ____
382.	____ the Twelfth ____

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383. ____ the Thirteenth ____
384. ____ the Fourteenth ____
385. ____ the Fifteenth ____
386. ____ the Sixteenth ____
387. ____ the Seventeenth ____
388. ____ the Eighteenth ____
389. ____ the Nineteenth ____
390. ____ the Twentieth ____
391. ____ the Twenty-first ____
392. ____ the Twenty-second ____
393. ____ the Twenty-third ____
394. ____ the Twenty-fourth ____
395. ____ the Twenty-fifth ____
396. ____ the Twenty-sixth ____
397. ____ the Twenty-seventh ____
398. ____ the Twenty-eighth ____
399. ____ the Twenty-ninth ____
400. ____ the Thirtieth ____
401. ____ the Thirty-first ____
402. ____ AM (for Midnight to 5:59)
403. ____ AM (for 6:00 to 11:59)
404. ____ PM (for 12:00 to 17:59)
405. ____ PM (for 18:00 PM to 23:59)
406. ____ because it could not be sent to ____.
407. To work with the substitute prompts for Language 1, press 1.
Or, for Language 2 prompts, press 2.
To exit this feature, press the pound key.
408. You may order one additional document.
409. To cancel this FAX transaction, press 0.
410. ____ twelve ____
411. ____ one ____
412. ____ two ____
413. ____ three ____
414. ____ four ____
415. ____ five ____
416. ____ six ____
417. ____ seven ____
418. ____ eight ____

Voice Prompts

Table of Voice Prompts

419.	nine	_____
420.	ten	_____
421.	eleven	_____
422.	twelve	_____
423.	one	_____
424.	two	_____
425.	three	_____
426.	four	_____
427.	five	_____
428.	six	_____
429.	seven	_____
430.	eight	_____
431.	nine	_____
432.	ten	_____
433.	eleven	_____
434.	If you would like to be called back to receive your FAX order, press C. Or, if the FAX machine to receive your order is connected to the telephone you are using, press F.	
435.	That is an invalid entry.	
436.	Please enter the number that I will need to dial to reach your FAX machine, then press the pound key. For long-distance calls, please include the leading '1' and, if necessary, the area code. To cancel this FAX transaction, press only the pound key.	
437.	You have entered too many digits.	
438.	I'm sorry. You did not enter a complete FAX Callback number.	
439.	I'm sorry. I cannot make a call to your FAX machine at the telephone number that you have entered.	
440.	Your FAX telephone number is _____.	
441.	If this is correct, press C. If this is incorrect, press I.	
442.	Or, to hear a list of available documents, press the star key.	
443.	You may order up to _____.	
444.	You may order only one document.	
445.	_____ documents	
446.	You have ordered the maximum number of documents.	
447.	Please enter the number of the document you would like to receive, then press the pound key.	
448.	When you are finished ordering, press ONLY the pound key.	
449.	I'm sorry. You did not enter a complete document number.	
450.	I'm sorry. There is no document assigned to that number.	
451.	To have your extension number appear on your FAX order, enter that number now, then press the pound key. Otherwise, press only the star key. To cancel this FAX transaction, press only the pound key.	

Table of Voice Prompts

452. I'm sorry. You did not enter a complete extension number.
453. You entered extension number _____.
454. Your FAX order will be sent shortly. Thank you for calling.
455. To receive the documents you have requested, press the start key on your FAX machine when you hear the tone.
456. Ready
457. A security code is required to complete this FAX transaction.
Please enter the security code now.
458. You may order an additional _____.
459. A security code is required to access the document number you have selected.
Please enter the security code now.
460. I'm sorry. All of our FAX lines are in use.
461. Enter the document ID number you wish to assign to the FAX that you will be sending.
The number may be up to ten digits and must be followed by the pound key. If you make a mistake, press the star key.
To exit this feature, press only the pound key.
462. There is already a document assigned to that number.
To replace the existing document, press R.
To enter a new document number, press the pound key.
463. There is no document currently assigned to that number.
To assign the new document to that number, press A.
To enter a different document number, press the pound key.
464. To send the document to be stored, press the start key on your FAX machine when you hear the tone.
465. If you wish to order your documents now and be called back, press C.
Otherwise, press 0.
466. Please try again later.
467. Please enter the number of the document you would like to receive, then press the pound key.
To cancel this FAX transaction, press only the pound key.
468. Your FAX transaction has been cancelled.
469. Call Announcing is ON.
To turn Call Announcing OFF, press O.
To exit this feature, press the pound key.
470. Call Announcing is OFF.
To turn Call Announcing ON, press O.
To exit this feature, press the pound key.
471. To request a return receipt for the previous mailbox, press star R.
To enter another mailbox name, press N.
To send the message, press the pound key.
To specify recipients by their mailbox numbers, press star N.
To cancel the previous mailbox, press ONLY the star key.
To erase the message, press the star key twice.
472. _____ or more letters of the person's name, then press the pound key.
To enter a Q or Z, press 1.
To cancel this directory selection, press only the pound key.

Voice Prompts

Table of Voice Prompts

- | | |
|------|---|
| 473. | You may enter the names of up to ten mailboxes to receive this message.
To enter a mailbox name, press N.
To specify recipients by their mailbox numbers, press star N.
To erase the message, press the star key twice. |
| 474. | Analyzed Dialing Pause. |
| 475. | Selecting the MAIN message list.
All of your messages are in this list. |
| 476. | Selecting the NEW message list.
Only messages that have not yet been heard will be in this list.
This list will not change until after you have exited your mailbox. |
| 477. | Selecting the Saved message list.
Only messages that were saved during a previous mailbox session will be in this list.
This list will not change until after you have exited your mailbox. |
| 478. | To hear a summary of the current settings for all of your message notification groups, press S.
To select which of the groups are to be active, press A.
To review or modify the parameters of a group, press M.
To set the priority of each group for notification of urgent messages, press U.
To exit this feature, press the pound key. |
| 479. | The First message notification group is disabled. |
| 480. | The First notification group is disabled.
To enable the First group, press E F. |
| 481. | The First message notification group is enabled, and it is active from ____. |
| 482. | The First notification group is enabled.
To disable the First group, press D F. |
| 483. | The Second message notification group is disabled. |
| 484. | The Second notification group is disabled.
To enable the Second group, press E S. |
| 485. | The Second message notification group is enabled, and it is active from ____. |
| 486. | The Second notification group is enabled.
To disable the Second group, press D S. |
| 487. | The Third message notification group is disabled. |
| 488. | The Third notification group is disabled.
To enable the Third group, press E T.
To exit, press the pound key. |
| 489. | The Third message notification group is enabled, and it is active from ____. |
| 490. | The Third notification group is enabled.
To disable the Third group, press D T.
To exit, press the pound key. |
| 491. | Please select the message notification group that you would like to review or modify.
For the First notification group, press F.
For the Second notification group, press S.
For the Third notification group, press T.
Or, to exit, press the pound key. |
| 492. | When enabled, the First notification group will be active from ____. |

Table of Voice Prompts

- | | |
|------|--|
| 493. | When enabled, the Second notification group will be active from _____. |
| 494. | When enabled, the Third notification group will be active from _____. |
| 495. | None |
| 496. | Selecting the HELD message list.
Only messages that have been partially heard, but were not SAVED during a previous mailbox session, will be in this list.
This list will not change until after you have exited your mailbox. |
| 497. | Going to the first new message. |
| 498. | Going to the last new message. |
| 499. | Going to the first saved message. |
| 500. | Going to the last saved message. |
| 501. | Going to the first held message. |
| 502. | Going to the last held message. |
| 503. | You have no new messages. |
| 504. | You have no saved messages. |
| 505. | You have no held messages. |
| 506. | There are no more new messages.
Ready to play the first new message. |
| 507. | There are no more new messages.
Ready to play the last new message. |
| 508. | There are no more saved messages.
Ready to play the first saved message. |
| 509. | There are no more held messages.
Ready to play the last held message. |
| 510. | There are no more held messages.
Ready to play the first held message. |
| 511. | There are no more held messages.
Ready to play the last held message. |
| 512. | You have _____ |
| 513. | _____ and _____ |
| 514. | You have no messages. |
| 515. | You have one new message _____ |
| 516. | You have one new message. |
| 517. | You have one held message _____ |
| 518. | You have one held message. |
| 519. | You have one saved message. |
| 520. | _____ new messages _____ |
| 521. | _____ new messages. |
| 522. | _____ saved messages. |
| 523. | _____ held messages. |

Voice Prompts

Table of Voice Prompts

524.	_____ held messages _____
525.	_____ one held message _____
526.	_____ and one saved message.
527.	_____ and one held message.
528.	To listen to your new messages, press L. To record and send a message, press R S. For the complete Main Menu of features, press 0.
529.	To listen to your held messages, press L. To record and send a message, press R S. For the complete Main Menu of features, press 0.
530.	To listen to your saved messages, press L. To record and send a message, press R S. For the complete Main Menu of features, press 0.
531.	The message will be erased when you exit your mailbox. To save the message, press S A. To listen to the next new message, press L. To exit the listen mode, press the Pound key. For a complete list of listening options, press 0.
532.	The message will be erased when you exit your mailbox. To save the message, press S A. To listen to the next held message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
533.	The message will be erased when you exit your mailbox. To save the message, press S A. To listen to the next saved message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
534.	The message has been saved. To erase the message, press E. To listen to the next new message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
535.	The message has been saved. To erase the message, press E. To listen to the next held message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
536.	The message has been saved. To erase the message, press E. To listen to the next saved message, press L. To exit the listen mode, press the pound key. For a complete list of listening options, press 0.
537.	I'm sorry. The System Line is currently in use.
538.	_____ the destination mailbox was full.

Table of Voice Prompts

539. _____ the network call could not be completed.

