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Mailbox Administration

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Quick Start

Quick Start

SUMMARY

This section covers the bare minimum steps to build a basic DV2000 system. For an understanding of theory of operation and complete details on the functions and features of the DV2000, please refer to the sections that follow.

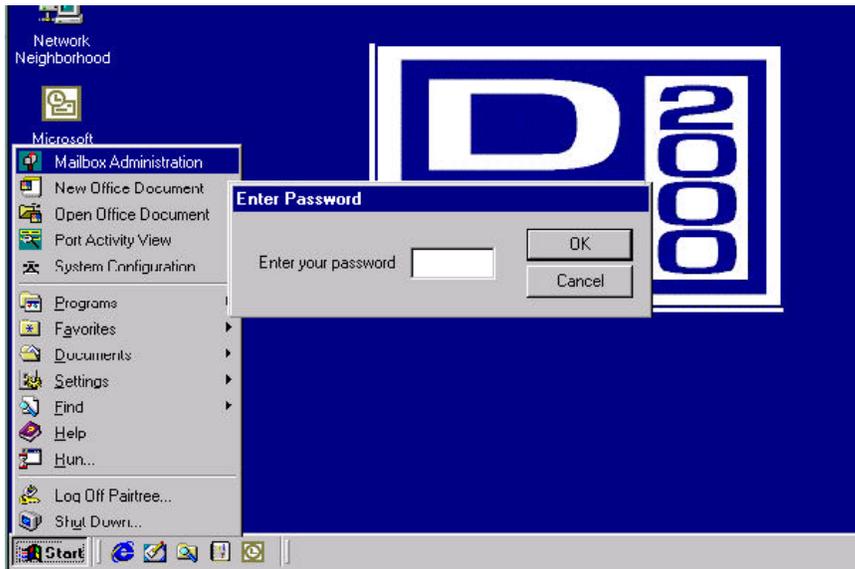
Windows NT Logon

When the DV2000 boots up, a blue screen will appear with "Windows NT Workstation Version 4.0" highlighted. You may wait or press Enter to speed this up. **Do not** select "Windows NT Workstation Version 4.0 (VGA Mode)" – this mode is for diagnostics only.

Then the NT *Begin Logon* window will appear and will require Ctrl-Alt-Delete to log into the system. The user name Pairtree will appear. **There is no password (leave blank)** press Enter to log on.

Mailbox Administration Password

The default password is "duvoice" (lower case) and click on **OK**.



Auto Attendant Setup

Set Up Main Auto Attendant Greetings, Schedule and Single Digit Actions

By default, Mailbox 991 is the main auto attendant mailbox. By default, Mailbox 991 plays the night greeting (Prompt 3). Mailbox 991 changes to the day greeting (Prompt 2) using a schedule within the mailbox (Day Schedule-Scheduled Event). The day and night single digit action menus are also controlled by the same day schedule.



Record Non Business Hours Greeting

(Steps from main greeting)

* 991 #	Access mailbox 991
1 2 3 4 #	Enter (default) Password
4	Greetings Menu
3	Change Your Mailbox Prompts
2	Re-record Mailbox Prompts
3	Enter Prompt 3 (Non-Business Hours Greeting)
2	Delete and Re-record Prompt
1	Accept New Recording
*	To return to previous menu

Record Business Hours Greeting

(Steps from main greeting)

* 991 #	Access mailbox 991
1 2 3 4 #	Enter Password
4	Greetings Menu
3	Change Your Mailbox Prompts
2	Re-record Mailbox Prompts
2	Enter Prompt 2 (Business Hours Greeting)
2	Delete and Re-record Prompt
1	Accept New Recording
*	To return to previous menu

Change Greeting Schedule

(Default: 8:00am -5:00pm M-F)

In *Mailbox Administration* select *Templates*, then *Open*, then *Scheduled Mailbox Events*. Double click *Day Schedule* then edit the time you wish the business hours greeting to play. For days with different business hours create a new template using the *Save As* button and add the template to the scheduled events in mailbox 991. Example: For the Day Greeting to play on Saturday from 8:00am till 12:00 noon: Open the Day Schedule, click off all the weekday buttons and click on the Saturday button. Change the Start and End Times to 8:00am and 12:00pm then press the *Save As* button and name the template Saturday Schedule. Now open mailbox 991 and scroll over to the Scheduled Events Tab and press the Add button then select your new Saturday Schedule template.

Change One Touch Actions

(Day and Night)

In *Mailbox Administration*, select *Templates* then *Open* then select *Single Digit Action Codes*. Double click *Day Menu Action (991)*. Type in the extension to be transferred to next to the digit number or select an action from the drop down list. Example: "For sales press 1 for a spell by name directory press 2." Type in the sales extension next to the digit one and select "Directory" next to the digit 2. Repeat this for the Night Menu Action. Note these menus are set up in mailbox 991 to correspond with the Day and Night greetings. (Defaults: 4 Directory, 8 Direct Message, 9 Disconnect, 0 go to Operator, # DTMF Mask (skip greeting), * Login, 1 2 3 5 6 7 No Action, NI=No Input go to Operator)



Quick Start

Adding Mailboxes

(Copy mailbox templates 995,996 & 997)

Four System Template Mailboxes have been provided as templates to copy from: Normal (mailbox 995), Message Only (mailbox 996) and Audio Text (mailbox 997), Question and Answer (mailbox 998). In Mailbox Administration, right mouse click on mailbox icon for mailbox 995 then select copy. Enter the mailbox number to begin with then enter the number of mailboxes to create. All new mailboxes are created with the password 1234.

For Message Only mailboxes copy mailbox 996. For Audio Text Mailboxes copy mailbox 997.



If the *Mailbox* menu option is selected from the main Mailbox Administration screen and used to create single mailboxes, message-waiting lights will not work until the message waiting light on/off notifications are added to the mailbox notification tab. By copying mailbox 995 or using the *Create Range* option with the *Mailbox to Copy From* box, you will avoid this step and save time.



Quick Start – DV2000 Terminology

DV2000 Terminology

For PAL and FrontDesk Users

PAL / FrontDesk	DV-2000	Definition
Audiotext Mailbox	A mailbox using a no input action in the SDA. Use Mailbox Template 997 for a pre-configured Audiotext Mailbox.	A mailbox that does not take a message but does some other function after the greeting plays.
Message Only	A mailbox with call blocking on and disabled MWI on/off functions. Use Mailbox Template 996 for a pre-configured Message Only Mailbox	A mailbox that does not have an associated extension. The automated attendant will transfer directly to this mailbox, rather than to this extension.
Direct Page	Relay Page	The feature that allows a caller to enter a pager number to be displayed on the subscriber's digital pager
Interview Mailbox	Q & A Mailbox	A mailbox that plays multiple greetings, and records multiple responses.
Time Out Action	NI, No Input	The One Touch / SDA function which is automatically executed after the mailbox greeting has played
Touch Tree Menu	Single Digit Action Template	The menu of single keystroke commands available in each mailbox
Business hours Greeting	Greeting 1 in MB 991	The greeting which plays during the Daytime Scheduled event
Non-business Hours greeting	Greeting 2 in MB 991	The greeting that plays in the absence of a scheduled event.



Getting Started - Using this Manual

Using this Manual

Using Online Help

Press the F1 function key to get context-sensitive help. Context-sensitive help is information that is specific to your current location in the program.



With a menu option highlighted press to get a description of what that menu option is used for, along with a list of related topics. Click on any item in that list to go directly to that topic.



In a dialog or tab window, press F1, to get a detailed description of the fields on that screen. Many dialogs and tabs also have a **Help** button. This works the same as the F1 key; you can also click on the **Help** button to get help specific for that screen. Finally, you can access the Help menu (by clicking on it or pressing Alt+H) and choose the Help topics option. This will give you access to the complete set of online help in an outline-type book format and in an index-type format that can be searched.

Conventions in this Manual



When you see this image in the manual, take special notice, as the following section will contain important information to help you avoid potential problems or extra work.



This image indicates the page number of the manual where you will find information on filling the template associated with this Mailbox Editor Tab.



This image indicates a summary of the functions of a particular tab or section. More complete details are available later in the section.



Example

This image indicates a “real life” example of the operation discussed in the section.



Getting Started - Theory of Operation

Theory of Operation

Theory of Operation

SUMMARY

Applications on DV2000 are built around mailboxes. Various mailbox types have specific properties that combined, make automated attendant, subscriber mailbox, fax mail and other functions.

Nine default mailboxes are automatically created for you. (Note: these mailboxes will already be on your system if the program was pre-installed for you as part of a turnkey system.) These are:

- ◆ System Reserved Mailbox 0 – the operator's mailbox
- ◆ System Reserved Mailbox 990 – **(by default, not used)** good morning, good afternoon, good evening introduction greeting which plays before MB 991
- ◆ System Reserved Mailbox 991 – the automated attendant mailbox
- ◆ System Template Mailbox 995 – the normal mailbox template to copy from
- ◆ System Template Mailbox 996 – the message only mailbox template to copy from
- ◆ System Template Mailbox 997 – the audiotext mailbox template to copy from
- ◆ System Template Mailbox 998 – the Q&A mailbox template to copy from
- ◆ System Reserved Mailbox 999 – disconnect caller
- ◆ System Reserved Mailbox 9000– the company fax mailbox

Mailboxes are created, and maintained in the **Mailbox Administration Screen**, (see **page 9**). The body of the screen consists of a list of mailboxes. A right mouse click on any mailbox name allows the administrator to copy, edit, delete, and access information about that mailbox.

A double click on any mailbox name accesses the **Mailbox Editor**, (see **page 19**). This section allows the administrator to customized the mailbox by assigning class of service, manage distribution lists, address lists for outdialing and other functions, create number restrictions, effect playback characteristics and assign question and answer features to the mailbox.

While it may be convenient to use the custom template function available in the mailbox editor for an individual mailbox, it is generally preferable to use the **Templates** found in the tabs at the top of the mailbox administration screen, (see **page 73**). These templates can be used in many mailboxes. There are templates to control Class of Service (COS), Call Routing Plans, Message Delivery, Message Notifications, Scheduled Events, and Single Digit Actions. You can create or edit, copy a specific template, (or use the one of the default templates).

The following sections of this manual will provide more detailed information on how to use these features and controls.



Mailbox Administration Menu

Mailbox Administration Menu

Mailbox Administration Menu

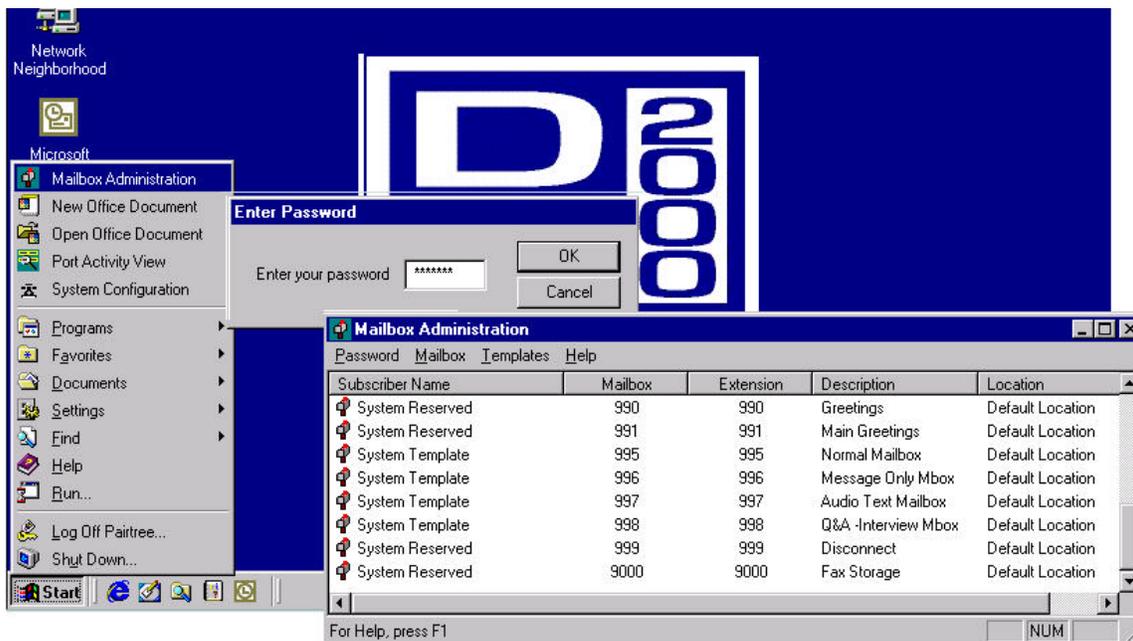
SUMMARY

The Mailbox Administration Menu gives you access to the Password, Mailbox, Templates and Help menus as well as access to individual mailboxes. The Display Screen shows you the mailboxes you have already set up, including the Subscriber Name, Mailbox, Extension, Description and Location.

From the Display Screen, you can open and edit any mailbox configuration by double clicking on the Mailbox icon or anywhere in the Subscriber Name.

You can change the way the mailboxes are sorted in the display by clicking on one of the column headings at the top of the list. Click on the Subscriber Name, Mailbox, or Extension headings to sort by those categories.

To open the Mailbox Administration Menu, click on the Mailbox Administration icon in the start menu. The default password is "**duvoice**" (lower case) and click on **OK**.





Right Click Menu

Right-Click Menu

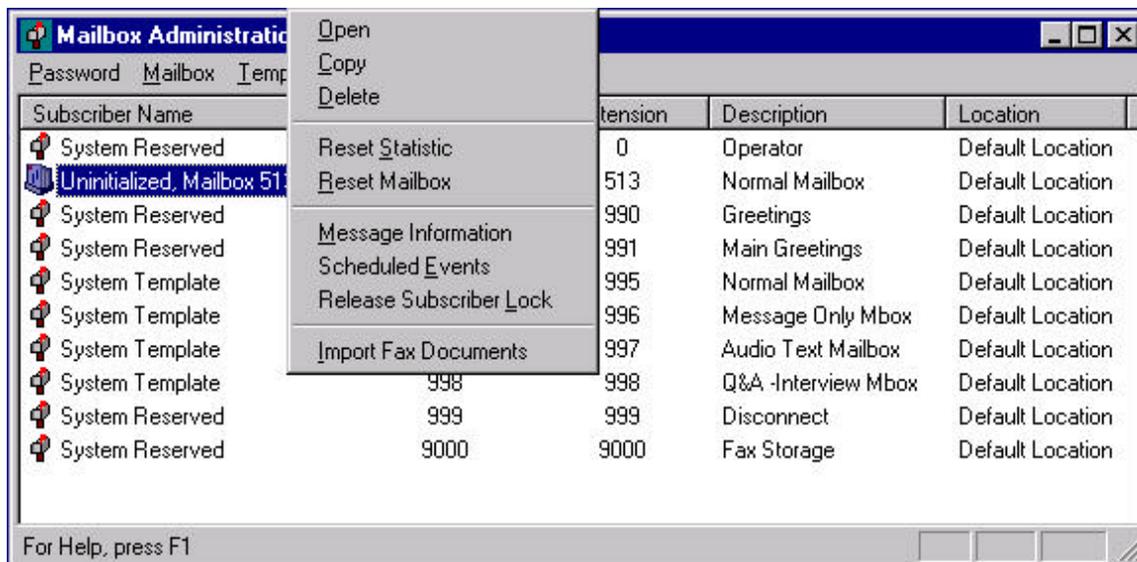
Right Click Menu

SUMMARY

With a right mouse click on the Mailbox icon, or anywhere in the Subscriber Name, the administrator gains access to:

- ◆ Open a mailbox
- ◆ Copy a mailbox
- ◆ Delete a mailbox
- ◆ Reset mailbox Statistics
- ◆ Reset the mailbox
- ◆ Message Information
- ◆ Scheduled Events
- ◆ Release Subscriber Lock
- ◆ Import Fax Documents

To access shortcut options for sorting the display, for creating a new mailbox, and other functions, click the right mouse button from anywhere in the body of the Mailbox Administration Menu.



Most of the options on the Right-click menu are equivalent to options on other pull down menus within the Mailbox Main Menu. Following is a brief description of the options available:

- ◆ **Open** - opens the highlighted mailbox (in the Mailbox Editor). (Works like Edit Mailbox option.)
- ◆ **Copy** - uses the highlighted mailbox's properties to create one or a range of new mailboxes. - (Works like the first part of the Create Range option/Mailbox Creation Wizard.)
- ◆ **Delete** - deletes the highlighted mailbox (after you confirm). (Works like Delete Mailbox option.)
- ◆ **Reset Statistic** - resets the mailbox's statistics. (Performs the same function as the Reset button on the Mailbox Statistics tab.)
- ◆ **Reset Mailbox** - resets mailbox properties as you specify on a dialog with 14 options. (Works the same as the Reset Mailbox option on the Mailbox Menu.)
- ◆ **Message Information** - displays number of New, Priority, Urgent, Reviewed and Saved messages, along with sender identification and receipt date for each one.



Right Click Menu

- ◆ **Scheduled Events** - displays events that are scheduled to occur for this mailbox, such as message notifications.
- ◆ **Release Subscriber Lock** - unlocks mailbox.
- ◆ **Arrange Icons submenu** - sorts mailboxes in the list by one of four options, which correspond to the fields on the display: Name, Number, Extension or Description.
- ◆ **New** - creates a single new mailbox. (Same as Create mailbox option.)
- ◆ **Mailbox Search** - opens mailbox search dialog, used to locate a mailbox by number or by subscriber's last name. (Same as Mailbox Search option.)
- ◆ **Import Fax Document** -import a fax document to into the currently highlighted mailbox.

Right-click Menu

Open option

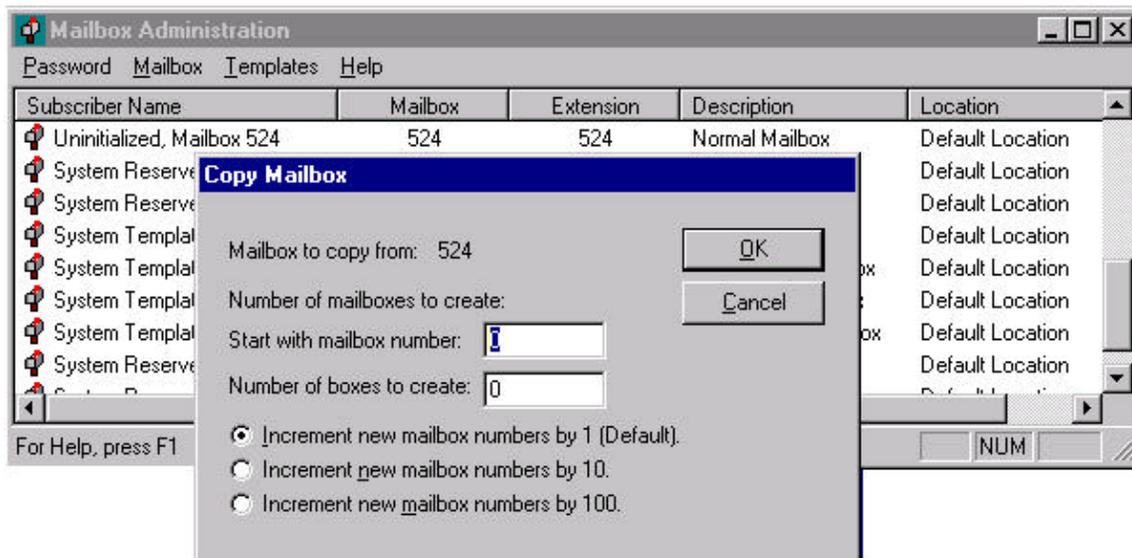
Use this option to open the highlighted mailbox and display it in the Mailbox Editor. (Works like Edit Mailbox option.)

Copy option

Use this option to create one or a range of new mailboxes using the highlighted mailbox's properties.

Copy Mailbox dialog

Use this dialog to create one or a range of new mailboxes using the highlighted mailbox's properties.



This dialog will create new mailboxes, using the properties of the existing mailbox currently highlighted on the Main Menu screen. The highlighted mailbox number is shown at the top of the dialog as "Mailbox to copy from."

Start with mailbox number: enter the number of the first mailbox to set up.

Number of boxes to create: enter the total number of mailboxes to set up.

Increment new mailbox numbers by: use the mouse to click on the desired selection, or use the up and down arrow keys to move to the desired selection.



Example

To set up mailboxes 110, 120, 130 and 140, enter:

Start with mailbox number:110

Number of boxes to create: 4

Increment new mailbox numbers by 10

To set up mailboxes 100, 200, 300, 400, 500, 600 and 700, enter:

Start with mailbox number:100

Number of boxes to create: 7

Increment new mailbox numbers by 100

To set up mailboxes 2243 and 2244, enter

Start with mailbox number:2243

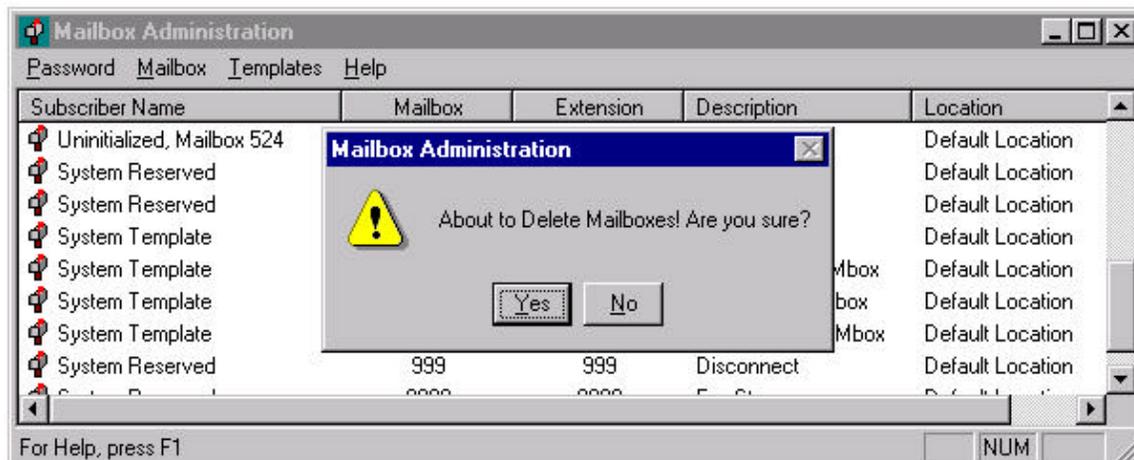
Number of boxes to create: 2

Increment new mailbox numbers by 1

Click on OK to complete the mailbox copy-creation process.

Delete option

Use this option to delete the highlighted mailbox. (Works like Delete Mailbox option.)



Once you select Delete Mailbox, you are asked to confirm your wish to delete the mailbox.

Reset Statistic option

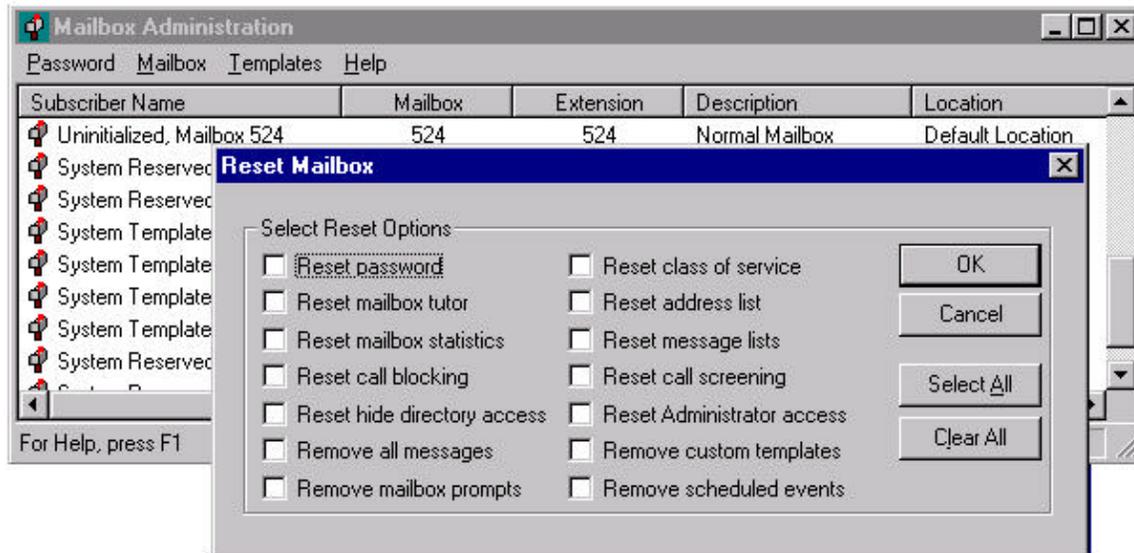
Use this option to reset the mailbox's statistics. (Performs the same function as the Reset button.) There is no screen associated with this action. Clicking the Reset Statistic, executes that command.



Right Click Menu

Reset Mailbox option

Use this dialog to reset mailbox properties for the mailbox currently highlighted on the Main Menu.



Buttons:

Select All Button - click to automatically select all of the options on this screen

Clear All Button - click to clear, or de-select, all of the options on this screen

Click on OK after Reset options have been selected as desired.

Select Reset Options:

Check the box by each of the following items desired to be reset or returned to system default settings:

Reset password - returns Password field on the Owner Settings tab to the default of "1234."

Reset mailbox tutor - removes check from Tutorial Done field on the Owner Settings tab - box is considered uninitialized.

Reset mailbox statistics – resets Mailbox Statistics tab. Works the same as the Reset button on the Mailbox Statistics tab.

- ◆ Does not change Date Mailbox Created field.
- ◆ Sets Date Modified and Date Reset to current date.
- ◆ Sets statistics to 0 (zero) except for Available Message Storage and Message Storage in Use fields (these will be reset if Remove all messages option on this screen is also checked).

Reset call blocking - removes check from Call Blocking field on the Owner Settings tab.

Reset hide directory access - removes check from Hide From Directory field on the Owner Settings tab.

Remove all messages - physically deletes all messages, both current and those held in mailbox storage.

Remove mailbox prompts - removes prompt numbers from RNA, Busy, Blocking & Name/Extension fields on the Owner Settings tab, plus physically deletes all user-recorded prompts from mailbox.

Reset class of service - resets COS Template to system default (Standard).

Reset address lists - resets Address Lists tab to three system default items (Office Extension, Message Waiting Indicator and Pager Display).

Reset message lists - resets Distribution Lists tab.

Reset call screening - removes check from Call Screening field on the Owner Settings tab.

Reset Administrator access - removes check from Administrator field on the Owner Settings tab.

Remove custom templates - removes any custom templates that were assigned to mailboxes.

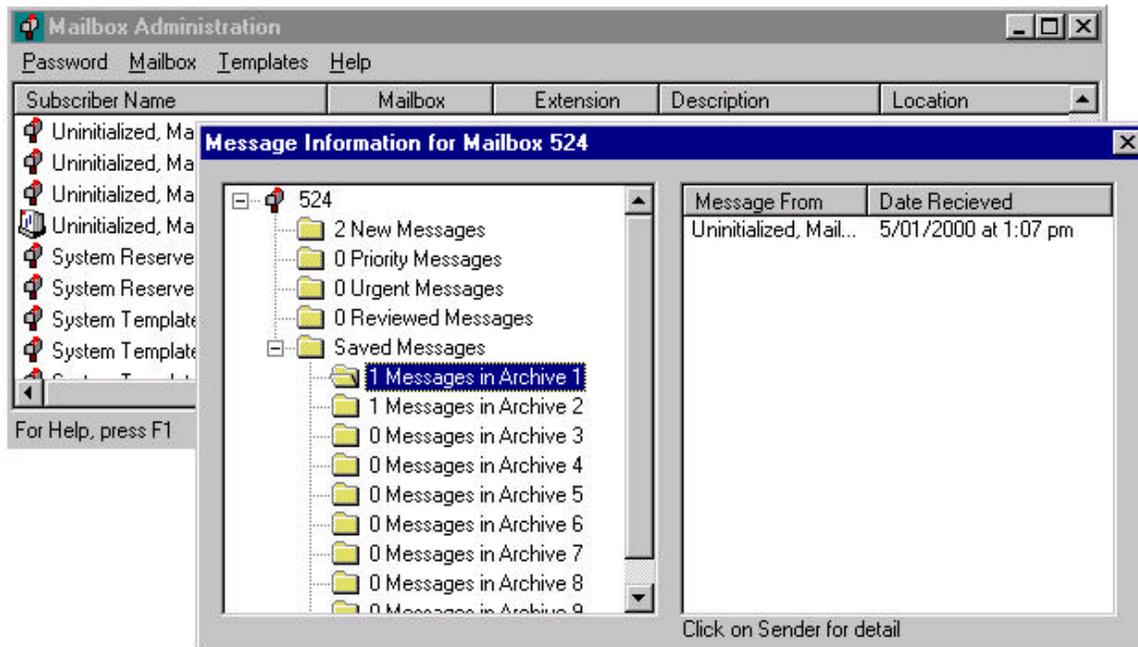
Remove scheduled events - clears out any events that were scheduled, i.e., pending notifications and message deliveries.



Right Click Menu

Message Information option

Use this option to view details about a mailbox's activity. This screen displays the number of New, Priority, Urgent, Reviewed and Saved messages.



Double-click on any folder in the left-hand pane to display the detail for that class of messages in the right-hand pane.

Folders with contents show + signs to the left of the folder. Click on the + sign to expand the view under that folder and see the contents. Click on the – sign to collapse the view for a folder.

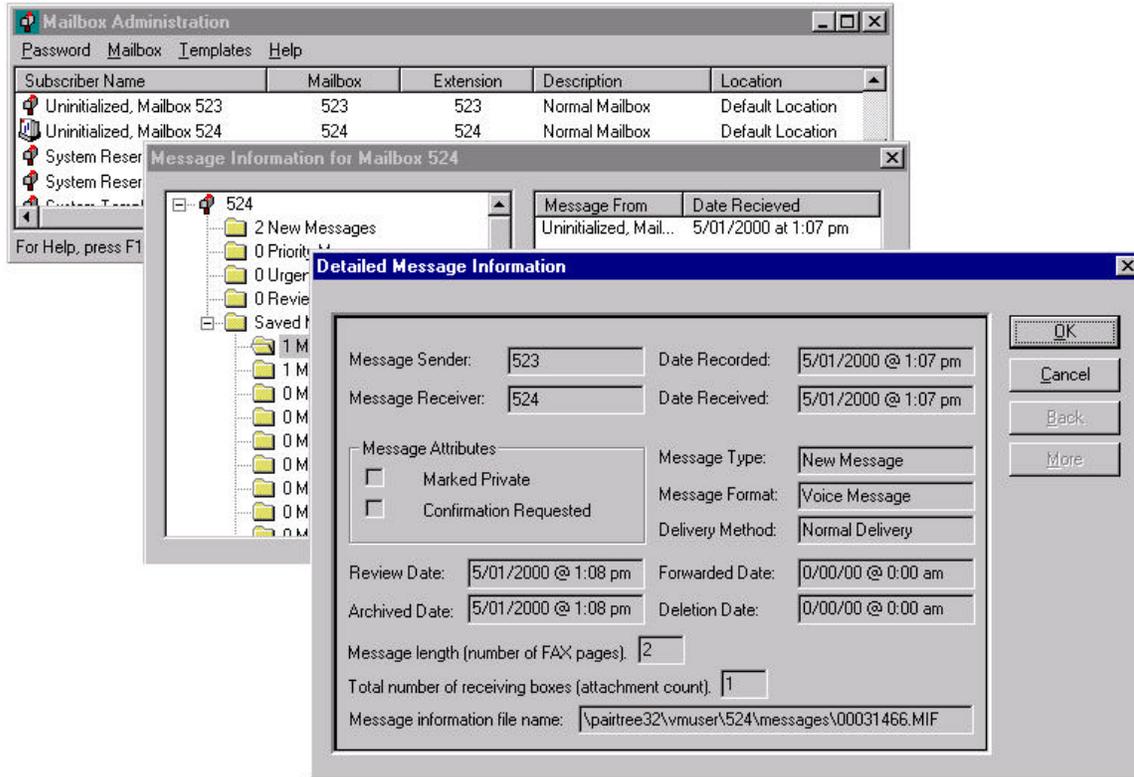


Right Click Menu

Detailed Message Information

On the right-hand pane, double-click on any sender listed under the Message From column to view the Detailed Message Information dialog for that particular message.

Use this dialog to view detail about a specific message for a specific mailbox. For example, you may wish to compare the data in the Date Sent and Date Received fields.



Data on this screen is for review only and cannot be changed. Click on OK or Cancel when your review is complete.

