



ReceptionTM

User Guide
Version 2.0

ACTIVE VOICE®

© 2001 Active Voice, Inc.
All rights reserved.
First edition 2001.

Protected by one or more of the following United States patents: 5,070,526; 5,434,906; 5,488,650; 5,533,102; 5,568,540; 5,581,604; 5,625,676; 5,651,054; 5,940,488; 6,041,114.
Additional U.S. and foreign patents pending.

Active Voice, Inc.
Seattle, Washington
U.S.A.
www.activevoice.com

Writers: Michele Dehmer, Anita Taylor
Editor: Conrad Wesselhoeft
Graphic Artists: Janet Joseph, Gene Breshears
Project management: Anita Taylor, Gene Breshears

To access your mailbox from inside your organization

1. Call the voice messaging system.
2. When the system greets you, enter:

Personal ID _____

Security code (if required)

For assistance, call:

Name _____

Extension _____

Contents

Checking and saving messages	1
Leaving a message for a subscriber	2
Leaving a group message.....	3
Message options	4
Changing your greetings	5
Changing your recorded name and security code	6
Changing call transfer options.....	7
Changing call holding and screening options.....	8
Changing message delivery options	9
Creating and updating message groups	10
Shortcuts	13
System menus	14

Introduction

Welcome to Reception, a simple yet powerful voice messaging system that can greet your callers and record your messages.

Reception lets you control how your mailbox receives messages and plays them back. You can change these settings whenever you like, from any phone.

Reception has two phone conversation options available for subscribers:

Menu conversation The menu conversation leads you quickly to your destination when you enter the number associated with the option to perform the particular task. Menu options are diagrammed in “System menus,” on page 14.

1 for Yes, 2 for No® This conversation leads you step by step through all of your options with easy, yes-and-no questions. Just enter 1 for Yes, 2 for No.

Let your system manager know which conversation option you prefer.

Additional phone options available to all subscribers are:

Shortcuts To perform routine tasks quickly, you can enter a sequence of numbers in advance of the conversation questions or menus. See “Shortcuts,” on page 13.

Help When the system conversation asks you a question, enter 3 to hear a menu of options.



Checking and saving messages

To check new messages

- 1 Access your mailbox (see inside front cover).
- 2 Enter 4 to check new messages. Follow the system instructions. Enter 1 for Yes, 2 for No.

To review old messages

- 1 Access your mailbox (see inside front cover).
- 2 Enter 6 to review old messages.
- 3 Follow the system instructions. Enter 1 for Yes, 2 for No.

TIP

Enter ✱ to skip a message.
Enter 2 to interrupt a message.

Archiving a message

The system saves old messages for a set time (for example, until midnight). To keep a message for a longer period, you can archive it. The system manager can tell you how long your system saves archived messages.

To archive a message

While listening to a message, the system will ask you if you want to redirect the message. Enter 2, then 1 to archive it.

WARNING!

After listening to an archived message, enter 2 when asked if you want to redirect the message, then 1 to archive it again or it will be deleted.

Leaving a message for a subscriber

If you call a subscriber's extension and the call is unanswered, your call is automatically routed to the subscriber's mailbox, where you can leave a message. You can also leave messages directly in a subscriber's mailbox.

If you are calling from another subscriber's extension, you need to identify yourself as a subscriber by entering your personal ID and security code.

Directory assistance

Automatic directory assistance identifies subscribers by their last names. All callers can use numeric directory assistance, which groups subscribers by department, location, or some other category.

To leave a message

- 1 Call another subscriber. When the subscriber does not answer, the call is forwarded to voice mail.
- 2 Enter 5 to leave a message. Follow the system instructions.

To leave a message directly in a subscriber's mailbox

- 1 Access your mailbox (see inside front cover).
- 2 Enter 5 to leave any messages.
- 3 On the phone, spell the subscriber's name or enter the extension number.
- 4 Enter 2 until you hear the name of the subscriber you want, then enter 1.
- 5 Record your message at the beep. Enter # to start over or * to stop recording.