540. Forty

541. Forty-one

542. Forty-two

543. Forty-three

544. Forty-four

545. Forty-five

546. Forty-six

547. Forty-seven

548. Forty-eight

549. Forty-nine

550. Fifty

551. Fifty-one

552. Fifty-two

553. Fifty-three

554. Fifty-four

555. Fifty-five

556. Fifty-six

557. Fifty-seven

558. Fifty-eight

559. Fifty-nine

560. Sixty

561. Sixty-one

562. Sixty-two

563. Sixty-three

564. Sixty-four

565. Sixty-five

566. Sixty-six

567. Sixty-seven

568. Sixty-eight

569. Sixty-nine

570. Seventy

571. Seventy-one

572. Seventy-two

573. Seventy-three

574. Seventy-four

575. Seventy-five

576. Seventy-six

Voice Prompts

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- | | |
|------|--|
| 577. | Seventy-seven |
| 578. | Seventy-eight |
| 579. | Seventy-nine |
| 580. | Eighty |
| 581. | Eighty-one |
| 582. | Eighty-two |
| 583. | Eighty-three |
| 584. | Eighty-four |
| 585. | Eighty-five |
| 586. | Eighty-six |
| 587. | Eighty-seven |
| 588. | Eighty-eight |
| 589. | Eighty-nine |
| 590. | Ninety |
| 591. | Ninety-one |
| 592. | Ninety-two |
| 593. | Ninety-three |
| 594. | Ninety-four |
| 595. | Ninety-five |
| 596. | Ninety-six |
| 597. | Ninety-seven |
| 598. | Ninety-eight |
| 599. | Ninety-nine |
| 600. | Auto Time-Stamp is on.
To turn Auto Time-Stamp off, press 0.
To exit this feature, press the pound key |
| 601. | Auto Time-Stamp is off.
To turn Auto Time-Stamp on, press O.
To exit this feature, press the pound key. |
| 602. | Auto-Forward is off.
To turn Auto Forward on, press 0.
To exit this feature, press the pound key. |
| 603. | Auto Forward is on. |
| 604. | The Auto Forward recipient is mailbox number _____.
Or, to exit, press the pound key. |
| 605. | To turn Auto Forward off, press 0.
To change the Auto-Forward mailbox, press C.
To exit this feature, press the pound key. |
| 606. | Please enter the number of the mailbox to receive the Auto Forward messages.
Or, to exit, press the pound key. |
| 607. | _____ will receive this message. |

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608. So that I may determine the type of telephone you are using, please listen for two beeps, wait two seconds, and then dial 0.
609. To accept this call, press 0, otherwise, hang up and I will call again later.
610. While using our system with your rotary dial phone, instead of pressing the pound key, please dial 11 quickly and instead of pressing the star key, please dial 22 quickly
611. Please dial the extension number you wish to reach, Or dial 0 for assistance.
612. You may not forward this message to that person's mailbox because it has already been forwarded.
613. This _____
614. _____ page FAX message arrived on _____
615. Please enter the number that I will need to dial to reach your FAX machine, then press the pound key.
For long distance calls, please include the leading 1 and, if necessary, the area code.
Or, to cancel this mailbox selection and choose a different recipient, press the star key.
616. If this is correct, press C.
If this is incorrect, press I to re-enter the number.
Or, to cancel this mailbox selection and choose a different recipient, press the star key.
617. These are the options you have while listening to a recording.
To back up, then continue listening, press B.
To back up to the beginning and listen, press BB.
To go forward then continue listening, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To turn the volume up, press VU.
To turn the volume down, press VD.
To restore the volume to normal, press VN.
To exit the listen mode, press the pound key.
618. These are the options you have while making a recording.
To back up, then continue listening to the recording, press B.
To back up to the beginning and listen to the recording, press BG.
To pause while recording, press the star key.
To continue recording after a pause, press the star key.
To erase the recording, press E.
To end recording, press the pound key.

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619. These are the options you have while listening to a message.
To record a reply, press RE.
To have the message forwarded, press MF.
To make a call to the sender of the message, press MC.
To exit the listen mode, press the pound key.
To hear the time, date and sender of the message, press TI.
To save the message, press SA.
To erase the message, press E.
To listen to messages in reverse order, press RL.
To listen to the next message, press L.
To back up then continue listening, press B.
To back up to the beginning and listen press BG.
To go forward then continue listening, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To select the list of new messages, press 1N.
To select the list of saved messages, press 1S.
To select the list of held messages press 1H.
To select all messages, press 1A.
To turn the volume up, press VU.
To turn the volume down, press VD.
To restore the volume to normal, press VN.
To exit your mailbox, press X.
620. These are the options you have while recording a message.
To back up then continue listening to the recording, press B.
To back up to the beginning and listen to the recording press BG.
To pause while recording, press the star key.
To continue recording after a pause, press the star key.
To erase the message you recorded, press E.
To hear the time and date of the recording, press TI.
To end the recording, press the pound key.
To exit your mailbox, press X.
621. You have reached the recording limit.
To back up to the beginning and listen to the recording, press BG.
To erase the recording and start over, press E.
To end recording, press the pound key.
For a complete list of recording options, press 0.
622. Listening has been paused.
To continue listening, press the star key.
To back up to the beginning and listen, press BG.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0.
623. You have listened to the entire recording.
To back up to the beginning and listen, press BG.
To exit the listen mode, press the pound key.
For a complete list of listening options, press 0.
624. _____ will receive this FAX message.

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625. The following Return Receipt arrived on _____.
626. To listen to the first message you sent, press L.
To erase the first message, press E.
To exit this feature, press the pound key.
627. To erase the message, press E.
To listen to the next message you sent, press L.
To exit this feature, press the pound key.
628. The message cannot be erased at this time because the recipient mailbox is currently in use.
629. The mailbox has been tagged for Return Receipt.
630. This message may not be tagged for Return Receipt because you have not recorded a comment.
631. This Return Receipt arrived on _____.
632. Hundred (Needed for English).
633. Thousand (Needed for English).
634. Million (Needed for English).
635. Billion (Needed for English).
636. One ____ (Needed only for English).
637. One ____ (Needed only for English).
638. _____ at _____
639. The first hard disk in your voice mail system has failed.
Hard disk mirroring has been turned off.
Please replace the first hard disk with a functioning one and turn on hard disk mirroring.
640. The second hard disk in your voice mail system has failed.
Hard disk mirroring has been turned off.
Please replace the second hard disk with a functioning one and turn on hard disk mirroring.
641. A hard disk in your voice mail system has failed.
Hard disk mirroring has been turned off.
Please replace the hard disk with a functioning one and turn on hard disk mirroring.
642. Not used
643. Not used
644. To specify the extension number, press the star key.
To exit this feature, press the pound key.
645. Please dial the extension number.
To enter the name of an extension, press the star key.
To exit this feature, press the pound key.
646. To specify the mailbox number of the recipient, press the star key.
To exit this feature, press the pound key.
647. Please dial the mailbox number.
To enter the name of a mailbox, press the star key.
To exit this feature, press the pound key.

Voice Prompts

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- | | |
|------|---|
| 648. | Please enter your telephone number and press the pound key when you are done, otherwise, just press the pound key. |
| 649. | Welcome to the System Administrator menu.
For the Broadcast messages, press BR.
For Welcome messages, press W.
For Instruction menu messages press I.
For Directory Dialing messages, press DD.
For Announcement messages, press AN.
For Mailbox Names, press N.
To erase all messages in a mailbox, press EM.
To delete the Security Code of a particular mailbox, press DS.
For Answering Schedule Override, press SO.
For System Prompt Customization, press PC.
To set the System Time, press TI.
To set the System Date, press DT.
To hear the System Version Number, press SV.
To prepare the system for Power Down, press PD.
To exit this menu, press the pound key. |
| 650. | The message will be erased when you exit your mailbox.
To listen to the next message, press L.
To exit the listen mode, press the pound key.
For a complete list of Listening Options, press 0. |
| 651. | The Guest you are trying to reach is not available.
Please leave a private message at the tone, Or press 0 to ring the hotel operator. |
| 652. | Please enter the time for your wake up call.
You must enter a two-digit number for the hour, then a two-digit number for the minute, followed by an A for a.m. or a P for p.m.
For example, 8:05 a.m. would be entered as 08 05 A.
To re-enter the time if you make a mistake, press the star key.
To exit this feature, press the pound key, otherwise hang up now to turn off your wake up call. |
| 653. | Your wake up call time is _____. |
| 654. | To activate the snooze alarm, press S.
To ring the hotel operator, press 0. |
| 655. | Hello. This is the wake up call you requested. |
| 656. | Please enter the number of the mailbox containing the message to be erased. |
| 657. | There is a text message for you at the front desk. |
| 658. | All messages in mailbox _____. |
| 659. | _____ will be erased. |
| 660. | The message has been marked as Confidential for the previous mailbox. |
| 661. | The message has been marked as Urgent for the previous mailbox. |
| 662. | The room you are calling is not occupied.
To ring the hotel operator, press 0. |

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663. Welcome to the Hotel Guest Management menu:
For Hotel Guest check in, press CI
For Hotel Guest check out, press CO
For post check out message checking, press MC
To move a Hotel Guest, press MG
For wake up call set up, press WC
For programming hotel list mailboxes, press GL
To exit this feature press the pound key.
664. This is an Urgent message.
665. You have an Urgent message.
666. To set a wake up call press U.
For Mailbox Options, press OP.
to exit, press X.
To ring the hotel operator, press O.
667. To listen to your messages, press L.
668. _____ notifying you only of Urgent messages _____
669. These are the options you have while listening to a message.
To hear the time, date and sender of the message, press TI
To save the message, press SA.
To erase the message press E.
To listen to the next message, press L.
To back up then continue listening, press B.
To back up to the beginning and listen, press BG
To go forward then continue listening, press G.
To pause while listening, press the star key.
To continue listening after a pause, press the star key.
To turn the volume up, press VU.
To turn the volume down, press VD.
To restore the volume to normal, press VN.
To exit the listen mode, press the pound key.
To exit your mailbox, press X.
670. This Return Receipt message arrived from _____.