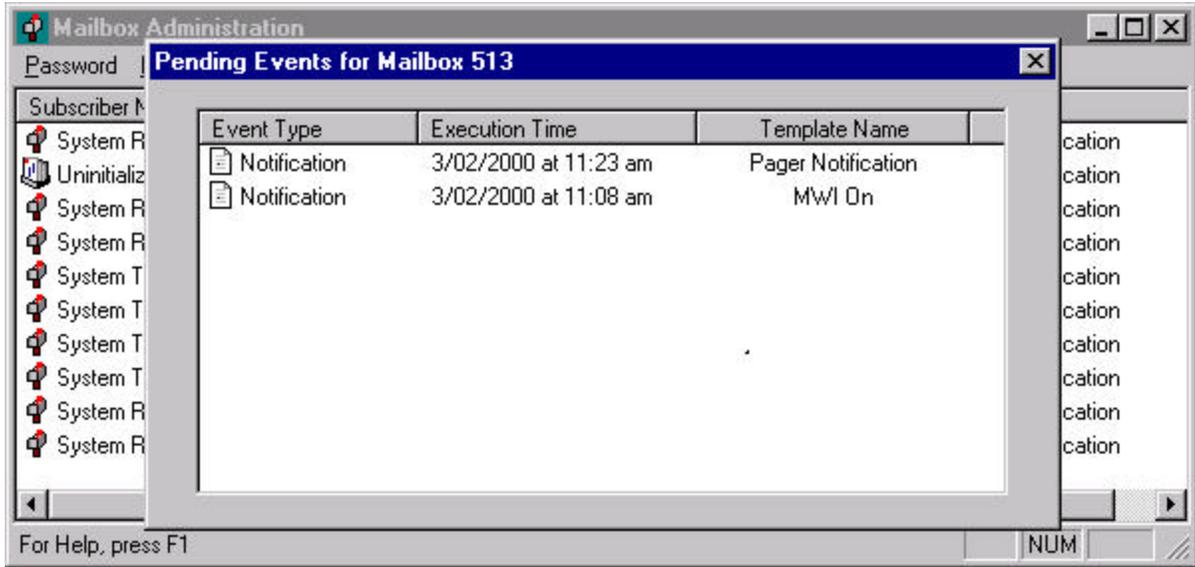


Right Click Menu

Scheduled Events option

Pending Events dialog

Use this dialog to review pending scheduled events for the mailbox currently highlighted on the Main Menu.



Data on this screen is for review only and cannot be changed. Click on  when your review is complete.



Right Click Menu

Release Subscriber Lock option

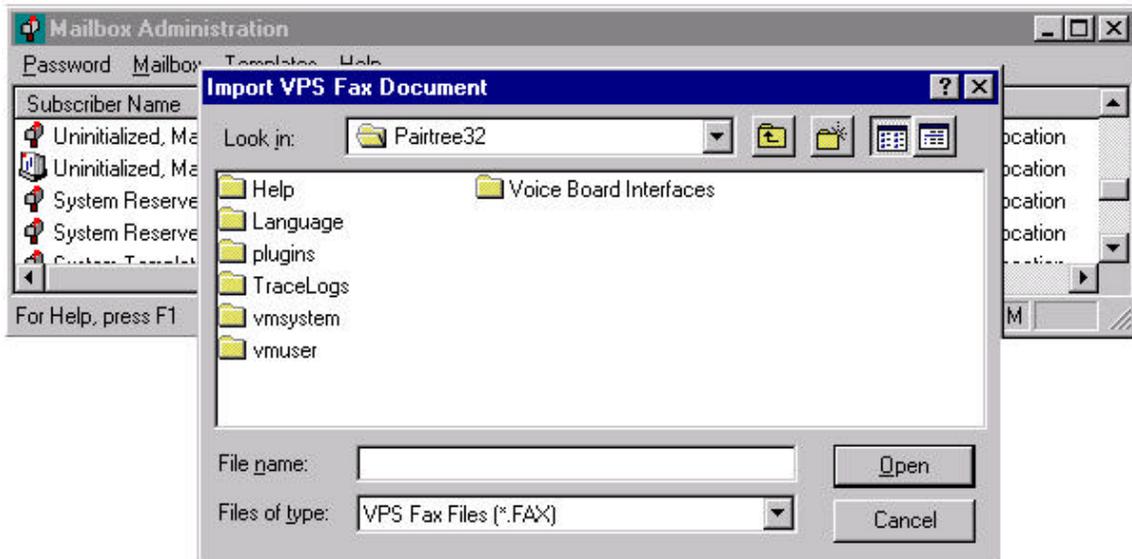
Use this option to unlock the mailbox.



When a subscriber is logged into a mailbox, that mailbox is locked, making it impossible for you to administer the mailbox using the GUI program. To avoid potential file corruption problems, you should wait until the subscriber logs off, rather than use this feature.

Import Fax Document option

Use this option to specify a fax document to import into the mailbox currently highlighted on the Main Menu. Selecting this option will display a standard File Open dialog as shown below, which you use to navigate to the fax file.





Right Click Menu

With the cursor *not* on a mailbox number or icon, the right click button will give you the following options:

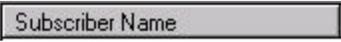
- ◆ Arrange Icons
 - Use this option to set the order in which the mailboxes appear: by Name, Number, Extension or Description
- ◆ New Mailbox option
 - Use this option to create a single new mailbox. (Same as Create mailbox option.)
- ◆ Mailbox Search option
 - Use this option to locate a mailbox by number or by subscriber's last name.

Arrange Icons

While in the Mailbox Administration Screen, you can arrange the listings.

Arrange by Name option

Use this option to sort the mailbox list by the Subscriber Name field.

Left mouse click on  to arrange by Name field.

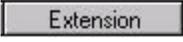
Arrange by Number option

Use this option to sort the mailbox list by the Mailbox Number field.

Left mouse click on  to arrange by Mailbox Number field.

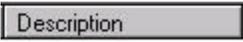
Arrange by Extension option

Use this option to sort the mailbox list by the Mailbox Extension field.

Left mouse click on  to arrange by Extension Number.

Arrange by Description option

Use this option to sort the mailbox list by the Mailbox Description field.

Left mouse click on  to arrange by Mailbox Description field



Mailbox Editor Menu - Overview

Mailbox Editor

Mailbox Editor

SUMMARY

Mailboxes are customized in the Mailbox Editor. A double click on the selected mailbox icon opens a dialog showing the following tabs. Each of these dialogs contain default settings.

- ◆ Owner Settings
- ◆ Mailbox Statistics
- ◆ Distribution Lists
- ◆ Address List
- ◆ Number Restrictions
- ◆ Speed and Volume
- ◆ System Administrator Events (administrator mailboxes only)
- ◆ Question and Answer Dialog (system mailboxes only)

System templates, (not to be confused with System Mailbox Templates), are assigned under tabs in the Mailbox Editor, and control settings in the following areas:

- ◆ Class of Service (COS)
- ◆ Message Notifications
- ◆ Message Delivery
- ◆ Scheduled Events
- ◆ Call Routing Plans
- ◆ Single Digit Actions

These template tabs are provided to:

- ◆ Review the settings on the template assigned to the mailbox
- ◆ Assign other or additional templates to mailboxes
- ◆ Create custom templates for individual mailboxes

Each template is on a separate tab, and each has additional online help to describe its function, and explain each entry field, checkbox, etc. System templates can also be accessed through the Open submenu from the Templates menu on the main screen. (Please see page73)



Move to Next/Previous Mailbox Arrows: Use the   buttons to move to the previous (left arrow) or next (right arrow) mailbox, in mailbox number sequence. If you have made changes to the current mailbox, you will be asked if you want to save your changes before moving to the next/previous mailbox.



Mailbox Editor Menu- Owner Settings Tab

Owner Settings Tab

Owner Settings

SUMMARY

Use this dialog to review and specify unique information including Names, Description, Extension and Password about the mailbox you are currently editing or creating. Through the buttons on this dialog, you can also access the class of service templates, the details of recorded prompts and toggles to user options. User options include:

- ◆ Call Screening
- ◆ Call Blocking
- ◆ Hide from Directory
- ◆ Tutorial complete,
- ◆ Administrator Privilege
- ◆ System Mailbox

The screenshot shows the 'Mailbox Administration' application window with a table of subscribers. The 'Ellway, Elizabeth' mailbox (number 170) is selected. A dialog box titled 'Ellway, Elizabeth Mailbox 170' is open, showing the 'Owner Settings' tab. The dialog contains several sections for configuring the mailbox owner's information and options.

Subscriber Name	Mailbox	Extension	Description	Location
System Reserved	0	0	Operator	Default Location
Ellway, Elizabeth	170	170	Normal Mailbox	Default Location
Smith, John				
Green, Allen				

Ellway, Elizabeth Mailbox 170

Owner Settings | Mailbox Statistics | Distribution Lists | Address List | Number Restrictions | Me

Owner Information

First Name: Extension:
 Last Name: Password:
 Description:

Class of Service

Current Class of Service selection: Standard

Options

Call Screening On Hide from Directory Administrator
 Call Blocking On Tutorial Complete System Mailbox

Greetings

RNA: Blocking:
 Busy: Name/Extension:



Mailbox Editor Menu- Owner Settings Tab

Explanation of Fields:

Owner Information:

First name & Last name - the mailbox subscriber/owner's first and last names. The spell by name directory uses the first three letters of the last name and the first three letters of the first name. Any display or list of mailboxes in the Mailbox Administration program will use these name fields, in the format of "last name, first name."

Description – is an additional description for this mailbox, if desired, such as a title or position. This description is also used in mailbox display lists.

Extension - the extension number for this mailbox.

Password - the subscriber/owner's password is for entering the mailbox to retrieve messages and to perform other mailbox functions. The password is represented by asterisks, corresponding to the number of characters in the password. **The default password for all new, uninitialized, or reset mailboxes is "1234."** If the subscriber changes the password through the user interface, that change is reflected in this field as *****.

Class of Service:

Current Class of Service (COS) Selection - displays the currently selected (or default of Standard) class of service for the mailbox currently being set up or edited.

COS Details button - the Class of Service (COS) Details button is provided on the Mailbox Owner Settings tab to assign a different Class of Service template to the mailbox. The COS Details button also provides an alternative, "shortcut" method to the Templates menu options to review settings in the Class of Service system template.



Mailbox Editor Menu- Owner Settings Tab - COS

COS Class of Service

Class Of Service

SUMMARY

Use the Custom Class of Service dialog to modify the voice mail system options that, subscribers can employ for messages for *this* mailbox. These options, along with the options on the Subscriber Settings tab, are collectively referred to as a Class of Service. There are two tabs in the Class of Service system template that you can access:

- ◆ Message Settings
- ◆ Subscriber Settings

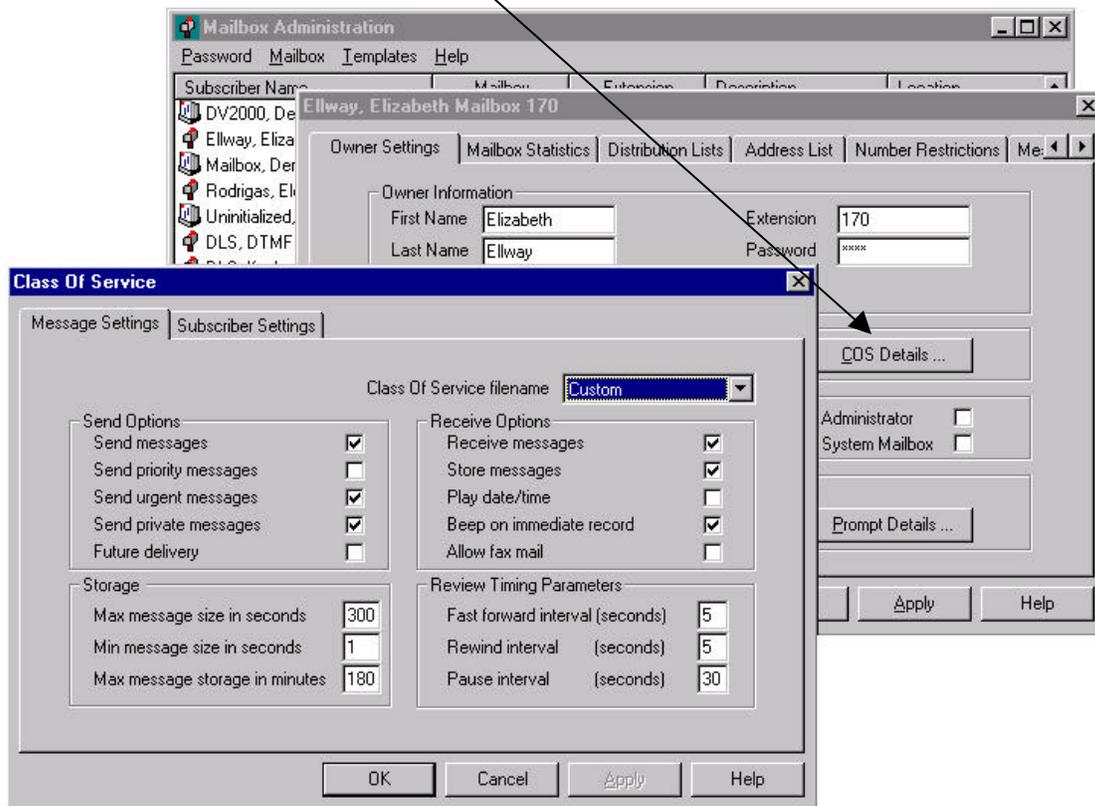
The Message and Subscriber Settings tabs are saved together and are considered a single template. The Message Settings tab allows you to specify what type of messages can be sent, and received and how messages can be stored, and replayed. The Subscriber Settings tab controls call transfer features such as number of rings, hold announcement, transfer type and queuing option, as well as the user's ability to change greetings, call blocking, screening, and notifications.

Note: If you intend to use the same Class of service for more than one mailbox, we recommend that you create a new class of service template (see page 78) and use that template for multiple mailboxes.

Class of Service

Message Settings tab

To open this dialog, click on the **COS Details ...** button at the bottom of the Owner Settings Tab.





Mailbox Editor Menu- Owner Settings Tab - COS

The Standard COS template options are set as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Send options section - all options are on *except* Send priority messages and Future delivery.
- ◆ Receive options section - all options are on.
- ◆ Maximum message size is 300 seconds.
- ◆ Minimum message size is 1 second.
- ◆ Maximum message storage is 180 minutes.
- ◆ Review timing parameters section - all options have 5 second intervals.

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you must give the new template a filename.)

Explanation of fields:

Send Options

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Send messages

Allows the subscriber to send a message to another mailbox or distribution list.

Send priority messages

Allows the subscriber to send a message that plays immediately upon the message receiver's login.

Send urgent messages

Allows the subscriber to send a message that plays before normal messages.

Send private messages

Allows the subscriber to send a message marked private, which cannot be forwarded or copied.

Future delivery

Allows the subscriber to specify a delayed (future) delivery for a message.

Receive Options

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Receive messages

Allows the subscriber to receive and retrieve messages.

Store messages

Allows the subscriber to archive messages.

Play date/time

Allows the subscriber play the date and time the message was received before each message playback during review.

Beep on immediate record

Allows the subscriber beep and begin recording without playing any prompt (only available to inband integrated systems for recording conversations).

Allow fax mail

Allows the subscriber receive facsimile messages.



Mailbox Editor Menu- Owner Settings Tab - COS

Storage

Maximum message size

Is the maximum length for any one message, measured in seconds.

Minimum message size

Is the minimum length for any one message, measured in seconds.

Maximum message storage

Is the total amount of time allowed for all stored messages, in minutes.

Review & Timing Parameters:

Fast forward interval

When reviewing messages, the length of time to jump forward each time this option is selected.

Rewind interval

When reviewing messages, the length of time to rewind the replay each time this option is selected.

Pause interval

When reviewing messages, the length of time to pause the replay each time this option is selected.

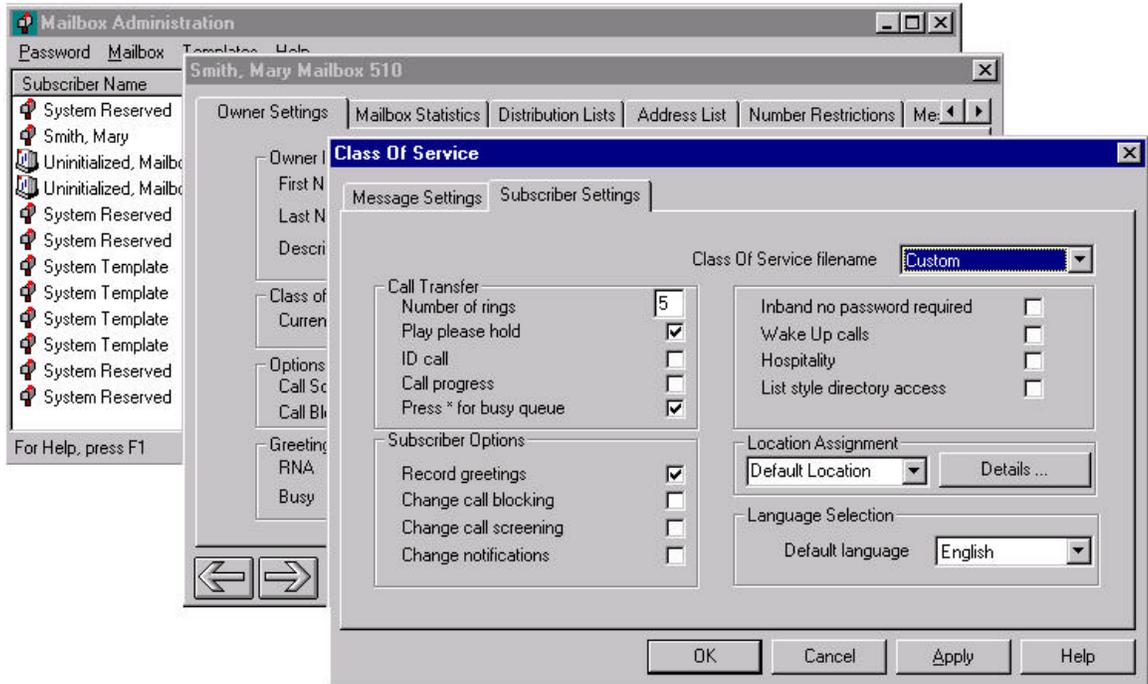


Mailbox Editor Menu- Owner Settings Tab - COS Subscriber Tab

Use this dialog to review, modify or enter the selections for voice mail system subscriber options. These options, along with the options on the Message Settings tab, are collectively referred to as a Class of Service.

Class of Service –

Subscriber Settings tab



The Standard COS template options are set as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Number of rings for a call transfer is 5.
- ◆ Call transfer section - all options are on *except* ID Call and Call Progress.
- ◆ Inband no password required, Wake up calls, Hospitality and List style directory access options are all off.
- ◆ Location Assignment is the default location.
- ◆ Language Selection - Default language is English

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you must give the new template a filename.)



Mailbox Editor Menu- Owner Settings Tab - COS Subscriber Tab

Explanation of fields:

Call Transfer:

Number of rings –

Is the number of rings that determines a ring-no-answer (call progress only).

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Play please hold –

The "please hold" prompt plays before call is transferred.

ID Call

The system will announce who the call is for when the phone is answered (typically used for a shared extension).

Call progress

The system will monitor ring condition for RNA, busy or connect (opposite of blind transfer).



Call progress should only be used for call screening and to provide a busy queue. This feature should never be used with an extension that has a DND button which forwards the call to voice mail or busy forwarding to voice mail. Busy queue can only be used for telephone system extensions that provide a busy signal to a voice mail port. (In most Lucent applications, the switch *does not* provide busy signaling.)

Press * for busy queue

On a busy signal, prompts caller to "press *" to get in or stay in a busy holding queue.

Subscriber Options:

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Record greeting

Allows the subscriber to record personal, customized greetings.

Change call blocking

Allows the subscriber to turn call blocking functionality on or off.

Change call screening

Allows the subscriber to turn call-screening functionality on or off (requires Call Progress on).

Change notifications

Allows the subscriber to modify mailbox Message Notifications using touch-tones which are set up in the Map to DTMF tab.

Other Options:

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Inband no password required

Permits immediate login without a user password.

Wake Up calls

Reserved for future use.

Hospitality

Reserved for future use.

List style directory access –

If there are multiple matches for a look-up request, presents the matches as a list of options ("Press 1 for..."). If this option is not selected, multiple matches are simply reported.



Mailbox Editor Menu- Owner Settings Tab - COS Subscriber Tab

Location Assignment

Location –

This is the Location assigned to this Class of Service template. To change the assigned Location, click on the down arrow for a list of available location templates, and highlight the one desired.

Details button –

Review the settings of the assigned Location, including the following tabs:

- ◆ General Info
- ◆ Outdial Restrictions
- ◆ Outdial Translations
- ◆ Outbound Port Access
- ◆ Sharing Locations

The settings for the Location assigned to this Class of Service can be reviewed, but not changed, through this view. To change Location Settings, use the System Configuration program, Locations menu.

Language Selection

Default language

The default language in which system prompts and instructions will be presented once this mailbox has been accessed.



Mailbox Editor Menu- Owner Settings Tab

Options Field:



Call Blocking On

This feature sends callers straight to the Call Blocking prompt (greeting) and must be enabled for all Auto Attendant, Message Only and Audiotext Mailboxes. Individual subscribers can use this feature as a DND (Do Not Disturb) to temporarily block callers from transferring to their extension from the auto attendant. A COS setting allows a subscriber to enable or disable Call Blocking through touch tones in the mailbox. **IMPORTANT:** A Call Blocking greeting must be recorded and assigned when call blocking is turned on!



Related Features:

Scheduled Events: A Scheduled Event is often used to turn on (or keep on) Call Blocking such as the Day Schedule in mailbox 991.

Call Screening On

This allows a subscriber to screen calls by having the DV2000 auto attendant ask the caller to record their name before ringing the extension. The caller's name will be played to the user and allow the subscriber to accept the call or put the caller into their mailbox. A COS setting will allow a subscriber to enable or disable call screening through touch tones in their mailbox. **Important:** This feature requires the Call Progress box to be checked in the Subscriber COS and tone training may have to be performed for this feature to work properly. Also a user of this feature cannot use DND (Send All Calls) at their extension if their station is forwarded to voice mail.

Hide from Directory

Indicates that this mailbox will not be in the subscriber list for purposes of the lookup directory. This should always be checked for a System Mailbox (see below).

Tutorial Complete

Indicates that the user has initialized this mailbox. The first time the user accesses his mailbox and either completes the user interface instructional tutorial or cancels out (with *), the tutorial done box is automatically checked. This tutorial, which walks the user through recording prompts, setting up a unique password, etc., is not re-offered if declined by the user unless this box is manually unchecked or is reset through the Reset Mailbox option on the Mailbox menu.

Administrator

Indicates that this mailbox belongs to an Administrator-level user. Checking this box gives the owner access to the Administrator-level menu functions in the voice mail system over the phone. It also allows access to the Administrator System Events tab. An Administrator can add and delete mailboxes, reset mailbox passwords and administer System Distribution Lists using touch tones within the mailbox. For more details, see the Touch Tone Administration section on page 97).

System Mailbox

Indicates that the mailbox is a dedicated system mailbox, used for auto attendant greetings, prompts or operator functions. It also allows access to the Q&A Dialog tab. System mailboxes are excluded from Distribution messages. If you check this box, check the Hide from Directory.



Mailbox Editor Menu- Owner Settings Tab - Greetings

Greetings Field

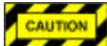


(Prompt Assignments)

Prompts are the voice recordings that are played by the mailbox to callers. Use this dialog to review or *assign* voice prompts to various greetings in the mailbox.

RNA

This is the most common mailbox greeting played in a mailbox when the extension is forwarded to voice mail. The tutorial will insert Prompt #2 as the default.



Many telephone systems (including all mode-code Lucent applications) **do not** provide a unique RNA code to the DV2000, so the RNA greeting will play for all calls forwarded from this extension to voice mail. In these applications, a greeting unique to RNA calls cannot be created on these telephone systems.

Blocking

The prompt number assigned in this box will be played when the "Call Blocking" box is checked. This prompt will be used as the night greeting in mailbox 991 and as the greeting in any Audiotext or Message Only mailbox. Some telephone systems allow this prompt to be played when the subscriber's *extension* is set to DND to send calls straight to the mailbox.



Many telephone systems (including all mode-code Lucent applications) **do not** provide a unique DND code to the DV2000, so the RNA greeting will play instead. The tutorial will insert Prompt #2 as the default

Busy

Some telephone systems allow this greeting to be played when an extension is forwarded to voice mail under a busy condition.



Many telephone systems (including all mode-code Lucent applications) **do not** provide a unique busy code to the DV2000, so the RNA greeting will play instead. The tutorial will insert Prompt #2 as the default

Name/Extension

This is the name and extension recording (e.g. "Joe Smith, extension 520") used in the spell by name directory and in other places in the DV2000. The tutorial will insert Prompt number 9 as the default. Users should be sure to press "#" immediately after recording their name and extension to prevent delays in the system.

Note: If any of the above greetings are not enabled, the field will be zero.

Prompt Details button

Click on this button to view the list of recorded prompts available for the RNA, Busy, Blocking and Name/Extension greetings above. Allows the administrator to assign System Greetings or prompts to a mailbox.



Mailbox Editor Menu- Owner Settings Tab – Prompt Details

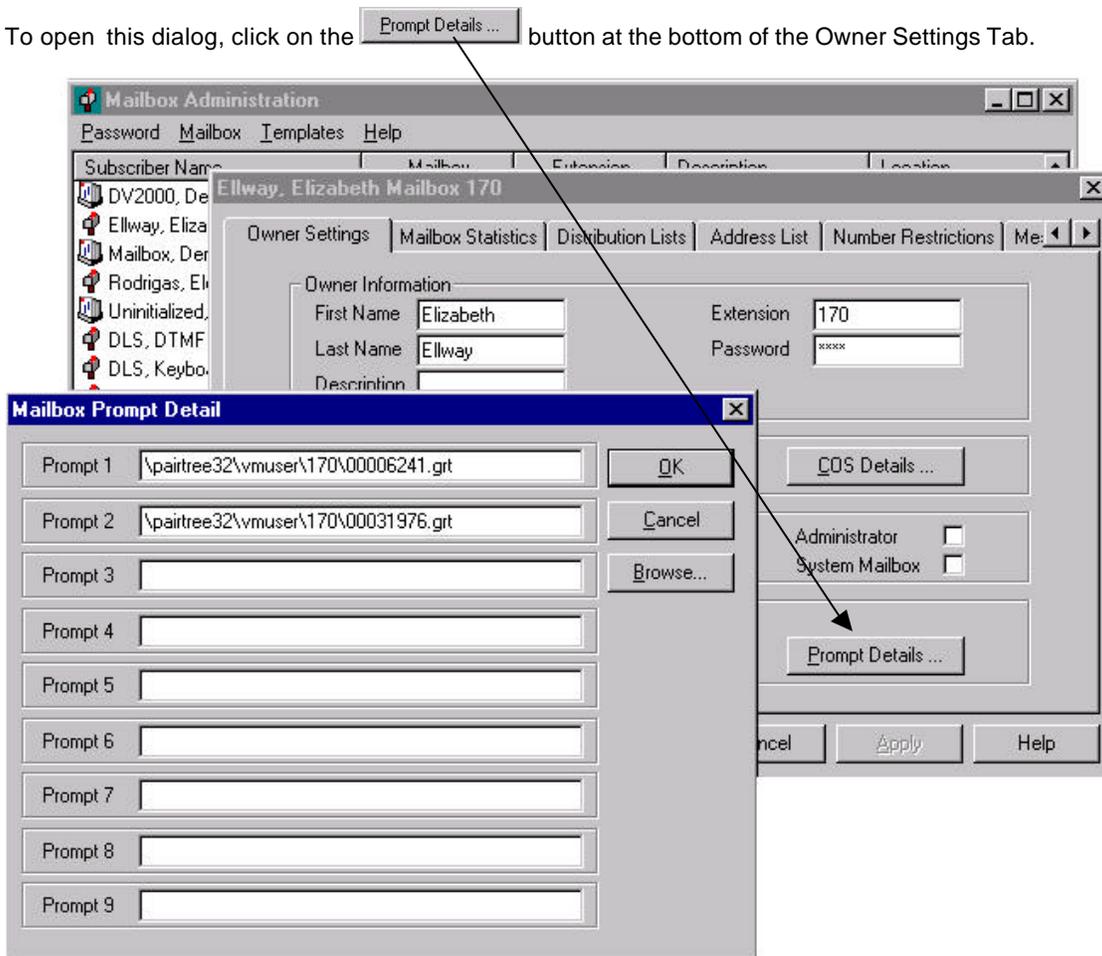
Mailbox Prompt Details

SUMMARY

Prompts are the voice recordings that are played by the mailbox to callers. Use this dialog to review or assign voice prompts to various greetings in the mailbox. The user can assign and record prompts from the DTMF interface in the mailbox. After the tutorial is complete and the user has recorded the prompts, the RNA, Busy and Blocking greetings will automatically be assigned prompt 2, the Name /Mailbox greeting will automatically be assigned prompt 9. The administrator can copy and paste pre-recorded prompts into these fields.

Note: If the User bypasses the Tutorial, the default prompt 0, *“Please leave a message for extension number nn”*, will be automatically be assigned to the Blocking greeting, and, *“I’m sorry, the extension you have called is unanswered, Please leave a message at the tone”*, will be assigned to the Busy greeting..

To open this dialog, click on the **Prompt Details ...** button at the bottom of the Owner Settings Tab.





Mailbox Editor Menu- Owner Settings Tab – Prompt Details

Default Prompt Assignments

(Note: the user can change these assignments in the DTMF interface in the mailbox.)

Prompt 2

This is the filename of the prompt for the **default mailbox greeting** for a mailbox, also known as the "Ring No Answer" greeting.

Prompt 9

This is the filename of the prompt for the **mailbox name and extension** recording.

Prompts 1, and 3-8

These are the filenames of other pre-recorded prompts, or greetings. These prompt numbers correspond to those used in the Greeting fields on the Mailbox Owner Settings tab and the Scheduled Events Template tab.

Browse - click on the **Browse** button to locate a recorded prompt to assign. This displays the Select Mailbox Prompt dialog, which is a windows-standard File Open dialog.

Note: User recordings have a .grt extension and system prompts will have a .vox extension. **.VOX greetings cannot be re-recorded by telephone.** .

User interface

Mailbox Recordings – User interface

SUMMARY

During the User Tutorial, Users record Prompt 2, which is automatically assigned to the RNA, Call Blocking and Busy Greetings, and Prompt 9, which is automatically assigned to the Name and Mailbox Greeting. If the User bypasses the User Tutorial, the system automatically assigns the default Prompt 0, *“Please leave a message for mailbox nn,”* to the Blocking and, *“I’m sorry, the extension you have called is unanswered, Please leave a message at the tone”* to the Busy greetings.

If allowed to do so in class of service (see page 22), the mailbox user can re-record Prompts and assign the greetings that play in particular situations. This interface allows the user to:

- ◆ Change Ring No Answer Greeting - Re-Record, or Delete the prompt that plays for the Ring No Answer greeting (Prompt 2 by default) or assign another prompt in its place.
- ◆ Re-record the name / extension greeting (the one which plays when an entry is accessed in the directory assistance, or when another user “sends” a message from his or her mailbox.
- ◆ Change Mailbox prompts; the user can review, or re-record mailbox prompts.
- ◆ Change Queuing Greetings
- ◆ Change Question and Answer Greetings

The following section outlines the touch-tone interface in the user mailbox. Also refer to the User Guide pamphlet that is provided with each system.

The touch-tone interface appears in the following page.



