VoiceTrak AVM 6

Getting Started

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Using this Manual

This manual is intended to be a guide for installing and making Voice Connection operational under a minimum configuration. Follow the sections in the order they appear. It is important to complete all of the steps in each section and verify that everything is functioning properly at the end of each section.

It is particularly important to verify proper operation of the telephone system before connecting the Voice Connection system. Refer to Testing the Telephone System Connection in the Installation with the Telephone System section of this manual for details.

If you encounter problems after completing all of the steps in this manual, contact Voice Connection technical support for assistance.

Theory of Operation

Voice Connection is a sophisticated call processing system housed in a personal computer. The computer is connected to your telephone system through industry standard analog extensions. Regardless of its sophistication, Voice Connection appears as a single line telephone connected to your telephone system. Try to imagine the call processing system as no more than a person sitting at a single line telephone answering the telephone when it rings, transferring calls to other extensions and taking messages.

This section will provide a brief description of how calls are processed by the Voice Connection system.

Answering a Call

When the telephone system directs a call to an extension connected to one of the ports in the Voice Connection system, ringing current is present. Voice Connection

detects the ringing current and begins counting the number of times the extension rings. Your Voice Connection system is programmed to answer the call after a pre-set number of rings (the default setting is one ring). When the correct number of rings has been detected, the Voice Connection answers the call by coming off hook on the ringing port.

Checking for integration information

When the call is answered, Voice Connection will wait for integration information to be passed from the telephone system. The length of time Voice Connection waits is determined by the integration delay setting found in the system parameters (the default setting is one second).

If information is received during this time, Voice Connection will route the call to a mailbox or other location as directed by the information received.

Playing the main greeting

If no information is received or if your telephone system sends C.O. line appearance information, the call is routed to the mailbox designated to receive the call. This mailbox is identified in the auto attendant greeting setup programming. Voice Connection sends the call to the mailbox associated with the day of the week and when received the mailbox will play the appropriate greeting for the time of day that the call was received.

If no mailbox is assigned or no greeting is recorded in an assigned mailbox, a default greeting will play.

Processing the call

While the main greeting is playing and for a short period afterwards, Voice Connection is waiting to receive touch-tone digits. When the caller enters a menu choice or other information, Voice Connection examines the information received. The information is first checked to determine if a valid extension was entered and if true transfer the call. If a valid extension number was not entered, Voice Connection then determines if the information received is a valid mailbox and if true routes the call to the appropriate mailbox. If neither condition is valid, the caller will receive an error message stating the entry was invalid.

Transferring the call to an extension

When Voice Connection determines the information entered is a valid extension, the call is transferred. A brief description of the two types of call transfers follows.

Blind Transfer

This is the most common type of call transfer. It allows the call processing system to receive another call on the voice port as soon as the transfer is completed.

When a blind transfer occurs, Voice Connection performs a hook flash putting the caller on hold. After a one second pause Voice Connection dials the extension number of the telephone that will receive the call and hangs up. The telephone where the call was transferred will ring and when answered will be connected the calling party.

It is important to realize that once Voice Connection hangs up, the call is under the control of the telephone system. The call will remain under the control of the

telephone system until the telephone system directs the call back to Voice Connection.

Supervised Transfer

When a supervised transfer occurs, Voice Connection performs a hook flash putting the caller on hold. After a one second pause, Voice Connection dials the extension number of the telephone that will receive the call and monitors the line. If the telephone answers the call, Voice Connection will detect the answer and hang up and the caller will be connected to their party.

If the telephone is not answered or is busy, Voice Connection will perform a hook flash retrieving the caller from hold and route them to the appropriate mailbox.

Disconnecting when the caller hangs up

Voice Connection is constantly monitoring the line while connected to a caller. Many telephone systems provide a disconnect signal to Voice Connection when a caller hangs up. This signal can be in the form of a loop current drop, reorder (fast busy) tone or a DTMF digit. When a recognized disconnect signal is received, Voice Connection will hang up immediately.

If no signal is received from the telephone system, Voice Connection will time out and hang up. The length of time will depend on the progress of the call within Voice Connection and may take as long as one minute.

Installing Voice Connection

Introduction

Voice Connection is a complete automated attendant / voice mail system designed to provide reliable service through state of the art voice processing technology. Voice Connection systems are available in both turn key and software only configurations. Turnkey systems are pre-configured at the factory and come complete with operating system software and Voice Connection software and hardware installed. Expansion kits are available in two or four voice port configurations.

Voice Connection is compatible with a variety of telephone switching systems. Voice Connection can also be installed as a stand-alone system connected directly to telephone central office lines.

The Voice Connection system can also provide Fax on Demand when optional hardware is installed.

System Requirements

- PC 386 DX33 or better

- DOS 6.2

- 1 Mb RAM for each voice port installed

- Mouse

- VGA Graphics

- 1 Gig Hard Drive (will provide 45 hours of storage)

- VGA Monitor (required only for programming the database)

- Keyboard (required only for programming the database)

Installing the voice board

If you have purchase a turnkey system you may skip this section.

Your Voice Connection System has been shipped with a voice board manufactured by Rhetorex, Inc. The voice board acts as the interface between the telephone lines and the Voice Connection system. Calls made to your voice mail system are answered by the voice boards, which then signal the call processing system that a call has been received. The call processing system then plays the appropriate greeting message to the caller. The voice board supplies the tones for outgoing calls. Call progress is also monitored by the voice board allowing it to detect ringing, busy and disconnect signals from the telephone lines.

The voice boards are configured in both two and four port configurations, with each port connected to one telephone line. The boards utilize industry-standard RJ14 connectors, allowing two telephone lines for each connector.