Voice Prompts

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- | | |
|------|--|
| 671. | Welcome to the System Administrator menu.
For Broadcast messages, press BR.
For Welcome messages, press W.
For Instruction menu messages, press I.
For Directory Dialing messages, press DD.
For Announcement messages, press AN.
For Mailbox Names, press N.
To erase all messages in a mailbox, press EM.
To delete the Security Code of a particular mailbox, press DS.
For Hotel Guest Management options, press GM.
For Answering Schedule override, press SO.
For Music on Hold, press MH.
For Interactive Prompts, press IP.
For System Prompt Customization, press PC.
To set the System Time, press TI.
To set the System Date, press DT.
To hear the System Version number press SV.
To prepare the system for Power Down, press PD.
To exit this menu, press the pound key. |
| 672. | Not used |
| 673. | All messages have been erased. |
| 674. | You may not forward this message because it has been marked as Confidential. |
| 675. | Start recording your Urgent message at the tone.
When you are done, press the pound key or hang up. |
| 676. | Start recording your Confidential message at the tone.
When you are done, press the pound key or hang up. |
| 677. | The message has been marked as Confidential. |
| 678. | The message has been marked as Urgent. |
| 679. | The following Urgent message was returned to you because the recipient has not listened to it. |
| 680. | This Urgent message was sent on _____.
_____ |
| 681. | Not used |
| 682. | The Urgent Message priority for this group is number _____.
_____ |
| 683. | There is no Urgent Message priority assigned to this group. |
| 684. | Unless you assign a priority to it, this group will never be used. |
| 685. | When notifying you of an Urgent Message, the active notification groups will be used in this order: _____.
_____ |
| 686. | Group _____.
_____ |
| 687. | None of your notification groups has been assigned a priority for Urgent message notification. |
| 688. | Please specify which notification group should be called first when you have an Urgent message. |
| 689. | Please specify which notification group should be called next when you have an Urgent message. |
| 690. | Please specify which notification group should be called last when you have an Urgent message. |

Table of Voice Prompts

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|------|---|
| 691. | For the First notification group, press F.
For the Second notification group, press S.
For the Third notification group, press T.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 692. | For the First notification group, press F.
For the Second notification group, press S.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 693. | For the First notification group, press F.
For the Third notification group, press T.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 694. | For the Second notification group, press S.
For the Third notification group, press T.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 695. | For the First notification group, press F.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 696. | For the Second notification group, press S.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 697. | For the Third notification group, press T.
For none, press the star key.
Or, to exit without changing the original order, press the pound key. |
| 698. | This message may not be forwarded as an Urgent message because you have not recorded a comment. |
| 699. | If you wish to delete the security code for this mailbox, press D. Otherwise, press the pound key. |
| 700. | There is no Trunk Access Dial String for long distance notification calls.
Enter a string of up to 30 digits, then press the pound key.
To enter special dialing codes, press the star key followed by the desired code letter.
For example pressing star P will enter a non monitored pause into the Dial Dtring.Similarly, you may press star, star or star, pound to enter the star or pound keys into the string.
To exit this feature, press only the pound key. |
| 701. | The Trunk Access Dial String for local notification call is _____.
_____ |
| 702. | Enter a string of up to 30 digits, then press the pound key.
To clear the local Trunk Access Dial String, press star 0.
To enter special dialing codes, press the star key followed by the desired code letter.
For example, pressing P will enter a non monitored pause into the Dial String.
Similarly, you may press star, star or star, pound to enter the star or pound keys into the string
To exit this feature, press only the pound key. |

Voice Prompts

Table of Voice Prompts

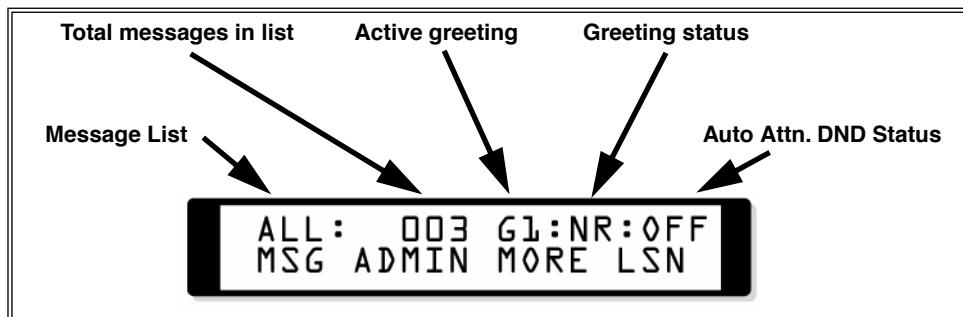
- | | |
|------|--|
| 703. | There is no Trunk Access Dial String for local notification calls.
Enter a string of up to 30 digits, then press the pound key.
To enter special dialing codes, press the star key followed by the desired code letter.
For example, pressing star P will enter a non monitored pause into the dial string.
Similarly, you may press star, star or star pound, to enter the star or pound keys into the string.
To exit this feature, press only the pound key. |
| 704. | The delay time in minutes before the next Notification call out following a Ring No Answer attempt is _____.
_____. |
| 705. | Enter a new delay time from 1 to 999 minutes, then press the pound key,
Or to exit this feature press only the pound key. |
| 706. | The delay time in minutes between non-pager message Notification call out attempts is _____.
_____. |
| 707. | Enter a new delay time from one to 999 minutes then press the pound key
Or to exit this feature, press only the pound key. |
| 708. | The maximum number of rings per Notification callout attempts is _____.
_____. |
| 709. | Enter a new number from 1 to 99 for the Notification ring limit, then press the pound key,
Or to exit this feature, press only the pound key. |
| 710. | During a Pager Message Notification call, the delay time in seconds before playing the Pager Announcement is
_____.
_____. |

Chapter 5: Soft Keys

28i/124i Soft Keys

Keyset Soft Keys

Keyset Status Line



5

When you log onto your mailbox, the top line of your telephone display shows the following:

- Which Message List is active.
 - **NEW** = New Messages (**1N**)
 - **SAVED** = Saved Messages (**1S**)
 - **HELD** = Held Messages (**1H**)
 - **ALL** = All Messages (**1A**)
- The number of messages in the selected Message List.
 - **SAVED:003** = 3 saved messages
- Which Greeting is active.
 - **G1** = Greeting 1 active
- If the active Greeting is recorded.
 - **R** = Recorded
 - **NR** = Not recorded

Soft Keys

28i/124i Soft Keys

- The status of Auto Attendant Do Not Disturb.
 - **ON** = Auto Attendant Do Not Disturb on
 - **OFF** = Auto Attendant Do Not Disturb off

Keyset Soft Key Chart

The following chart shows the 28i/124i keyset soft keys.

28i/124i Keyset Soft Keys (Page 1 of 5) (MORE = Display more options at same level, <<< = Go back.)		
Log onto mailbox		
MSG	Access the message recording options	
	NEW	Record and send a message
	PAUSE	Pause recording
	(APP)	Restart recording
	NAMS	Specify recipients by name
	DEL	Erase recording
	NAME	Enter 4 or more letters for name
	DONE	Accept the selected name
	MBOX	Specify recipients by mailbox number
	DEL	Erase recording
	NAMES	Go back to NAMS (specify recipients by name)
	MBXS	Specify recipients by mailbox number
	DEL	Erase recording
	NAMES	Go back to NAMS (specify recipients by name)
After specifying a message recipient by either method		
	CNCL	Cancel the previous mailbox entry
	NAMES	Specify recipients by name (see NAMS above for options)
	MBXS	Specify recipients by mailbox number (see MBXS above for options)
	CFDL	Mark the message as Confidential
	URG	Mark the message as Urgent
	RRCPT	Request a Return Receipt
	DEL	Erase recording
	SEND	Send the message
FTR	Record and send a Future Delivery Message	
	PAUSE	Pause recording
	(APP)	Restart recording
	NAMS	Specify recipients by name
	DEL	Erase recording
	NAME	Enter 4 or more letters for name
	DONE	Accept the selected name
	MBOX	Specify recipients by mailbox number
	DEL	Erase recording

Soft Keys

28i/124i Soft Keys

28i/124i Keyset Soft Keys (Page 2 of 5) (MORE = Display more options at same level, <<< = Go back.)			
		NAMES	Go back to NAMS (specify recipients by name)
	MBXS	Specify recipients by mailbox number	
		DEL	Erase recording
		NAMES	Go back to NAMS (specify recipients by name)
	After specifying a message recipient by either method		
		CNCL	Cancel the previous mailbox entry
		NAMES	Specify recipients by name (see NAMS above for options)
		MBXS	Specify recipients by mailbox number (see MBXS above for options)
		CFDL	Mark the message as Confidential
		URG	Mark the message as Urgent
		RRCPT	Request a Return Receipt
		DEL	Erase recording
		SEND	Send the message
	Delivery time?		Enter the time for the message to be delivered
	Delivery date>		Enter the date for the message to be delivered
		No	Reenter the delivery time and date if incorrect
		Yes	Press if time and date are correct.
CHK	Access Checking/Deleting a Message		
	Check which mailbox?		Enter the number of the mailbox whose messages you want to check
		DEL	Delete the message in the mailbox
		nnn	Enter the number of another mailbox to check
		LSN	Listen to the message you sent
ADMIN	Access the administration options		
	SYS	Access the System Administrator options ■ This soft key and the next level of options only appear if you are a System Administrator.	
	System Admin		Listen to the System Administrator menu
	MBOX	Access the Mailbox Options Menu. ■ This soft key only appears if you are a System Administrator. The soft keys automatically skip to the next level of options.	
	SCRTY	Access the Security Code option	
		DONE	Press after entering your security code
			Yes Accept Security Code
			No Do not accept Security Code
		DEL	Erase your Security Code
	NAME	Access the Mailbox Name option	
		REC	Record your mailbox name + #
		DEL	Erase the mailbox name