Mailbox Editor Menu- Recording Prompts

DTMF Interface from the user's mailbox

After the user logs-into the mailbox, option number 4 is Greetings Menu:

4 *Greetings Menu*

1 *Change Ring No Answer Greeting* (plays current greeting- greeting 2 by default)

- 1 *To accept* – The user can accept this prompt as it is.
- 2 *Record* – The user can re-record this prompt.
- 3 *De-activate* – Assigns Prompt 0 to the RNA Greeting (does not change Busy or Blocking Prompt assignments)
- 4 *Assign another mailbox prompt to this Greeting* – Allows the user to assign any of the nine prompts to the RNA Greeting (does not change Busy or Blocking Prompt assignments)

Enter the greeting number from 1-8

2 *Change Mailbox Name / Extension Prompt* (plays current greeting – greeting 9 by default)

- 1 *To accept* - The user can accept this prompt as it is
- 2 *Record* – The user can re-record this prompt.
- 3 *De-activate* - Assigns Prompt 0 to the Name/Extension Greeting

3 *Change Mailbox prompts* - Assign another mailbox prompt to this Greeting

- 1 *Review Prompt Assignments*- The system announces the prompt numbers used for Call Blocking greeting, Busy greeting, Ring No Answer greeting, and Name & Extn. greeting.
- 2 *Record Mailbox Prompt* – Allows user to rerecord any of the 8 mailbox prompts

Select Prompt Number from 1-8 (plays current Prompt if there is one)

- 1 *Accept as this Prompt* - The user can accept this prompt as it is
- 2 *Re-record Prompt* - The user can re-record this prompt.
- 3 *Delete*

Select Prompt Number from 1-9 (plays current Prompt if there is one)

- 1 *Delete this Prompt*- Deletes the current Prompt

6 *Change Call Queuing Prompts*

Enter Prompt number 1-9 (plays current Prompt if there is one)

- 1 *Record this prompt* - The user can re-record this prompt

7 *Change Question and answer Prompts*

Enter prompt number 1-9 (plays current Prompt if there is one)

- 1 *Record this prompt* - The user can re-record this prompt



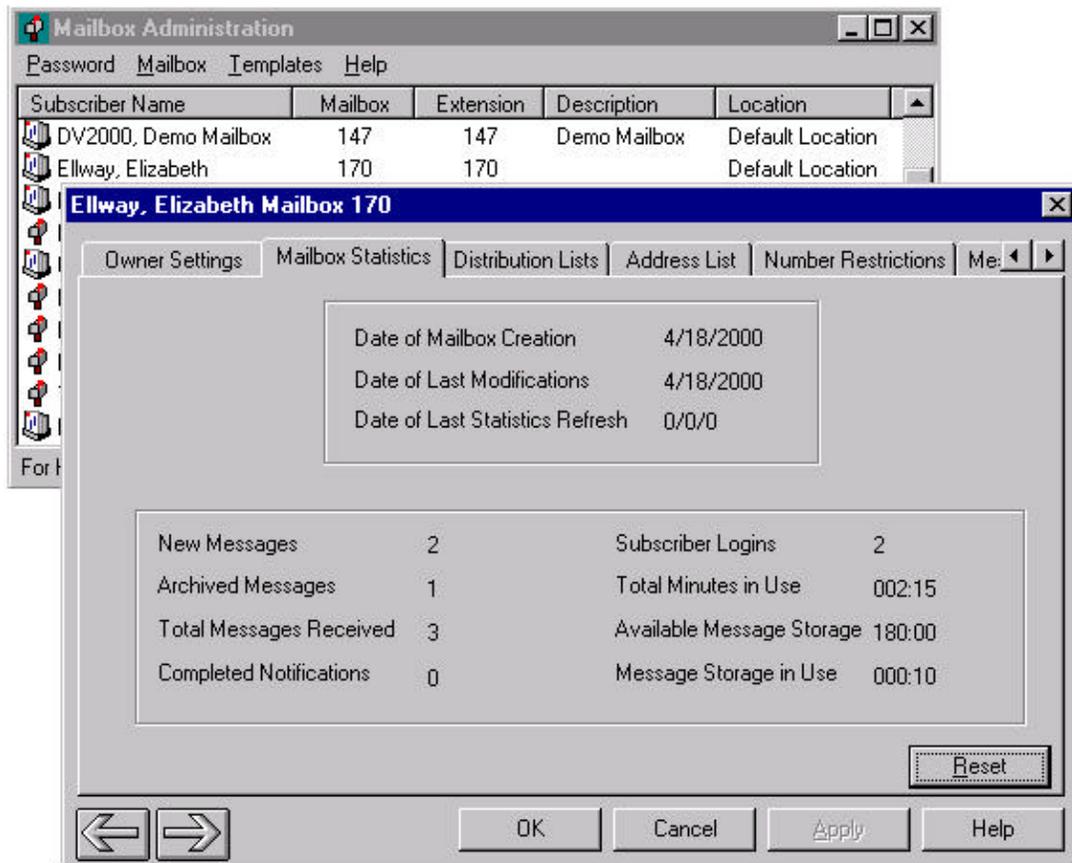
Mailbox Editor Menu- Mailbox Statistics Tab

Mailbox Statistics tab

Mailbox Statistics tab

SUMMARY

Use this dialog to **View** mailbox history and activity for this mailbox, and to reset the mailbox statistics as required.



Date of Mailbox Creation

The date the mailbox was created.

Date of Last Modifications

The date the mailbox properties were last changed, or if no modifications have occurred since creation, 0/0/0.

Date of Last Statistics Refresh

The date these statistics were last cleared with the reset button, or if never reset, 0/0/0.

New Messages –

Current number of new messages in this mailbox.

Archived Messages

Total number of messages currently stored.

Total Messages Received

Number of messages received by this mailbox since creation or last reset.



Mailbox Editor Menu- Mailbox Statistics Tab

Completed Notifications

Total number of notifications that have been processed by this mailbox.

Subscriber Logins

Number of times the mailbox has been logged into.

Total Minutes in Use

Total number of minutes this mailbox has been in use.

Available Message Storage

Number of minutes allowed for all messages, from the Class of Service template assigned to this mailbox.

Message Storage in Use

Number of minutes used by all messages.

Reset button

Zeroes all statistics except Available Message Storage and Message Storage in Use.



Mailbox Editor Menu- Distribution List Tab

Distribution List tab

Distribution List tab

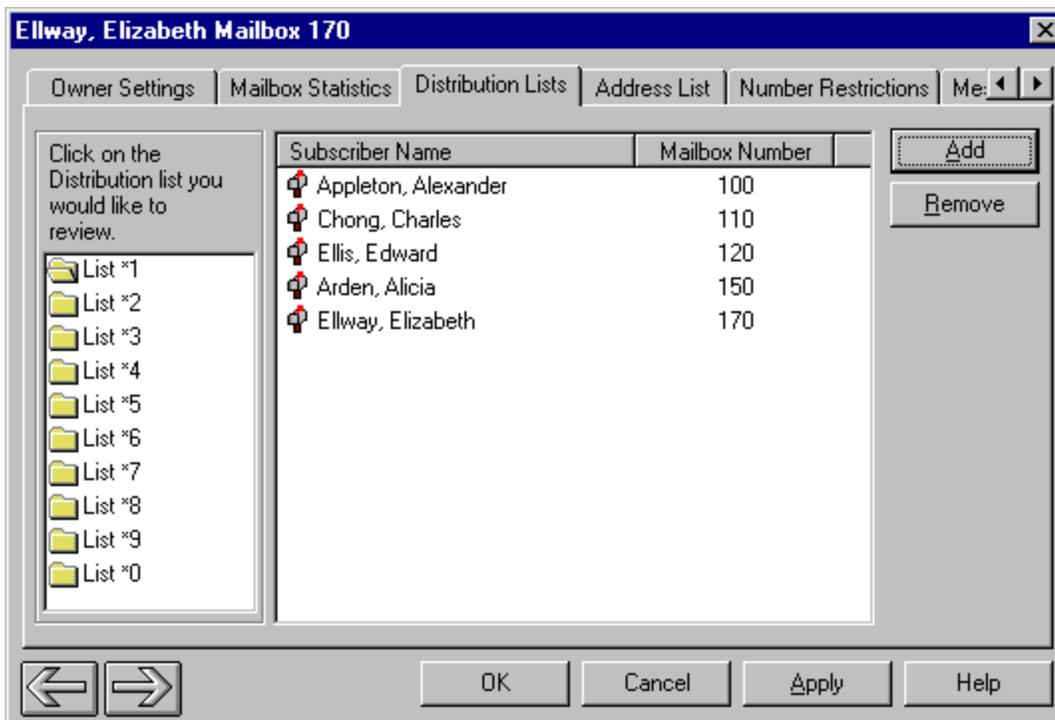
SUMMARY

Distribution Lists allow the user to make a single message to be sent to many other users. Use this dialog to specify 10 unique lists of mailboxes to receive group messages and:

- ◆ review the mailboxes included in an existing message list
- ◆ add mailboxes to a list
- ◆ remove mailboxes from a list
- ◆ set-up a new message list

Users can also manage distribution lists in the DTMF interface in the mailbox. In addition to the functions described below, users can also record names and descriptions for the distribution lists.

Also refer to the User Guide pamphlet that is provided with each system.



First, click on the message list number you would like to work with. When it is highlighted, you will see the Subscriber Name and Mailbox Number for each mailbox already included in the list (if any) in the display area. Click on other message list numbers or use your up and down arrow keys to scroll through them to review other distribution lists.

To add a mailbox to an existing list or set up a new distribution list, click on the **Add** button. Then enter the mailbox number and click on **OK**. This will bring up the Add a Message List Member dialog.

To delete a mailbox from an existing list, highlight the mailbox you wish to delete by clicking on the subscriber name part of the display area, then click on the **Remove** button.

Note: when you do this, the highlighted mailbox will immediately be removed from the list; there is no confirmation message.



Mailbox Editor Menu- Address List Tab

Address List tab

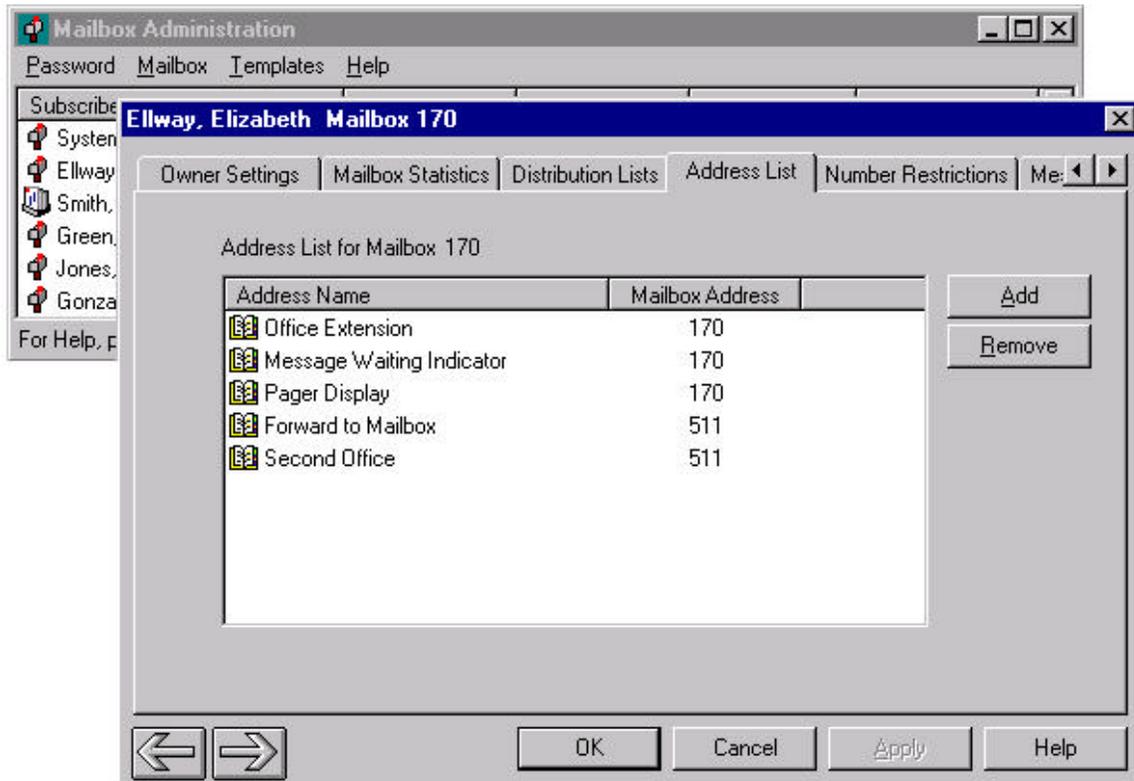
Address List tab

SUMMARY

The address list contains the “addresses” for all out-dial functions on the DV2000, including Message Waiting Light on and off string, Pager Number, Cellular and Telephone Notification and Delivery, Fax Mail and V-email addresses. These addresses are then used in the Notification, Delivery and Scheduled Event tabs. The default addresses set by the system make the Mailbox Address the same as the mailbox’s extension:

- ◆ Office Extension
- ◆ Message Waiting Indicator
- ◆ Pager Display

Use this dialog to add or remove destination addresses for this mailbox. Each Address consists of two elements. First is the “mailbox address”, which describes the action. An address can be selected from a drop down menu of addresses, or you can create your own. The second element is the “address definition”, which consists of the actual address such as a cellular number, e-mail address, or the extension number for MWI. There is no need to include “9 , “ in the dial string for pagers and telephones; except for e-mail addresses and MWI indicators, all other addresses automatically include the “9” for outside access.



Address Name - the description of the location or destination address, such as office extension, pager number, home number, etc.

Mailbox Address - definition of the address, usually an extension or telephone number.



Mailbox Menu - Address List Tab

To add an address for this mailbox, click on the **Add** button, then enter the address and definition on the Edit Address dialog.

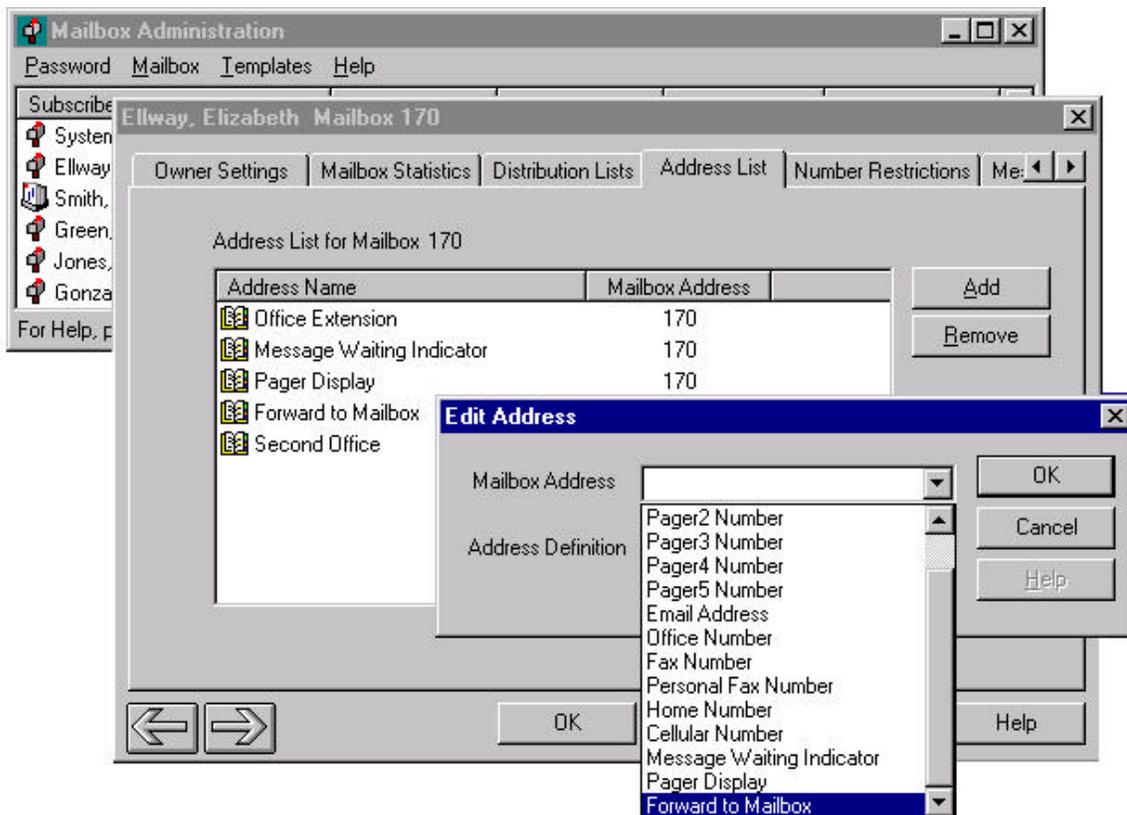
To delete an address from this mailbox's list, highlight the address you wish to delete by clicking on the address name part of the display area, then click on the **Remove** button.

To edit an address name or mailbox, double-click on the address name to display the Edit Address dialog.

Mailbox Address

- ("Address Name" on previous dialog) the description of the location or destination address, such as office extension, pager number, home number, etc. Enter your own description or click on the down arrow to see a pick list of choices, such as:

- ◆ **Office Extension (defaulted to extension number from the General Info tab)**
- ◆ **Office Number**
- ◆ **Fax Number**
- ◆ **Personal Fax Number**
- ◆ **Home Number**
- ◆ **Cellular Number**
- ◆ **Pager Number**
- ◆ **E-mail (for Notification)**
- ◆ **Fwd to e-Mail (for delivery)**
- ◆ **Message Waiting Indicator (defaulted to extension number from the General Info tab)**
- ◆ **Pager Display (defaulted to extension number from the General Info tab)**
- ◆ **Forward to Mailbox**



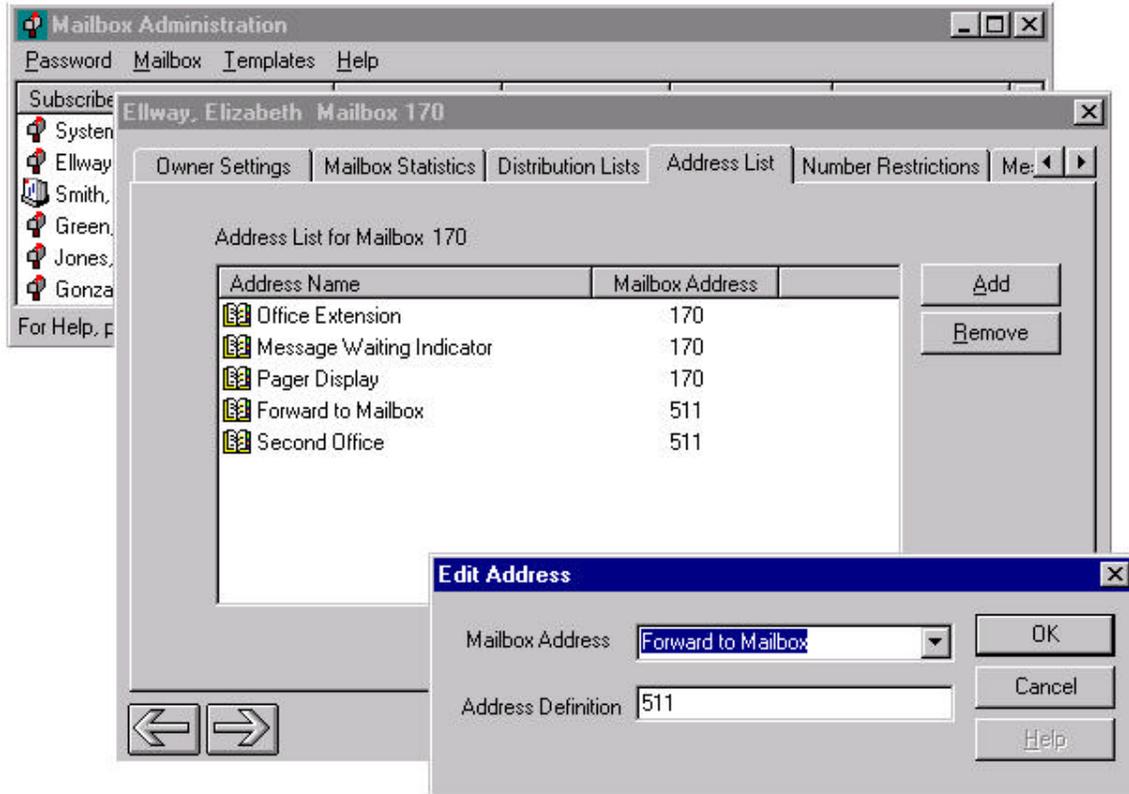


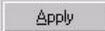
Mailbox Menu - Address List Tab

Address Definition

- ("Mailbox Address" on previous dialog) the definition of the address, usually an extension or telephone number

Use this dialog to define or edit the addresses for destinations specific to this mailbox.



You must remember to press  after adding or editing an address, otherwise the address will appear as "invalid" when used in a notification or delivery template.



Mailbox Administration

Subscriber Name

- Smith, Jerry
- Kirkson, James
- Jensen, Doug
- Jones, John
- Uninitialized, Mailbox 170
- Ellway, Elizabeth
- Rash, Ed
- Smith, Sally
- Jensen, Carry

For Help, press F1

Ellway, Elizabeth Mailbox 177

Owner Settings | Mailbox Statistics | Distribution Lists | **Address List** | Number Restrictions | Me: < >

Address List for Mailbox 177

Address Name	Mailbox Address
Office Extension	177
Message Waiting Indicator	177
Pager Display	177
Pager Number	555-1234
Cellular Number	555-4321

Add
Remove

← → OK Cancel Apply Help



Mailbox Editor Menu - Number Restrictions Tab

Number Restrictions tab

Number Restrictions tab

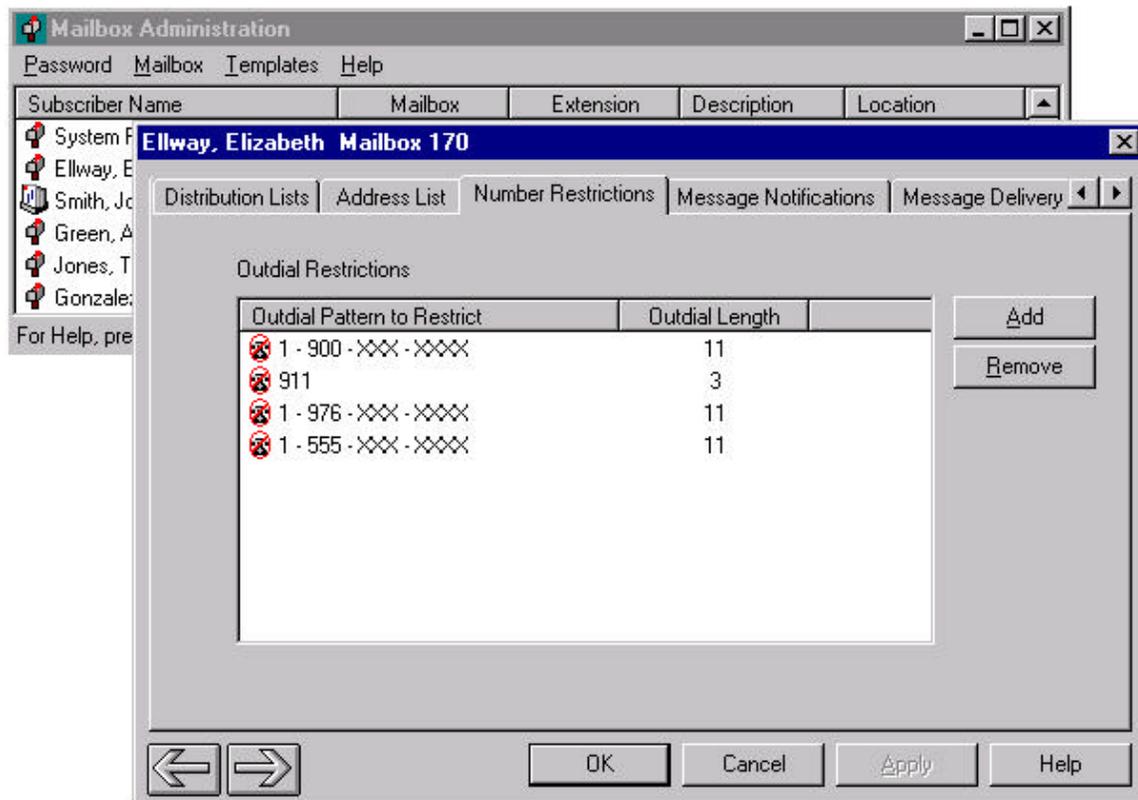
SUMMARY

To avoid fraud and abuse, the system administrator may wish to restrict those numbers that can be used for dial-out functions.

A phone number that fits a restricted, or blocked, outbound dialing pattern would be unavailable for a subscriber when adding/modifying a number to be used for message notification. Examples of frequently restricted numbers include, a home phone number, personal pager number, cellular phone number or hotel phone number.

Use this dialog to review, enter or delete outbound dialing patterns blocked for this mailbox.

Note: Number Restrictions are also controlled in Locations (see the System Configuration Manual for details).



Note: Restrictions defined in the Location Settings cannot be removed here.

Outdial Pattern to Restrict

- displays the list of current dialing patterns which are restricted for this location.



Mailbox Editor Menu - Number Restrictions Tab

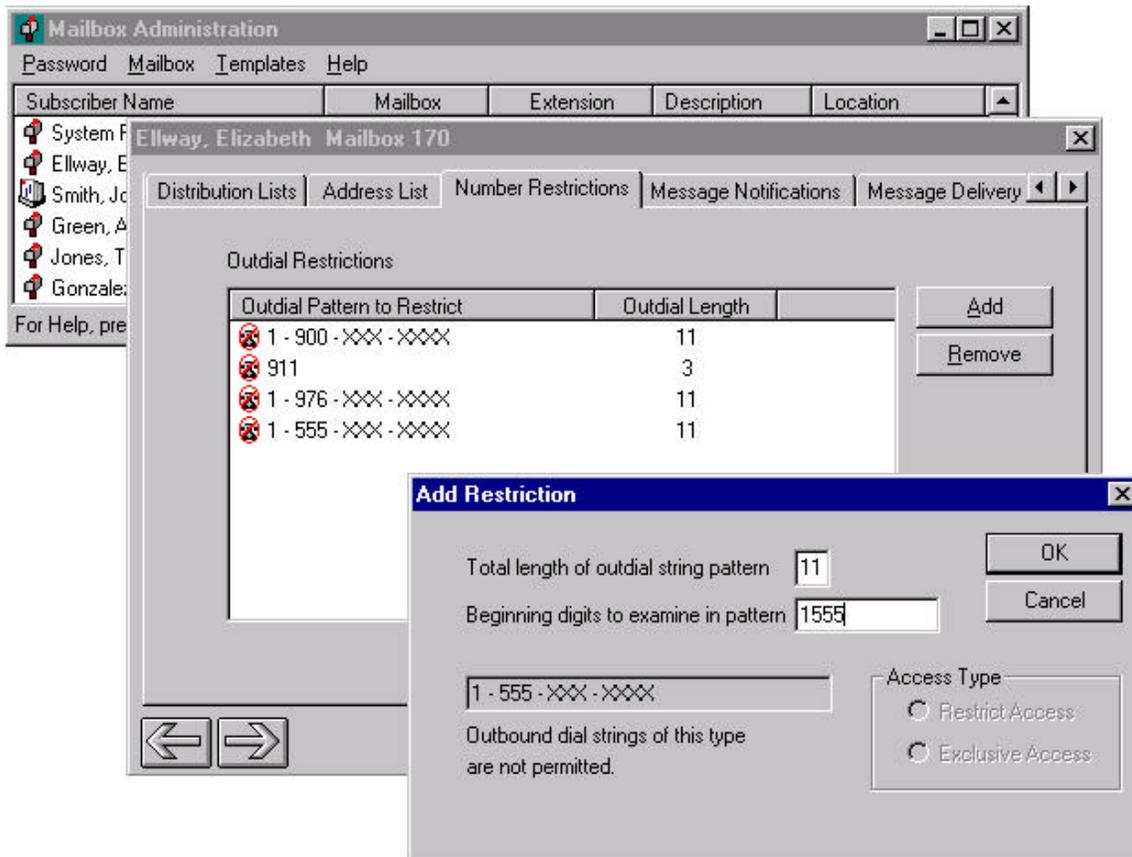
Outdial Length

- displays the number of digits in each restricted outdial pattern.

To enter a new outdial pattern to restrict for this mailbox, click on the  button. The Add Restriction dialog will be displayed.

To delete a restricted outdial pattern for this mailbox, highlight the pattern you wish to delete by clicking on it in the display area, then click on the  button.

Add Restriction dialog



Total length of outdial string pattern

This is the number of digits in the dialing pattern to be restricted (e.g., 1-900-###-#### would have a length of 11). The maximum length is 20. **Note: You must enter the total length value before you enter the digits to examine.**

Beginning digits to examine in pattern

This is the specific numbers to match to determine whether or not the pattern should be restricted (e.g., 911, 900, 1800, etc.). Enter all numbers without hyphens (dashes), for example, between the long distance access code and area code.

Outbound dial strings of this type are not permitted-

This displays the pattern created by the current entries in the Total length of outdial string pattern and Beginning digits to examine in pattern fields. (e.g., entries of 10 and 901, respectively, would cause 901-XXX-XXXX to display in this field)

Access Type

Reserved for future use.



Mailbox Editor Menu - Message Notifications tab

Message Notifications tab

Message Notification tab

SUMMARY

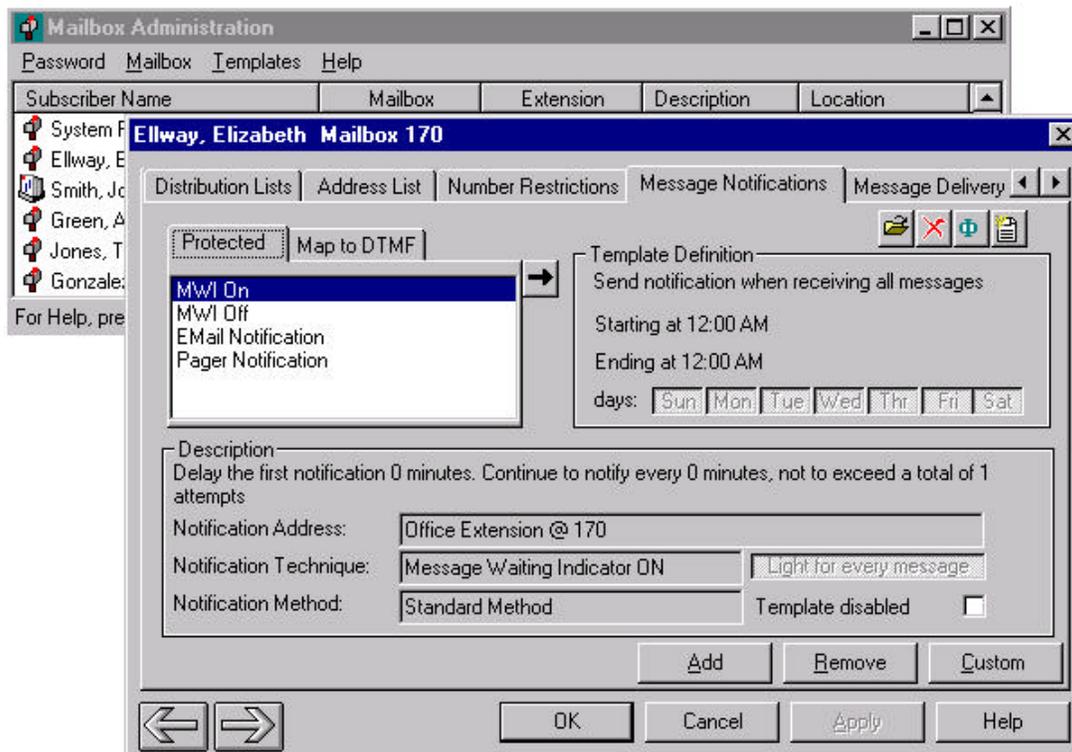
In conjunction with the Address List, the Message Notification Template controls message notification functions. Notifications can be set as Protected, or Map to DTMF. Protected notifications cannot be altered by the subscriber. (MWI On and MWI Off are typically protected) MAP to DTMF notifications can be modified by the subscriber. (Pager notification is often placed in the Map to DTMF section.) Existing notifications can be moved from Protected to Map to DTMF and visa-versa.

Notification can take the form of control of the message waiting indication features of the telephone system, sending a message to a digital pager, or delivery of a message to a cell phone.

Use this dialog to:

- ◆ Review the codes in any Message Notifications template.
- ◆ Assign a Message Notifications template to the mailbox.
- ◆ Create a Custom template for this mailbox.

Notification settings are used to notify a user of messages in their mailbox. Note, this template is for message **notifications**; for message **delivery**, use the Message Delivery tab.



You can use multiple Message Notifications templates for one mailbox -- 9 under Protected and 9 under **Map to DTMF** (for a description of Protected and Map to DTMF, see Explanation of Fields, below). System-provided templates that are available for assignment include templates for Verbal notification, Pager notification and for turning the Message Waiting Indicator on and off. Note that multiple templates with overlapping time windows will schedule multiple notifications.



Changes in these notification templates will affect all subscribers using these templates. Create custom notification templates for specific subscribers.