Follow steps outlined in this section when installing new voice boards or replacing defective boards.

To order additional or replacement boards, call your local Voice Connection dealer.

Installing the Board in the Computer

Before installing the voice board in the computer make sure that the power is turned off and that the power cord has been unplugged from the back of the computer.

1. Remove the screws from the back of the computer.

2. Carefully remove the cover.

3. Locate a free bus slot that has an ISA (Industry Standard Architecture) or EISA (Enhanced Industry Standard Architecture) edge connector.

4. Carefully seat the board into the slot and fasten it into the computer. *Make sure the board is firmly seated and fastened.* If you have any doubts as to the firmness of the connection, DO NOT TURN THE POWER ON. If necessary, remove the card and re-seat it before continuing.

5. Replace the cover, the screws and all cords.

Note: If you are installing more than one voice board in a system, additional board settings are necessary. Refer to the Installation and Maintenance manual for details or contact Voice Connection technical support.

Installing the security device

Voice Connection is shipped with a security device that must be installed. You will find the device in the envelope that contains the Voice Connection software. Retrieve the device from the envelope and attach it to the parallel port (this is the same location used for connecting a printer) on the back of the computer.

Connect the monitor, mouse and keyboard before continuing.

Installing the Voice Connection software

If you purchase a turnkey system, you may skip this section.

Voice Connection can only operate as a stand-alone system with no other programs running. Therefore, we recommend that you start the installation with a newly formatted hard drive.

If you have purchased a software or software and voice board package then you will need to install the Voice Connection software on your hard drive. The software installation should only be done **after** all hardware and voice boards have been installed in the computer.

1. **If the system does not have MS-DOS 6.22 installed then it must be installed before proceeding.** Install MS-DOS in a separate directory named DOS. Please refer to the documentation received with your DOS software for proper installation.

2. Place the Voice Connection software disk 1 into the floppy drive.

3. From the root directory of the C: drive type A:\INSTALL.

4. The software will load automatically onto your hard drive. Follow the prompts on the screen and change disks as necessary.

5. When all of the disks have been loaded, restart the computer by pressing the reset button or turning power off and back on again.

6. The system will restart and the main screen of Voice Connection will be displayed.

7. The database programming may now be entered.

The software installation program will install several configuration files, including new config.sys, autoexec.bat and memory management files. **DO NOT** change any of the settings or location of these files. This can result in serious or total loss of system performance.

About the use of other utilities

Please note that Voice Connection has already provided for disk caching. Therefore, the use of another disk caching utility such as SmartDrive will not only degrade the performance of your Voice Connection system but may cause it to become unstable under heavy use. **UNDER NO CIRCUMSTANCES CAN ANY DISK COMPRESSION PROGRAM SUCH AS DRIVE SPACE BE INSTALLED.**

Installation with the Telephone System

Important: Make sure that your test your telephone system setup. Refer to the section on Testing the Telephone Connection at the end of this section.

Voice Connection is designed to work with telephone systems that are capable of supporting industry-standard touch-tone telephones (2500 set), such as the ones which, more likely than not, are installed in your home. Incoming lines from the telephone company central office may also be plugged directly into the Voice Connection system.

If you are installing Voice Connection with a business telephone system then the following conditions must be met:

1. The telephone system must be capable of supporting industry standard 2500 telephones, either directly or through OPX circuits.

2. The telephone system must be capable of placing a call on hold from the 2500 set by momentarily depressing the hook switch or flash button.

3. After placing the call on hold, the telephone system must be able to transfer the call to another extension by dialing the extension number.

4. If the Voice Connection system is to be used to direct callers (day or night) then the telephone system must be capable of directing the incoming calls to ring on the extensions assigned to the Voice Connection system.

5. The telephone system must have the ability of passing DTMF (touch-tone) signals on internal calls.

Connecting to the Telephone System

Connections are made from the Voice Connection system to the telephone system through standard RJ14 jacks. The voice boards are available in two and four port configurations and have either one or two telephone connectors on the back of the card. Each connector supports two ports. Plug the RJ14 from the telephone system into one of these connectors. Repeat this operation for each connector on the Voice Connection system.

Programming the Telephone System

Assigning the Extensions

Have the telephone system vendor provide the following from the telephone system.

1. Assign the extensions that will be connected to the Voice Connection system to the proper extension ports (ports capable of supporting standard 2500 sets or OPX circuits).

If your telephone system allows, make sure that the extensions and UCD/Hunt group is designated as a voice mail group. This will help insure proper integration signaling.

2. Assign the extensions to a linear hunt group. If the Voice Connection system is to answer for more than one company or department, then a separate extension hunt group will be needed for each application.

3. Assign the central office lines that are to be answered by the Voice Connection system to ring at the extensions assigned to the Voice Connection system. Refer to the section on *Telephone Ringing Assignments,* below.

Telephone Ringing Assignments

Voice Connection may be used to answer and direct calls to other extensions in the telephone system. Their ringing assignments will vary from one application to another.

Primary Answering Position

When Voice Connection is assigned a primary answering position, the telephone system is programmed to direct all incoming calls to the Voice Connection System.

1. Program all of the incoming central office lines to ring the **first** extension assigned to the hunt group.

2. The DIL (Direct in Line), DID (Direct in Dial) or flexible ringing assignment features in the telephone system are used to direct the ringing.

Secondary Answering Position

When assigned as a secondary answering position, all incoming calls are answered by the attendant and then transferred to the proper extension in the telephone system. Callers that wish to leave a message in the voice mail system are transferred to the

proper mailbox by the attendant. A separate telephone number may be assigned to ring directly into Voice Connection so that a system user may retrieve their messages directly. Voice Connection can also be used as an overflow answering position when the operator is busy with another call.