Special delivery options

When you leave a message, depending on system settings, you can mark it with one or more of these special delivery options:

Urgent The message is played first, before regular messages.

Private The message cannot be redirected.

Return receipt The system tells you when a subscriber has heard the message.

Future delivery The message is delivered at the time and day you specify.

Leaving a group message

A message group is a mailing list of subscribers and guests. System managers can create message groups and you can create and update your own message groups. For more information, see “Creating and updating message groups,” on page 10.

To leave a group message

- 1 Access your mailbox (see inside front cover).
- 2 Enter 5 to leave a message.
- 3 Spell the group name, or enter the group ID and group number. Enter 2 until you hear the name of the group you want, then enter 1.
- 4 After the beep, record your message.

To find out who has not heard a group message

- 1 Start to leave a new message to the group.
- 2 The system says that some members have not heard your last message. Enter 1 to review the message.
- 3 Listen to the message or enter 2 to interrupt it.
- 4 Enter 7 to list who has not heard the message. Enter ✱ to stop the list.

Message options

The system lets you redirect messages to another subscriber. If a recipient has not heard your message, the system lets you cancel it.

To redirect a message

- 1 While listening to a message, enter 2 to interrupt it.
- 2 Spell the last name of the subscriber to whom you are redirecting the message.

To cancel a message

- 1 Start to leave another message to the same subscriber.
- 2 If the subscriber has not yet heard your last message, the system asks if you want to review it.
- 3 Enter 1 to review it.
- 4 When you hear the message you want to cancel, enter 5 to cancel it.
- 5 Enter 1 to confirm the cancelation.

Changing your greetings

Your mailbox can have two greetings: standard or alternate.

The standard greeting plays when your extension is unanswered. A typical standard greeting is: “Hello, this is Pat Green. I am not at my desk right now. Please leave a message.”

The alternate greeting plays for special occasions, such as a vacation. A typical alternate greeting is: “Hello, this is Pat Green. I am out of the office today and will return on Monday.”

To rerecord your standard or alternate greeting

- 1 Access your mailbox (see inside front cover).
- 2 To rerecord your:
 - standard greeting, enter 7 4 6 1.
 - alternate greeting, enter 7 4 7 1.
- 3 Enter ★ to stop recording.

To switch between your standard and alternate greeting

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 4 5 to switch to your other greeting (standard or alternate).
- 3 Enter ★ to complete the change.

Changing your recorded name and security code

To change your recorded name

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 7 5 to change your recorded name.
- 3 Follow the system instructions to record your name.

To change your spelled name

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 7 6 to change your spelled name.
- 3 Follow the system instructions to change your spelled name.

Security code

Your security code prevents others from using your personal ID to listen to your messages. Your security code should be 4 to 10 digits long.

If you forget your security code, call your system manager.

To change your security code

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 7 4 to change your security code.
- 3 Follow the system instructions.

Changing call transfer options

The voice messaging system uses a variety of call transfer options.* You may hear one or more of the following prompts when you answer a call:

- A beep that means the call is from a number outside the system, not an internal extension.
- “Call for <your name>.” This response often is used if you share an extension with another person.
- “Call from <caller’s name>.” This response means the call is from a subscriber on an internal extension.
- “Call from <caller’s name spoken by the caller>.” This response means that the call is from a number outside the system, or from an internal extension that is not identified as a subscriber.
- “Enter 1 to take the call, or 2 and I’ll take a message.” This response gives you a choice.

Turn on call transfer before setting the system to transfer your calls to a different phone number. You can enter up to nine digits for the new phone number.

To turn call transfer on or off

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 6 4 to turn call transfer on or off.
- 3 Follow the system instructions.

To change the number to which calls are transferred

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 6 4 1 4 to change the number to which your calls are transferred.
- 3 Follow the system instructions.