Soft Keys

28i/124i Soft Keys

28i/124i Keyset Soft Keys (Page 3 of 5) (MORE = Display more options at same level, <<< = Go back.)						
			REC	Rerecord your mailbox name		
			PLAY	Listen to the recorded mailbox name		
			DEL	Erase the mailbox name		
			PLAY	Listen to your mailbox name (if recorded)		
		NTFY	Access the Message Notification options			
			G1.D/E G2.D/E G3.D/E	Press to enable or disable a group (1-3). E=enabled. D=disabled. (If you press a soft key, you will automatically go to that group's Message Notification sub-menu.)		
			SMRY	Hear a summary of your current notification options (The submenu for each group displays as the summary plays.)		
			After selecting a notification group			
				GRPn	Press repeatedly to select group 1, 2 or 3	
				Enable or disable the selected group		
					ENBLD Press to disable selected group	
					DSBLD Press to enable selected group	
				Select the type of message notification device		
					TEL Telephone number	
					RPGR Radio pager	
					DPGR Digital pager	
					DLVRY Message delivery number	
			NUM	Enter the notification callout number		
			Select the type of messages that should notify you			
				ALL.MSGS	All messages	
				MB:nnn	Only from mailbox nnn	
				URG.ONLY	Only Urgent Messages	
			TIME	Enter the notification start and stop time.		
			PRI.n	Go to the Urgent Message Notification Group priority options (URGNT)		
		URGNT	Access the Urgent Message Notification Group priority options			
			OK	Accept current settings and go to NTFY option		
			Gn=>Gn=>G3	Shows current group priority		
			MDFY	Modify the priority order		
				GRP1 GRP2 GRP3	Select which of the 3 groups you want to have the highest priority	
				QUIT	Exit this option	
				GRPn GRPn	Select which of the remaining 2 groups should have the next highest priority	
				SAVE	Save your selection	
				GRPn	Select the group with the lowest priority	

Soft Keys

28i/124i Soft Keys

28i/124i Keyset Soft Keys (Page 4 of 5) (MORE = Display more options at same level, <<< = Go back.)			
		SAVE	Save your selection
BACK			Go back to the administration options
AutoH			Indicates that Auto Help option is selected
	OFF		Turn Auto Help off
	ON		Turn Auto Help on
	SEL		Select the Auto Time Stamp option
AutoT			Indicates that Auto Time Stamp option is selected
	OFF		Turn Auto Time Stamp off
	ON		Turn Auto Time Stamp on
	SEL		Select the Call Waiting option
CallW			Indicates that Call Waiting option is selected
	OFF		Turn Call Waiting off
	ON		Turn Call Waiting on
	SEL		Select the Auto Forward option
AutoF			Indicates that Auto Forward option is selected
	OFF		Turn Auto Forward off
	ON		Turn Auto Forward on
	SEL		Select the Auto Help option
LSN	Access the Message Listen options ■ This soft key only appears when you have messages in your mailbox		
PREV	Go to the previous message		
The enhanced soft keys for Message Reply and Message Forward require software version 11.05.02 or higher.			
FWD	Access the Message Forward options		
	DONE	Press to send the message (with or without a recorded comment)	
	DEL	Erase message (unless message was saved)	
	NAMES	Specify recipients by name	
		DEL	Erase message (unless message was saved)
		NAME	Enter 4 or more letters for name
			DONE Accept the selected name
		MBOX	Specify recipients by mailbox number
		DEL	Erase message (unless message was saved)
		NAMES	Go back to Names (specify recipients by name)
	■ Use the following delivery options after specifying the message recipient (by selecting their name or entering their mailbox number)		
	DELIVERY OPTIONS:		Choose from the following delivery options.
		CNCL	Cancel the previous mailbox entry
		NAME	Specify additional recipients by name (see Name options for more)

Soft Keys

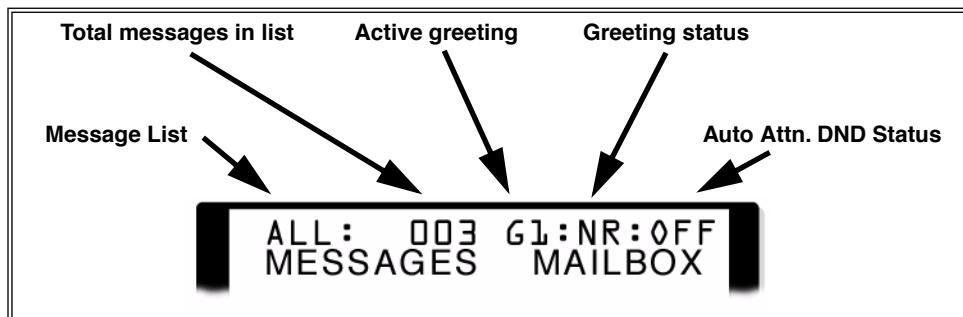
28i/124i Soft Keys

28i/124i Keyset Soft Keys (Page 5 of 5)
(**MORE** = Display more options at same level, **<<<** = Go back.)

				DONE	Accept the selected name			
			MBXS	Specify additional recipients by mailbox number				
			CFDL	Mark the message as Confidential				
			URG	Mark the message as Urgent				
			RRCPT	Request a Return Receipt				
			DEL	Erase recording				
			SEND	Send the message				
	RPLY	Access the Message Reply options						
		SEND	Send the reply					
	NEXT	Go to the next message						
PAGE	Access the Paging Message options							
	OFF	Turn on the Paging Message						
	ON	Turn off the Paging Message						
	PLAY	Listen to the Paging Message						
	REC	Record (or re-record) the Paging Message						
		DONE	Press when recording complete (instead of dialing #)					
			This option requires voice mail software version 11.05 or higher.					
	DEL	Erase the Paging Message						
GRT	Access the options for the active greeting							
	OFF	Turn Auto Attendant Do Not Disturb on						
	ON	Turn Auto Attendant Do Not Disturb off						
	PLAY	Play the active greeting						
	DEL	Delete the active greeting						
	REC	Record greeting + #						
		DONE	Press when recording complete (instead of dialing #)					
			This option requires voice mail software version 11.05 or higher.					
	ACTV	Activate a greeting (1-3)						
		■ Press to activate the next greeting						
ACTV	Activate a greeting (1-3)							
		■ Press to activate the next greeting						

Super Display Soft Keys

Super Display Status Line



When you log onto your mailbox, the top line of your telephone display shows the following:

- Which Message List is active.
 - **NEW** = New Messages (**1N**)
 - **SAVED** = Saved Messages (**1S**)
 - **HELD** = Held Messages (**1H**)
 - **ALL** = All Messages (**1A**)
- The number of messages in the selected Message List.
 - **SAVED:003** = 3 saved messages
- Which Greeting is active.
 - **G1** = Greeting 1 active
- If the active Greeting is recorded.
 - **R** = Recorded
 - **NR** = Not recorded
- The status of Auto Attendant Do Not Disturb.
 - **ON** = Auto Attendant Do Not Disturb on
 - **OFF** = Auto Attendant Do Not Disturb off

Soft Keys

28i/124i Soft Keys

Super Display Soft Key Chart

The following chart shows the 28i/124i Super Display Telephone soft keys.

28i/124i Super Display Soft Keys (Page 1 of 6) (MORE = Display more options at same level, <<< = Go back.)			
Log onto mailbox			
QUEUE	Alternately select the All, New, Saved, and Held Message Lists.		
	This option requires voice mail software version 11.05 or higher.		
REC/SEND	Record and send a message.		
	PAUSE	Pause recording	
	RESUME.(append)	Restart recording	
	LSN.PARTL	Backup	
	LSN.ALL	Backup to beginning	
	ERASE	Erase recording	
	TO. NAMES	Specify message recipients by name	
	TO. MBOXES	Specify recipients by mailbox number	
CHK.SENT	Access Checking/Deleting a Message		
	Which mailbox?		Prompts you to enter the number of the mailbox whose messages you want to check
	Mailbox:	xxx	Displays the number of the mailbox you selected
		Pending msgs:	Displays the number of messages you sent to the selected mailbox
		ERASE	Erase the message in the mailbox
		LISTEN	Listen to the message you sent (Press repeatedly to cycle through additional messages)
FTR-DLVRY	Record and send a Future Delivery Message		
	PAUSE	Pause recording	
	RESUME.(append)	Restart recording	
	LSN.PARTL	Backup	
	LSN.ALL	Backup to beginning	
	ERASE	Erase recording	
	TO. NAMES	Specify message recipients by name option	
		ADD.NAME	Press to select a recipient by their name
		ADD.MBOX	Press to select a recipient by their mailbox number
		ERASE	Erase recording
	TO. MBOXES	Specify recipients by mailbox number	
		Which mailbox?	Prompts you to enter the recipient's mailbox number
	After specifying a message recipient by either method		
		ADD.NAME	Go back to TO. NAMES (specify recipients by name)
		ADD.MBOX	Go back to TO MBOXES (specify recipients by mailbox number)
		URGENT	Mark the message as urgent
		ERASE	Erase recording

Soft Keys

28i/124i Soft Keys

28i/124i Super Display Soft Keys (Page 2 of 6) (MORE = Display more options at same level, <<< = Go back.)													
		RTRN.RCPT	Request a Return Receipt										
		CANCL.PREV	Cancel the previous mailbox number or name										
		SEND.MSG	Send the message										
		Delivery time?	Enter the time for the message to be delivered										
		Delivery date?	Enter the date for the message to be delivered										
			Are you sure?	Prompts you to confirm date and time									
			YES	Press if time and date are correct									
			NO	Press if time and date are incorrect									
		CONFIDENTL	Mark the message as Confidential										
<=LISTEN LISTEN=>	Listen to the newest message in your mailbox Listen to the oldest message in your mailbox												
MAKE.CALL	Press for Make Call (which automatically places a return call to the message sender)												
The enhanced soft keys for Message Reply and Message Forward require software version 11.05.02 or higher.													
REPLY	Press to record a reply to the message sender												
	SEND.RPLY	When you are done recording, press to send your reply to the message sender											
FORWARD	Press to set up Message Forward												
	SEND.MSG	Press to send the message (with or without a recorded comment)											
		ERASE	Erase recording										
		USE.NAMES	Specify recipients by mailbox name										
			ADD.NAME	Press to select a recipient by their name									
				END.NAME	Enter 4 or more letters of name then press this key								
				Message Delivery Options 1 (After selecting recipient by name)									
					URGENT	Mark the message as urgent							
					ERASE	Erase recording							
					RTRN.RCPT	Request a Return Receipt							
				ADD.NAME	Go back to ADD.NAME (specify more recipients by name)								
					ADD.MBOX	Go to ADD.MBOX below (select recipient by mailbox number)							
					CANCEL.PREV	Cancel the previous mailbox number or name							
					SEND.MSG	Send the message							