1. Assign the telephone extensions connected to the Voice Connection system to the linear hunt group previously created

2. Direct any central office lines that are to ring directly into Voice Connection to ring the **first** extension in this group. Direct the remaining lines to ring the operator's telephone.

3. The DIL (Direct in Line), DID (Direct in Dial) or flexible ringing assignment features in the telephone system are used to direct the ringing.

4. If the Voice Connection is to be utilized as an overflow answering position, program the central office lines to ring the first extension in the hunt group using the delayed ringing feature in the telephone system.

Night Answering Position

The telephone system may be programmed to direct all calls to the Voice Connection system at night and/or on weekends or holidays.

Integration with the Telephone System

The Voice connection system is capable of full integration with telephone systems that provide *in-band signaling.* Full integration occurs when a call that has been directed to an extension in the telephone system is automatically forwarded to the Voice Connection system when the extension is busy or does not answer. When the call is transferred to Voice Connection information is sent to tell the Voice Connection system where the call came from. The Voice Connection system will then automatically direct the call to the proper voice mailbox and the caller will hear the personal greeting. Once a message has been recorded, the Voice Connection system will light a message waiting light if provided.

In-band signaling is the ability of the telephone system to pass touch-tone information with the call.

Signaling Information

Extension

Voice Connection will direct a call to a mailbox if the telephone system sends a DTMF tone before or after the extension number from where the call was transferred. For this feature to work properly the user's mailbox number must be the same as the extension number. Enter the digit string sent by your telephone system in the Auto Attendant System Parameters database screen. Refer to the *System Programming and Database Layout* section of this manual.

Message Waiting Lamps

Voice Connection will activate and deactivate message-waiting lights on telephone sets if so equipped. Enter the activation and deactivation code in the database of the Voice Connection system.

Programming the Sprint PROTEGE' Telephone System

If you are installing Voice Connection with the Sprint PROTEGE' telephone system, the following program settings are recommended for full integration.

Setting up a Voice Mail Group

Setup a UCD group and program it with the following settings:

1. Set the Attribute for Integrated VM.

2. Identify the Member extension numbers that you will use in the Voice Mail UCD group.

3. Select Linear Hunting.

4. You may leave the timers at their default settings or change them if necessary for your application.

Call Handling Settings

Make the following changes in the Call Handling programming.

1. In Category 2 change the call abandon time for both active and held calls to reflect the CPC signal time (if provided) sent by the C.O. in your area. This setting will normally be between 300 and 600 milliseconds.

2. In Category 2 set the VM dialing ratio to 120 for both the Tone Time and the Int-Dgt Time.

3. In Voice Mail Function set the Prefix and Suffix Codes for both Call Transfer and ICM/VM Button to blank (no entries).

4. In Voice Mail Function set the Disconnect Code to three stars (***).

Identifying the Extensions.

In the Extension section under Category 2 Port Type, set the extensions identified in your Voice Mail UCD group to V.M.

C.O. Line Handling

Make the following changes in the C.O. Line programming section.

1. In Category 1, set Call Abandon to yes for all C.O. lines in your telephone system.

2. In Ringing Position direct all C.O. lines to ring at the voice mail UCD hunt group directory number. (UCD group 1 is 430). This will direct all incoming calls to be answered by the voice mail system. If you wish to use the voice mail as a secondary answering position, then you must direct calls to the voice mail UCD group directory number through alternate ringing position in the Ringing Position section of the Protege' programming. If you wish the voice mail to answer only at night then program the night ring to direct the calls to the voice mail UCD group directory number.

Using Voice Connection as a Recorded Announcement Device for UCD Groups

The Sprint PROTEGE' can direct calls to the Voice Mail system while the call is in queue for a UCD station. Each UCD group has two announcements available. If you want to take advantage of this feature you must program the Overflow Destination in the UCD group programming to direct the call to the voice mail UCD group directory number. (UCD group 1 is 430.)

The PROTEGE' will send a recorded announcement number to the Voice Connection system when the overflow timer expires. Each of the 24 UCD groups has two announcement numbers associated with the group. One for Overflow 1 and one for Overflow 2. UCD group 1 sends 00 for Overflow 1 and 24 for Overflow 2. UCD group 2 sends 01 for Overflow 1 and 25 for Overflow 2. This pattern will continue all of the way to UCD group 24, which will send 23 for Overflow 1 and 48 for Overflow 2.

In the Voice Connection system you must program a Play Only/Voice Announce mailbox for each recorded announcement number that will be sent by the PROTEGE' system. After creating the mailboxes, record the announcements that you wish the caller to hear.

Once you have set up this feature, callers in queue for a UCD station will be directed to the appropriate announcement and returned to their place in the queue after the announcement is played.

Testing the Telephone System Connection

Before you proceed, it is important that you test your telephone system setup. Performing these tests now will insure that the telephone system is working properly.

Follow the steps in order. Do not proceed to the next step until the current step is working properly.

Remember: To the telephone system, the voice mail is another standard 2500 set.

1. Connect an industry standard 2500 set to the first extension in your voice mail hunt group.

2. Call the pilot number for the group from another extension on the telephone system (if your telephone system does not use pilot numbers then call the number of the first extension in the group).

3. Verify that the 2500 set is ringing.

4. Repeat steps one through three for each telephone extension in your voice mail group. If you are calling a pilot number you will have to busy out the extensions programmed to ring before the extension you are testing.