Mailbox Editor Menu - Message Notifications tab

From this dialog, you can change the Message Notifications system template(s) assigned to the current mailbox (either under Protected and Map to DTMF - see Explanation of Fields, below) by clicking on the

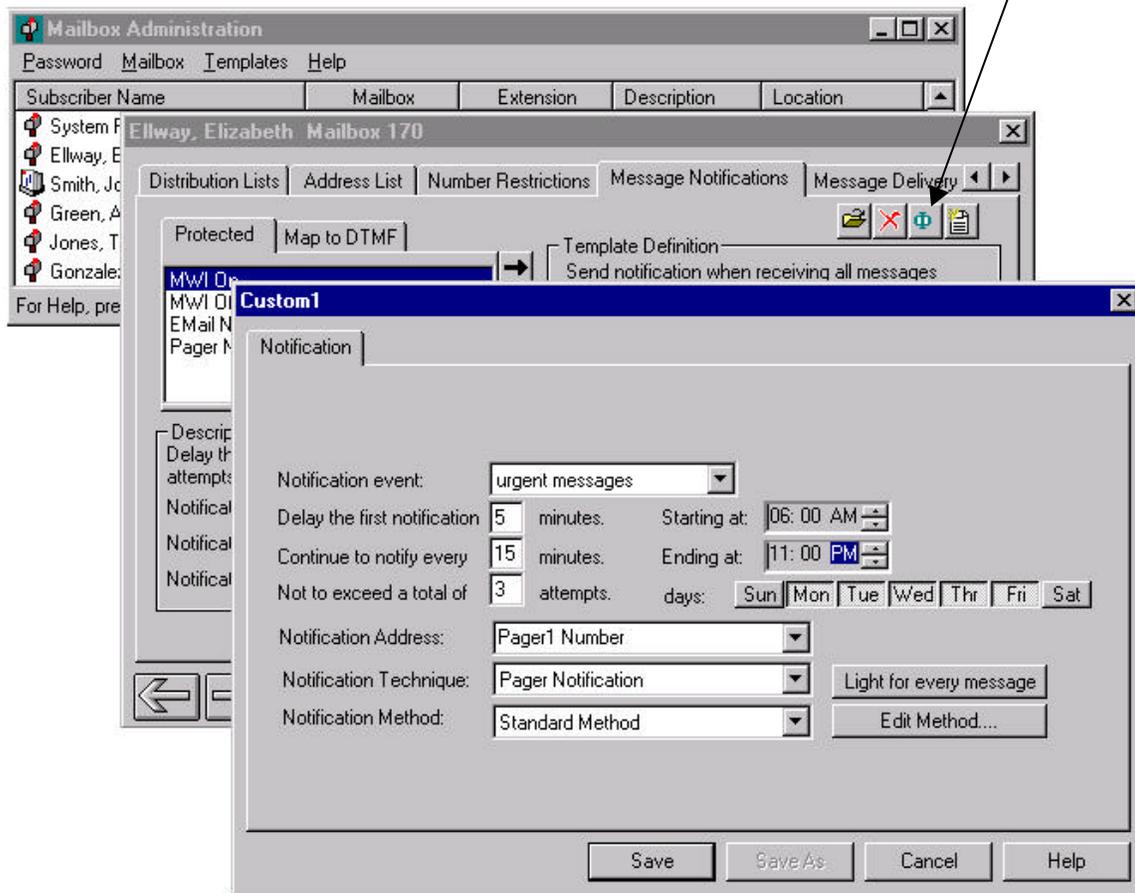
Add or **Remove** buttons at the bottom of the screen, or the **Add**  or **Remove**  icons in the toolbar at the top of the screen.



Page 87

Typically, you will select one of the pre-made templates, or create a template in the Template Tab (see **page 87**) however; you can also create a custom **Message Notification Template** for this mailbox only. Features and functions related to Message Notification Template settings are covered in the Message Notification Template section.

To create a new system template, click on the **New**  icon in the toolbar at the top of the screen. This will take you to the New Message Notifications template dialog, just as if you selected the New Template - Message Notifications option from the Templates menu. To create a custom template for just the current mailbox, click on the **Custom** button at the bottom of the screen or the **Custom**  icon in the toolbar at the top of the screen.





Mailbox Editor Menu - Message Notifications tab

Explanation of fields:

Protected

This is the list of notification templates for this mailbox that are invisible, or not accessible to the subscriber through the user touch-tone interface. For example, if there were a message waiting indicator light notification template, it would probably be under "All Plans."

Map to DTMF

This is the list of notification templates for this mailbox that are visible, or accessible to the subscriber through the user touch-tone interface.

Use the **large arrow** to move a highlighted template from one category (e.g., Protected) to the other, (e.g. MAP to DTMF). Under Map to DTMF, use the **up and down turning arrows** to move the position of a highlighted template in the list. The position in the list indicates the "notification number" the subscriber must use to access and change a notification template. **Note:** If the subscriber modifies a notification template, that creates a custom template assigned to this mailbox; the original system template is unchanged and no longer assigned.

Template Definition

This section contains:

- the class of message for which to notify, such as all messages or priority messages
- the Starting and Ending times, i.e., the time to start message notifications according to these specifications
- the days of the week this notification applies to

Description

The first line in this section contains:

- the delay time, i.e., the length of time to wait after receiving a message, before notifying
- the frequency, in minutes, with which to attempt subsequent notifications of one message if the first attempt is unsuccessful
- the maximum number of times to try to notify for one message

Notification Address

Defines where to send notification of the message. The choices, which are defined in the Mailbox Address Lists tab under Mailboxes, are:

- ◆ **Office Extension**
- ◆ **Office Number**
- ◆ **Fax Number**
- ◆ **Personal Fax Number**
- ◆ **Home Number**
- ◆ **Cellular Number**
- ◆ **Pager Number**
- ◆ **Message Waiting Indicator**
- ◆ **Pager Display**
- ◆ **Forward to Mailbox**

Notification Technique

The choices for the message notification technique are:

- ◆ **Verbal Notification**
- ◆ **Pager Notification**
- ◆ **Message Waiting Indicator OFF**
- ◆ **Message Waiting Indicator ON**



Mailbox Editor Menu - Message Notifications tab

Light for every message

This applies only if the Notification Technique selected is Message Waiting Indicator ON. Click on this button to indicate the MWI should be lit, or turned on, for each message notification.

Notification Method

The method, or series of steps, used to perform the message notification. This is the Standard Method unless an alternative method has been created and assigned using the Method Editor dialog.

Template disabled

Check this box to leave the template assigned to the mailbox, but not functioning.

Additional Information:

Rollovers:

If a mailbox has Notification templates assigned, but a message is received when no template time frame is active, the system will search the mailbox for the first template with an active time frame and send the notification at that start time. For example, if a message is received at 10:00 a.m. and the next assigned template start time is 1:00 p.m., then the notification is scheduled for 1:00 p.m.

Unsuccessful notifications:

If the first notification attempt is unsuccessful, e.g., returns a ring-no-answer for a verbal message delivery attempt, the system will retry as specified by the continue to notify minutes and maximum number of attempts fields. Then, if the maximum attempts are reached, the notification stops. If the active time window expires before maximum attempts are reached, the system searches for the next active time window and schedules the next notification attempt at the start of that template time frame. This is called "rolling over attempts." If rollover occurs, the number of attempts counter resets to zero.

Multiple notifications:

If you can have multiple templates assigned for notifications, the system will schedule an attempt for each active template as long as the Notification Selection (address) and Notification Technique combination is unique. For example, you can have 3 verbal notifications active and each will be scheduled if the address is different for each; if a duplicate address is encountered, however, that event will not be scheduled. Or, you can have different techniques with the same address, such as both a Verbal Notification and a Pager Notification scheduled to the same address. Once a user logs in to his mailbox, all pending notifications are canceled. (The one exception to this is the message waiting indicator light. The user must listen to all new messages before the light is turned off.)



Buttons

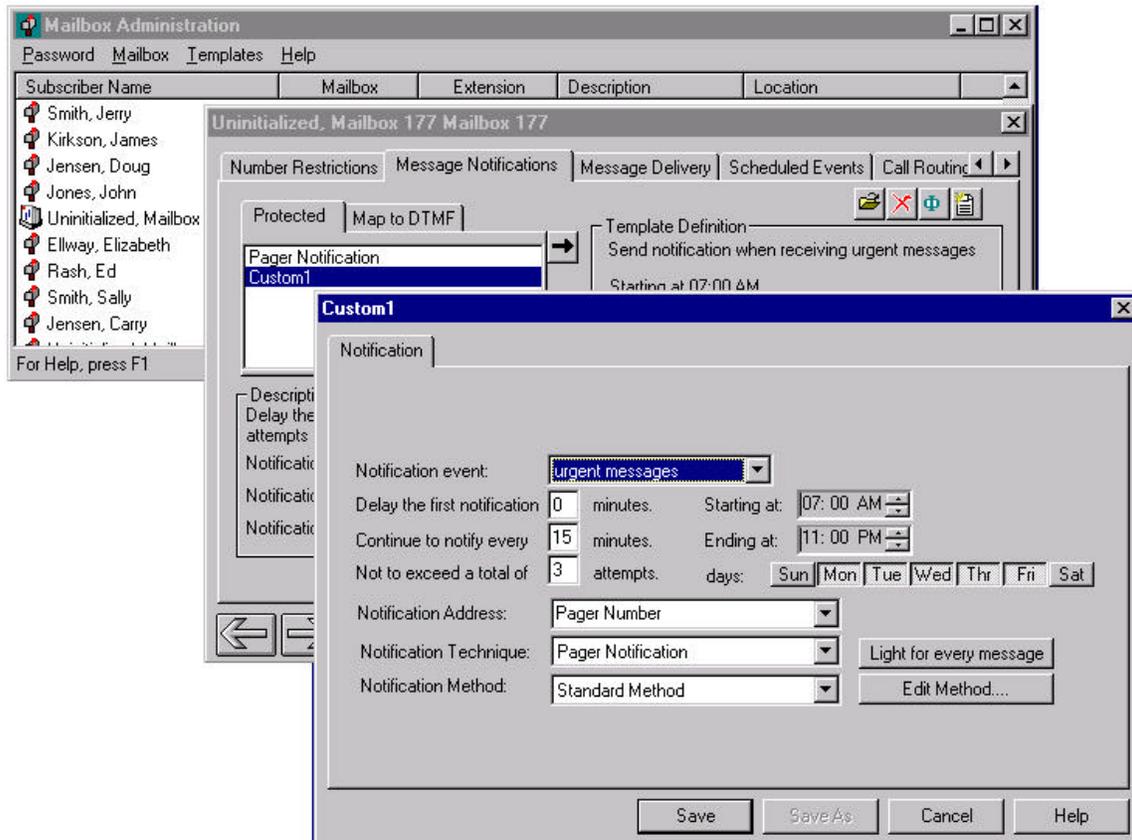
- Add** - add another Message Notifications template for this mailbox.
- Remove** - remove the highlighted Message Notifications template for this mailbox.
- Custom** - set up a new custom Message Notifications template for this mailbox.
- OK** - save changes for this mailbox and return to the Main Menu.
- Cancel** - leave this dialog without saving any changes.
- Apply** - save changes for this mailbox and remain on this Template.
- Help** - access the online help topic for this dialog.



Mailbox Editor Menu - Message Notifications tab

Example

Elizabeth wants to be immediately paged on urgent messages between 7:00 AM and 11:00 PM Mon - Fri and to have the page repeated three times for the next 45 minutes. She wants to be able to modify the notification time from her mailbox. Here is a step-by-step set of instructions to set-up this notification:



1. In the Address Tab, create an address for the pager. (See Address List Tab – page 35)
2. In the Message Notifications Tab
 - a. Create a new Notification
 - b. Select Map to DTMF.
3. When the window opens, select the notification event (i.e.; Urgent), delay before first notification, frequency and number of events.
4. Select the Notification Address (Pager Number)
5. Select the Notification Technique (Pager Notification)
6. (Unless directed to do so by DuVoice Technicians, Do Not modify the notification Method.)
7. Select the days (Mon Tue Wed Thu Fri) and starting and Ending hours to notify. Note: NOTIFICATIONS ARE NOT ACTIVE UNLESS NOTIFICATION STARTING AND ENDING TIMES ARE SELECTED.
8. Save.



Mailbox Editor Menu - Message Delivery Tab

Message Delivery tab

Message Delivery tab

SUMMARY In conjunction with the Address List, the Message Delivery function enables the system to 'forward' messages to other mailboxes and locations.

Use this dialog to:

- ◆ Review the codes in any Message Delivery template.
- ◆ Assign a Message Delivery template to the mailbox.
- ◆ Create a Custom template for this mailbox.

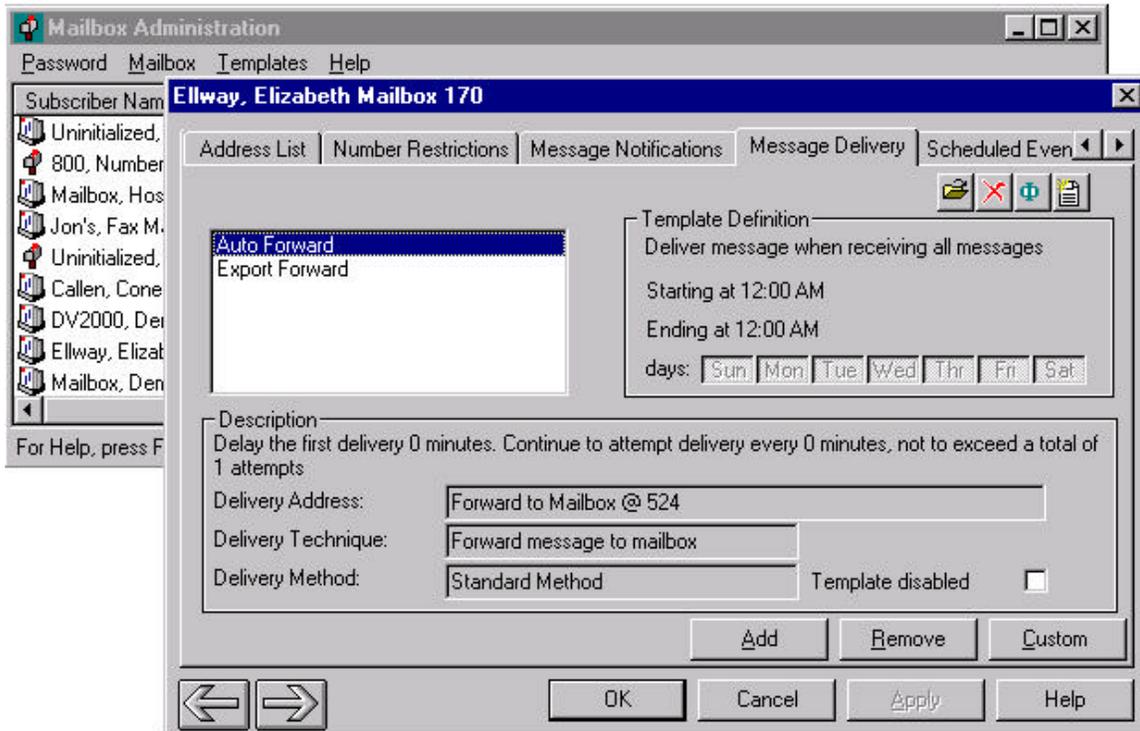
You can use the flexibility and convenience of Message Delivery for a number of common occurrences, such forwarding messages to another mailbox. You can use multiple Message Delivery templates for one mailbox.

Although there are no automatically assigned default templates, there is a system-provided template for Message Delivery to another extension or to ve-mail, which you can optionally assign. Since each template specifies the times it is active, it is possible to create overlapping or conflicting message delivery instructions. If this occurs, template instructions are executed as "first found, first used."

Message Delivery settings are used for delivering mailbox messages outside the subscriber's normal office extension. Note, this is for true delivery; for message notification instead, use the Message Notifications tab

Use this dialog to:

- ◆ Review the codes in any Message Delivery template.
- ◆ Assign a Message Delivery template to the mailbox.
- ◆ Create a Custom template for this mailbox.





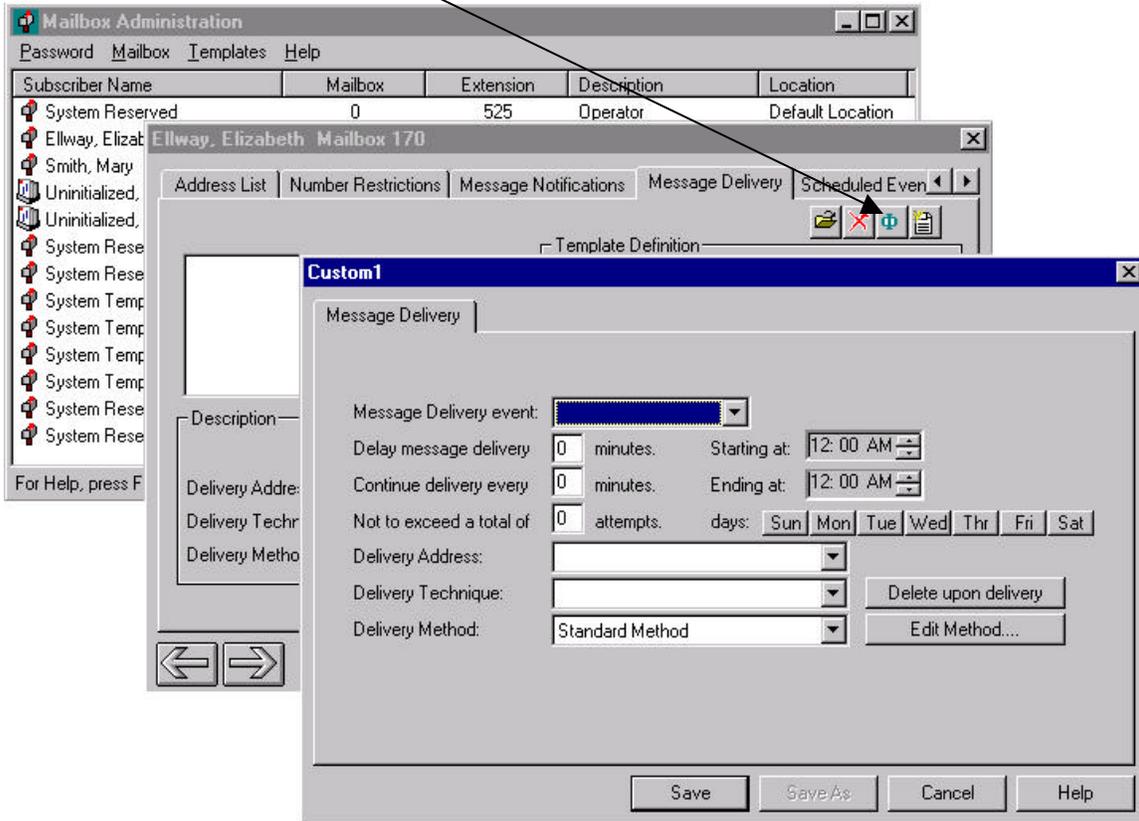
Mailbox Editor Menu - Message Delivery Tab



Typically, you will select one of the pre-made templates, or create a template in the Template Tab (see **page 85**) however; you can also create a custom **Message Delivery Template** for this mailbox only. Features and functions related to Message Delivery Template settings is covered in the Message Delivery Template section.

Page 85

To create a custom template for just the current mailbox, click on the **Custom** button at the bottom of the screen or the **Custom** icon in the toolbar at the top of the screen.





Mailbox Editor Menu - Message Delivery Tab

Explanation of fields:

Template Definition

– this section contains:

- The type of message to deliver, such as all messages or priority messages.
- The Starting and Ending times, i.e., the time to start delivering messages according to these specifications.
- The days of the week this delivery schedule applies to.

Description

– the first line in this section contains:

- The delay time, i.e., the length of time to wait after receiving a message, before forwarding it.
- The frequency, in minutes, with which to attempt subsequent deliveries of one message if the first attempt is unsuccessful.
- The maximum number of times to try to deliver one message.

Delivery Address

- where to deliver the message. The address option, which is defined in the Mailbox Address Lists tab under Mailboxes, is:

Forward to Mailbox

Additional selections may be provided in a future release.

Delivery Technique

Defines how to deliver the message. The technique option is:

Forward Message to Mailbox

Forward Message to e-mail (VeMail Messaging)

Additional selections may be provided in a future release.

Delivery Method

This is the method, or series of steps, used to perform the message delivery. This is the Standard Method unless an alternative method has been created and assigned using the Method Editor dialog.

Template disabled

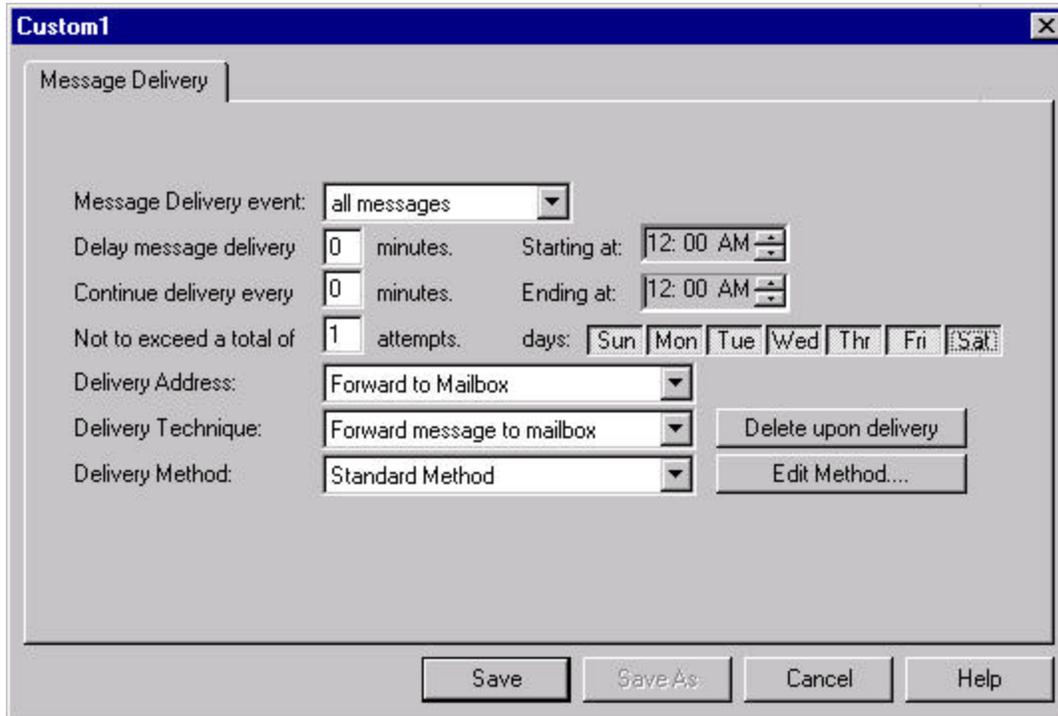
Check this box to leave the template assigned to the mailbox, but not functioning.



Mailbox Editor Menu - Message Delivery Tab

Example

Elizabeth wants to have all of her messages forwarded 24/7 to her supervisor at extension 524 and keep the original in her mailbox as well.



Custom1

Message Delivery

Message Delivery event: all messages

Delay message delivery: 0 minutes. Starting at: 12:00 AM

Continue delivery every: 0 minutes. Ending at: 12:00 AM

Not to exceed a total of: 1 attempts. days: Sun Mon Tue Wed Thr Fri Sat

Delivery Address: Forward to Mailbox

Delivery Technique: Forward message to mailbox Delete upon delivery

Delivery Method: Standard Method Edit Method...

Save Save As Cancel Help

1. In the Address Tab, create an address for the supervisor's mailbox 524. (See Address List Tab – page 35)
2. In the Message Delivery Tab
 - a. Create a Custom Notification
3. When the window opens, select the message delivery event (i.e.; All Messages), delay before first notification (0), frequency (0), and number of attempts (1).
4. Select the Delivery Address (Forward to Mailbox)
5. Select the Delivery Technique (Forward to Mailbox)
6. Leave delete upon delivery un-checked
7. (Unless directed to do so by DuVoice Technicians, Do Not modify the notification Method or Edit Method.)
8. Save.

Mailbox Editor Menu - Scheduled Events tab

Scheduled Events tab

Scheduled Events tab

SUMMARY

“Scheduled Events” refers to the settings for regularly scheduled, recurring changes for this mailbox.

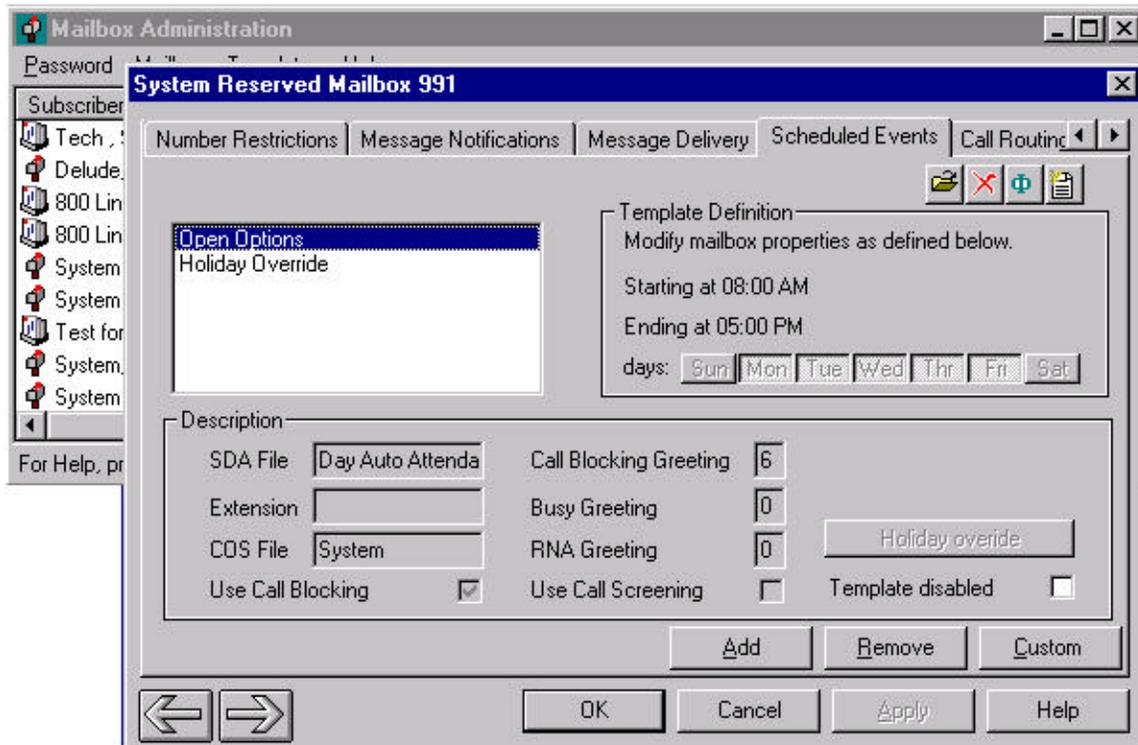
You can use Scheduled Events to change the Automated Attendant mailbox prompts to use time-appropriate greetings. Other applications include office closings, holidays, vacations, etc.

You can use multiple Scheduled Events templates for one mailbox, but only one template is active at any one time. The system-provided template(s) are configured for different time-of-day greetings and are pre-assigned to system mailboxes 990, 991 and 0.

Important note on Mailbox 991 –Attendant Mailbox: Mailbox 991, the attendant mailbox is, by itself, the after hours greeting and SDA schedule. By adding a Scheduled Event for Open Options, you create the business hours greetings and SDA schedule.

Use this dialog to:

- ◆ Review the codes in any Scheduled Events template.
- ◆ Assign the Scheduled Events templates to the mailbox.
- ◆ Create a Custom template for this mailbox.



From this dialog, you can also change the Scheduled Events system template(s) assigned to the current mailbox by clicking on the **Add** or **Remove** buttons at the bottom of the screen, or the **Add**  or **Remove**  icons in the toolbar at the top of the screen.



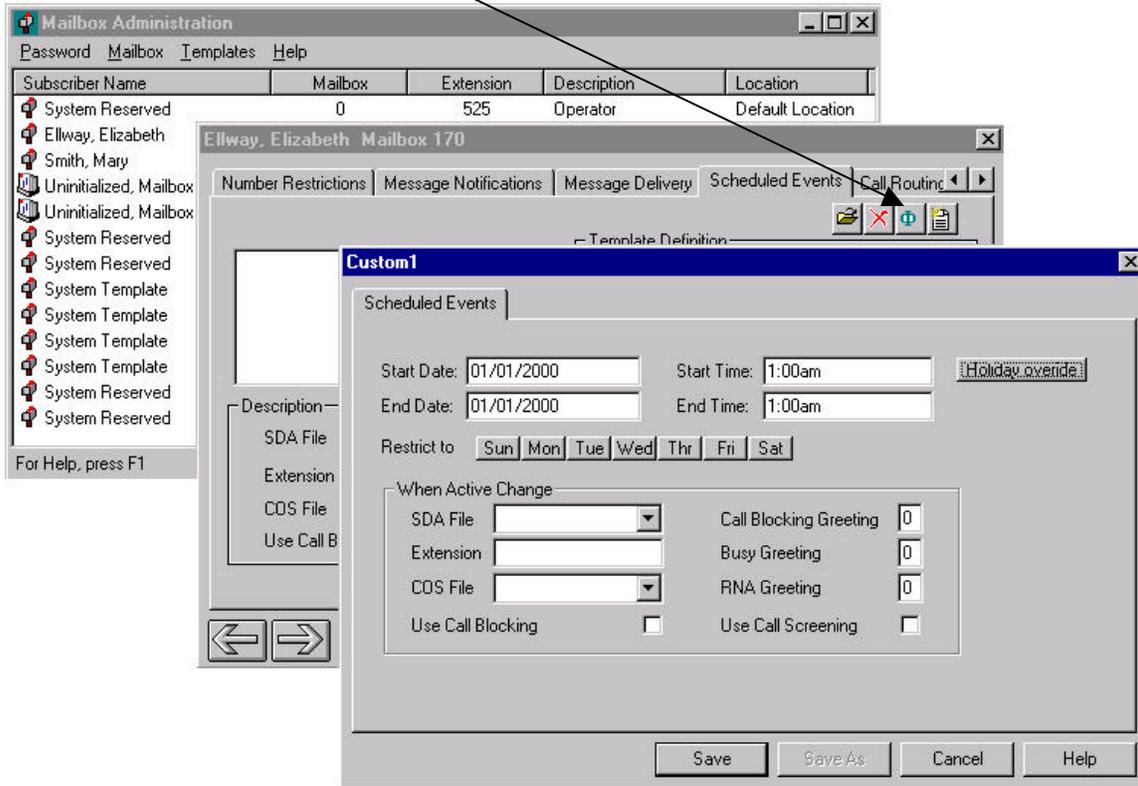
Mailbox Editor Menu - Scheduled Events tab



Page 90

Typically, you will select one of the pre-made templates, or create a template in the Template Tab (see [page 90](#)) however; you can also create a custom **Scheduled Events Template** for this mailbox only. Features and functions related to Scheduled Events Template settings are covered in the Scheduled Events Template section.

To create a custom template for just the current mailbox, click on the **Custom** button at the bottom of the screen or the **Custom** icon in the toolbar at the top of the screen.



Explanation of fields:

Starting at

This is the time, and date if specified, to start the event and apply the changed settings.

Ending at

This is time, and date if specified, to end the event and revert to the otherwise assigned settings.

Days

This is days of the week this event applies to (within the specified dates).

Description:

When the dates/times/days indicated have been reached, the event is considered "active." Upon activation, the settings entered in the following fields will take effect, superseding any previous settings.

SDA file – the Single Digit Actions file to use.

Extension - the extension for this mailbox.

COS - the system Class of Service template to use for this mailbox.

Use Call Blocking - check to turn call blocking functionality on, uncheck for off.

Call Blocking Greeting - the number of the prompt to use for the call blocking greeting, or zero if no prompt.



Mailbox Editor Menu - Scheduled Events tab

Busy Greeting - the number of the prompt to use for the extension busy greeting, or zero if no prompt.

RNA Greeting - the number of the prompt to use for the ring-no-answer greeting, or zero if no prompt.

Use Call Screening - check to turn call screening functionality on, uncheck for off.

Holiday Override – click on this button to supersede any other scheduled events; this template will execute regardless of any overlapping time periods in other Scheduled Events templates.

Template disabled - check this box to leave the template assigned to the mailbox, but not functioning.

Buttons

Add - add another Scheduled Events template for this mailbox.

Remove - remove the highlighted Scheduled Events template for this mailbox.

Custom - set up a new custom Scheduled Events template for this mailbox.

OK - save changes for this mailbox and return to the Main Menu.

Cancel - leave this dialog without saving any changes.

Apply - save changes for this mailbox and remain on this Template.

Help - access the online help topic for this dialog.



Example

Elizabeth wants to play an after hours greeting in her mailbox, and allow callers to have a special set of menu options after hours.

1. In the Scheduled Event Template (see page 90)
 - a. Create a Custom Scheduled Event
2. Set a Start Date of today and an End Date of some date far in the future.
3. Set the Start Time to correspond with the end of the business day and set the End Time to correspond with the beginning of the business day.
4. Select each day of the workweek.
5. Select the appropriate SDA file
6. Enter the user's extension number.
7. Select the desired COS file (see page 23)
8. Select the greeting numbers you wish to use. (Don't forget to record the greetings)

9. Save.



Mailbox Editor Menu - Call Routing Plans tab

Call Routing Plans tab

Call Routing tab

SUMMARY

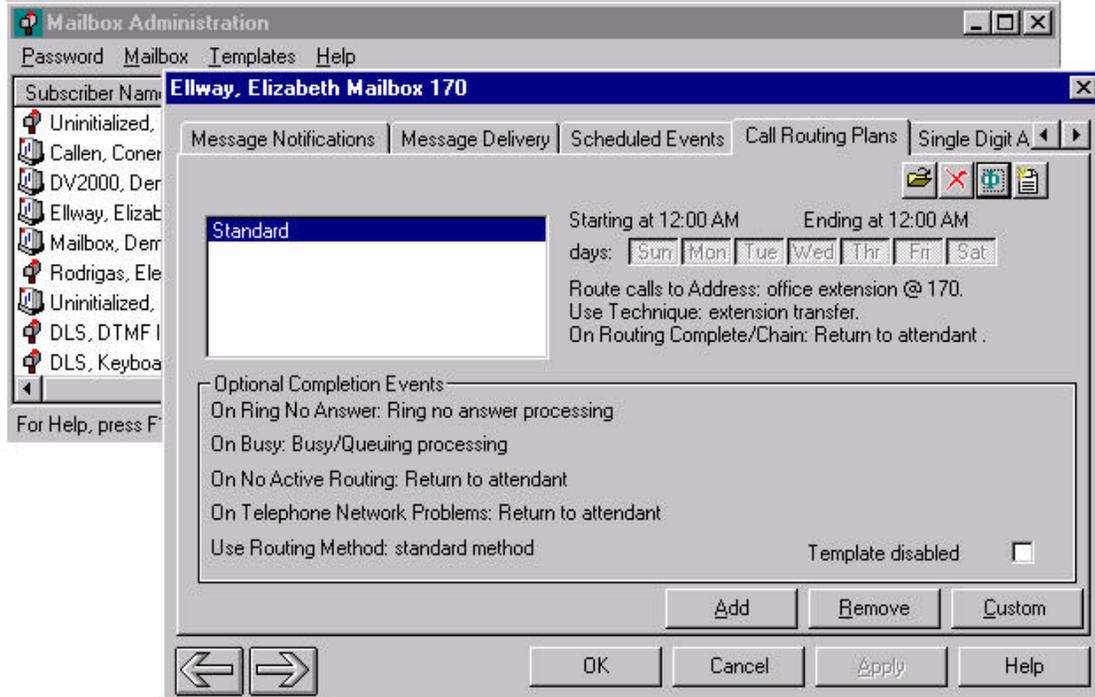
With call routing, the DV2000 can be programmed to route calls based on day, date and time of day. This tab enables you to manage call routing for this mailbox.