Soft Keys

28i/124i Soft Keys

28i/124i Super Display Soft Keys (Page 3 of 6) (MORE = Display more options at same level, <<< = Go back.)									
					CONFIDENTIAL	Mark the message as Confidential			
				ADD.MBOX	Press to select a recipient by their mailbox number and go to the next step				
			After entering the recipient's mailbox number						
				Message Delivery Options 2 (After selecting recipient by mailbox number)					
				URGENT	Mark the message as urgent				
				ERASE	Erase recording				
				RTRN.RCPT	Request a Return Receipt				
				USE.NAMES	Go to Message Delivery Options 1				
				CANCEL.PREV	Cancel the previous mailbox number or name				
				SEND.MSG	Send the message				
				CONFIDENTIAL	Mark the message as Confidential				
GREETING.#	Press to activate the next greeting ■ Also replays the Main Menu help message								
NTFY. OPTNS	Access the Message Notification options								
	GROUP.1	Access the options for group 1							
		DISABLED	Press to enable notification group 1						
		ENABLED	Press to disable notification group 1						
	GROUP.2	Access to options for group 2							
		DISABLED	Press to enable notification group 2						
		ENABLED	Press to disable notification group 2						
	GROUP.3	Access the options for group 3							
		DISABLED	Press to enable notification group 3						
		ENABLED	Press to disable notification group 3						
	SUMMARY	Hear a summary of your Message Notification options and modify the settings							
		GROUP.n	Select the notification group you want to review or modify						
		ENABLED	The selected group is enabled - press to disable						
		DISABLED	The selected group is disabled - press to enable						
		nn:nnam	Change the notification start time						
		nn:nnpm	Change the notification stop time						
		ALL.MSGS	Select the type of messages that should notify you						
		URG.PRI: n	Select the notification priority						
		PHONE	Select the type of device that will receive the notification						
			The ability to press this key to scroll through the notification types requires voice mail software version 11.05 or higher.						

Soft Keys

28i/124i Soft Keys

28i/124i Super Display Soft Keys (Page 4 of 6) (MORE = Display more options at same level, <<< = Go back.)			
		NO.SEC.COD	Choose the Security Code mode for notification
		NO NUMBER TO DIAL	Enter the number that notification should dial
		<<<	Back up without making any entries This option requires voice mail software version 11.05 or higher.
		ACCEPT	Accept (save) your selections
PRIORITIES	Set the Urgent Message Notification Group priority		
		ACCEPT	Accept the display priority sequence
		MODIFY	Modify the priority sequence
		1.ONLY	Group 1 only
		2.ONLY	Group 2 only
		3.ONLY	Group 3 only
		1 - 2	Groups 1 and 2 in the displayed order
		1 - 3	Groups 1 and 3 in the displayed order
		2 - 3	Groups 2 and 3 in the displayed order
		1 - 2 - 3	All groups in the displayed order
		1 - 3 - 2	All groups in the displayed order
		2 - 1 - 3	All groups in the displayed order
		2 - 3 - 1	All groups in the displayed order
		3 - 1 - 2	All groups in the displayed order
		3 - 2 - 1	All groups in the displayed order
SECRTY.CD	Access the Security Code option		
	New security code?	Prompts you to enter your Security Code	
	DONE	Press after entering your Security Code	
		Security Code:xxx	Displays your current Security Code entry
		Are you sure?	Prompts you to confirm your Security Code entry
		YES	Accept Security Code
		NO	Do not accept Security Code
	ERASE	Erase your Security Code	
RECORDINGS	Access the mailbox and system-wide recordings		
	PAGE.MSG	Record your Paging Message	
		DONE	Press when recording complete (instead of dialing #)
			This option requires voice mail software version 11.05 or higher.
	MBOX.NAME	Record your Mailbox Name	
		DONE	Press when recording complete (instead of dialing #)
			This option requires voice mail software version 11.05 or higher.
	GREETING 1	Record Greeting 1	
	GREETING 2	Record Greeting 2	

Soft Keys

28i/124i Soft Keys

28i/124i Super Display Soft Keys (Page 5 of 6)
(MORE = Display more options at same level, <<< = Go back.)

	GREETING 3	Record Greeting 3				
		You have the following options while recording a Greeting				
		RECORD		Record your Greeting		
			DONE	Press when recording complete (instead of dialing #)		
				This option requires voice mail software version 11.05 or higher.		
		ERASE		Erase your Greeting (if already recorded)		
		BACK		Go back to the mailbox and system-wide recordings menu		
		LISTEN		Listen to your Greeting (if already recorded)		
		DND.IS.OFF		Press to turn Auto Attendant Do Not Disturb on (requires software version 11.05.02 or higher)		
				In software versions prior to 11.05.02, this soft key was Msg.Is.Off.		
		DND.IS.ON		Press to turn Auto Attendant Do Not Disturb off (requires software version 11.05.02 or higher)		
				In software versions prior to 11.05.02, this soft key was Msg.Is.On.		
		SYSTEMWIDE		Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.		
	SYSTEMWIDE	Access the system-wide recordings (System Administrator's only)				
		WELCOME		Record a Welcome Message		
		INST.MENU		Record an Instruction Menu		
		DIR.DIAL		Record a Directory Dialing Message		
		MUSIC		Not used		
		OPTIONS		Access additional System Administrator options		
			DEL.SEC.CD	Delete a mailbox Security Code		
			SCHDL.OVRD	Enable Answer Schedule Override		
			PBX.CLOCK	Set the PBX clock source		
			RECORDINGS	Go back to the system-wide recordings		
			V11.02.02-	Displays the system version number		
		BROADCAST		Record the Broadcast Message		
		PROMPT.CUST		Customize the Voice Prompts		
		MBOX.NAMES		Record Mailbox Names		
		ANNCMNTS		Record an Announcement Message		
		IA.PROMPTS		Record the Interactive Prompts		
		MY.MAILBOX		Go back to the mailbox recordings		
DND.IS.OFF	Press to turn Auto Attendant Do Not Disturb On					
DND.IS.ON	Press to turn Auto Attendant Do Not Disturb Off					
OPTIONS	Access the Mailbox Options					
	AutoH: OFF	Press to turn on Auto Help				
	AutoH: ON	Press to turn off Auto Help				

Soft Keys

28i/124i Soft Keys

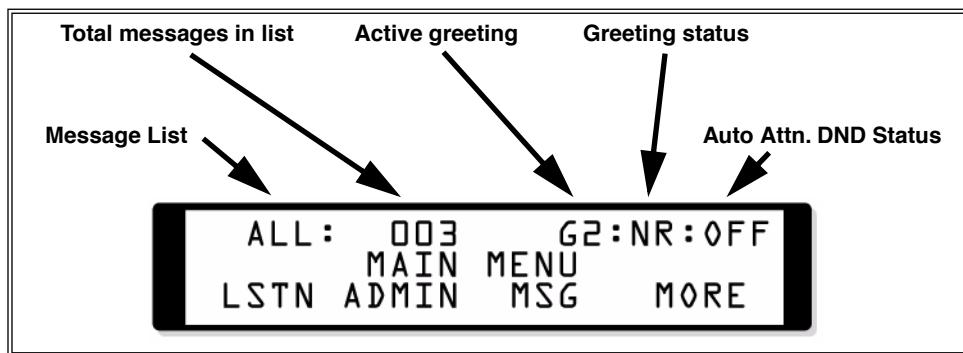
28i/124i Super Display Soft Keys (Page 6 of 6) (MORE = Display more options at same level, <<< = Go back.)		
	AutoT:OFF	Press to turn on Auto Time Stamp
	AutoT: ON	Press to turn off Auto Time Stamp
	CallA: OFF	Press to turn on Call Announcing
	CallA: ON	Press to turn off Call Announcing
	CallW: OFF	Press to turn on Call Waiting
	CallW: ON	Press to turn off Call Waiting
	AutoF: OFF	Press to set up Auto Forward
	AutoF: ON	Press to turn off Auto Forward
SYSTEMWIDE		Access the System Administrator Options (System Administrator's only)

Soft Keys

Aspire Soft Keys

Aspire Keyset Soft Keys

Keyset Status Line



When you log onto your mailbox, the top line of your telephone display shows the following:

- Which Message List is active.
 - **NEW** = New Messages (**1N**)
 - **SAVED** = Saved Messages (**1S**)
 - **HELD** = Held Messages (**1H**)
 - **ALL** = All Messages (**1A**)
- The number of messages in the selected Message List.
 - **SAVED:003** = 3 saved messages
- Which Greeting is active.
 - **G1** = Greeting 1 active
- If the active Greeting is recorded.
 - **R** = Recorded
 - **NR** = Not recorded
- The status of Auto Attendant Do Not Disturb.
 - **ON** = Auto Attendant Do Not Disturb on
 - **OFF** = Auto Attendant Do Not Disturb off

Keyset Soft Key Chart

The following chart shows the Aspire keyset soft keys.