5. Re-connect the 2500 set to the first extension in your group.

6. Call the group pilot number or individual extension number from another extension on the telephone system.

7. When the 2500 set rings, answer the call.

8. Perform a hook flash and dial another extension on the telephone system. Hang up after dialing. This action should perform a blind transfer to the extension called.

9. Verify the extension called is ringing.

10. Answer the call. You should be connected to the telephone that originated the call.

11. If you have programmed the telephone system to answer incoming calls, place a call to one of the incoming Central Office lines that is programmed to ring at the voice mail.

12. Verify that the 2500 set connected to the first extension in your group is ringing.

13. If your telephone system provides integration through in-band signaling, choose an extension that has been programmed to forward calls to the voice mail.

14. Place a call to the voice mail group from an extension or from an outside line programmed to ring at the voice mail.

15. When the 2500 set connected to the voice mail extension rings, answer the call.

16. Perform a blind transfer (refer to step 8) to the extension you selected in step 13.

17. DO NOT answer the call at the station where the call was transferred.

18. If your telephone system is working properly, the 2500 set connected to the voice mail extension should start ringing after a short period of time (this will vary depending on the telephone system timing parameters).

19. When the 2500 set connected to the voice mail rings answer the call. You should hear a series of touch-tones when the call is answered.

If all of the above steps are working properly, you may connect the Voice Connection system to the telephone extensions in your voice mail group.

Programming the Voice Connection Database

The information contained in this section is considered the minimum required to get your Voice Connection system up and running. Only those fields considered essential to system operation will be covered. A complete description of all fields is contained in the Installation and Technical manual.

Starting Voice Connection for the First Time

When you first start Voice Connection, you will be presented with a screen listing various telephone systems. You are prompted to choose one of the menu items to proceed. If your telephone system is listed then enter the associated item number. If your telephone system is not listed choose "All Other Systems".

Read the information screens as they appear and then reset the Voice Connection system. When Voice Connection restarts it will be configured for the telephone system that you selected and you will be presented with the Voice Connection main screen.

The top of the screen will contain a menu bar and the bottom will contain icons representing the number of ports installed.

If you are installing a system containing more or less than four (4) voice ports, refer to the installation and maintenance manual or call technical support for help in setting up the correct number of voice ports.

Entering the system password

On the menu bar click the mouse on Config. Click on Password for system access.
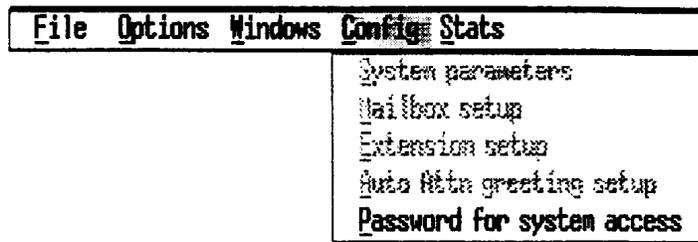
Note: No changes are permitted until the **System Password has been entered.** The default **Password** is **"0".** Click the mouse on **Password for system access.** The following screen will appear.

Enter the **Password** and then click on **Allow Access** to enable system programming**.**
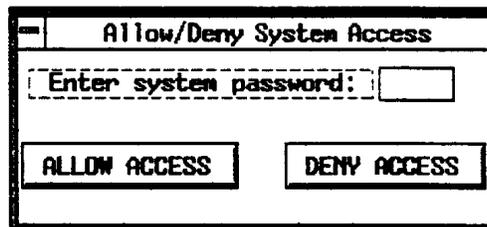
You will be returned to the main screen. Now when you select Config from the menu bar you will have access to all of the programming functions.

```
                                    System parameters
                                    Mailbox setup
                                    Extension setup
                                    Auto Attn greeting setup
                                    Password for system access
```
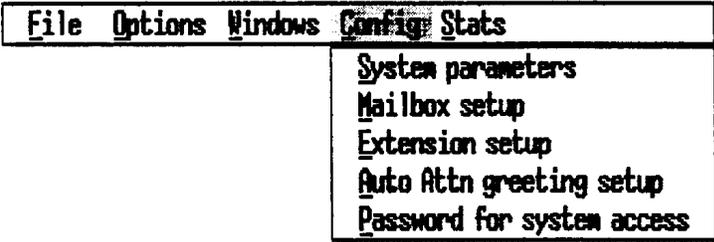
System Parameters Setup

The System Parameters contain information about the telephone system connected to Voice Connection. This information is necessary to provide a smooth integration between the call processing system and the telephone system.

The System Parameters also contains information about the default settings used throughout the Voice Connection system. Installed modules and statistical information are also included in this section.

To access the System Parameters Setup screens, click on System Parameters under Config and the following screen will appear.

```
┌─────────────────────────────── System Parameters ───────────────────────────┐
│                                                                              │
│  Rings to Answer ........ 1     Volume Control (Lowest -8 to Loudest 8):  0  │
│  Rings for No Answer .: 4       Comp. Name: Voice Connection                 │
│  Nb. Auto Att. Lines .: 4       Phone Extensions Start with Digit(s): 1 &    │
│  Operator's Extension : 100     Nb. Notify Retries ....: 9999                │
│  System Password .....: 0       Notify Interval (Min) .: 15                  │
│  Nbr. of Times to Hold: 3       System Date & Time ....: 7 / 28 / 1995 8 : 24│
│  Max Hold Time .......: 5       Extension Size ........: 3                   │
│  Notify Port No ......: 4       PBX Integration String :                     │
│  OutDial Prefix ......: 9       Integ Delay (Sec) .....: 1                   │
│  System Broadcast Mbx : 999     Message Waiting Lamp ..:                     │
│  Mailbox Id / DID Size: 3       [On]  String Prefix: #96      Suffix         │
│  Longest  Message(Sec): 100     [Off] String Prefix: #*96     Suffix         │
│  Shortest Message(Sec): 5       Ext. Dial Prefix/Suffix:                     │
│  Longest Greeting(Sec): 60          O  Dial as Prefix                        │
│  Pause Duration 1=10ms: 100         O  Dial as Suffix                        │
│  Flash Duration 1=10ms: 50                                                   │
│  System Directory MBX : 900     X  Directory Search By Last Name             │
│        Search option configures Voice Connection to use Last or              │
│        First name, when adding a user to the system directory .              │
│                                                                              │
│  PBX On Hold Seq : &.       Off Hold No Answer: &.       Off Hold Busy: &.   │
│                                                                              │
│  WRITE                                                           CANCEL      │
└──────────────────────────────────────────────────────────────────────────────┘
```