**These options may not be available at your site.*

Changing call holding and screening options

Call holding

The system can hold a call until your extension is available.* If your system manager has set up call holding for you, you can turn it on or off.

Call screening

When call screening is turned on, the system asks the caller's name. Then it rings your extension, plays the caller's recorded name, and asks if you want to take the call. If you do not take the call, the system takes a message for you.

To turn call holding on or off

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 6 4 1 6 to turn call holding on or off.
- 3 Enter 1 to turn call holding on. Enter 2 to turn it off.

To turn call screening on or off

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 6 4 1 5 to turn call screening on or off.
- 3 Enter 1 to turn call screening on. Enter 2 to turn it off.

**This option may not be available at your site.*

Changing message delivery options

The system can dial up to four different phone numbers to deliver your messages. You can set a range of minutes, hours, and days that a message delivery phone number is in effect.

You can tell the system to deliver only urgent messages. You also can set the system to delay any of the delivery numbers. This causes the system to try one delivery number first, then to try others only if necessary.

Entering a pager number may require special dialing characters that are unavailable on a phone (for example, a semicolon that represents a 3-second pause). Contact your system manager for assistance.

To change message delivery

- 1 Access your mailbox (see inside front cover).
- 2 To change your message delivery options for your:
 - work phone, enter 7 6 6 5 4.
 - home phone, enter 7 6 6 5 5.
 - pager, enter 7 6 6 5 6.
 - spare phone, enter 7 6 6 5 7.
- 3 Enter 1 to turn on delivery for that number or 2 to turn off delivery.
- 4 Follow system instructions to change the phone number, schedule, and delivery mode.
- 5 Change any remaining message delivery numbers by repeating the procedure.

TIP

Enter # to insert a 1-second pause where you want the system to pause between digits that it is dialing.

Creating and updating message groups

There are two types of message groups: private and open. When you create a private group, only you can send messages to it. When you create an open group, other subscribers also can send messages to it.

You can hear a list of your groups and group members any time.

TIP

Guests do not have extension numbers, so add them to the group by spelling their names or by entering their personal IDs.

To create a group

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 4 to create a new group.
- 3 For numbered groups, enter a three-digit group number. For named groups, enter the first three letters of the group's name.
- 4 Record a name for the group. Enter * when you are finished.
- 5 Enter 1 to make the group an open group or 2 to make it a private group.
- 6 Follow the system instructions to add members to the group.

To add or delete group members

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 5 to edit a group.
- 3 Enter the group name or group number. Enter 2 until you hear the name of the group you want, then enter 1.
- 4 Enter 4 to add members to a group, or enter 5 to delete members from the group. Follow system instructions.
- 5 Follow the system instructions to confirm changes.

To hear a list of your groups and group members

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 6 to list your groups and group members. Follow the system instructions.

To change a group name or number

- 1 Access your mailbox (see inside front cover).
- 2 Enter 7 5 5 to change a group name or number.
- 3 Enter the first three letters of the group name. Or, enter the first three digits of the group number.
- 4 Enter 1 to confirm, or enter 2 to hear the name of the next group.
- 5 Enter 7 to change the group name or group number.
- 6 Follow the system instructions to change the group's recorded name.



Shortcuts

Use shortcuts to accelerate your responses to the system.

Enter your personal ID and security code (if required), then enter the following shortcuts to do these tasks.

TASK	SHORTCUT	TASK	SHORTCUT
Check new messages	4	Change your security code	7 7 4
Leave a message	5	Turn call transfer off	7 6 4 2
Review old messages	6	Turn call transfer on	7 6 4 1
Change setup options	7	Change the phone number for call transfer	7 6 4 1 4
Switch personal greetings	7 4 5	Turn call screening options on or off	7 6 4 1 5
Change your standard greeting	7 4 6	Add a message group	7 5 4
Change your alternate greeting	7 4 7	Edit a message group	7 5 5
Change your recorded name	7 7 5	List your message groups	7 5 6

System menus