Please use care in modifying Call Routing, as you can create difficult to diagnose problems in this area.

Use this dialog to:

- ◆ Review the codes in any Call Routing template.
- ◆ Assign a different Call Routing template to the mailbox.
- ◆ Create a Custom template for this mailbox.



The Standard template settings are assigned as follows:

- ◆ Route calls to office extension:
 - ◇ all days of week
 - ◇ 24 hours/day
 - ◇ using extension transfer
- ◆ Play RNA prompt on ring-no-answer condition (if an RNA prompt has not been recorded or is not active, play default phrase)
- ◆ Play busy prompt on busy signal (if a busy prompt has not been recorded or is not active, play default phrase)
- ◆ Execute mailbox number 991 (return to automated attendant instructions):
 - After a completed call.
 - If no routing plan is active.
 - On an error condition.



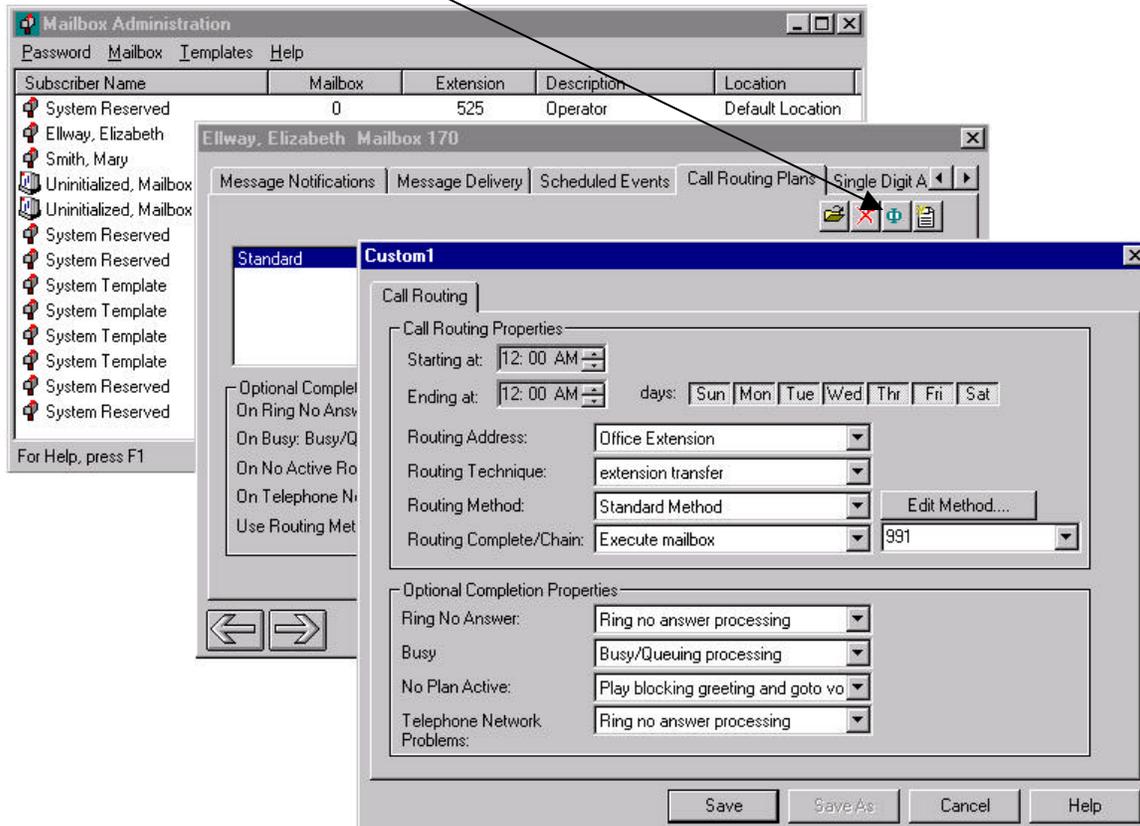
Mailbox Editor Menu - Call Routing Plans tab



Page 82

Typically, you will select one of the pre-made templates, or create a template in the Template Tab (see [page 82](#)) however; you can also create a **custom Call Routing Template** for this mailbox only. Features and functions related to Call Routing Template settings is covered in the Call Routing Template section.

To create a custom template for just the current mailbox, click on the  button at the bottom of the screen or the **Custom**  icon in the toolbar at the top of the screen.



Explanation of fields:

Assigned template (display window)

This is the filename of the Call Routing template currently assigned to this mailbox. Only one template can be active at a time. In the screen shown above, the Call Routing template assigned is called "Standard."

Starting at/Ending at

This is the times of day for which these instructions apply.

Days

This is the days of the week for which these instructions apply.

Route Calls to Address

This is the destination for calls to be routed, as defined in the mailbox address list.

Use Technique

This is how to route or transfer the calls to be forwarded.

On Routing Complete/Chain

This is the action to be taken after the call-blocking prompt has been played and a message has been left.



Mailbox Editor Menu - Call Routing Plans tab

Optional Completion Events:

On Ring No Answer

This is the action to be taken when a call to the extension is not answered.

On Busy

This is the action to be taken when the extension is busy.

On No Active Routing

This is the default action to be taken when there is no routing plan.

On Telephone Network Problems

This is the action to be taken if errors with the telephone network occur (i.e., no dial tone on transferred caller or no ring back).

Template disabled

Check this box to leave the template assigned to the mailbox, but not functioning.

Buttons

Add - assign another Call Routing template to this mailbox.

Remove - remove the highlighted Call Routing template for this mailbox.

Custom - set up a new custom Call Routing template for this mailbox.

OK - save changes for this mailbox and return to the Main Menu.

Cancel - leave this dialog without saving any changes.

Apply - save changes for this mailbox and remain on this Template.

Help - access the online help topic for this dialog.

Mailbox Editor Menu - Single Digit Actions tab

Single Digit Actions tab

Single Digit Access tab

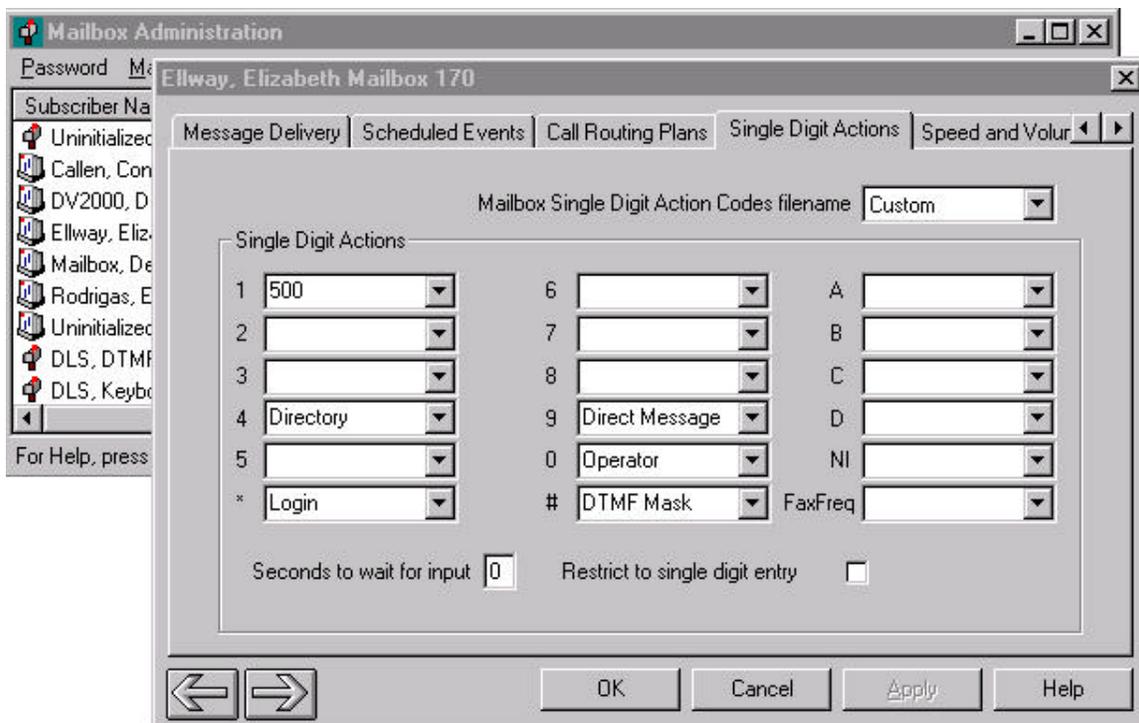
SUMMARY

Single Digit Access is the menu of keystrokes available in each mailbox that enable the caller to transfer to another extension, to the operator, to the directory, etc... Single digit codes that can be used include 0-9, A-D, and the symbols * and #. In addition, actions can be specified for no input (NI), which is typically used to specify what mailbox to route to next, and detected facsimile tones (FaxFreq).

Action codes define the flow of the voice mail system. For example, if a caller transfers to a mailbox and receives a ring-no-answer, busy signal or voice mail, the action codes define what actions are available to the caller.

Use this dialog to:

- ◆ Review the codes in any Single Digit Action Codes template.
- ◆ Assign a different Single Digit Action Codes template to the mailbox.
- ◆ Create a Custom template for this mailbox.



The Standard template codes are assigned as follows:

- ◆ Press **4** to look up a subscriber's name (directory services).
- ◆ Press ***** to log in to a mailbox.
- ◆ Press **8** to leave a message.
- ◆ Press **9** to disconnect
- ◆ Press **0** to transfer to the operator (mailbox 0)
- ◆ Press **#** to signal the end of an entry.
- ◆ **NI** (No Input) is blank for the Standard SDA and Operator for Day Action menu in 991



Mailbox Menu - Single Digit Actions tab

Explanation of fields:

Single Digit Actions:

1, 2, 3, 4, 5, *

6, 7, 8, 9, 0, #

A, B, C, D, NI, FaxFreq -

Enter a mailbox number, or click on the down arrow by the action code field to select from a pull-down list, which includes:

- ◆ Login
- ◆ Direct Message
- ◆ Directory
- ◆ Disconnect
- ◆ DTMF Mask
- ◆ Fax
- ◆ any IVR scripts available

Seconds to Wait for Input - the time, in seconds, that the system will wait for a response (input) from the caller before routing to the mailbox specified by the NI code.

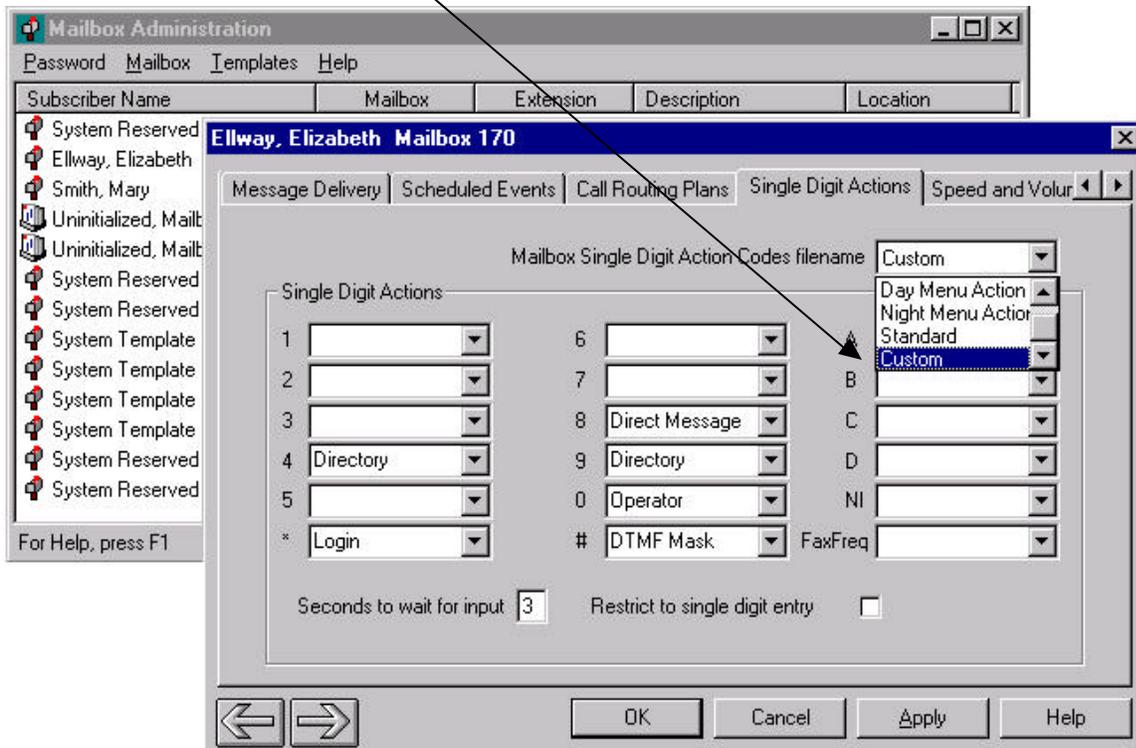
Restrict to Single Digit Entry – do not allow more than one digit to be used as a single response.



Page 92

Typically, you will select one of the pre-made templates, or create a template in the Template Tab (see **page 92**) however; you can also create a custom **Single Digit Action Template** for this mailbox only. Features and functions related to Single Digit Action Template settings is covered in the Single Digit Action Template section.

To create a custom template for just the current mailbox, Open the Single Digit Action tab, and in the file name window, select Custom.



Mailbox Editor Menu Speed and Volume Tab

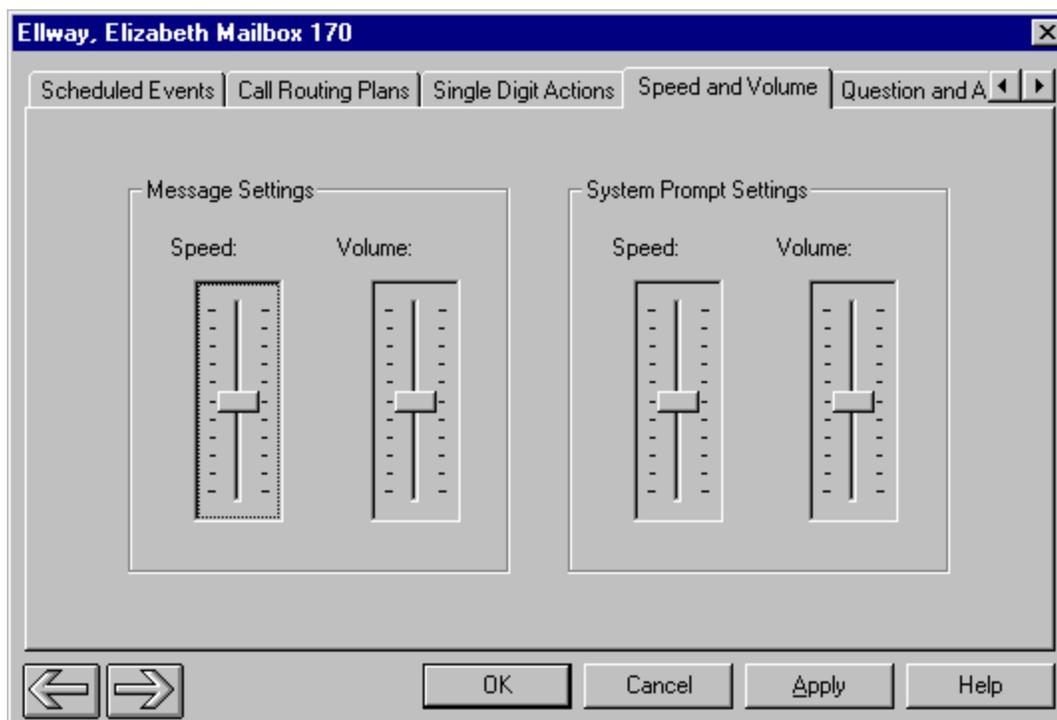
Speed and Volume tab

Speed and Volume tab

SUMMARY

The administrator can adjust the speed and volume for message and prompt playback in each mailbox. The individual user can also adjust message speed and volume, but user adjustments are only in effect during the playback of that message

Use this tab to set the speed and volume level for Messages and for System Prompts.



Volume - click on the volume slide, and, while holding down the mouse button, drag the slide to adjust the volume of any recorded messages/system prompts played through the mailbox. Move the slide down to reduce the volume. Move the slide up to increase the volume.

Alternative methods: click on the field, then use the up and down arrow keys to adjust the volume slide. Or, click on the field, then continue to click to move the slide.

Speed - click on the speed slide, and, while holding down the mouse button, drag the slide to adjust the speed of the playback of any recorded messages/system prompts played through the mailbox. Move the slide down to reduce the speed. Move the slide up to increase the speed.

Alternative methods: click on the field, then use the up and down arrow keys to adjust the volume slide. Or, click on the field, then continue to click to move the slide.



Dropdown Menus - Overview

Drop Down Menus

Drop Down Menus

SUMMARY →

At the top of the Mailbox Administration Screen, there are four drop down menus; Password, Mailbox, Templates, and Help. The **Password Drop Down Menu** controls administration security, the **Mailbox Drop Down Menu** allows the administrator to create, edit and delete mailboxes, the **Template Drop Down Menu** allows the administrator to create, edit, and delete Class of Service, Call Routing, Message Delivery, Notification, Scheduled Event, and Single Digit Access Templates.

There are four drop down menus at the top of the Mailbox Administration Screen:



The corresponding menu will open by clicking on any of the following:

- ◆ Password
- ◆ Mailbox
- ◆ Templates
- ◆ Help



Dropdown Menus - Password Menu

Password Menu

Password Menu

SUMMARY

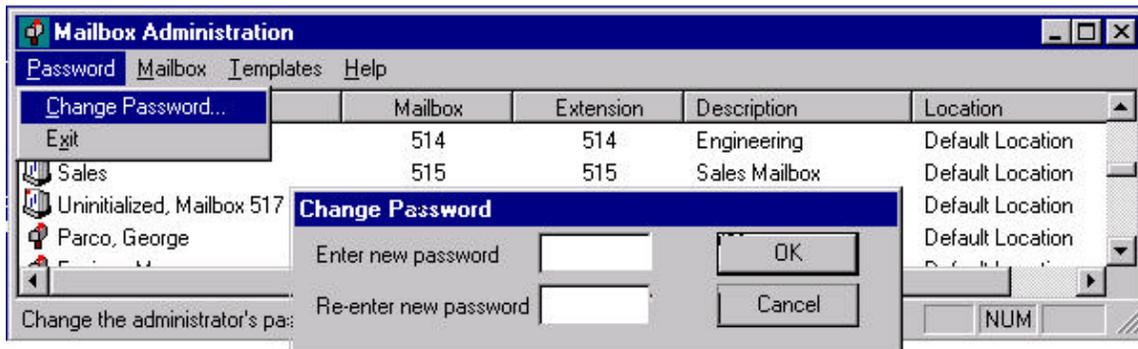
This is where you create the password that must be entered in the Password dialog box whenever the program is started.

Note: To insure security for your system, upon first accessing the program, you should always change to a new password from the default password initially provided with the program

Use the Change Password option to set up an initial system security password, or to change an existing password.

Click on the Password or press Ctl P to open the password dialog

Change Password option



Enter new password - Type the password you want to set up or change to.

Re-enter new password - Type the same password you typed in the Enter new password field, and click on OK.

If the two password entries are the same, you will see a New Passwords Accepted window. Click on OK.

If the two passwords are different, you will see a Passwords entered are not the same window. Click on OK, and re-type the password in both the Enter new password and Re-enter new password fields.



Drop Down Menus - Mailbox Menu

Mailbox Menu Options

Mailbox Menu

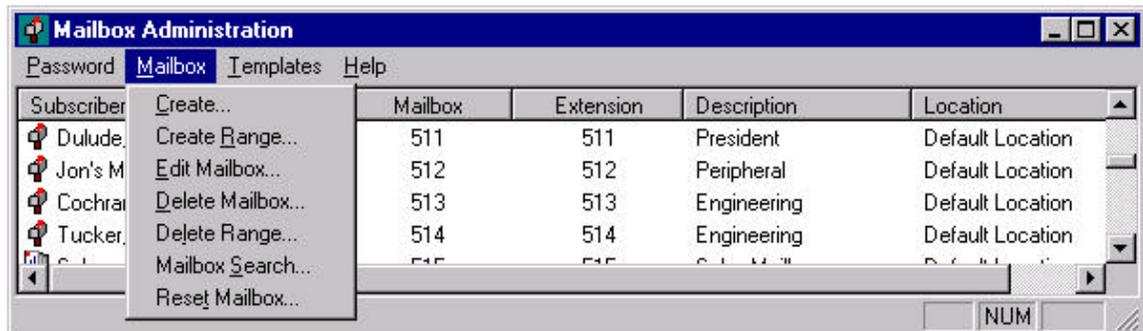
SUMMARY

This menu enables the Administrator to manage mailboxes.

Use this dialog to:

- ◆ Create a Mailbox
- ◆ Create a Range of Mailboxes
- ◆ Edit a mailbox
- ◆ Delete a mailbox
- ◆ Search for a mailbox
- ◆ Reset mailboxes.

Note: when creating a mailbox or range of mailboxes, it is generally best to copy an existing mailbox and, if necessary, modify it to meet the specific task to which it will be put. That way message waiting lights and other settings will be correct.



Click on the desired menu item.

Note: You can also copy, edit or delete a mailbox, simply by double clicking on the mailbox on the Mailbox Administration Screen and then executing the desired function.

Note: You can also search, simply by clicking on the header "Subscriber, Mailbox, Extension, etc...", the listings will then become ordered by that topic.



Drop Down Menus - Mailbox Menu - Create

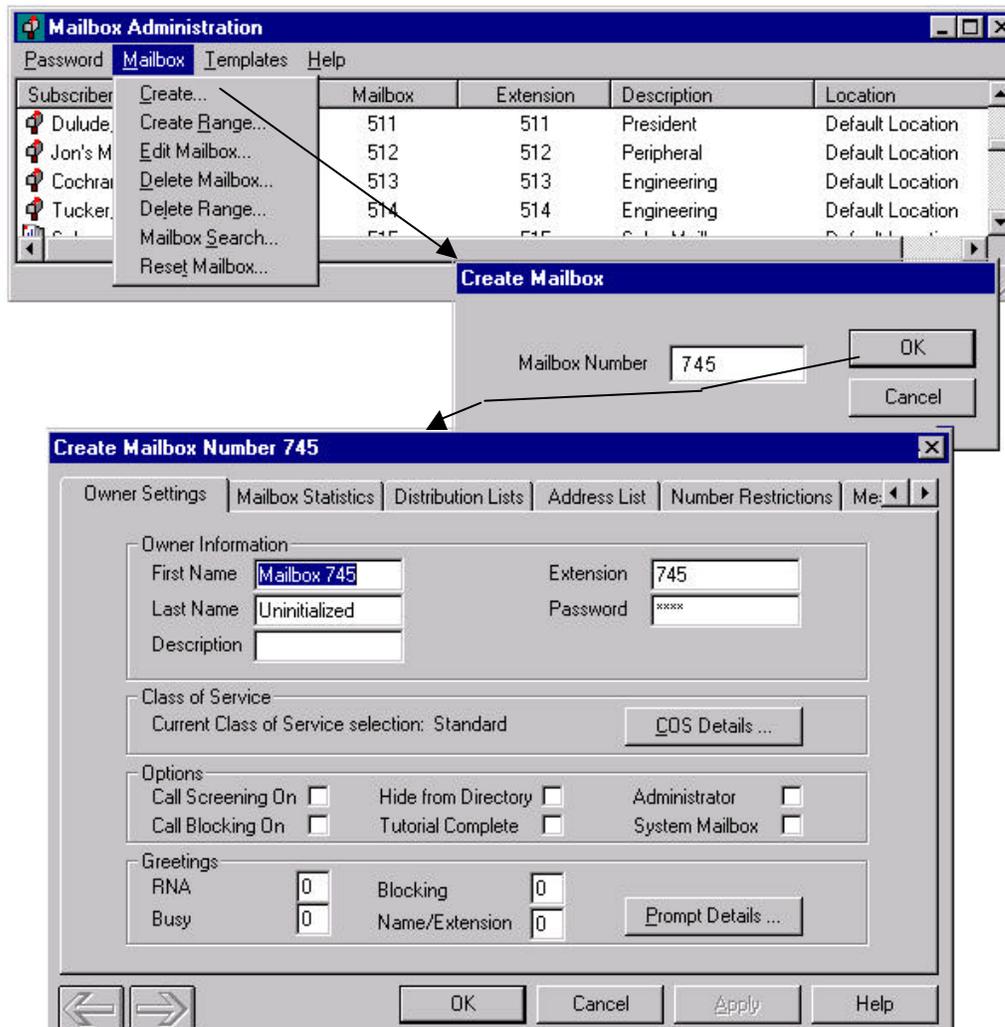
Create Mailbox Dialog

Mailbox Menu – Create...

SUMMARY

Use this menu to create an individual mailbox. The mailbox number may be any number from 1 to 15 digits in length, i.e., from 1 to 99999999999999, but it may not start with a zero.

The next dialog allows you to enter the specific properties for the mailbox you are setting up, including general owner settings, distribution lists, mailbox address list and restrictions on dialing out. Additionally, this dialog contains a mailbox statistics screen for review.



A message waiting light template is not automatically assigned when creating a mailbox in this manner. By instead copying a subscriber mailbox 995, you will avoid the need to assign the message-waiting indicator, and save time.

Drop Down Menus - Mailbox Menu – Create Range

Create Range Dialog

Mailbox Menu – Create Range...

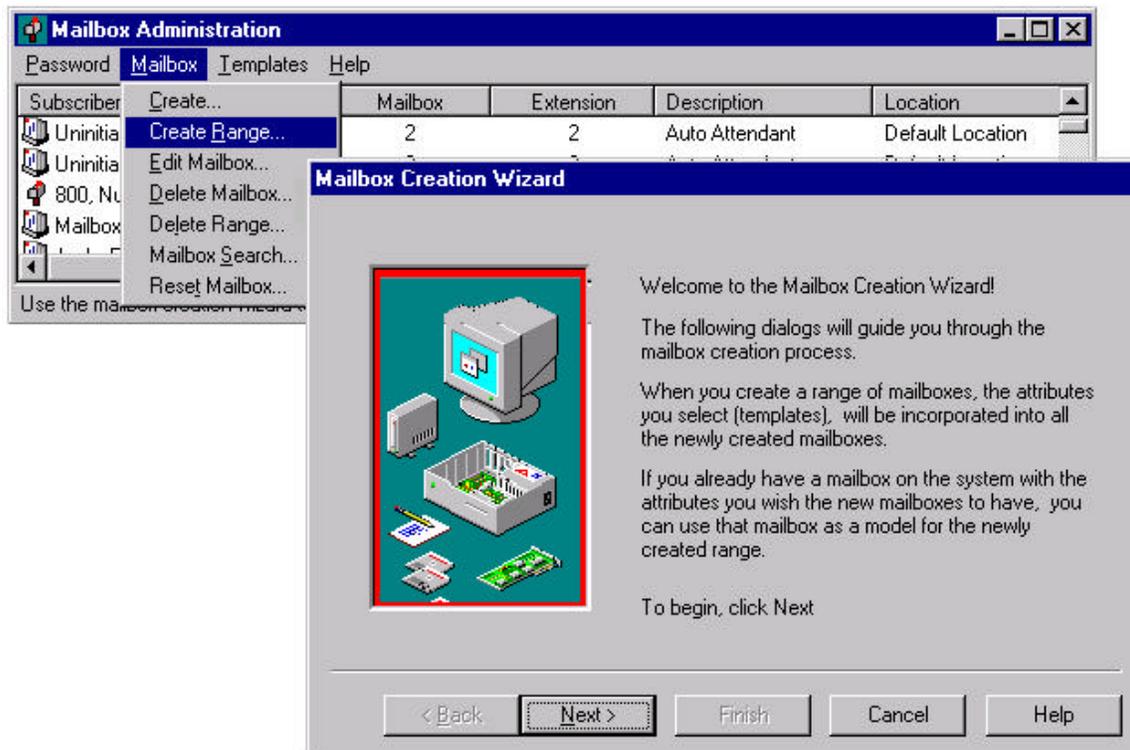
SUMMARY

Use the Create Range option to set up several mailboxes with the same properties in one step. The Mailbox Creation Wizard easily and quickly walks you through the steps to successfully complete the definition of all required mailbox properties.

Note: You can also copy an existing mailbox into a range of mailboxes. In the Mailbox Administration Menu, highlight and right mouse click the desired mailbox. Select copy and specify the beginning mailbox number and number of copies you wish to create. By using this method, you are assured correctly setting-up message waiting notification and other mailbox settings.

- ◆ For Subscriber mailboxes, copy System Template Mailbox 995.
- ◆ For Message Only mailboxes, System Template Mailbox 996
- ◆ For Q&A mailboxes, copy mailbox System Template Mailbox 997
- ◆ For Audiotext mailboxes, copy from System Template Mailbox 998.

Note: If you copy a mailbox which has the Tutorial marked as complete, the mailboxes you copy to will also have the tutorial marked as complete.





Drop Down Menus - Mailbox Menu – Create Range

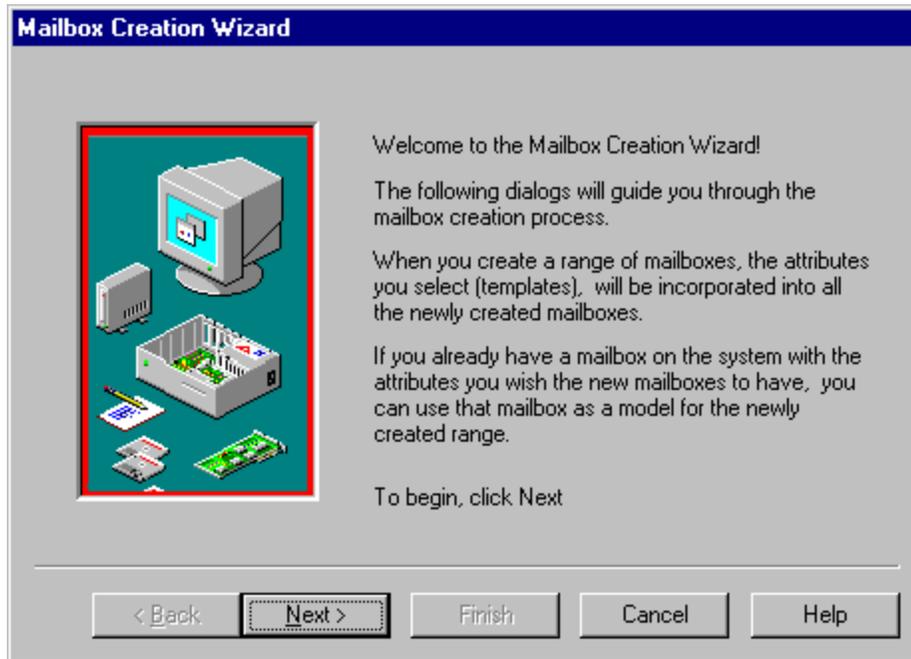
Mailbox Creation Wizard

Important Note: While there are times to use the Mailbox Creation Wizard, it is generally more practical to copy one of the existing Mailbox Templates. (See page 12 for details on copying Mailbox Templates.)



Mailbox Creation Wizard - Welcome

The Mailbox Creation Wizard is a set of four screens that walk you through the steps needed to create one or more mailboxes



The Wizard will help you define the mailbox number(s) to create, assign the extensions, and either accept the default “Standard” system templates or choose to use the mailbox editor to assign templates. If you already have at least one mailbox set up, you can choose to copy all of the properties from an existing mailbox to the new one(s) being created.

Buttons

From all Wizard screens except the first one, you can click on the Back button to return to the previous screen. From any Wizard screen except the last one, click on the Next button to continue with the process.