Verify the information contained in the following fields. Make any corrections or entries as necessary.

Changing the System Password

You may want to change the system password at this time. The system password must be entered to access the system manager program and when calling into the voice mail system to record system greetings

Mailbox ID/DID Size

The mailbox size is the number of digits a caller must enter to access a mailbox on your system. This setting should correspond to the length of the extension numbers in your telephone system. (Normally 2 or 3)

Notify Port No.

The notification port performs all of the work necessary to notify users when messages are present in their mailbox. We recommend that the notification port be set to the last extension appearance in your voice mail hunt group. (Normally the highest voice port on your system 2, 4, 6, 8, etc.)

Extension Size

This field contains the number of digits a caller must enter to dial an extension on your telephone system. (Normally 2 or 3) Please verify that this field contains the correct information for your telephone system.

Outdial Prefix

If your telephone system requires a code to be entered before making an outgoing call, you must enter the code in this field. If no code is required then leave the field blank. Please verify the default setting of "9" is correct. A comma (,) represents a pause.

Operator's Extension

Enter the extension number of your telephone operator or receptionist. This is the extension number that Voice Connection will dial when a caller presses zero (0) while listening to a system prompt.

Message Waiting Lamp

The information contained in these fields is necessary if you want to activate the message waiting light on your telephone extensions. This information is sent before (prefix) and or after (suffix) the telephone extension number causing the lamp to turn on or turn off. Message waiting codes can be found in your telephone system technical manual.

Please verify the information contained in these fields is correct. If not enter the correct information.

Phone Extensions Start with Digits

Enter the first number used for calling extensions. For example if your telephone extensions start with a 2 (201…..,etc.) enter a 2 in one of the fields. You may select two starting digits. Entries in these fields will block the use of these digits in Combo mailboxes.

 The remaining fields on this screen can be left at their default settings. They may be modified to accommodate special circumstances. A detailed description of each field can be found in the Installation and Maintenance manual.

Mailbox Setup

This section allows you to create and edit mailboxes. The information you enter in this section will ultimately control the call flow through your system.

Types of Mailboxes

The Voice Connection System allows the user to set up the database by choosing mailbox types. There are ten types of mailboxes available and they may be linked to provide complete flexibility in system design.

A complete explanation of the types and examples for their use follows:

Menu Mailbox

Menu mailboxes are designed to allow callers to make choices and select a choice using a single digit. When a menu mailbox is accessed the caller will hear a greeting listing the choices and the digit selection for each. The system manager programs each choice to direct the caller to an extension or another mailbox.

Menu mailboxes may be used for initial greetings thereby giving the caller the option of dialing "1" for sales, "2" for service, etc. Menu mailboxes may be linked to other menu mailboxes, allowing the creation of elaborate tree structures. They may also be linked to other types of mailboxes to allow the caller to receive information, leave messages or dial extensions.

User Mailbox

User mailboxes are designed to play a greeting and take messages. This is the type of mailbox that is assigned to each employee or system user. The mailbox is generally assigned to an extension and the user's personal greeting is played when the extension is busy or not answered. User mailboxes may also be assigned separately and used by employees, vendors or customers who do not have an office or telephone.

Each user mailbox has three greetings. Any greeting may be activated at any time by the mailbox owner. Message notification to internal, external and beeper numbers is provided, and in addition, each user mailbox may have five distribution lists of ten mailboxes per list. The mailbox owner may also be given the option to leave a broadcast message that will be delivered to all mailboxes on the system.

Transfer Mailbox

Transfer mailboxes are used to transfer callers directly to extensions. A greeting is played and the mailbox waits for the caller to enter a pre-programmed number of digits. Calls may be directed to extensions or other mailboxes. A transfer mailbox may also be used for the main system greeting, when the callers are not given a menu of choices but are allowed to directly dial an extension.

Distribution Mailbox

These mailboxes are assigned to owners of user mailboxes who wish to establish distribution lists. Each distribution mailbox allows the user to enter a message that will automatically be distributed to 48 other mailboxes.

Distribution mailboxes are commonly used by managers and department heads to deliver the same message to multiple recipients without calling each individual mailbox.

Broadcast Mailbox

A broadcast mailbox is similar to a distribution mailbox. However, messages that are recorded in this mailbox are distributed to all user mailboxes in the system. Only one broadcast mailbox per system is required.

Security is provided for accessing this mailbox. The broadcast mailbox is activated through a user mailbox and that user must be assigned this privilege by the system administrator.

Play Only Mailbox

Play only mailboxes are used to provide information to callers. Callers are not allowed to leave messages but may be given the option to dial other extensions or mailboxes.