Aspire Keyset Soft Keys (Page 1 of 6) (More = Display more options at same level, <<< = Go back.)					
Log onto mailbox					
Listn	Access the Message Listen options ■ This soft key only appears when you have messages in your mailbox				
	Prev	Go to the previous message			
The enhanced soft keys for Message Reply and Message Forward require software version 11.05.02 or higher.					
Forwd	Access the Message Forward options				
	Done	Press to send the message (with or without a recorded comment)			
	Erase	Erase message (unless message was saved)			
	Names	Specify recipients by name			
		Erase	Erase message (unless message was saved)		
		Name	Enter 4 or more letters for name		
		Done	Accept the selected name		
	Mbox	Specify recipients by mailbox number			
		Erase	Erase message (unless message was saved)		
		Names	Go back to Names (specify recipients by name)		
	■ Use the following delivery options after specifying the message recipient (by selecting their name or entering their mailbox number)				
	DELIVERY OPTIONS:		Choose from the following delivery options.		
		Cancel	Cancel the previous mailbox entry		
		Names	Specify additional recipients by name (see Name options for more)		
		MAILBOX NAME?			
			Enter 4 or more letters for name		
		DONE	Accept the selected name		
		Mboxes	Specify additional recipients by mailbox number		
		Cnfld	Mark the message as Confidential		
		Urgnt	Mark the message as Urgent		
		RRcpt	Request a Return Receipt		
		Erase	Erase recording		
		Send	Send the message		
Reply	Access the Message Reply options				
	Send	When you are done recording, press to send your reply to the message sender			
Next	Go to the next message				
Admin	Access the administration options				
	Systm	Access the System Administrator options ■ This soft key and the next level of options only appear if you are a System Administrator.			
		SYSTEM ADMINISTRATION	Listen to the System Administrator menu		

Soft Keys

Aspire Soft Keys

Aspire Keyset Soft Keys (Page 2 of 6) (More = Display more options at same level, <<< = Go back.)			
		>>>	Scroll through the following screens that show the System Administrator dial options. There are no soft keys for these options.
		6=>NAMES 37=>DEL SCRTY	Codes for recording a Mailbox Name and deleting a mailbox Security Code
		27=>BRDCAST 4=>INSTR MNU	Codes for recording a Broadcast Message and Instruction Menu
		9=>WELCOME 33=>DIR DIAL	Codes for recording a Welcome Message and Directory Dialing Message
		26=>ANN MSG 47=>I/A PRP	Codes for recording an Announcement Message and Interactive Prompts
		76=>SCH OVR 72=>CSTM PR	Codes for Answer Schedule Override and rerecording the system's Voice Prompts
		73=>VM SDOWN 78=VER NO	Codes for shutting down the voice mail application and hearing its version number
	Mbox	Access the Mailbox Options Menu ■ This soft key only appears if you are a System Administrator. The soft keys automatically skip to the next level of options.	
		Scrtv	Access the Security Code option
		Done	Press after entering your security code
		Yes	Accept Security Code
		No	Do not accept Security Code
		Del	Erase your Security Code
	Name	Access the Mailbox Name option	
		Recdrd	Record your mailbox name + #
		Del	Erase the mailbox name
		Recdrd	Rerecord your mailbox name
		Play	Listen to the recorded mailbox name
		Del	Erase the mailbox name
		Play	Listen to your mailbox name (if recorded)
	Notify	Access the Message Notification options	
		Gp1.D/E Gp2.D/E Gp3.D/E	Press to enable or disable a group (1-3). E=enabled. D=disabled. (If you press a soft key, you will automatically go to that group's Message Notification sub-menu.)
		Sumry	Hear a summary of your current notification options (The submenu for each group displays as the summary plays.)
		After selecting a notification group	
		Grpn	Press repeatedly to select group 1, 2 or 3
		Enable or disable the selected group	
		Enbld	Press to disable selected group
		Dsblld	Press to enable selected group

Soft Keys

Aspire Soft Keys

Aspire Keyset Soft Keys (Page 3 of 6) (More = Display more options at same level, <<< = Go back.)								
				Select the type of message notification device NOTIFY: TELPHONE (for example)				
					Change	Press to change the notification device, then dial the code for the desired device. N (6) = Telephone number R (7) = Radio pager D (3) = Digital pager L (5) = Message Delivery number		
				Tel#	Enter the notification callout number			
				Select the type of messages that should notify you NOTIFY: ALL NEW MESSAGES (for example)				
					Change	Press to select the type of messages that should notify you, then dial code for the type you want. A (2) = All new messages S (7) = Only from a specific mailbox U (8) = Only Urgent Messages		
				Time	Enter the notification start and stop time.			
				Pri.n	Go to the Urgent Message Notification Group priority options (URGNT)			
		Urgnt	Access the Urgent Message Notification Group priority options					
			OK	Accept current settings and go to NTFY option				
			Gn=>Gn=>G3		Shows current group priority			
			Modify	Modify the priority order				
				Grp1 Grp2 Grp3	Select which of the 3 groups you want to have the highest priority			
				Quit	Exit this option			
				Grpn Grpn	Select which of the remaining 2 groups should have the next highest priority			
				Save	Save your selection			
				GRPn	Select the group with the lowest priority			
				Save	Save your selection			
		Back	Go back to the administration options					
		AUTO-HELP IS nn			Auto Help option is selected. Also shows status (ON or OFF)			
			Off	Turn Auto Help off				
			On	Turn Auto Help on				
			Next	Select the Auto Time Stamp option				
			Back	Go back to the administration options				
		AUTO-TIMESTAMP IS nn			Auto Time Stamp option is selected. Also shows status (ON or OFF).			
			Off	Turn Auto Time Stamp off				

Soft Keys

Aspire Soft Keys

Aspire Keyset Soft Keys (Page 4 of 6) (More = Display more options at same level, <<< = Go back.)				
			On	Turn Auto Time Stamp on
			Next	Select the Call Waiting option
			Back	Go back to the administration options
	CALL WAITING IS nn			Call Waiting option is selected. Also shows status (ON or OFF).
			Off	Turn Call Waiting off
			On	Turn Call Waiting on
			Next	Select the Auto Forward option
			Back	Go back to the administration options
	AUTO-FORWARD IS nn			Auto Forward option is selected. Also shows status (ON or OFF).
			Off	Turn Auto Forward off
			On	Turn Auto Forward on
			Next	Select the Auto Help option
			Back	Go back to the administration options
Msg	Access the message recording options			
	New	Record and send a message (RS)		
	Pause	Pause recording (*)		
	Appnd	Restart recording (*)		
	Names	Specify recipients by name		
		Erase	Erase recording	
		Name	Enter 4 or more letters for name	
			Done	Accept the selected name
		Mbox	Specify recipients by mailbox number	
			Erase	Erase recording
			Names	Go back to Names (specify recipients by name)
	Mboxes	Specify recipients by mailbox number		
		Erase	Erase recording	
		Names	Go back to Names (specify recipients by name)	
	After specifying a message recipient by either method			
		Cancel	Cancel the previous mailbox entry	
		Names	Specify recipients by name (see NAMES above for options)	
	Mboxes	Specify recipients by mailbox number (see MBOXES above for options)		
		Cnfdl	Mark the message as Confidential	
		Urgnt	Mark the message as Urgent	
		RRcpt	Request a Return Receipt	
		Erase	Erase recording	
		Send	Send the message	

Soft Keys

Aspire Soft Keys

Aspire Keyset Soft Keys (Page 5 of 6) (More = Display more options at same level, <<< = Go back.)				
	Future	Record and send a Future Delivery Message		
		Pause	Pause recording	
		Appnd	Restart recording	
		Names	Specify recipients by name	
			Erase Erase recording	
			Name Enter 4 or more letters for name	
			Done Accept the selected name	
		Mbox	Specify recipients by mailbox number	
			Erase Erase recording	
			Names Go back to NAMS (specify recipients by name)	
		Mboxes	Specify recipients by mailbox number	
			Erase Erase recording	
			Names Go back to NAMS (specify recipients by name)	
		After specifying a message recipient by either method		
			Cancl Cancel the previous mailbox entry	
			Names Specify recipients by name (see NAMS above for options)	
		Mboxes	Specify recipients by mailbox number (see MBXS above for options)	
			Cnfdl Mark the message as Confidential	
			Urgnt Mark the message as Urgent	
		RRcpt	Request a Return Receipt	
			Erase Erase recording	
			Send Send the message	
		DELIVERY TIME?	Enter the time for the message to be delivered	
		DELIVERY DATE?	Enter the date for the message to be delivered	
			No Reenter the delivery time and date if incorrect	
			Yes Press if time and date are correct.	
	Check	Access Checking/Deleting a Message		
		CHECK WHICH MAILBOX?		
			Enter the number of the mailbox whose messages you want to check	
			Del Delete the message in the mailbox	
			nnn Enter the number of another mailbox to check	
			Listn Listen to the message you sent	
Page	Access the Paging Message options			
	PAGE MESSAGE: nn		Shows status of Paging Message (ON or OFF)	
	Off	Turn on the Paging Message		
	On	Turn off the Paging Message		
	Play	Listen to the Paging Message		

Soft Keys

Aspire Soft Keys

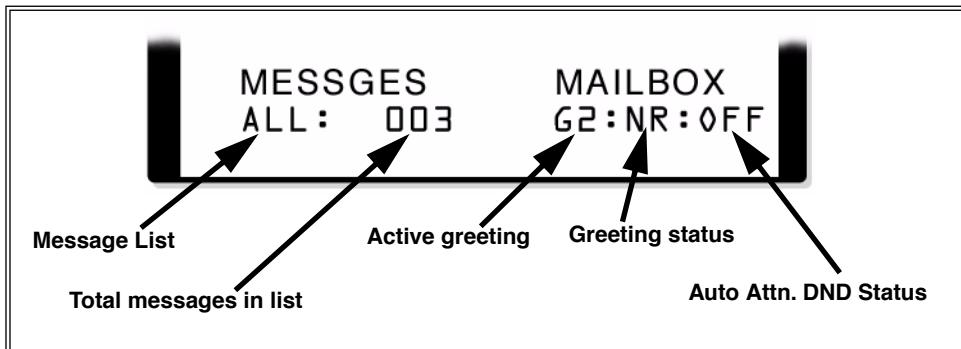
Aspire Keyset Soft Keys (Page 6 of 6) (More = Display more options at same level, <<< = Go back.)		
	Del	Erase the Paging Message
	Recrd	Record (or re-record) the Paging Message
		Done Press when recording complete (instead of dialing #) This option requires voice mail software version 11.05.
Greet	Access the options for the active greeting	
	MAILBOX GREETING:nn	
	Off	Turn Auto Attendant Do Not Disturb on
	On	Turn Auto Attendant Do Not Disturb off
	Play	Play the active greeting
	Back	Go back to previous screen of Greeting Options
	Del	Delete the active greeting
	Recrd	Record greeting + #
		Done Press when recording complete (instead of dialing #) This option requires voice mail software version 11.05.
	Active	Activate a greeting (1-3) ■ Press to activate the next greeting
Active	Activate a greeting (1-3) ■ Press to activate the next greeting	

Aspire Super Display Soft Keys

Compatibility Guidelines:

- Soft keys for the Aspire Super Display telephone requires voice mail software version 11.02.15 or higher.