When all necessary information has been entered, click on the Finish button to complete the process and create the new mailbox(es). To exit without creating any mailboxes, click on the Cancel button from any Wizard screen.

From all Wizard screens, you can click on the Help button or press F1 to access help information specific to that screen.



Drop Down Menus - Mailbox Menu – Create Range



Mailbox Creation Wizard - Mailbox Numbers

The second screen of the Mailbox Creation Wizard is used to specify the mailbox numbers to create.

Mailbox Creation Wizard

Number of mailboxes to create:

Start with mailbox number: 300

Number of boxes to create: 5

Increment new mailbox numbers by 1 (Default).

Increment new mailbox numbers by 10.

Increment new mailbox numbers by 100.

Use existing mailbox attributes for new boxes

Mailbox to copy from: 100

Click Finish to create the mailboxes now. To continue, click Next.

< Back Next > Finish Cancel Help

Start with mailbox number: enter the number of the first mailbox to set up.

Number of boxes to create: enter the total number of mailboxes to set up.

Increment new mailbox numbers by: use the mouse to click on the desired selection, or use the up and down arrow keys to move to the desired selection.

- Increment new mailbox numbers by 1 (default).
- Increment new mailbox numbers by 10.
- Increment new mailbox numbers by 100.



Example

To set up mailboxes 110 through 140, enter:

Start with mailbox number:110

Number of boxes to create: 4

Increment new mailbox numbers by 10

To set up only mailboxes 100 through 700, enter:

Start with mailbox number:100

Number of boxes to create: 7

Increment new mailbox numbers by 100

To set up mailboxes 2243 and 2244, enter

Start with mailbox number:2243

Number of boxes to create: 2

Increment new mailbox numbers by 1



Drop Down Menus - Mailbox Menu – Create Range

Use existing mailbox attributes for new boxes - to copy the properties from an existing mailbox to the new mailbox(es) you are setting up now, click on this box.

Mailbox to copy from - if you clicked on the **Use existing mailbox attributes** box, enter the number of the mailbox from which you wish to copy the attributes.

If you chose to copy attributes from an existing mailbox, click on the **Finish** button to set up the new mailbox(es) now. Otherwise, click on the **Next** button.



Mailbox Creation Wizard - Extension Numbers

The third screen of the Mailbox Creation Wizard is used to specify how you want extension numbers assigned to the mailboxes you are creating.

Mailbox Extension Numbers: use the mouse to click on the desired selection:

- Use mailbox number as the extension (default).
- Use mailbox number as the extension but append the following prefix, suffix.

If you choose this selection, enter either a prefix or a suffix, or both.

- **Prefix:** a number or string to add to the beginning of the mailbox number
For example: If your mailbox number is 1, and you enter a prefix of 200, the extension number for mailbox 1 will be 2001.
- **Suffix:** a number or string to add to the end of the mailbox number
For example: If your mailbox number is 1, and you enter a suffix of 50, the extension number for mailbox 1 will be 150.

- Leave the extension field blank..

After making your selections, click on the **Next** button to move on to the last Mailbox Creation Wizard screen.

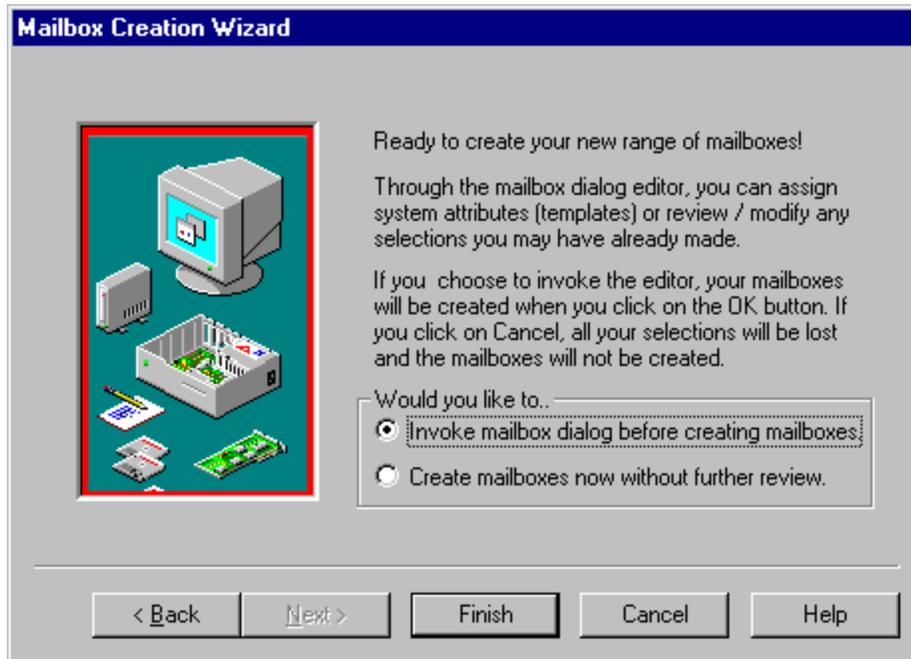


Drop Down Menus - Mailbox Menu – Create Range



Mailbox Creation Wizard - Create

The last screen of the Mailbox Creation Wizard is used to finish the creation process and indicate your preference for editing the newly set up mailbox(es).



Invoke mailbox dialog / Create mailboxes now - Use the mouse to click on the desired selection:

- **Invoke the mailbox dialog before creating mailboxes.**

If you choose this option, after you click on **Finish**, the Edit Mailbox dialog will be displayed, showing the first mailbox in the range you are creating, on the Owner Settings tab.

If you change a system template assignment from the Standard template, that will apply to all mailboxes in the range you are creating.

However, if you change owner-specific information, such as name and password, it will be changed only for the first mailbox in the range you are creating. (You can later use the Edit option from the Mailbox menu to modify this type of mailbox-specific information.)

Note: Once you enter the mailbox editor, you must click on **OK** to leave the editor to create the mailboxes, even if you do not make any changes. If you click on **Cancel** on any of the tabs in the Mailbox Editor, the mailboxes will not be created.

- **Create the mailboxes now without further review.**

If you choose this option, after you click on **Finish**, the mailboxes will be created using only system defaults, and you will be returned to the Main Menu.

You can use the Edit option from the Mailbox menu to modify mailbox-specific information, such as owner names and passwords, as well as to change from the Standard system templates for things such as Call Routing and Message Delivery.

Click on the **Back** button if you wish to review your selections on any previous screens.

Click on the **Finish** button to create the new mailbox(es).

Drop Down Menus - Mailbox Menu – Edit Mailbox

Edit Mailbox dialog

Mailbox Menu – Edit Mailbox...

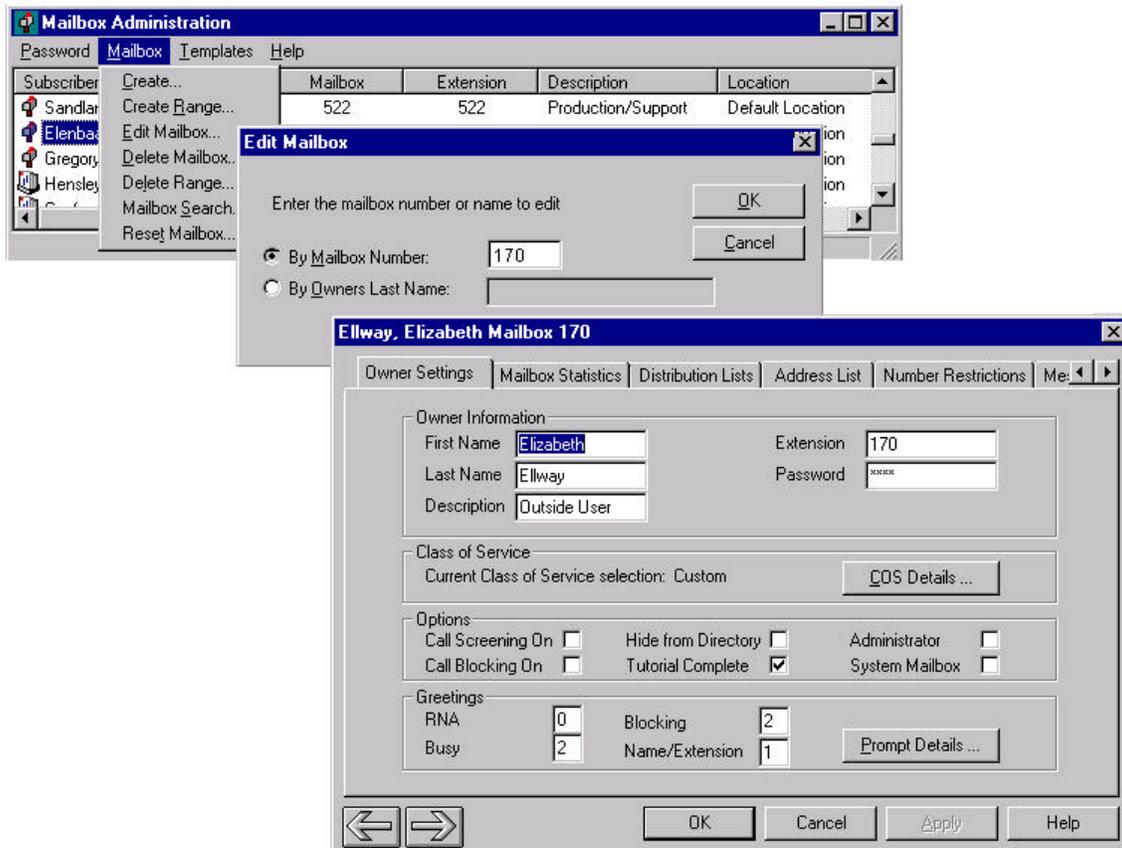
SUMMARY

Use the Edit Mailbox option to modify an existing mailbox.

Note: You can also edit an existing mailbox in the Mailbox Administration Menu. Simply highlight and right mouse click the desired mailbox. Select edit and specify the beginning mailbox number and number of copies you wish to create. By using this method, you are assured correctly setting-up message waiting notification and other mailbox settings

See page 11 for more details on copying mailboxes in this way.

Use this dialog to specify the mailbox, either by number or by owner's last name, for which to modify information or settings.



Enter the mailbox number or name to edit: use the mouse to click on the desired selection.

- **By Mailbox Number** - if you select this option, enter the mailbox number to edit.
- **By Owner's Last Name** - if you select this option, enter the last name, or part of a last name, to edit.

Click on **OK** to edit the mailbox.



Drop Down Menus - Mailbox Menu – Delete Mailbox

Delete Mailbox Dialog

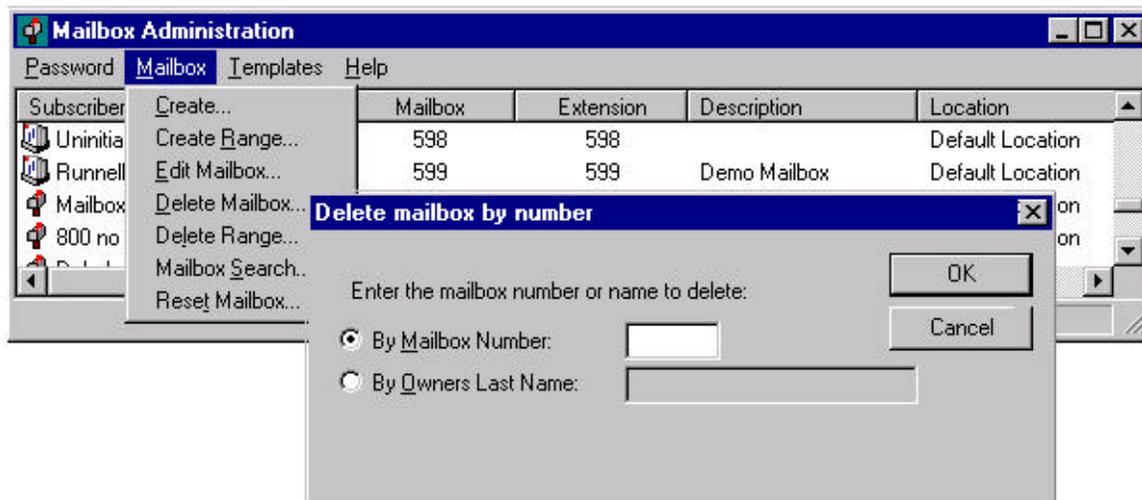
Mailbox Menu – Delete Mailbox...

SUMMARY

Use this dialog to delete a mailbox, either by the Owner's last name, or by mailbox number.

Note: You can also delete an existing mailbox in the Mailbox Administration Menu. Simply highlight and right mouse click the desired mailbox. Select delete and mailbox number you wish to delete.

See page 12 for more details on deleting mailboxes in this way.



Enter the mailbox number or name to delete: use the mouse to click on the desired selection.

- **By Mailbox Number** - if you select this option, enter the mailbox number to delete.
- **By Owner's Last Name** - if you select this option, enter the last name, or part of a last name, to delete.

To delete the specified mailboxes, click on **OK**. Then click on **Yes** on the "Are You Sure?" message that appears.

To leave this dialog without deleting any mailboxes, click on **Cancel**.



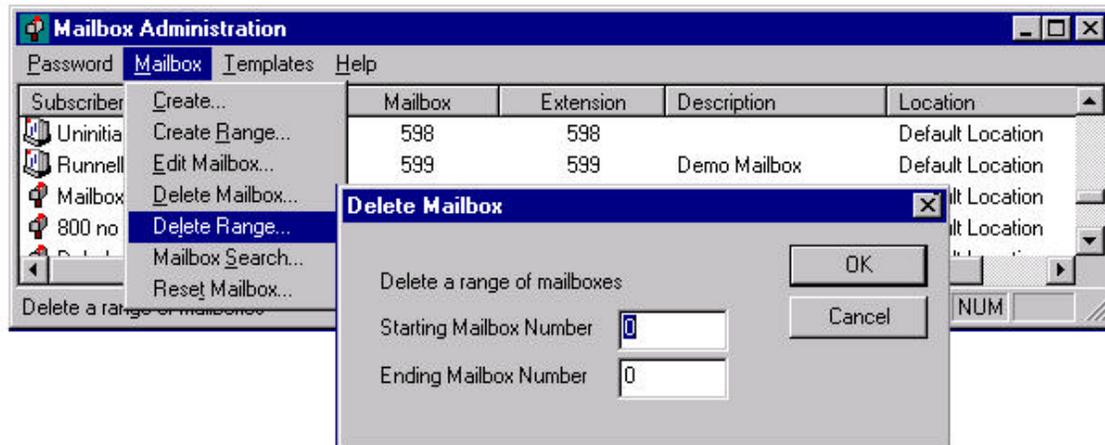
Drop Down Menus - Mailbox Menu – Delete Mailbox

Delete Mailbox Range

Mailbox Menu – Delete Mailbox Range...

SUMMARY

Use this dialog to delete a range of mailboxes by mailbox number.



Starting Mailbox Number - enter the first mailbox number in the range to delete.

Ending Mailbox Number - enter the last mailbox number in the range to delete, then click on OK.

The mailbox numbers in the range do not have to be consecutive, but remember that **all** mailboxes between the starting and ending numbers will be deleted. For example, if you want to delete mailboxes 10, 20, 30, 40 and 50 from the system, enter 10 for the Starting Mailbox Number and 50 for the Ending Mailbox Number. However, if there were also mailbox number 15, 25, 35, and 45 in the system, they would be deleted as well.

To delete the specified mailboxes, click on **OK**. Then click on **Yes** on the "Are You Sure?" message that appears.

To leave this dialog without deleting any mailboxes, click on **Cancel**.

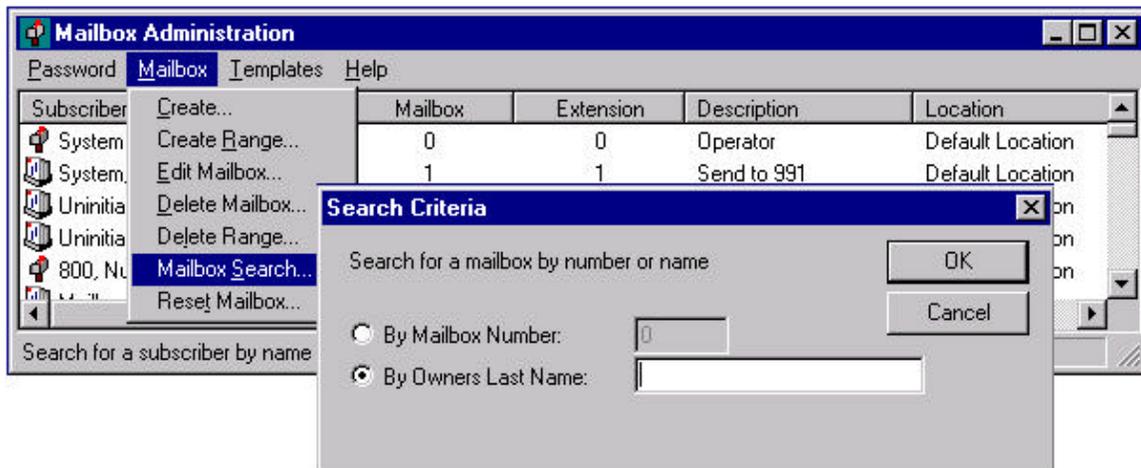
Drop Down Menus - Mailbox Menu – Search Criteria

Search Criteria dialog

Mailbox Menu -Search...

SUMMARY Use this dialog to find a mailbox by Owner's last name (default) or mailbox number.

Note: You can also search, simply by clicking on the header "Subscriber, Mailbox, Extension, or Description", the listings will then become ordered by that topic.



Search for a mailbox by number or name: use the mouse to click on the desired selection.

By Mailbox Number

If you select this option, enter the mailbox number to find.

By Owner's Last Name

If you select this option, enter the last name, or part of a last name, to find.

The results of the search will be shown by highlighting the 'found mailbox' on the Main Menu display screen.

- ⇒ If the name or number searched for doesn't exist, the program will display the message: "Mailbox could not be found"
- ⇒ If there are duplicates of the name searched for, the program will highlight the first one displayed in the list.

Productivity Tip:

Also note that the display list can be sorted by Subscriber Name, Mailbox Number or Extension Number, by clicking on the column heading.



Drop Down Menus - Mailbox Menu – Reset Mailbox

Reset Mailbox

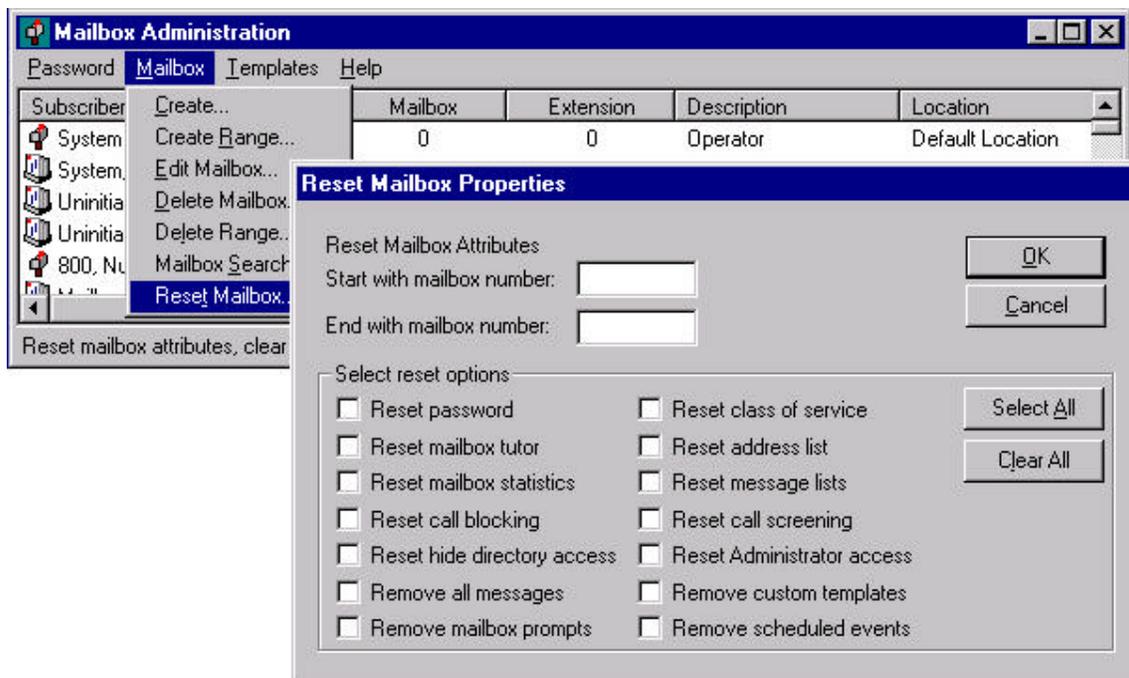
Mailbox Menu - Reset Mailbox...

SUMMARY

Use this dialog to reset selected attributes of a single mailbox or a specified range of mailboxes, to the system default or original settings.

You can also reset a mailbox in the Mailbox Administration Menu. Simply highlight and right mouse click the desired mailbox and select reset.

See page 13 for more details on deleting mailboxes in this way.



Start with mailbox number - enter the first mailbox number in the range to reset

End with mailbox number - enter the last mailbox number in the range to reset. (If no ending mailbox number is entered, the program resets only the starting mailbox number.)

Select reset options

Buttons:

Select All Button - click to automatically select all of the options on this screen

Clear All Button - click to clear, or de-select, all of the options on this screen

Checkboxes:

Check the box by each of the following items desired to be reset or returned to system default settings:

Reset password - returns Password field on the Owner Settings tab to default of "1234."

Reset mailbox tutor - removes check from Tutorial Done field on the Owner Settings tab - box is considered uninitialized.



Drop Down Menus - Mailbox Menu – Reset Mailbox

Reset mailbox statistics – resets Mailbox Statistics tab. Works the same as the Reset button on the Mailbox Statistics tab.

- ◆ Does not change Date Mailbox Created field.
- ◆ Sets Date Modified and Date Reset to current date.
- ◆ Sets statistics to 0 (zero) except for Available Message Storage and Message Storage in Use fields (these will be reset if Remove all messages option on this screen is also checked).

Reset call blocking - removes check from Call Blocking field on the Owner Settings tab.

Reset hide directory access - removes check from Hide From Directory field on the Owner Settings tab.

Remove all messages - physically deletes all messages, both current and those held in mailbox storage.

Remove mailbox prompts - removes prompt numbers from RNA, Busy, Blocking & Name/Extension fields on the Owner Settings tab, plus physically deletes all user-recorded prompts from mailbox.

Reset class of service - resets COS Template to system default (Standard).

Reset address lists - resets Address Lists tab to three system default items (Office Extension, Message Waiting Indicator and Pager Display).

Reset message lists - resets Distribution Lists tab.

Reset call screening - removes check from Call Screening field on the Owner Settings tab.

Reset Administrator access - removes check from Administrator field on the Owner Settings tab.

Remove custom templates - removes any custom templates that were assigned to mailboxes.

Remove scheduled events - clears out any events that were scheduled, i.e., pending notifications and message deliveries.



Drop Down Menus - Templates - Overview

Templates Menu

Templates Menu

SUMMARY

mail system.

System Templates define the behavior and characteristics of the voice

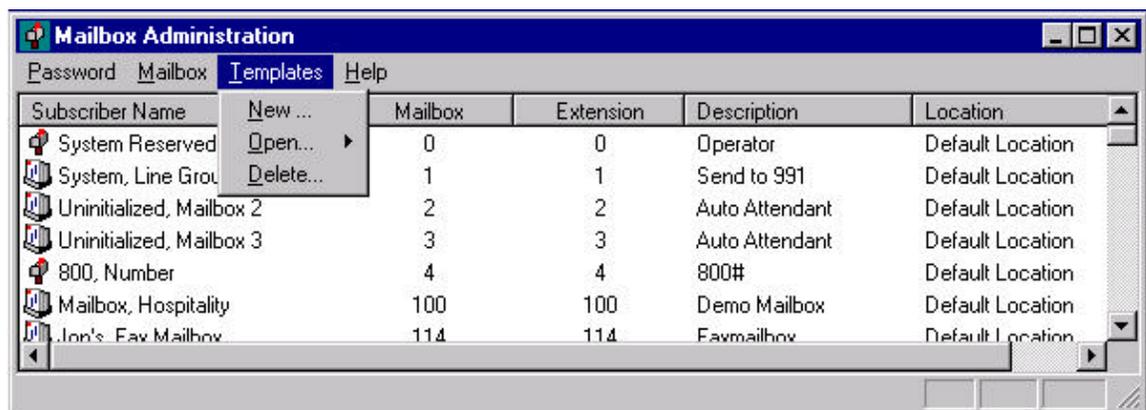
Templates cover setup in the following areas:

- ◆ **Class of Service (COS)** - Message Settings - defines the voice mail system message options subscribers can employ. - Subscriber Settings - defines the types of voice mail system subscriber options subscribers can employ.
- ◆ **Call Routing** - defines both pre and post processing of how callers are transferred.
- ◆ **Message Delivery** - defines times and methods.
- ◆ **Notifications** - defines times and methods.
- ◆ **Scheduled Mailbox Events** - defines times and methods for regularly occurring actions.
- ◆ **Single Digit Action Codes** - defines the actions/options available to a caller.

DV2000 is shipped with several "default" templates. Standard templates are provided for Single Digit Action Codes, Call Routing and Class of Service (message and subscriber settings). These Standard Templates handle most installations without any need for changes. Templates designed for morning and after hours events are provided in Scheduled Mailbox Events.

To make modifications to the Standard templates, simply modify those areas you need to change, and then save the modified template under a new name as a new system template. You can have as many system templates as you want. Different templates can be used for different mailboxes within the same system. Additionally, you can create one of a kind Custom Templates for a specific mailbox.

You can Open a template, create a New template or Delete a template from the Template menu. Or, you can review templates, change the template assignments for a specific mailbox, and even create a new system template, from the Mailbox setup dialog.





Drop Down Menus - Templates – New Templates

New Template dialog

Templates Menu

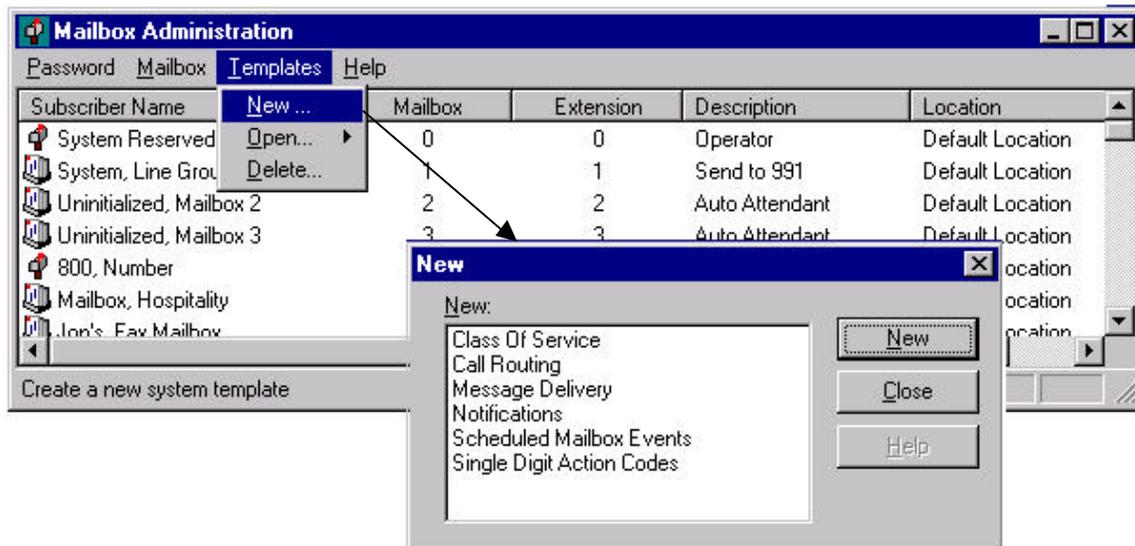
SUMMARY → New Template dialog

Use this dialog to specify the type of new template you want to create.

Select one of the following six choices by clicking on it with the mouse, or using your up and down arrow keys, then press Enter.

- Class of Service - defines message and subscriber service type settings.
- Call Routing - defines both pre and post processing of the active mailbox.
- Message Delivery - defines times and methods of message delivery.
- Notifications - defines times and methods of message notifications.
- Scheduled Mailbox Events - defines times and methods for regularly occurring actions.
- Single Digit Action Codes - defines mailbox execution on user input.

You can then create the template as instructed in the section starting at page 78



Drop Down Menus – Templates - Open

Open Template File dialog

Templates Menu

SUMMARY

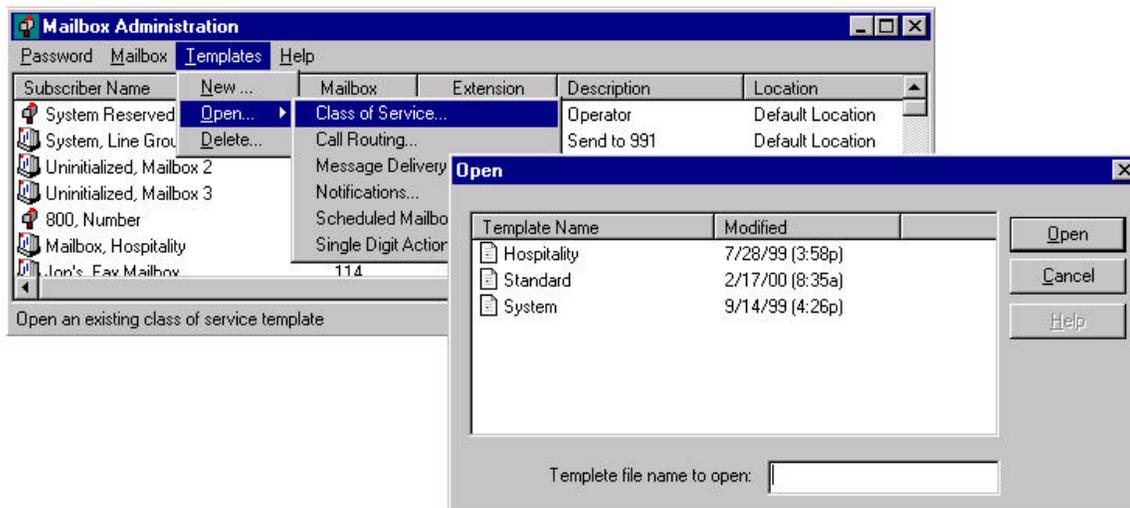
Open Template dialog

Use this dialog to open, for review or editing, any existing (default or previously set up) system template file of the type you have already selected (COS, Routing, Delivery, Notifications, Events or SDA). Once a template has been opened and modified, it can be saved as is – in essence edited, or it can be saved under another name – in essence creating a new, modified version of the original.

Select one of the following six choices by clicking on it with the mouse, or using your up and down arrow keys, then press Enter.

- Class of Service- defines message and subscriber service type settings.
- Call Routing - defines both pre and post processing of the active mailbox.
- Message Delivery - defines times and methods of message delivery.
- Notifications - defines times and methods of message notifications.
- Scheduled Mailbox Events - defines times and methods for regularly occurring actions.
- Single Digit Action Codes - defines mailbox execution on user input.

You can then edit the template as instructed in the sections starting at page 78



Choose the file to open by clicking on the desired file. The file name will be highlighted in the display area, and will appear in the **File to Open** field at the bottom of the dialog. Click on the **Open** button after making your selection. Or, to exit the dialog without opening a file, click on the **Cancel** button.

Productivity Tip: You can also open a file just by double-clicking on it.

Drop Down Menus – Templates - Save as

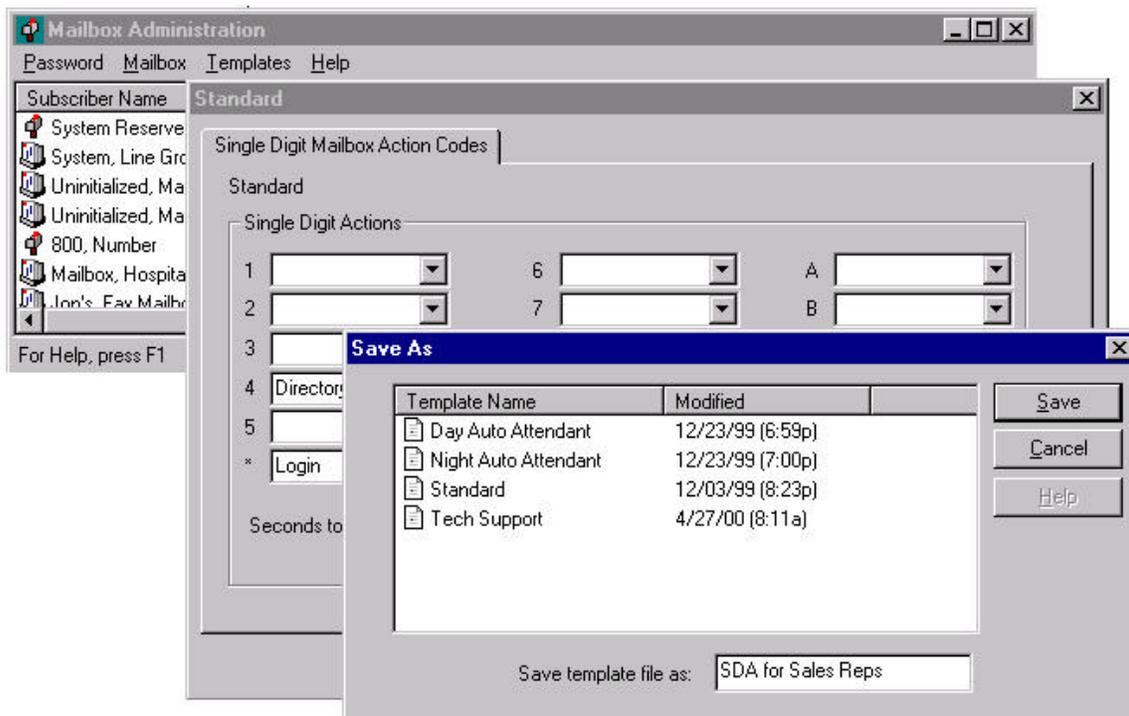
Templates Menu

SUMMARY

Save Template dialog

This dialog allows you to save an open template under a different file name, which, in effect, creates a new, additional template, while leaving the one that was actually opened and edited unchanged.