Audiotext Mailbox

Audiotext mailboxes are traditionally used to provide extensive information to callers. These mailboxes may be programmed to accept a different number of digits than the transfer mailbox. This is particularly useful in applications that require the caller to enter a ticket number to receive information about car repairs, disposition of placed orders, elaborate tree structures, etc. Audiotext mailboxes do not allow messages to be recorded.

Directory Mailbox

Directory mailboxes are used to allow the caller access to a system or department directory. A directory mailbox allows the caller to enter the first three digits of a name. The caller is then played a selection of names that match the letters entered and the caller may then dial the extension.

Combo Mailbox

Combo mailboxes are a combination of a transfer mailbox and a menu mailbox. This type of mailbox is normally used for main greetings and allows callers to enter an extension number or select a menu item.

Fax Mailbox

Fax mailboxes are used to list the location of the file that will be faxed to the caller when the mailbox is selected.

Interview Mailbox

Interview mailboxes allow you to ask the caller a series of questions and record their answers. The answers may then be played back later. This feature is also referred to as 'Forms' in some voice mail systems. Voice Connection can record up to 50 questions in an interview mailbox.

Recorded Announcement Mailbox

These mailboxes can also be used for recorded announcement messages for callers waiting to be answered in a UCD group on the Protege' or other telephone systems that allow use of this feature. Recorded announcement mailboxes function the same as Play Only mailboxes except no DTMF entry is allowed.

All mailboxes share some common features. Every mailbox is password protected. Mailboxes that play greetings allow up to three greetings to be recorded. The length

of the greeting and the amount of time for message recording is controlled by each individual mailbox. As an option callers may be allowed to dial other extensions or mailboxes from each mailbox type.

Please refer to the programming section in this manual for complete details on how to assign and program these mailboxes.

Accessing Mailbox Setup

To access mailbox setup, click the mouse on Config and then on Mailbox Setup.
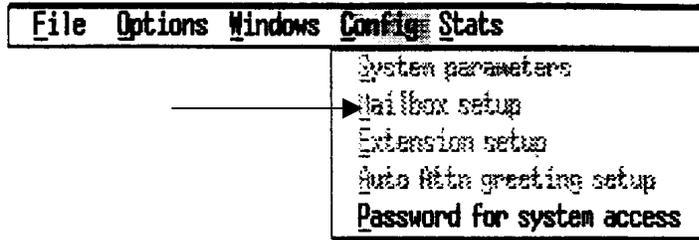
The following screen will display.
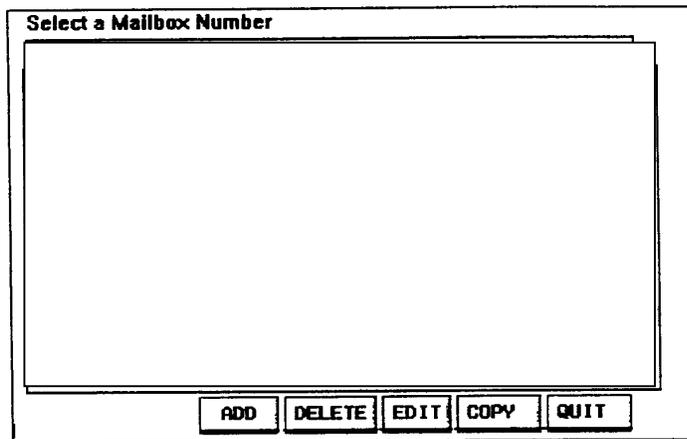
Adding Mailboxes

Click on the Add button. The new mailbox screen will appear.

```
┌─────────────────────────────┐
│ ▬│      New Mailbox          │
├─────────────────────────────┤
│ Enter a range, or just      │
│ field #1 for one mailbox    │
│ ┌─────────────────┐ ┌─────┐ │
│ │1. Create Mbx No.:│ │     │ │
│ └─────────────────┘ └─────┘ │
│ 2. To Mbx No.....: ┌─────┐  │
│                    └─────┘  │
│                             │
│ Mailbox Type : □            │
│ (F) Fax                     │
│ (M) Menu                    │
│ (A) AudioText               │
│ (P) PlayOnly                │
│ (U) User                    │
│ (T) Transfer                │
│ (D) Distribution            │
│ (B) Broadcast               │
│ (I) dIrectory               │
│ (C) Combo Transfer & Menu   │
│ (V) interView               │
│ (R) Recorded Announcement   │
│   ┌────────┐   ┌────────┐   │
│   │ CREATE │   │ CANCEL │   │
│   └────────┘   └────────┘   │
└─────────────────────────────┘
```

You may create one mailbox or up to 50 mailboxes of the same type at one time. To create a mailbox click the mouse on the type of mailbox you want to create. Next, enter the mailbox number (or the first mailbox number in a range) in the Create Mailbox field. If you are creating more than one mailbox enter the last mailbox number in the range into the To Mailbox field. Click on OK to create or click on Cancel if you wish to exit without creating mailboxes.

Continue this procedure for each type of mailbox you want to create.

Editing Mailboxes

After the mailbox has been created, programming information for the mailbox must be entered into the database. Voice Connection accomplishes this through editing screens. A separate screen is used for each mailbox. Each mailbox type has its own unique screen.

All mailboxes share some common features. Every mailbox is password protected. Mailboxes that play greetings allow up to three greetings to be recorded. The length of the greeting and the amount of time for message recording is controlled by each individual mailbox. As an option, callers may be allowed to dial other extensions or mailboxes from each mailbox type.