Super Display Status Line



When you log onto your mailbox, the 8th line of your telephone display shows the following:

- Which Message List is active.
 - **NEW** = New Messages (**1N**)
 - **SAVED** = Saved Messages (**1S**)
 - **HELD** = Held Messages (**1H**)
 - **ALL** = All Messages (**1A**)
- The number of messages in the selected Message List.
 - **SAVED:003** = 3 saved messages
- Which Greeting is active.
 - **G1** = Greeting 1 active
- If the active Greeting is recorded.
 - **R** = Recorded
 - **NR** = Not recorded
- The status of Auto Attendant Do Not Disturb.
 - **ON** = Auto Attendant Do Not Disturb on
 - **OFF** = Auto Attendant Do Not Disturb off

Soft Keys

Aspire Soft Keys

Super Display Soft Key Chart

The following chart shows the Aspire Super Display Telephone soft keys.

Aspire Super Display Soft Keys (Page 1 of 12) (MORE = Display more options at same level, <<< = Go back.)						
Log onto mailbox						
Queue	Alternately select the All, New, Saved, and Held Message Lists					
	This option requires voice mail software version 11.05 or higher.					
Rec/Send	Record and send a message ■ If you press # after recording, skip to To.Mailboxes below.					
	Pause	Pause recording				
	Resume.(append)		Restart recording			
	Lsn.Partl	Backup				
	Lsn.All	Backup to beginning				
	Erase	Erase recording				
	To. Names	Specify message recipients by name				
		Erase	Erase the recording			
		Add.Name		Press to select a recipient by their name		
		End.Name		Enter 4 or more letters of name then press this key		
	Message Delivery Options 1 (After selecting recipient by name)					
			Urgent	Mark the message as urgent		
			Erase	Erase recording		
			Return.Rcpt	Request a Return Receipt		
			Add.Name	Go back to To. Names (specify more recipients by name)		
			Add.Mailbox	Go back to To Mailboxes (specify more recipients by mailbox number)		
			Cancel.Prev	Cancel the previous mailbox number or name		
			Send.Message	Send the message		
			Confidential	Mark the message as Confidential		
	Add.Mailbox		Press to select a recipient by their mailbox number			
		Erase	Erase recording			
		Use.Names		Go back to To.Names		
	After entering the recipient's mailbox number					
	Message Delivery Options 2 (After selecting recipient by mailbox number)					
			Urgent	Mark the message as urgent		
			Erase	Erase recording		
			Return.Rcpt	Request a Return Receipt		
			Use.Names	Go back to Message Delivery Options 1		
			Cancel.Prev	Cancel the previous mailbox number or name		

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 2 of 12) (MORE = Display more options at same level, <<< = Go back.)										
				Send.Message	Send the message					
				Confidential	Mark the message as Confidential					
	To. Mailboxes	Specify recipients by mailbox number								
		Erase		Erase recording						
		Use.Names		Go back to To.Names and specify recipients by mailbox name						
		After entering a mailbox number								
		Message Delivery Options 2 (After selecting recipient by mailbox number)								
			Urgent	Mark the message as urgent						
			Erase	Erase recording						
			Return.Rcpt	Request a Return Receipt						
			Use.Names	Go back to Message Delivery Options 1						
			Cancel.Prev	Cancel the previous mailbox number or name						
			Send.Message	Send the message						
			Confidential	Mark the message as Confidential						
Chk.Sent	Access Checking/Deleting a Message									
	WHICH MAILBOX?		Prompts you to enter the number of the mailbox whose messages you want to check							
	Mailbox:	xxx	Displays the number of the mailbox you selected							
			PENDING MESSAGES:	Displays the number of messages you sent to the selected mailbox						
		Erase	Erase the message in the mailbox							
		Listen	Listen to the message you sent (Press repeatedly to cycle through additional messages)							
Futr-Dlvy	Record and send a Future Delivery Message									
	Pause	Pause recording								
	Resume.(append)		Restart recording							
	Lsn.Partl	Backup								
	Lsn.All	Backup to beginning								
	Erase	Erase recording								
	To. Names	Specify message recipients by name option								
		Erase	Erase recording							
		Add.Name		Press to select a recipient by their name						
			End.Name	Enter 4 or more letters of name then press this key						
			Message Delivery Options 1 (After selecting recipient by name)							
			Urgent	Mark the message as urgent						
			Erase	Erase recording						
			Return.Rcpt	Request a Return Receipt						

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 3 of 12) (MORE = Display more options at same level, <<< = Go back.)											
				Add.Name	Go back to To. Names (specify more recipients by name)						
				Add.Mailbox	Go back to To Mailboxes (specify more recipients by mailbox number)						
				Cancel.Prev	Cancel the previous mailbox number or name						
				Send.Message	Send the message						
				DELIVERY TIME?	Enter the time for the message to be delivered						
				DELIVERY DATE?	Enter the date for the message to be delivered						
					ARE YOU SURE?	Prompts you to confirm date and time					
					YES	Press if time and date are correct					
					NO	Press if time and date are incorrect					
				Confidential	Mark the message as Confidential						
		Add.Mailbox	Press to select a recipient by their mailbox number								
			Erase	Erase recording							
			Use.Names	Go back to To.Names							
			After entering the recipient's mailbox number								
			Message Delivery Options 2 (After selecting recipient by mailbox number)								
				Urgent	Mark the message as urgent						
				Erase	Erase recording						
				Return.Rcpt	Request a Return Receipt						
				Use.Names	Go back to Message Delivery Options 1						
				Cancel.Prev	Cancel the previous mailbox number or name						
				Send.Message	Send the message						
				DELIVERY TIME?	Enter the time for the message to be delivered						
				DELIVERY DATE?	Enter the date for the message to be delivered						
				ARE YOU SURE?	Prompts you to confirm date and time						
				YES	Press if time and date are correct						
				NO	Press if time and date are incorrect						
				Confidential	Mark the message as Confidential						
		Erase	Erase recording								

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 4 of 12) (MORE = Display more options at same level, <<< = Go back.)								
	To. Mailboxes	Specify recipients by mailbox number						
		Erase	Erase recording					
		Use.Names	Go back to To.Names and specify recipients by mailbox name					
		After entering a mailbox number						
		Message Delivery Options 2 (After selecting recipient by mailbox number)						
			Urgent	Mark the message as urgent				
			Erase	Erase recording				
			Return.Rcpt	Request a Return Receipt				
			Use.Names	Go back to Message Delivery Options 1				
			Cancel.Prev	Cancel the previous mailbox number or name				
			Send.Message	Send the message				
				DELIVERY TIME?	Enter the time for the message to be delivered			
				DELIVERY DATE?	Enter the date for the message to be delivered			
					ARE YOU SURE?	Prompts you to confirm date and time		
					YES	Press if time and date are correct		
					NO	Press if time and date are incorrect		
				Confidential	Mark the message as Confidential			
<- Listen Listen -->	Listen to the previous message Listen to the next message							
	Make.Call	Press for Make Call (which automatically places a return call to the message sender)						
	The enhanced soft keys for Message Reply and Message Forward require software version 11.05.02 or higher.							
	Reply	Press to record a reply to the message sender						
		Send.Reply	When you are done recording, press to send your reply to the message sender					
	Forward	Press to set up Message Forward						
		Send.Msg	Press to send the message (with or without a recorded comment)					
			Erase	Erase recording				
			Use.Names	Specify recipients by mailbox name				
			Add.Name	Press to select a recipient by their name				
				End.Name	Enter 4 or more letters of name then press this key			
				Message Delivery Options 1 (After selecting recipient by name)				
					Urgent	Mark the message as urgent		

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 5 of 12) (MORE = Display more options at same level, <<< = Go back.)									
						Erase	Erase recording		
						Return.Rcpt	Request a Return Receipt		
						Add.Name	Go back to Add.Names (specify more recipients by name)		
						Add.Mailbox	Go to Add.Mailbox below (select recipient by mailbox number)		
						Cancel.Prev	Cancel the previous mailbox number or name		
						Send.Messsage	Send the message		
						Confidential	Mark the message as Confidential		
					Add.Mailbox	Press to select a recipient by their mailbox number and go to the next step			
					After entering the recipient's mailbox number				
					Message Delivery Options 2 (After selecting recipient by mailbox number)				
					Urgent	Mark the message as urgent			
					Erase	Erase recording			
					Return.Rcpt	Request a Return Receipt			
					Use.Names	Go to Message Delivery Options 1			
					Cancel.Prev	Cancel the previous mailbox number or name			
					Send.Messsage	Send the message			
					Confidential	Mark the message as Confidential			
Greeting.#	Press to activate the next greeting ■ Also replays the Main Menu help message								
Notify. Optns	Access the Message Notification options								
	Group.1	Access the options for group 1 ■ See the options under <i>Summary</i> below.							
		Disabled	Press to enable notification group 1						
		Enabled	Press to disable notification group 1						
	Group.2	Access to options for group 2 ■ See the options under <i>Summary</i> below.							
		Disabled	Press to enable notification group 2						
		Enabled	Press to disable notification group 2						