Template - Save As dialog



When you first enter this dialog, the file name shown and highlighted at the bottom of the screen under **Save template file as:** is the file name that was originally opened. From here you can take two actions:

- ⇒ To save the changes under this name, just click on the **Save** button. (This has the same result as just clicking on the **Save** button on the template dialog would have had.)
- ⇒ To save the changes under a different name:
 - Click on one of the template names in the list, or
 - Edit the name or type a new file name in the **Save template file as:** box.

Or, to leave this dialog without saving the template changes, click on **Cancel**.



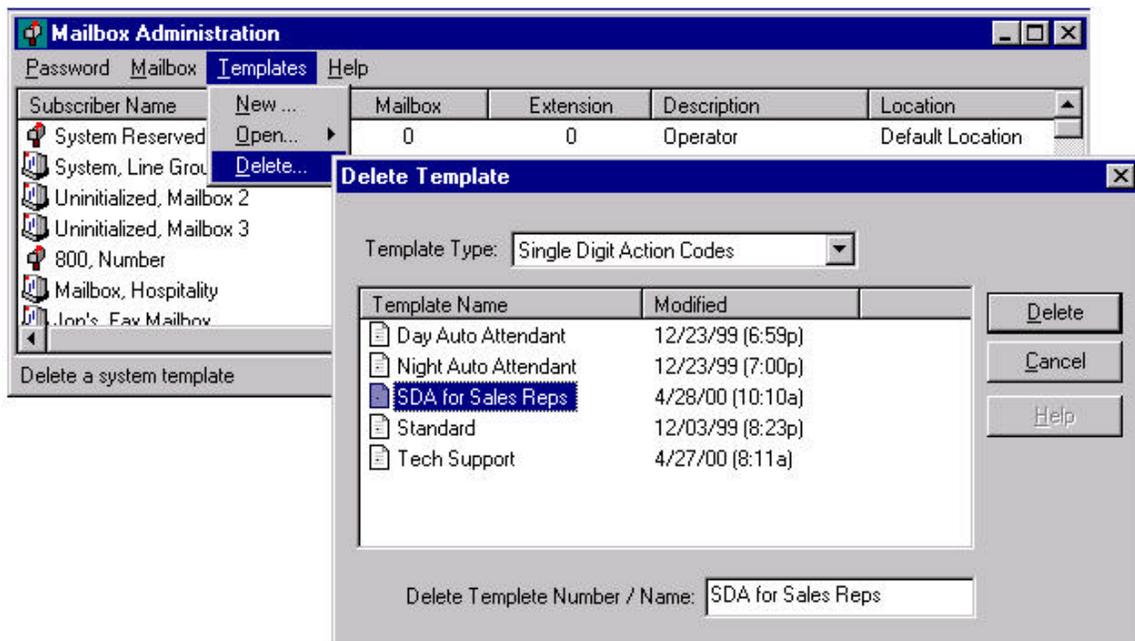
Drop Down Menus – Templates - Delete

Delete Template dialog

Templates Menu

SUMMARY → **Delete Template dialog**

Use this dialog to delete a system template file



Click on the down arrow in the **Template Type** field to get the list of template types. Select a template type by clicking on it or using your up and down arrow keys. This will display the list of existing template files of this type, along with the date and time of creation or last modification for each.

Select the file you wish to delete by clicking on it or using your up and down arrow keys. Then click on the **Delete** button.

Note: There is no confirmation message. Clicking on **Delete** will immediately delete the highlighted template file.

To leave this dialog without deleting any templates, click on the **Cancel** button.



Drop Down Menus – Templates – COS - Message Settings

Class of Service - Message Settings tab

SUMMARY

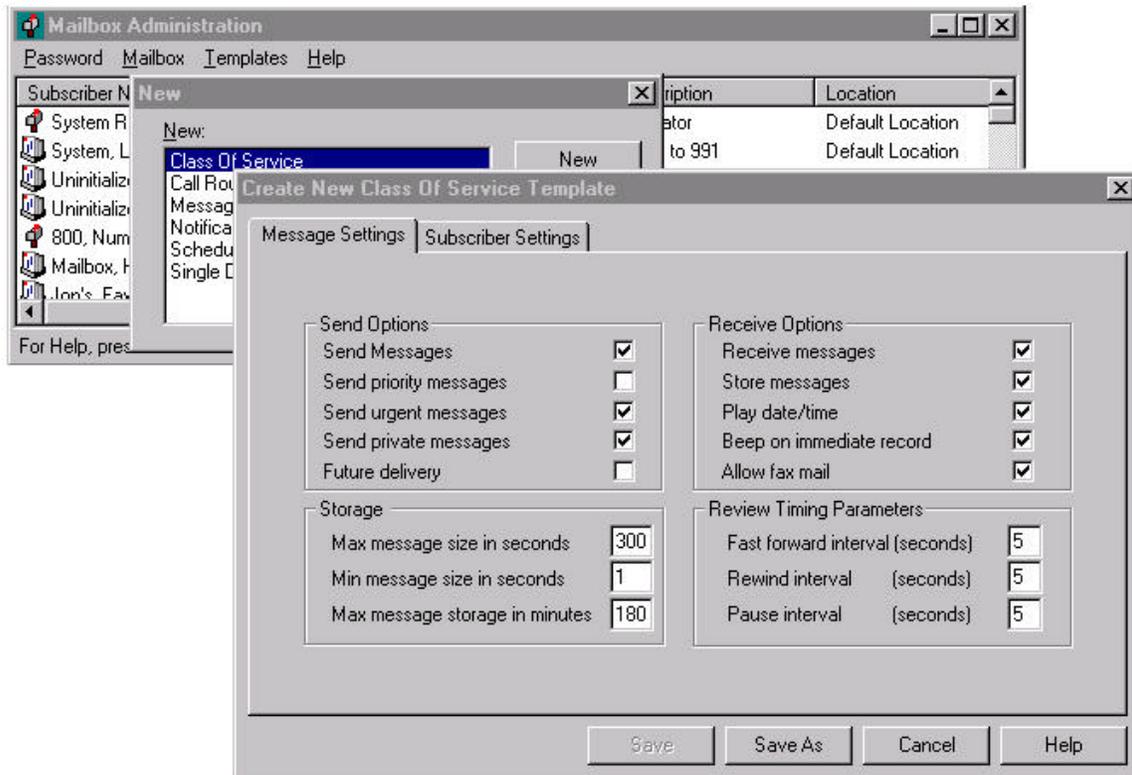
COS Template dialog

Use the Class of Service dialog to modify the voice mail system options that subscribers can employ for mailboxes using this class of service. There are two tabs in the Class of Service system template that you can access:

- ◆ Message Settings
- ◆ Subscriber Settings

These options are collectively referred to as a Class of Service. The Message and Subscriber Settings tabs are saved together and are considered a single template. The Message Settings tab allows you to specify what type of messages can be sent, and received and how messages can be stored, and replayed. The Subscriber Settings tab controls call transfer features such as number of rings, hold announcement, transfer type and queuing option, as well as the user's ability to change greetings, call blocking, screening, and notifications. Use this dialog to review, modify or enter the types of voice mail system options subscribers can employ for messages. These options, along with the options on the Subscriber Settings tab, are collectively referred to as a Class of Service. Custom COS templates can also be created directly from the Mailbox Owner Settings which are accessed by double clicking on a mailbox icon on the Mailbox Administration Screen.

You can access this template dialog by creating a new COS template, or opening an existing one. The illustration below shows opening a new COS Template





Drop Down Menus – Templates – COS - Message Settings

The Standard COS template has options set as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Send options section - all options are on *except* Send priority messages and Future delivery.
- ◆ Receive options section - all options are on.
- ◆ Maximum message size is 300 seconds.
- ◆ Minimum message size is 1 second.
- ◆ Maximum message storage is 180 minutes.
- ◆ Review timing parameters section - all options have 5-second intervals.

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you have to give the new template a filename.)

Explanation of fields:

Send Options:

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Send messages

Allows the subscriber to send a message to another mailbox or distribution list.

Send priority messages

Allows the subscriber to send a message that plays immediately upon the message receiver's login.

Send urgent messages

Allows the subscriber to send a message that plays before normal messages.

Send private messages

Allows the subscriber to send a message marked private, which cannot be forwarded or copied.

Future delivery

Allows the subscriber to specify a delayed (future) delivery for a message.

Receive Options:

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Receive messages

Allows the subscriber to receive and retrieve messages.

Store messages

Allows the subscriber to archive messages.

Play date/time

Allows the subscriber to play the date and time the message was received before each message playback during review.

Beep on immediate record

Allows the mailbox to be set-up to beep and begin recording without playing any prompt (only available to inband integrated systems for recording conversations).

Allow fax mail

Allows the mailbox to be set-up to receive facsimile messages.



Drop Down Menus – Templates – COS - Message Settings

Storage

Maximum message size

Is the maximum length for any one message, measured in seconds.

Minimum message size

Is the minimum length for any one message, measured in seconds.

Maximum message storage

Is the total amount of time allowed for all stored messages, in minutes.

Review & Timing Parameters:

Fast forward interval

When reviewing messages, the length of time to jump forward each time this option is selected.

Rewind interval

When reviewing messages, the length of time to rewind the replay each time this option is selected.

Pause interval

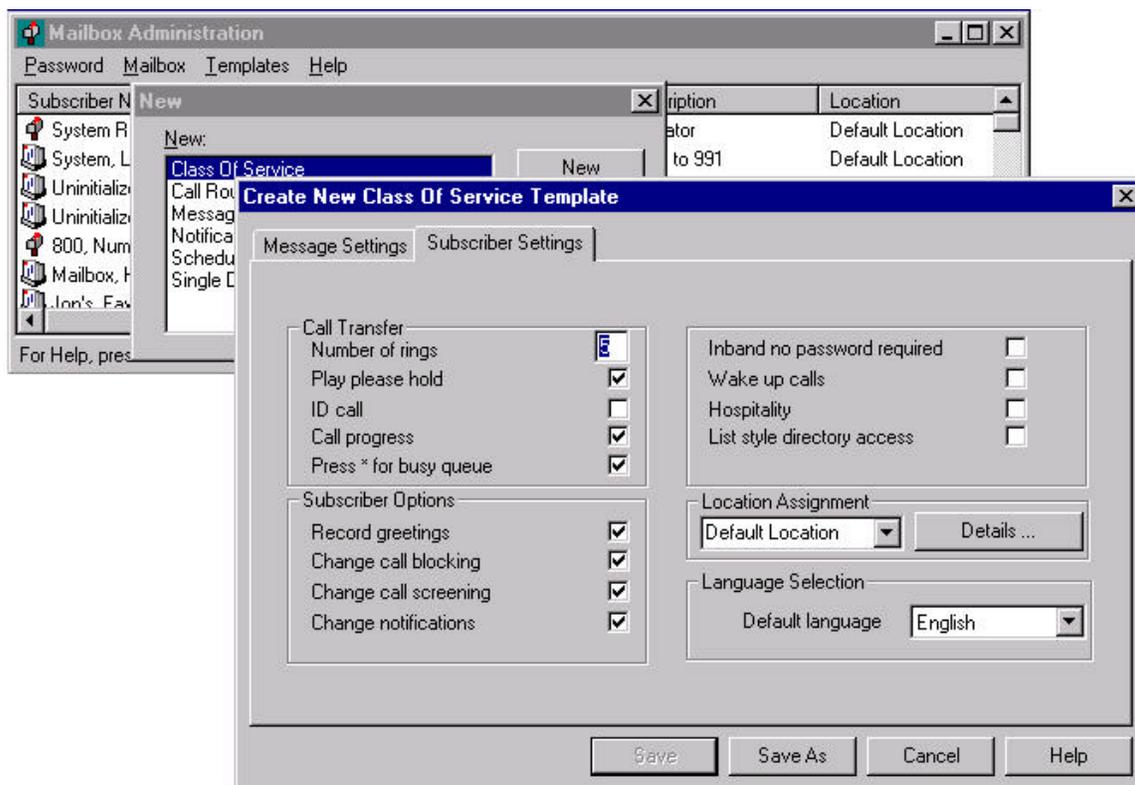
When reviewing messages, the length of time to pause the replay each time this option is selected.

Drop Down Menus – Templates – COS – Subscriber Settings

Subscriber Settings tab

SUMMARY → **COS Subscriber Settings**

Use this dialog to review, modify or enter the selections for voice mail system subscriber options. These options, along with the options on the Message Settings tab, are collectively referred to as a Class of Service.



The Standard COS template has options set as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Number of rings for a call transfer is 5.
- ◆ Call transfer section - all options are on *except* ID Call and Call Progress.
- ◆ Inband no password required, Wake up calls, Hospitality and List style directory access options are all off.
- ◆ Location Assignment is the default location.
- ◆ Language Selection - Default language is English

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you have to give the new template a filename.)



Drop Down Menus – Templates – Subscriber Settings

Explanation of fields:

Call Transfer:

Number of rings

This is the number of rings that determines a ring-no-answer (call progress only).

ID Call

Announce who the call is for when the phone is answered (typically used for a shared extension).

Call progress

Monitor ring condition for RNA, busy or connect (opposite of blind transfer).



Call progress should only be used for call screening and to provide a busy queue. This feature should never be used with an extension that has a DND button which forwards the call to voice mail or busy forwarding to voice mail. Busy queue can only be used for telephone system extensions which provide a busy signal to a voice mail port .

Press * for busy queue

On a busy signal, prompts caller to “press **” to get in or stay in a busy holding queue.

Subscriber Options:

Record greeting

Allows the subscriber to record personal, customized greetings.

Change call blocking

Allows the subscriber to turn call blocking functionality on or off.

Change call screening

Allows the subscriber to turn call screening functionality on or off (requires Call Progress on).

Change notifications

Allows the subscriber able to modify mailbox Message Notifications using touch tones which are set up in the Map to DTMF tab.

Other Options:

For each of the following fields, check the box to give the subscriber's mailbox this functionality:

Inband no password required

Permits immediate login on integrated system.

Wake Up calls

Reserved for future use.

Hospitality

Reserved for future use.

List style directory access

If there are multiple matches for a look-up request, presents the matches as a list of options (“Press 1 for...”). If this option is not selected, multiple matches are simply reported.

Location Assignment

Location –

This is the Location assigned to this Class of Service template. To change the assigned Location, click on the down arrow for a list of available location templates, and highlight the one desired.

Details button - review the settings of the assigned Location, including the following tabs:

- ◆ General Info
- ◆ Outdial Restrictions
- ◆ Outdial Translations
- ◆ Outbound Port Access
- ◆ Sharing Locations



The settings for the Location assigned to this Class of Service can be reviewed, but not changed, through this view. To change Location Settings, use the System Configuration program, Locations menu.

Language Selection

Default language - the default language in which system prompts and instructions will be presented once this mailbox has been accessed.

Drop Down Menus- Templates – Call Routing

Call Routing tab

Call Routing tab

SUMMARY

With call routing, the DV2000 can be programmed to route calls based on day, date and time of day. This tab enables you to manage call routing for mailboxes using this template.

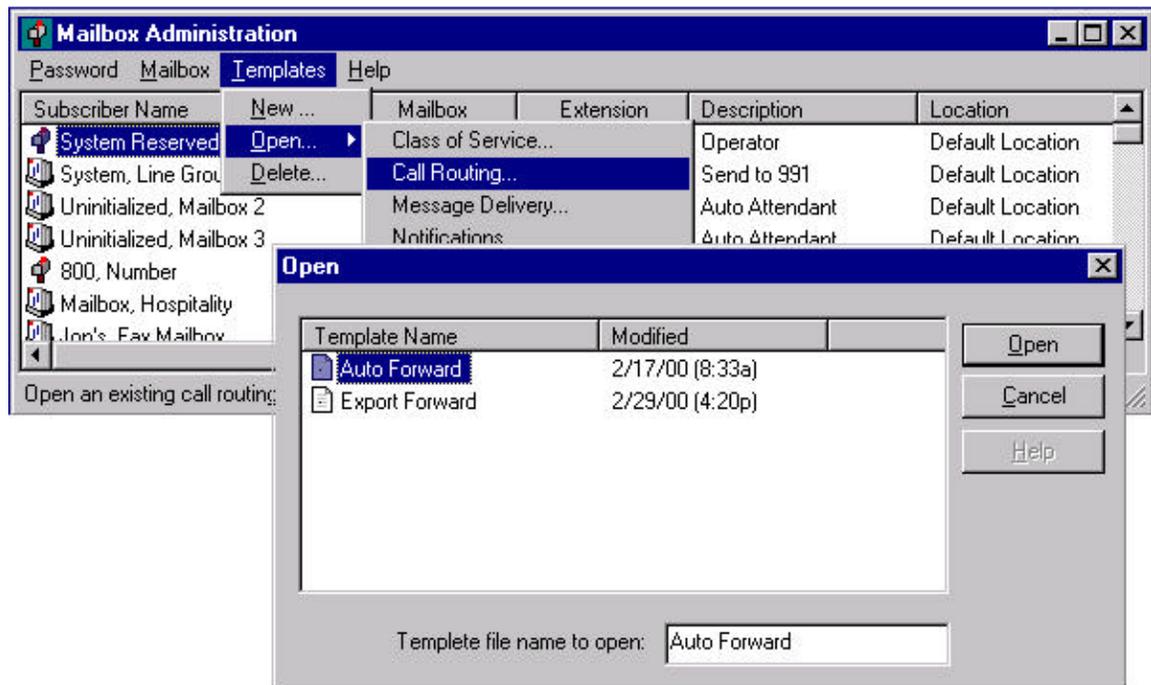


Please use care in modifying Call Routing, as you can create difficult to diagnose problems in this area.

Use this dialog to:

- ◆ Review the codes in any Call Routing template.
- ◆ Assign a different Call Routing template to the mailbox.
- ◆ Create a Custom template for this mailbox.
- ◆

You can access this template dialog by creating a new Call Routing template, or opening an existing one. The illustration below shows opening an existing Call Routing Template.



Changing the Call Routing settings in mailbox 991 can disable the auto attendant and/or put a voice mail port into an endless loop. For most applications the Standard call routing template should not be modified.



Drop Down Menus– Templates – Call Routing

The Standard call routing template default settings are assigned as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Route calls to office extension:
 - ◇ all days of week
 - ◇ 24 hours/day
 - ◇ using extension transfer
- ◆ Play RNA prompt on ring-no-answer condition (if an RNA prompt has not been recorded or is not active, play default phrase)
- ◆ Play busy prompt on busy signal (if a busy prompt has not been recorded or is not active, play default phrase)
- ◆ Execute mailbox number 991 (return to automated attendant instructions):
 - ◇ After a completed call.
 - ◇ If no routing plan is active.
 - ◇ On an error condition.

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you have to give the new template a filename.)

Explanation of fields:

Call Routing Properties:

Starting at/Ending at

Specifies the times of day for which these instructions apply. Use the up and down arrow buttons at the right of the fields to scroll through the time.

Days

Specifies the days of the week for which these instructions apply. Click on each day to toggle it on or off.

For each of the following fields, click on the down arrow at the right of the field to view the selection list of actions. Click on an action to select it for this field. If the selected action requires further specification, a second entry field to the right will be activated as well. For example, if the action selected is "Execute Mailbox," enter the mailbox number in the adjacent field.

Routing Address

Specifies the destination for calls to be routed, as defined in the mailbox address list.

Routing Technique

Specifies how to route or transfer the calls to be forwarded.

Routing Method –

Specifies the process, or series of steps, to use to perform the call routing. This is the Standard Method unless an alternative method has been created and assigned using the Method Editor dialog.

Routing Complete/Chain

Specifies the action to be taken after the call blocking prompt has been played and a message has been left. If the action selected is "Execute Mailbox," enter the mailbox number in the adjacent field.

Edit Method button

Click on this button to change the Routing Method. You can modify the Method file being used or assign a different Method file.



Drop Down Menus– Templates – Call Routing

Optional Completion Properties:

For each of the following fields, click on the down arrow at the right of the field to view the selection list of actions. Click on an action to select it for this field. If the selected action requires further specification, a second entry field to the right will be activated as well. For example, if the action selected is “Execute Mailbox,” enter the mailbox number in the adjacent field.

Ring No Answer

This is the action to be taken when a call to the extension is not answered.

Busy

This is the action to be taken when the extension is busy.

No Plan Active

This is the default action to be taken when there is no routing plan.

Telephone Network Problems

This is the action to be taken if errors with the telephone network occur (i.e., no dial tone on transferred caller or no ring back).

List of available actions/responses:

- ◆ **Play my RNA prompt**
- ◆ **Play my Call Blocking prompt**
- ◆ **Play my busy prompt**
- ◆ **Start call routing plan number (specify number)**
- ◆ **Play my prompt number (specify number)**
- ◆ **Execute mailbox number (specify number)**
- ◆ **Execute IVR scenario file (specify file)**
- ◆ **Disconnect**

Buttons

Save - save the file being edited and return to the Main Menu.

Save As - allows you to specify a new file name to save the changes you have just made

Cancel - leave this dialog without saving any changes.

Help - display the online help topic for this dialog.



Drop Down Menus– Templates – Message Delivery

Message Delivery

Message Delivery tab

SUMMARY

In conjunction with the Address List, the Message Delivery function enables the system to 'forward' messages to other mailboxes and locations.

You can use the flexibility and convenience of Message Delivery for a number of common occurrences, such as forwarding facsimiles to a home machine on the weekends or forwarding messages to another mailbox. You can use multiple Message Delivery templates for one mailbox.

Although there are no automatically assigned default templates, there is a system-provided template for Message Delivery to another extension, which you can optionally assign. Since each template specifies the times it is active, it is possible to create overlapping or conflicting message delivery instructions. If this occurs, template instructions are executed as "first found, first used."

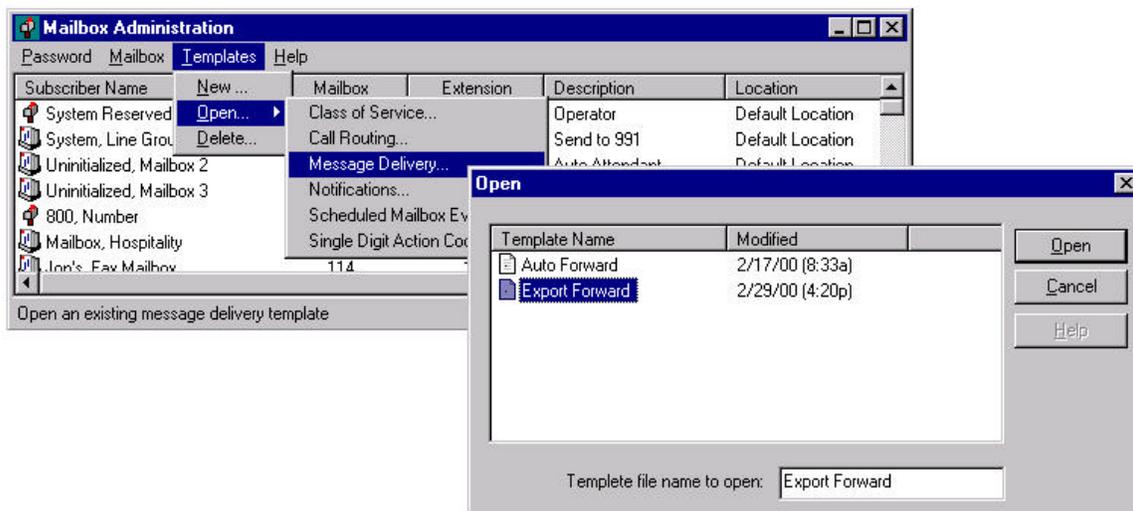
Message Delivery settings are used for delivering mailbox messages outside the subscriber's normal office extension.

Use this dialog to:

- ◆ Review the codes in any Message Delivery template.
- ◆ Assign a Message Delivery template to the mailbox.
- ◆ Create a Custom template for this mailbox.

You can access this template dialog by creating a new Message Delivery template, or opening an existing one. The illustration below shows opening an existing Message Delivery Template

Note: This is for message delivery, for message notifications use instead the Notification dialog.



You can use the flexibility and convenience of Message Delivery for a number of common occurrences, such as forwarding facsimiles to a home machine on the weekends or forwarding messages to another mailbox.



Drop Down Menus – Templates – Message Delivery

Although there are no automatically assigned default Message Delivery templates, there is a system-provided template for Message Delivery to another extension, which you can optionally assign, or copy.

You can use multiple Message Delivery templates for one mailbox. Since each template specifies the times it is active, it is possible to create overlapping or conflicting message delivery instructions. If this occurs, template instructions are executed as “first found, first used.”

Explanation of fields:

Message Delivery Event –

This is the class of message to deliver, as assigned by the caller through the user interface. The choices are:

- ◆ **all messages (includes the next four classes)**
- ◆ **priority messages**
- ◆ **urgent messages**
- ◆ **normal messages (default message class)**
- ◆ **fax messages**

Delay message delivery ___ minutes - the length of time to wait after receiving a message, before forwarding it

Continue delivery every ___ minutes - the frequency with which to attempt subsequent deliveries of one message if the first attempt is unsuccessful

Not to exceed a total of ___ attempts - the number of times to try to deliver a message

Delivery Address - where to deliver the message. The address option, which is defined in the Mailbox Address Lists tab under Mailboxes, is:

- ◆ **Forward to Mailbox**

Additional selections such as Forward to Email Box may be provided in a future release.

Delivery Technique –

how to deliver the message. The technique option is:

- ◆ **Forward Message to Mailbox**

Additional selections may be provided in a future release.

Delete upon delivery – click on this button to indicate the system should delete the message from the original receiver's mailbox after its successful delivery.

Delivery Method - the process, or series of steps, to use to perform the message delivery. This is the Standard Method unless an alternative method has been created and assigned using the Method Editor dialog.

Edit Method button – click on this button to change the Delivery Method. You can modify the Method file being used or assign a different Method file.

Starting at/Ending at - the times of day for which these instructions apply. Click to position your cursor in the hours, minutes or AM/PM portion of the time field. Then use the up and down arrow buttons at the right of the field to scroll through the hours or minutes, or toggle between AM and PM.

Days - the days of the week for which these instructions apply. Click on each day to toggle it on or off.

Drop Down Menus- Templates – Notification

Notification dialog

Message Delivery tab

SUMMARY

In conjunction with the Address List, the Message Notification Template controls message notification functions. Notifications can be set as Protected, or Map to DTMF. Protected notifications cannot be altered by the subscriber. (MWI On and MWI Off are typically protected) MAP to DTMF notifications can be modified by the subscriber. (Pager notification is often placed in the Map to DTMF section.) Existing notifications can be moved from Protected to Map to DTMF and visa-versa. When a notification is created or modified, Notification can take the form of control of the message waiting indication features of the telephone system, sending a message to a digital pager, or delivery of a message to a cell phone.

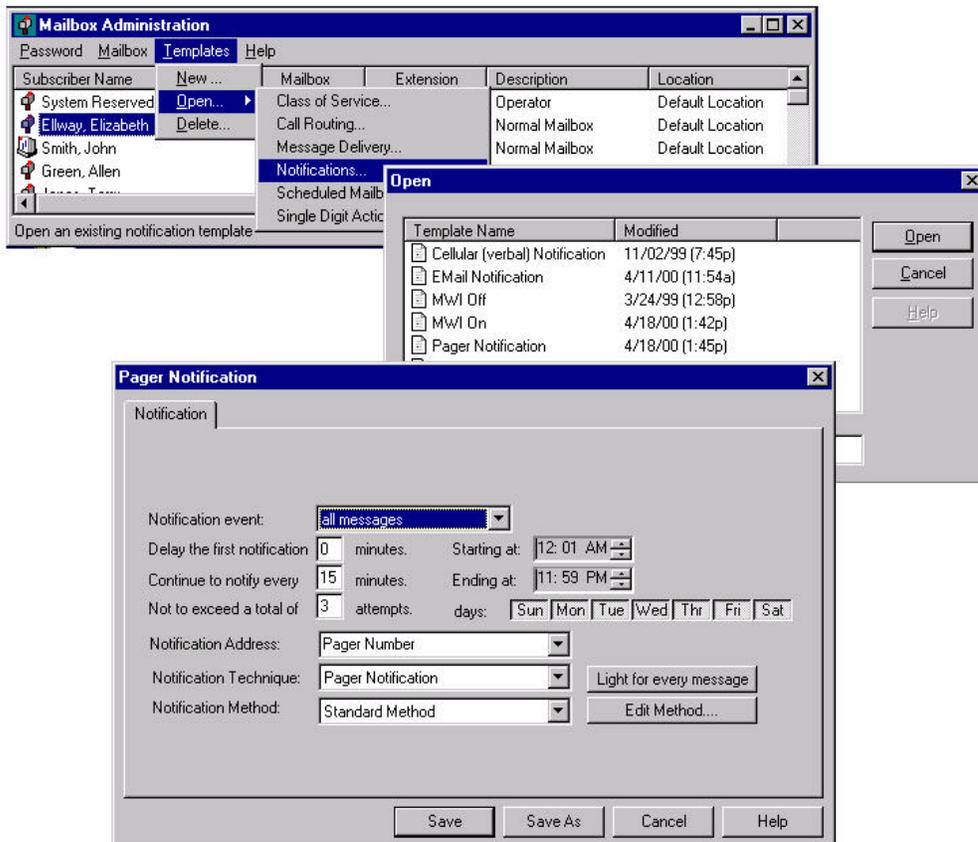
Use this dialog to:

- ◆ Review the codes in any Message Notifications template.
- ◆ Assign a Message Notifications template to the mailbox.
- ◆ Create a Custom template for this mailbox.

Notification settings are used to notify a user of messages in their mailbox. Note, this template is for message **notifications**; for message **delivery**, use the Message Delivery tab.

You can access this template dialog by creating a new Message Notification template, or opening an existing one. The illustration below shows opening an existing Message Notification Template.

Note: this is for notification only; for message delivery instead, use the Message Delivery tab.





Drop Down Menu- Templates – Notification

Use Notifications anytime a subscriber wants to know that messages have been received in their mailbox, or when messages won't be picked up at the normal office extension, such as for individuals working at home, out of town or at a client's site. You can use multiple Message Notifications templates for one mailbox -- 9 under All Plans and 9 under DTMF Map (for a description of All Plans and DTMF Map, see Explanation of Fields, below). System-provided templates that are available for assignment include templates for Verbal notification, Pager notification and for turning the Message Waiting Indicator on and off. Note that multiple templates with overlapping time windows will schedule multiple notifications.

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you have to give the new template a filename.)

Additional Information:

Rollovers:

If a mailbox has Notification templates assigned, but a message is received when no template time frame is active, the system will search the mailbox for the first template with an active time frame and send the notification at that start time. For example, if a message is received at 10:00 a.m. and the next assigned template start time is 1:00 p.m., then the notification is scheduled for 1:00 p.m.

Unsuccessful notifications:

If the first notification attempt is unsuccessful, e.g., returns a ring-no-answer for a verbal message delivery attempt, the system will retry as specified by the continue to notify minutes and maximum number of attempts fields. Then, if the maximum attempts are reached, the notification stops. If the active time windows expires before maximum attempts are reached, the system searches for the next active time window and schedules the next notification attempt at the start of that template time frame. This is called "rolling over attempts." If rollover occurs, the number of attempts counter resets to zero.

Multiple notifications:

If you can have multiple templates assigned for notifications, the system will schedule an attempt for each active template as long as the Notification Selection (address) and Notification Technique combination is unique. For example, you can have 3 verbal notifications active and each will be scheduled if the address is different for each; if a duplicate address is encountered, however, that event will not be scheduled. Or, you can have different techniques with the same address, such as both a Verbal Notification and a Pager Notification scheduled to the same address. Once a user logs in to his mailbox, all pending notifications are canceled. (The one exception to this is the message waiting indicator light. The user must listen to all new messages before the light is turned off.)