The User and Combo mailboxes are the most common types used. They are also the only ones required to get your Voice Connection system functioning in a basic configuration. For the purpose of this document, we will concentrate on these two mailbox types. If your application requires other, types of mailboxes please consult the Installation and Technical manual.

Editing Combo Mailboxes

Select the Combo mailbox you want to edit from the list of mailboxes on the mailbox list. Click on the Edit button. The Combo mailbox screen will then be displayed.

```
┌─┬────────────────────────────────────────────────────────────┐
│─│              Editing Mailbox 250                            │
├─┴────────────────────────────────────────────────────────────┤
│ Mailbox No :      250   Combo                                 │
│ Name :[          ]              Max Greeting Length:[   ]      │
│ Use MILITARY TIME Format. Valid Greeting No: 1,2,or 3  [Oper Ext.:][  ]│
│ At :[0]:[0] play greeting:[0]      □ Override scheduled greeting times│
│ At :[0]:[0] play greeting:[0]      Override greeting no.:[1]   │
│ At :[0]:[0] play greeting:[0]      If override is enabled,  the override│
│ At :[0]:[0] play greeting:[0]      greeting will play at any time of day│
│ Zero values in all fields above mean that Greeting 1 is played│
│ all the time, and Greeting 1 must be recorded. (See Page:10-1)│
│      GREETING 1:          GREETING 2:          GREETING 3:    │
│ □ Route directly to MBX  □ Route directly to MBX  □ Route directly to MBX│
│ MBX/EXT    NAME       MBX/EXT    NAME       MBX/EXT    NAME    │
│ 1[  0]                1[  0]                1[  0]             │
│ Ext. Starting Digit   Ext. Starting Digit   Ext. Starting Digit│
│ 3[  0]                3[  0]                3[  0]             │
│ 4[  0]                4[  0]                4[  0]             │
│ 5[  0]                5[  0]                5[  0]             │
│ 6[  0]                6[  0]                6[  0]             │
│ 7[  0]                7[  0]                7[  0]             │
│ 8[  0]                8[  0]                8[  0]             │
│ 9[  0]                9[  0]                9[  0]             │
│ Next Action[     ]    Next Action[     ]    Next Action[     ]│
│ [ WRITE ]    [ NEXT ]        [ VERIFY ]      [ PREV ]  [ CANCEL ]│
└──────────────────────────────────────────────────────────────┘
```

Greeting Schedule

You may record three (3) separate greetings for a Combo mailbox. These greetings can then be programmed to play at four (4) different times during the day. Greeting changes are most common in Combo mailboxes that are used as main greetings. One greeting will play during the hours a business is open and another at night or when the business is closed. Combo mailboxes used for routing purposes, normally only require one greeting.

If your application requires a greeting change, enter the greeting number and the time of day that the greeting should start playing. Make sure you enter the time in the military format.

An Override option is available when a greeting other than the scheduled greeting must be played. To activate this option check the Override box and enter the greeting number that you want to play. This greeting will continue to play until the option is de-activated. You may also activate and de-activate this option remotely from any telephone.

Menu Selection

Digits selected as Extension starting digits will not be available for menu choices.

If your application offers callers a menu choice, enter the routing information for each choice under the appropriate greeting in the MBX/EXT fields. Callers may be routed differently for each greeting.

Callers accessing this mailbox can enter extension or mailbox numbers. If a one-digit menu choice is entered, the caller will be routed to the appropriate location.

Warning: Do not enter the current mailbox number in the next action field. Doing so can cause an endless loop condition

A next action field is provided for each greeting. Callers will be routed to the location entered in this field if they do not enter any digits. If this field is left blank, the caller will be routed to the operator.

Miscellaneous

If the greeting you are recording for this mailbox is longer than the default time entered in the System Parameters, you may override the default by entering a different time (in seconds) in the Max Greeting Length field.

You may also route the caller to a different operator if zero (0) is entered while the greeting for this mailbox is playing.

Voice Connection also provides you with an option to route calls directly to a user's mailbox and not ring their extension. This option is available on a per extension basis. (Refer to the extension setup section.) However, if you provide this option, you must also activate it here. This feature is commonly used to allow callers to be routed to extensions during the day but not at night.

This feature will automatically be activated when the selected greeting(s) is active.

Saving your data

When you have entered all of your data click the OK button to save the information and return to the Mailbox screen. You may also save your data and move directly to the Next or Previous mailbox by clicking the appropriate button.

If you do not want to save the data entered, click Cancel. You will be returned to the Mailbox screen.

Editing a User Mailbox

Select the User mailbox you want to edit from the list of mailboxes on the Mailbox List screen. The User mailbox screen will then be displayed.

The majority of the options available for this mailbox are controlled by the mailbox user. Only a few entries will be required for each user mailbox at this time.

Enter the first and last name of the person assigned to this mailbox. The information entered here will display in the name field on the Mailbox List screen. The information will also be used for the system directory.

Voice Connection allows you to save messages. However, to conserve disk space saved messages are permanently purged from the system after a pre-set number of days. The default setting is 14 days. You may change this setting if desired.

If the user wants their calls routed to someone other than the system operator (perhaps a secretary) when a caller presses zero (0) while listening to the greeting, enter the extension or mailbox number in the Operator Extension field.

If you are building a company directory, click Add to Directory. After the directory information is recorded, their directory information will be available.

If you do not wish this person to be notified when messages are received, turn off message notification by removing the "x" in the Notify On box.

If message waiting lamp notification is not available, turn off this option by removing the "x" from the Use Message Waiting Lamp box.

Leave the remaining fields blank at this time.

Saving your data

When you have entered all of your data click the OK button to save the information and return to the Mailbox screen. You may also save your data and move directly to the Next or Previous mailbox by clicking the appropriate button.