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 6 of 12) (MORE = Display more options at same level, <<< = Go back.)			
	Group.3	Access the options for group 3 ■ See the options under <i>Summary</i> below.	
		Disabled	Press to enable notification group 3
		Enabled	Press to disable notification group 3
	Summary	Hear a summary of your Message Notification options and modify the settings	
		Group.n	Select the notification group you want to review or modify
		Enabled	The selected group is enabled - press to disable
		Disabled	The selected group is disabled - press to enable
		nn:nnam	Change the notification start time
		nn:nnpm	Change the notification stop time
		All.Msgs	Select the type of messages that should notify you
		Urg.Pri: n	Select the notification priority
		Phone	Select the type of device that will receive the notification
			The ability to press this key to scroll through the notification types requires voice mail software version 11.05 or higher.
		No.Sec.Code	Choose the Security Code mode for notification
		No number to dial	Enter the number that notification should dial
		<<<	Back up without making any entries
			This option requires voice mail software version 11.05 or higher.
		Accept	Accept (save) your selections
	Priorities	Set the Urgent Message Notification Group priority	
		Accept	Accept the display priority sequence
		Modify	Modify the priority sequence
		1.Only	Group 1 only
		2.Only	Group 2 only
		3.Only	Group 3 only
		1 - 2	Groups 1 and 2 in the displayed order
		1 - 3	Groups 1 and 3 in the displayed order
		2 - 3	Groups 2 and 3 in the displayed order
		1 - 2 - 3	All groups in the displayed order
		1 - 3 - 2	All groups in the displayed order
		2 - 1 - 3	All groups in the displayed order
		2 - 3 - 1	All groups in the displayed order
		3 - 1 - 2	All groups in the displayed order
		3 - 2 - 1	All groups in the displayed order
Security.Cd	Access the Security Code option		
	NEW SECURITY CODE?	Prompts you to enter your Security Code	
	DONE	Press after entering your Security Code	

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 7 of 12) (MORE = Display more options at same level, <<< = Go back.)			
		Security Code:xxx	Displays your current Security Code entry
		ARE YOU SURE?	Prompts you to confirm your Security Code entry
		Yes	Accept Security Code
		No	Do not accept Security Code
	Erase	Erase your Security Code	
Recordings	Access the mailbox and system-wide recordings		
	Page.Msg	Record your Paging Message	
		Record	Record your Paging Message
		Done	Press when recording complete (instead of dialing #)
			This option requires voice mail software version 11.05 or higher.
		Erase	Erase your Paging Message (if already recorded)
		Back	Go back to the mailbox and system-wide recordings menu
		Listen	Listen to your Paging Message (if already recorded)
		Msg.Is.Off	Press to turn the Paging Message on
		Msg.Is.On	Press to turn the Paging Message off
		Systemwide	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	Mbox.Name	Record your Mailbox Name	
		Record	Record your Mailbox Name
		Done	Press when recording complete (instead of dialing #)
			This option requires voice mail software version 11.05 or higher.
		Erase	Erase your Mailbox Name (if already recorded)
		Back	Go back to the mailbox and system-wide recordings menu.
		Listen	Listen to your Mailbox Name (if already recorded)
		Systemwide	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	Greeting 1	Record Greeting 1	
	Greeting 2	Record Greeting 2	
	Greeting 3	Record Greeting 3	
		You have the following options while recording a Greeting	
		Record	Record your Greeting
		Done	Press when recording complete (instead of dialing #)
			This option requires voice mail software version 11.05 or higher.
		Erase	Erase your Greeting (if already recorded)
		Back	Go back to the mailbox and system-wide recordings menu
		Listen	Listen to your Greeting (if already recorded)

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 8 of 12) (MORE = Display more options at same level, <<< = Go back.)			
		DND.Is.Off	Press to turn Auto Attendant Do Not Disturb on (requires software version 11.05.02 or higher) In software versions prior to 11.05.02, this soft key was Msg.Is.Off .
		DND.Is.On	Press to turn Auto Attendant Do Not Disturb off (requires software version 11.05.02 or higher) In software versions prior to 11.05.02, this soft key was Msg.Is.On .
		Systemwide	Go to the system-wide recordings (System Administrator's only) ■ See <i>Systemwide</i> below.
	Systemwide	Access the system-wide recordings (System Administrator's only)	
		Welcome	Record a Welcome Message
		Copy	Copy the Welcome Message from another mailbox
		Mailbox:	Select another mailbox for recording
		Record	Record the Welcome Message
		Erase	Erase the Welcome Message (if already recorded)
		Back	Go back to the system-wide recordings menu.
		Listen	Listen to your Welcome Message (if already recorded)
		My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Instr.Menu	Record an Instruction Menu
		Copy	Copy the Instruction Menu from another mailbox
		Mailbox:	Select another mailbox for recording
		Record	Record the Instruction Menu
		Erase	Erase the Instruction Menu (if already recorded)
		Back	Go back to the system-wide recordings menu.
		Listen	Listen to your Instruction Menu (if already recorded)
		My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Dir.Dial	Record a Directory Dialing Message
		Copy	Copy the Directory Dialing Message from another mailbox
		Mailbox:	Select another mailbox for recording
		Record	Record the Directory Dialing Message
		Erase	Erase the Directory Dialing Message (if already recorded)
		Back	Go back to the system-wide recordings menu.
		Listen	Listen to your Directory Dialing Message (if already recorded)
		My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Music	Record a Music on Hold program

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 9 of 12) (MORE = Display more options at same level, <<< = Go back.)				
			Record	Record a Music on Hold program
			Erase	Erase the Music on Hold program (if already recorded)
			Back	Go back to the system-wide recordings menu.
			Listen	Listen to your Music on Hold program (if already recorded)
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Sys.Options	Access Additional System Administrator Options	
			Del.Sec.Code	Delete a mailbox Security Code
				Enter the number of the mailbox whose Security Code you want to delete
			Mailbox	Enter another mailbox number
			Yes	Delete the Security Code
			No	Go back to the Additional System Administrator Options Menu without deleting the Security Code
			Back	Go back to the Additional System Administrator Options menu
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Schedule.Ovr	Enable Answer Schedule Override	
			Back	Go back to the Additional System Administrator Options menu with changing the Answer Schedule Override setting
			Ovr.Is.Off	Press to enable Answer Schedule Override
				Enter the override mailbox number
			Ovr.Is.On	Press to disable Answer Schedule Override
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		PBX.Clock	Not used	
		Recordings	Go back to the system-wide recordings	
		Shutdown	Shut down the voice mail system	
			Link.Sdown	Press to turn off the NSL link (which turns off the voice mail soft keys)
			VCMail.Sdown	Press to shut down voice mail
				Enter Security Code to confirm shutdown request
			Cancel.Sdown	Cancel your shut down request
		My.Mailbox	Go back to the mailbox and system-wide recordings menu	
		Broadcast	Record the Broadcast Message	
			Record	Record the Broadcast Message

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 10 of 12) (MORE = Display more options at same level, <<< = Go back.)				
			Erase	Erase the Broadcast Message (if already recorded)
			Back	Go back to the system-wide recordings menu
			Listen	Listen to your Broadcast Message (if already recorded)
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Prompt.Cust	Customize the Voice Prompts (i.e., record substitute prompts)	
			Select a language to program (1 or 2)	
			nnnnnnnn (x)	Indicates the active language - press to cancel the active language and make a new selection
			Back	Go back to the system-wide recordings menu
			First.Prompt	Go to the first prompt
			Prompt:x	Select another prompt
			nnnnnnnn (x)	Indicates the active language - press to cancel the active language and make a new selection
			Rec.Subst	Record a substitute prompt
			Erase	Erase the substitute prompt and reinstate the default prompt
			Back	Go back to the system-wide recordings menu
			Next Prompt	Go to the next consecutive prompt
			Lsn.Default	Listen to the default prompt
			Lsn.Subst	Listen to the substitute prompt you recorded
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Mbox.Names	Record Mailbox Names	
			Enter the number of the mailbox whose name you want to record	
			Mailbox: xxx	Indicates the mailbox selected - press to select another mailbox
			Record	Record the Mailbox Name
			Erase	Erase the Mailbox Name (if recorded)
			Back	Go back to the system-wide recordings menu
			Listen	Listen to the Mailbox Name (if recorded)
			My.Mailbox	Go back to the mailbox and system-wide recordings menu
		Announcement	Record an Announcement Message	

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 11 of 12) (MORE = Display more options at same level, <<< = Go back.)			
			Enter the number of the Announcement Mailbox for the message you want to record ■ The display shows Repeat and Hang Up settings for the Announcement Mailbox you select.
			Mailbox: xxx Indicates the Announcement Mailbox selected - press to select another mailbox
			Record Record the Announcement Message
			Erase Erase the Announcement Message (if already recorded)
			Back Go back to the system-wide recordings menu
			Listen Listen to your Broadcast Message (if already recorded)
			My.Mailbox Go back to the mailbox and system-wide recordings menu
	IA.Prompts		Record the Interactive Prompts
			Enter the number of the Interactive Mailbox for the Interactive Prompts you want to record
			Erase.#x Erase the current prompt (if recorded) - x indicates the prompt number
			Mailbox: xxx Indicates the Interactive Mailbox selected - press to select another mailbox
			Record Record the Interactive Prompt
			Erase Erase the Interactive Prompt (if already recorded) the you select
			Back Go back to the system-wide recordings menu
			Insert Insert an Interactive Prompt (that you specify)
			Add.To.End Add an Interactive Prompt to the end of the list
			Listen Listen to an Interactive Prompt (that you specify)
			Review.All Listen to all the Interactive Prompts recorded for the selected Interactive Mailbox
			My.Mailbox Go back to the mailbox and system-wide recordings menu
	My.Mailbox		Go back to the mailbox recordings
DND.Is.Off	Press to turn Auto Attendant Do Not Disturb On		
DND.Is.On	Press to turn Auto Attendant Do Not Disturb Off		
Options	Access the Mailbox Options		
	AutoHip: Off	Press to turn on Auto Help	
	AutoHip: On	Press to turn off Auto Help	
	AutoTS:Off	Press to turn on Auto Time Stamp	
	AutoTS: On	Press to turn off Auto Time Stamp	
	CallAnn: Off	Press to turn on Call Announcing	
	CallAnn: On	Press to turn off Call Announcing	
	CallWt: Off	Press to turn on Call Waiting	

Soft Keys

Aspire Soft Keys

Aspire Super Display Soft Keys (Page 12 of 12) (MORE = Display more options at same level, <<< = Go back.)		
	CallWt: On	Press to turn off Call Waiting
	AutoFwd: Off	Press to set up Auto Forward
		Enter the number of the mailbox to receive the Auto Forward messages
	AutoFwd: On	<ul style="list-style-type: none">■ Press to see the Auto Forward mailbox assignment (then # to cancel)■ Press a second time to turn Auto Forward off
	Systemwide	Access the System Administrator Options (System Administrator's only)

Soft Keys

Aspire Soft Keys



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