Explanation of fields:

Notification Event - the class of message for which to notify, generally as assigned by the caller through the user interface. The choices are:

- ◆ **all messages** - include priority, urgent, normal and fax
- ◆ **priority messages** - played immediately upon mailbox login
- ◆ **urgent messages** - played before normal (non-urgent) messages
- ◆ **normal messages** - default message class
- ◆ **fax messages**
- ◆ **disk storage** - notification when disk storage is at 80% of total allowed
- ◆ **subscriber login** - triggers a "notification" event, as specified under Notification Technique, below
- ◆ **relay page** - allows caller to request page of user on a RNA event

Delay the first notification __ minutes - the length of time to wait after receiving a message, before notifying

Continue to notify every __ minutes - the frequency with which to attempt subsequent notifications of one message if the first attempt is unsuccessful

Not to exceed a total of __ attempts - the number of times to try to notify for one message



Drop Down Menus– Templates – Notification

Notification Address - where to send notification of the message. The choices, which are defined in the Mailbox Address Lists tab under Mailboxes, are:

- ◆ **Office Extension**
- ◆ **Office Number**
- ◆ **Fax Number**
- ◆ **Personal Fax Number**
- ◆ **Home Number**
- ◆ **Cellular Number**
- ◆ **Pager Number**
- ◆ **Message Waiting Indicator**
- ◆ **Pager Display**
- ◆ **Forward to Mailbox**

Notification Technique - the choices for the message notification technique are:

- ◆ **Verbal Notification**
- ◆ **Pager Notification**
- ◆ **Message Waiting Indicator OFF**
- ◆ **Message Waiting Indicator ON**

Light for every message – this applies only if the Notification Technique selected is Message Waiting Indicator ON. Click on this button to indicate the MWI should be lit, or turned on, for each message notification. The default is to only send the MWI signal for the first incoming message.

Notification Method - the method, or series of steps, used to perform the message notification. This is the Standard Method unless an alternative method has been created and assigned using the Method Editor dialog.

Edit Method button – click on this button to change the Notification Method. You can modify the Method file being used or assign a different Method file.

Starting at/Ending at - the times of day for which these instructions apply. Click to position your cursor in the hours, minutes or AM/PM portion of the time field. Then use the up and down arrow buttons at the right of the field to scroll through the hours or minutes, or toggle between AM and PM.

Days - the days of the week for which these instructions apply. Click on each day to toggle it on or off.

Drop Down Menus– Templates – Scheduled Mailbox Events

Scheduled Mailbox Events dialog

Scheduled Mailbox Events template

SUMMARY

Scheduled Events Template refers to the settings for regularly scheduled, recurring changes for mailboxes using this template.

You can use Scheduled Events to change the Automated Attendant mailbox prompts to use time-appropriate greetings. Other applications include office closings, holidays, vacations, etc.

You can use multiple Scheduled Events templates for one mailbox, but only one template is active at any one time. The system-provided template(s) are configured for different time-of-day greetings and are pre-assigned to system mailboxes 990, 991 and 0.

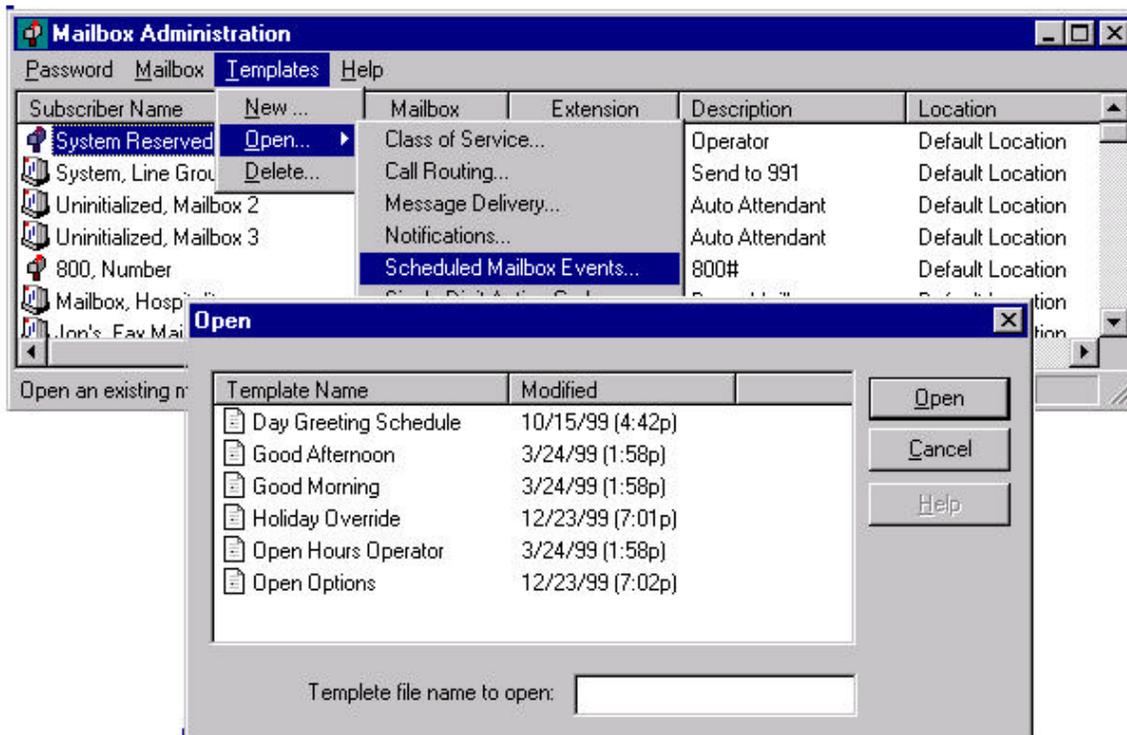
Important note on Mailbox 990 –Attendant Mailbox: Mailbox 990, the attendant mailbox is, by itself, the after hours greeting and SDA schedule. By adding a Scheduled Event for Open Options, you create the business hours greetings and SDA schedule.

Use this dialog to:

- ◆ Review the codes in any Scheduled Events template.
- ◆ Assign the Scheduled Events templates to the mailbox.
- ◆ Create a Custom template for this mailbox.

Use this dialog to review, modify or enter the settings for regularly scheduled, recurring changes in the voice mail system.

You can access this template dialog by creating a new Scheduled Events template, or opening an existing one. The illustration below shows opening an existing Scheduled Events Template.





Drop Down Menus– Templates – Scheduled Events tab



This is where the business hours auto attendant (mailbox 991) settings are modified. Edit the Day Schedule to change the following:

- Which greeting is used during business hours (Default: Greeting #2)
- The SDA file used during business hours (Default: Day Menu)
- The schedule of the business hours (Default: 8 to 5 M-F)

Do not change the Extension, COS File, Use Call Blocking, Busy Greeting, RNA Greeting and Use Call Screening settings in the Day Schedule template.

Explanation of fields:

Start Date/End Date - the dates for which these instructions apply.

- ◆ Click on the single large down arrow at the right of the field to pull down a calendar. Use the arrows and scroll bar at the bottom of the calendar to move through months and years (years are supported through 2020). Click on the day you wish to use for the start or end date.
- ◆ To keep a date and just modify the year, click to position your cursor in the year portion of the date field. Then use the smaller up and down arrow buttons at the right of the field to scroll through years.
- ◆ If no specific dates apply (i.e., this event should be active all the time), leave these fields blank.

Start Time/End Time - the times of day for which these instructions apply. Click to position your cursor in the hours, minutes or AM/PM portion of the time field. Then use the up and down arrow buttons at the right of the field to scroll through the hours or minutes, or toggle between AM and PM.

Restrict to - the days of the week for which these instructions apply. Click on each day to toggle it on or off.

Holiday Override – click on this button to supersede any other scheduled events; this template will execute regardless of any overlapping time periods in other Scheduled Events templates.

When Active Change:

When the dates/times/days indicated have been reached, the event is considered “active.” Upon activation, the settings entered in the following fields will take effect, superseding any previous settings.

SDA file – the Single Digit Actions file to use. Click on the down arrow to pull down the selection list.

Extension - the extension for this mailbox.

COS file - the system Class of Service template to use for this mailbox. Click on the down arrow to pull down the selection list.

Use Call Blocking - check to turn call blocking functionality on, uncheck for off.

Call Blocking Greeting - the number of the prompt to use for the call blocking greeting, or zero if no prompt.

Busy Greeting - the number of the prompt to use for the extension busy greeting, or zero if no prompt.

RNA Greeting - the number of the prompt to use for the ring-no-answer greeting, or zero if no prompt.

Use Call Screening - check to turn call screening functionality on, uncheck for off.

Buttons

Save - save the file being edited and return to the Main Menu.

Save As - allows you to specify a new file name to save the changes you have just made.

Cancel - leave this dialog without saving any changes.

Help - display the online help topic for this dialog.



Drop Down Menus– Templates – Single Digit Action

Single Digit Mailbox Action Codes dialog

Single Digit Access tab

SUMMARY

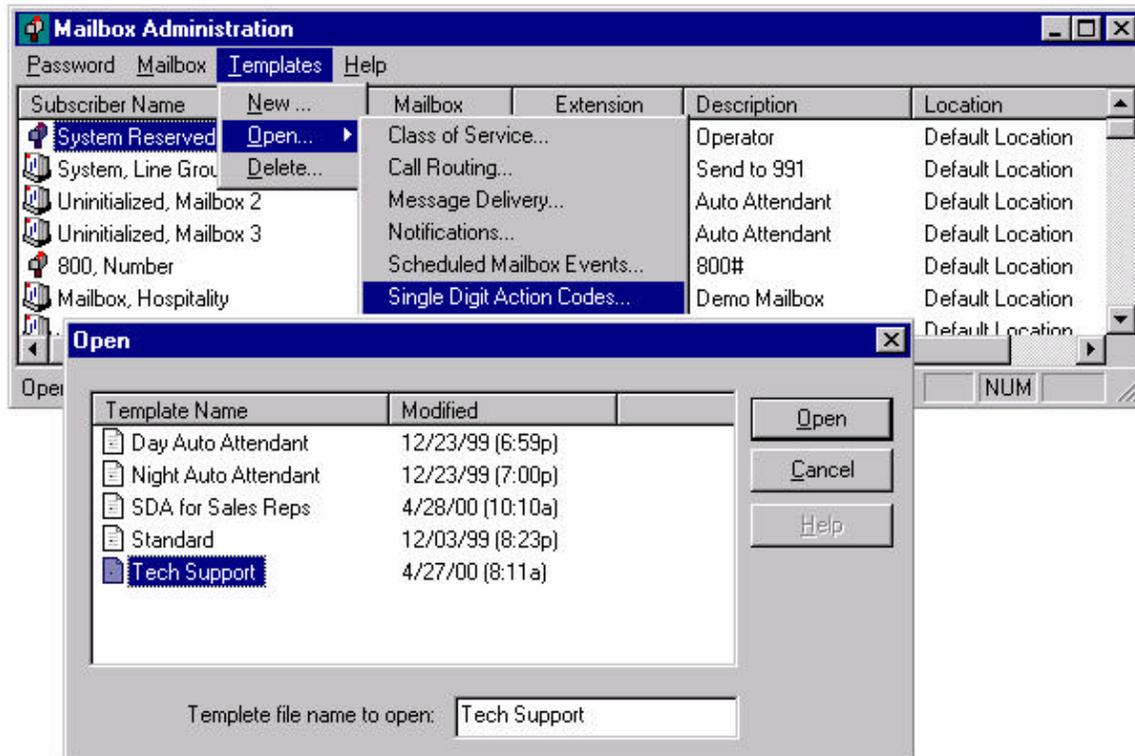
Single Digit Access is the menu of keystrokes available in each mailbox that enable the caller to transfer to another extension, to the operator, to the directory, etc... Single digit codes that can be used include 0-9, A-D, and the symbols * and #. In addition, actions can be specified for no input (NI), which is typically used to specify what mailbox to route to next, and detected facsimile tones (FaxFreq).

Action codes define the flow of the voice mail system. For example, if a caller transfers to a mailbox and receives a ring-no-answer, busy signal or voice mail, the action codes define what actions are available to the caller.

Use this dialog to:

- ◆ Review the codes in any Single Digit Action Codes template.
- ◆ Assign a different Single Digit Action Codes template to the mailbox.
- ◆ Create a Custom template for this mailbox.

You can access this template dialog by creating a new Scheduled Events template, or opening an existing one. The illustration below shows opening an existing Scheduled Events Template.



Single digit codes that can be used include 0-9, A-D, and the symbols * and #. In addition, actions can be specified for no input (NI), which is typically used to specify what mailbox to route to next, and detected facsimile tones (FaxFreq).



Drop Down Menus– Templates – Single Digit Action

Action codes define the flow of the voice mail system. For example, if a caller transfers to a mailbox and receives a ring-no-answer, busy signal or voice mail, the action codes define what actions are available to the caller. Deviation from the Standard template should only be used to customize the flow of the voice mail system.

The Standard template has assigned codes as follows (refer to the Explanation of Fields section below for complete descriptions of the fields and sections on the dialog):

- ◆ Press **3** to send a Fax.
- ◆ Press **4** to look up a subscriber's name (directory services).
- ◆ Press ***** to log in to a mailbox.
- ◆ Press **9** to leave a message.
- ◆ Press **0** to transfer to the operator (mailbox 0).
- ◆ Press **#** to signal the end of an entry.

Templates Menu

Make changes or entries in the fields as described below, then use the **Save** or **Save As** button to complete the new or modified template. (Note: only the **Save As** button is available if you accessed this dialog through the New Template option, because you have to give the new template a filename.)

Explanation of fields:

Single Digit Actions:

1, 2, 3, 4, 5, *

6, 7, 8, 9, 0, #

A, B, C, D, NI, FaxFreq -

Enter a mailbox number, or click on the down arrow by the action code field to select from a pull-down list, which includes:

- ◆ **Login**
- ◆ **Direct Message**
- ◆ **Directory**
- ◆ **Disconnect**
- ◆ **DTMF Mask**
- ◆ **Fax**
- ◆ **any IVR scripts available**

Seconds to Wait for Input - the time, in seconds, that the system will wait for a response (input) from the caller before routing to the mailbox specified by the NI code.

Restrict to Single Digit Entry – do not allow more than one digit to be used as a single response.

Buttons

OK - save changes for this mailbox and return to Main Menu.

Cancel - leave this dialog without saving any changes.

Apply - save changes for this mailbox and remain on this dialog.

Help - access the online help topic for this dialog

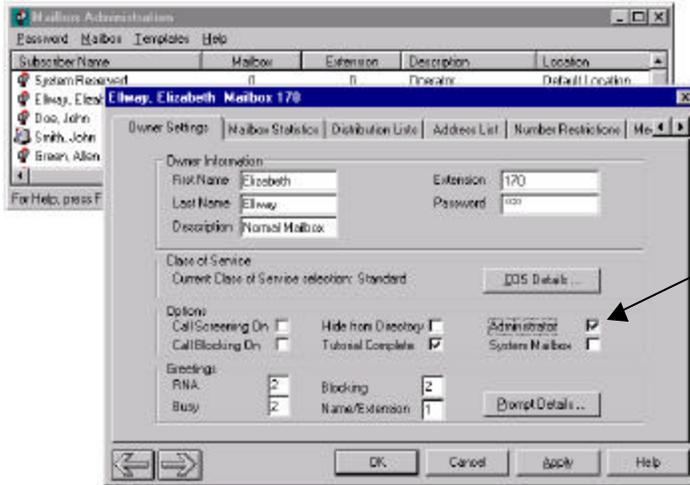


Touch Tone Administration

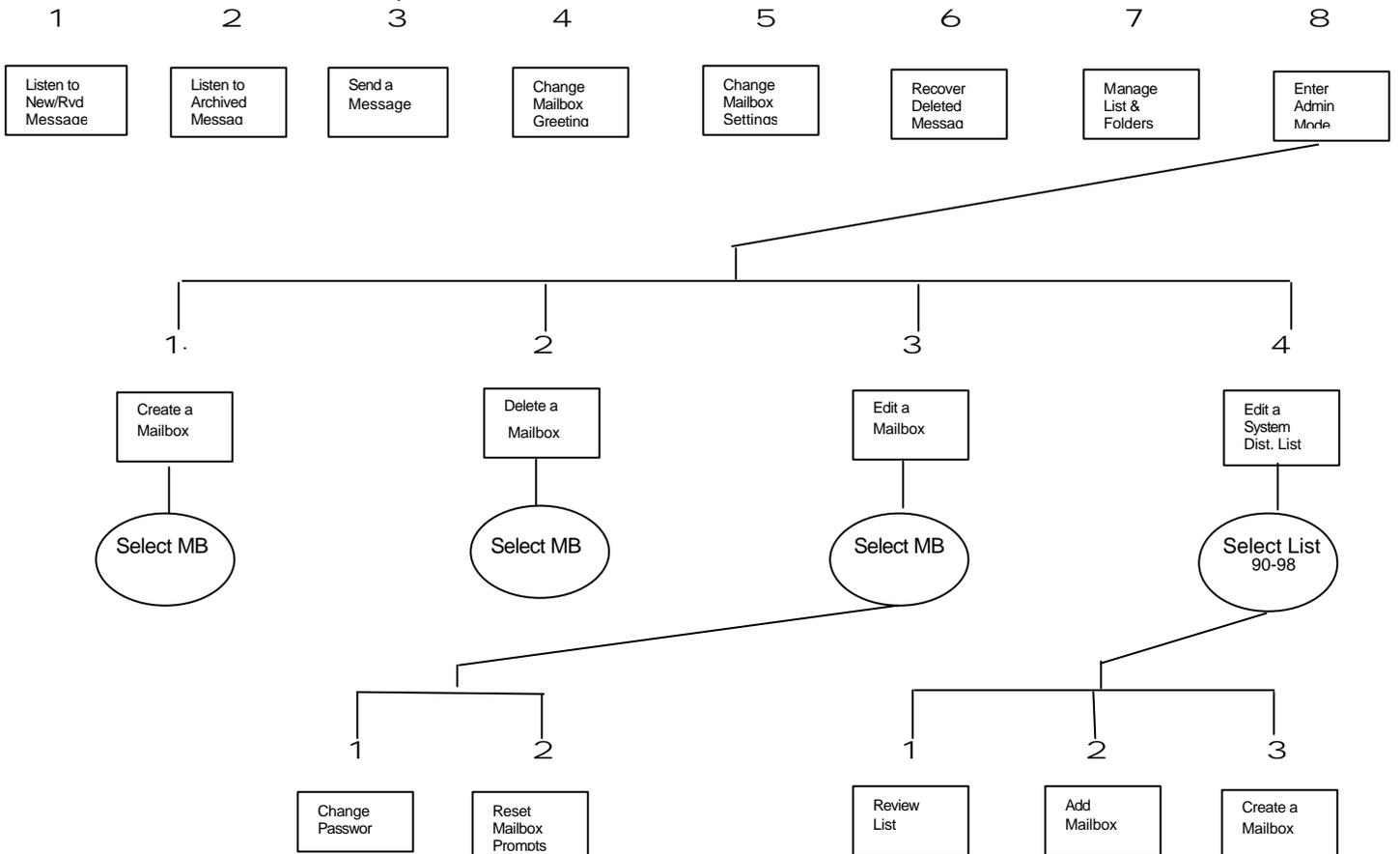
Touch Tone Administration

Touch Tone administration allows administrator(s) to use a designated mailbox or mailboxes to create, delete, and edit mailboxes and to create, delete, and edit system wide distribution lists.

The administrator mailbox is designated in the owner-setting screen of mailbox administration.



To access administration, the administrator simply accesses his or her mailbox, enters the password, and selects option 8 from the main mailbox menu. To avoid possible conflicts, be sure to limit Touch Tone administration sessions to one administrator at a time. Note also that if the Mailbox Administration screen is open during a touch tone administration session, it will not automatically refresh to reflect changes made until the screen is re-opened.





Mailbox Features

User Voice Mail Features

SUMMARY

Subscribers use mailboxes to manage voice and fax messages, record personal greeting and name, configure message notification schedules and functions and to manage distribution lists and message storage folders. Mailbox features are assigned in Mailbox Administration. Some of the features described in this section may not be available in all mailboxes. If you have questions as to the availability of features in a particular mailbox, please contact your system administrator.

Types of messages

Depending on class of service settings, voice messages can be left in mailboxes as urgent, priority, private, or regular messages. In addition, fax messages may be left in the mailbox as well.

- **Priority** messages are played immediately upon log in. If message notification or delivery functions are set for priority messages, these notifications or deliveries will occur.
- **Urgent** messages play before any other messages. If message notification or delivery functions are set for urgent messages, these notifications or deliveries will occur.
- **Normal** messages play before any reviewed messages.
- **Reviewed** If the subscriber 'skips' a message after listening to it, it becomes a Reviewed message
- **Archived** Reviewed messages can be Archived (also known as 'saved') in one of 9 Archived files.
- **Fax** If the mailbox has been programmed to receive fax messages, they can be deposited in the mailbox as well.

Messages can also be marked as

- **Private** messages cannot be forwarded
- **Return Receipt** messages generate a receipt when the recipient listens to them.

Accessing Voice Mail –

From the subscriber's phone, the subscriber will typically press a button designated for voice mail access and, when prompted, enter a password. (The default mailbox password is 1 2 3 4)

From outside the office, the subscriber calls the automated attendant telephone number, when the voice mail system answers, the subscriber enters * followed by the mailbox number and is then prompted to enter a password.

Once the subscriber logs into the mailbox, the system will immediately play any priority messages. After Priority messages are played, the system will announce the number of Urgent, New, and Reviewed messages in the subscriber's mailbox and then play the Main Menu options:

DV2000 User Menu

The Main Menu -

- 1 To Listen to New/Reviewed Message
- 2 To Listen to Archived Messages
- 3 To Send A Message
- 4 To Change Mailbox Greetings
- 5 To Change Mailbox Settings (Passwords, Notification)
- 6 To Recover a Deleted Message
- 7 To Manage Message Distribution Lists and Folders Menu (Distribution Lists, Archive Folders)
- * To Exit Subscriber Mode
- 9 To Disconnect



1 **To Listen to New / Reviewed Message**

If the mailbox contains Urgent messages, these messages will be played first. Next, New messages are played. Finally, Reviewed messages are played. During message playback, the following menu is in effect:

1 **Delete Message**

The system will respond, "*Message deleted.*" Deleted messages do not appear in the saved or archived message queues. Within 24 hours of being deleted, these message can be recovered by using the undelete command. (See below)

2 **Archive Message**

The system will respond, "*Please enter the folder number from one to nine*" After the subscriber enters a folder number; the system responds, "*Your message has been archived in [the recorded name that the subscriber has made this folder]*"

3 **Skip**

Turns the current message into a reviewed message and moves on to the next message.

4 **Rewind**

Rewinds the message the amount of time specified in Class of Service (default 5 seconds)

5 **Pause**

Pauses the message playback the amount of time specified in Class of Service (default 30 seconds)

6 **Fast Forward**

Skips forward in the message the amount of time specified in Class of Service (default 5 seconds)

7 **Increase Volume**

Each press of this key increases the playback volume for this message.

* **Decrease Vol.**

Each press of this key decreases the playback volume for this message.

8 **Speed-up**

Each press of this key increases playback speed for this message.

0 **Slow-down**

Each press of this key decreases playback speed for this message.

After the message has been played, the following menu is played, and is in effect:

1 **Delete Message**

The system will respond, "*Message deleted.*" Deleted messages do not appear in the saved or archived message queues. Within 24 hours of being deleted, these message can be recovered by using the undelete command. (see below)

2 **Archive Message**

The system will respond, "*Please enter the folder number from one to nine*" After the subscriber enters a folder number; the system responds "*Playing messages from [the recorded name the subscriber has given this folder]*" and will immediately play the first message from that folder.

3 **Skip**

Turns the current message into a reviewed message and moves on to the next message.

4 **Replay Message**

Replays the current message from the beginning.

5 **Forward Message**

The system will respond, "*Enter the destination mailbox, followed by the pound key. To send a distribution list, press the star key followed by the destination list number you wish to send. For directory services, press star star, or to return to the previous menu, press pound.*"

Once a mailbox or distribution list is selected, the system will respond: "*Your message will be sent to [the name recording for that mailbox or distribution list]*", and the following menu will be in effect:

[**The next destination mailbox**]#

1 **Send message now** (with no additional comment)

* [**Distribution list number**]

* * **Directory Services**

Record a comment

The caller can add mailbox numbers or distribution lists until he or she presses 1 to send the message or # to record a comment

6 **Send Reply to Message**

If the message originates from another mailbox or - in certain PBX integrations - a telephone that has a mailbox on this system, the recipient of a message can reply to the message by hitting this key. After responding, the subscriber can delete, skip, or archive the message

8 **Message Info**

Pressing this key gives the 'history' of the message including where the call came from (outside caller, or another subscriber on the system), when it arrived, and, if the message was forwarded, when the original message was deposited

9 **Hang Up**

* **Return to Previous Menu**



For simplicity, both menus are together. In other words, in the message menu, the digit 4 is Rewind. In the post message menu, the digit 4 is Replay. During message playback, 4 rewinds five seconds, and # 4 replays the entire message. The menu shown in the user guide is:

- 1 **Delete Message**
- 2 **Archive Message**
- 3 **Skip (Save as Reviewed)**
- 4 **Rewind**
- # 4 **Replay Message**
- 5 **Pause**
- # 5 **Forward Message**
- 6 **Fast Forward**
- # 6 **Send Reply to Message**
- 7 **Increase Volume**
- * **Decrease Volume.**
- 8 **Speed-up**
- 0 **Slow-down**
- # 8 **Message Info**
- # 9 **Hang Up**
- # * **Return to Previous Menu**

2 To Listen to Archived Messages

The system responds: *Playing messages from [the recorded name the subscriber has given this folder]" and will immediately play the first message from that folder. Once the message has begun to play, the functions in the Archived Message Menu are the same as those in the New / Reviewed Message Menu*

- 1 **Delete Message**
- 2 **Archive Message**
- 3 **Skip (Save as Reviewed)**
- 4 **Rewind**
- # 4 **Replay Message**
- 5 **Pause**
- # 5 **Forward Message**
- 6 **Fast Forward**
- # 6 **Send Reply to Message**
- 7 **Increase Volume**
- * **Decrease Volume**
- 8 **Speed-up**
- 0 **Slow-down**

3 To Send A Message

- Enter destination mailbox or press * , followed by a Distribution List number.
- Press # to begin recording your message.
- Press # to end the recording. Then:

- 1 **Send Message** (& return to main menu)
- 2 **Mark as Urgent**
Messages marked as urgent are played first among new messages and will generate whichever urgent notification or delivery functions have been programmed for this mailbox.
- 3 **Mark as Private**
Messages marked as private cannot be forwarded to other subscribers.
- 4 **Request Return Receipt**
When a message is marked for return receipt, you will receive a confirmation message to indicate that the recipient has listened to the message you sent. The receipt includes the time and date you sent the message and the time and date the message was heard along with a copy of the message itself.
- 5 **Review Message**
This function allows you to hear the message before you send it.
- 6 **Add to your message**
This function allows you to append to the message before you send it.
- 7 **Re-record Message**
This function allows you to append to the message before you send it.
- 9 **Mark as Priority Message**
Messages marked as Priority play immediately upon log in.
- * **Return to Main Menu (without Sending)**
This function cancels message send and returns you to the main menu.

The subscriber can assign as many of the above features to a message as the subscriber's Class of



Service will allow.

4 **To Change Mailbox Greetings**

There are nine prompts available for use in each mailbox. Any of these prompts can be assigned to play in the four greetings on the system: the RNA Greeting, Busy Greeting, Blocking Greeting and Name Extension Greeting.

The Busy Greeting plays when a call is forwarded to voice mail from a station that is in use. The RNA Greeting plays when a call is forwarded to voice mail from an unanswered station. The Blocking Greeting plays when a call is forwarded to a mailbox when the station is in DND, when the mailbox is in a Blocked configuration, or when a caller reaches the mailbox by pressing a single digit action which sends the call directly to the mailbox. **Some telephone systems send unique integration information to the voice mail system for calls that reach voice mail because the station is busy, Ring No Answer (RNA), or in do not disturb. Most telephone systems do not send this information. On these systems, calls that reach voice mail because the station is Busy, RNA, or in DND are all answered in the same manner. See your system administrator for information on your telephone system's capabilities.**

The subscriber can define which prompt is used for the busy, no answer, and call-blocking prompt. By default, prompt number 2 is assigned to the Busy Greeting, Ring No Answer Greeting, and to the Call Blocking Greetings. Prompt number 9 is assigned to the Name Extension Greeting.

1 **Change Ring No Answer Greeting**

The system will play your current Ring No Answer greeting, and then the following menu is in effect:

- 1 **Accept this greeting**
- 2 **Re-record this greeting**
- 3 **Assign a new mailbox prompt to this greeting**

The system responds: Please enter the greeting number from one to nine that you would like to use, or to return to the previous menu, press star.

2 **Change Mailbox Name / Extension Greeting**

The system will play your current Mailbox Name greeting, and then the following menu is in effect:

- 1 **Accept this greeting**
- 2 **Re-record this greeting**
- 3 **Change Mailbox Prompts (greetings 2 through 9)**
 - 1 **Record Mailbox Prompts**
 - 2 **Change Mailbox Prompt Assignments**

1 **Review mailbox prompt assignments**

The default response is: *Your ring no answer greeting is two, your busy greeting is two, your call blocking greeting is two.*

2 **Change ring no answer greeting**

The default response is: *Please enter the greeting number from one to nine that you would like to use. To deactivate this greeting, press zero, or to return to the previous menu, press star.*

3 **Change call blocking greeting**

The default response is: *Please enter the greeting number from one to nine that you would like to use. To deactivate this greeting, press zero, or to return to the previous menu, press star*

4 **Change busy greeting**

The default response is: *Please enter the greeting number from one to nine that you would like to use. To deactivate this greeting, press zero, or to return to the previous menu, press star*

* **Return to Main Menu**

Review Options



5 To Change Mailbox Settings

1 Change Call Blocking

Toggles the Call Blocking feature. If call blocking is on, callers who dial your extension number in the automated attendant go immediately to your call-blocking greeting.

3 Message Notifications

4 Change Password

Allows the subscriber to change the mailbox password.

5 Change Address List

Allows the subscriber to change the addresses used in message notification and message delivery.

1 Change an existing mailbox address

The system will prompt for each address that already exists.

1 Pager

Changes the number displayed on the digital pager

2 Office number

Defines a message delivery number

3 Fax number

Defines a fax message delivery number

4 Personal fax number

Defines a fax message delivery number

5 Home number

Defines a message delivery number

6 Cellular number

Defines a message delivery number

2 Add a New Mailbox Address

The system will prompt for each address that is included in the COS for this mailbox

1 Pager

Changes the number displayed on the digital pager

2 Office number

Defines a message delivery number

3 Fax number

Defines a fax message delivery number

4 Personal fax number

Defines a fax message delivery number

5 Home number

Defines a message delivery number

6 Cellular number

Defines a message delivery number

6 Turn Tutorial On

Re-instates the new user tutorial

* **Return to Main Menu**

Review Options

6 To Recover a Deleted Message

Deleted messages remain in a 'deleted message queue' after they are deleted. As long as the message is in the deleted message queue, the subscriber can recover the message using the Un-Delete feature). The system default time for this queue is 24 hours. Your system may have a different deleted message queue time. After the un-delete function is selected, the first message in the un-deleted queue will play.

While the message is playing, press # to hear recovery options. They are:

1 Skip to the Next Message (without recovery)

2 Recover Message

Recovered messages now appear as reviewed messages in the mailbox.

* **Return to Main Menu**

Review Options



7 Lists and Folders Menu

The subscriber can manage Distribution Lists and Archive Folders from the mailbox.

The Distribution List feature enables the subscriber to send or forward one message to all of the mailboxes that appear on one or more lists. The subscriber can manage lists 1 – 9. Each list can have as many members as desired. To send distribution list messages, or to forward a message to a distribution list, simply enter * followed by the list number anywhere you would enter a mailbox number as the destination for a message

1 **Distribution List Maintenance** (enter list number 1-9)

1 **Review Current List**

Plays a list of all of the members on the list. If there are no members in the list, the system will respond, "I'm sorry but this list does not contain any mailboxes"

2 **Add a mailbox**

After entering a mailbox number, the system responds with "[Name Extension recording] has been added. Please enter the mailbox number to be added to your list. Or, to return to the previous menu, press star."

3 **Remove a mailbox**

After entering a mailbox number, the system responds with "[Name Extension recording] has been removed from the list. Please enter the mailbox number to be removed from your list. Or, to return to the previous menu, press star."

4 **Record a name for the List**

Allows the subscriber to record a descriptive name for the list.

2 **Archive Folder Maintenance** (enter folder number 1-9)

Messages can be saved in archive folders numbered 1 through 9. For convenience, the subscriber can record a descriptive name for each of these lists. After entering a folder number, the system responds with:

1 **Record Folder Name**

* **Return to Main Menu**

* **To Exit Subscriber Mode**

Returns the caller to the main greeting.

Note: Some features are available based on Mailbox Class Of Service. Not all features are available to all subscribers. See your system administrator for details.



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