If you do not want to save the data entered, click Cancel. You will be returned to the Mailbox screen.

Extension Setup

In this section you will enter the data for the extensions in your telephone system.

To access the Extension setup screen click on Config and then on Extension setup.

The following screen will appear.

```
Choose Extension
┌────────────────────────────────┐
│                                │
└────────────────────────────────┘
┌────────────────────────────────┐
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
│                                │
├──────┬────────┬──────┬─────────┤
│ ADD  │ DELETE │ EDIT │  QUIT   │
└──────┴────────┴──────┴─────────┘
```
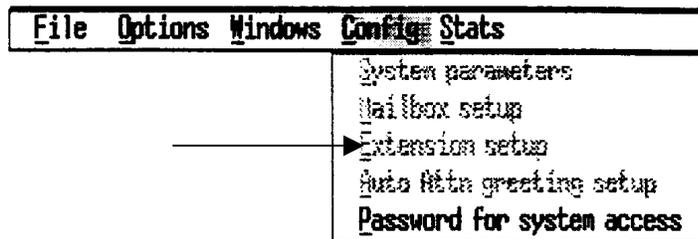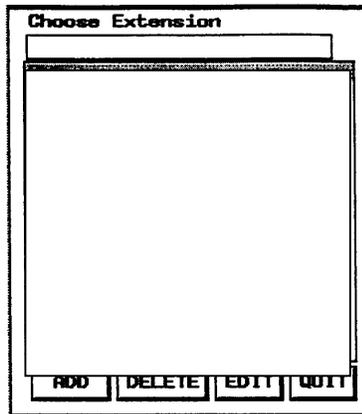
To add extensions click the ADD button.


```
─ ┌──────────────────── Create New Extension(s) ──────────────────────┐
  │ Enter a range of extensions to create, or just field #1 for one   │
  │ 1. Create extension :[     ]    2. To extension :[     ]           │
  │ Enter related Mbx no. (With a range, Mbx nos are equal to Ext. nos │
  │ Mailbox:[     ]    Enter NA if no mailbox is required              │
  │                                                                    │
  │ ⊠ Always blind transfer                                            │
  │ ☐ Enable call screening (When Supervised Transfer)                │
  │ ☐ Allow hold for busy (When Supervised Transfer)                  │
  │ ☐ Play options menu on no_answer (When Supervised Transfer)       │
  │ ☐ Transfer calls directly to mailbox, after hours                 │
  │    ┌────────┐    ┌────────┐                                        │
  │    │ CREATE │    │ CANCEL │                                        │
  │    └────────┘    └────────┘                                        │
  └────────────────────────────────────────────────────────────────────┘
```

If you want to assign a mailbox number to an extension that is different from the extension number, you must create the extensions one at a time.

You may create one extension or a range of up to 50 extensions at a time. However, if you are creating a range, you must have previously created a mailbox for every extension in the range.

You may create an extension without assigning it to a mailbox by entering NA in the Related Mailbox field.

Select the type of transfer the Voice Connection system will perform.

Blind Transfer

A blind transfer is the most common type of transfer when the Voice Connection system is attached to a telephone system that is capable of full voice mail integration. After the caller enters the extension number, the caller is put on hold and Voice Connection dials the extension and hangs up. Voice Connection is completely released from the telephone system and is ready to take another call on the voice port. If the transferred call is not answered, the telephone system forwards the call back to Voice Connection. When Voice Connection answers, the telephone system sends the extension number that the call was transferred from and Voice Connection directs the call to the proper mailbox.

Supervised Transfer

Supervised transfers are used when the telephone system cannot provide integration information to Voice Connection. They are also used in situations that require special features such as Call Screening.

When a supervised transfer occurs, the caller is put on hold but the Voice Connection system does not hang up. The voice port remains busy while Voice Connection monitors the call progress. When the call is answered and accepted at the extension, Voice Connection will hang up and release the port. No other calls can be processed on this port while a supervised transfer is in progress.

Supervised transfers, while not recommended, do offer some additional features for special circumstances. The associated mailbox number can be different from the extension number or there may be no mailbox assigned. Callers can be given the option to dial another extension before leaving a message or they can be allowed to hold if the extension is busy. Call screening is also available. If any of these features are required during a supervised transfer, click on the desired feature. An "X" will be placed in the box next to the feature selected.

Route Directly to Mailbox After Hours

This feature is described in the *Editing Combo Mailboxes* section. If you desire this feature to be activated for this extension, click on this option.

Editing and Deleting Extensions
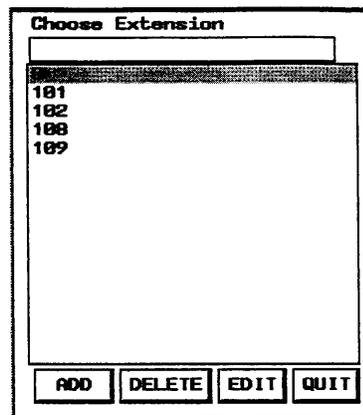
You may edit an extension after it has been created. To edit an extension, highlight the extension number and click the Edit button.

To delete an extension, highlight the extension and click the Delete button.

Main Greeting Setup

The main system greeting (the one callers hear when Voice Connection answers) must be assigned to each port. Greetings must be assigned for day and night as well as days of the week. With Voice Connection you have the flexibility to assign a different greeting to each port. Different greetings may be assigned for different days or time of day.

Main greetings are generally assigned to Combo Mailboxes, Menu Mailboxes or Transfer Mailboxes. In this section you will find a description for assigning mailboxes and greetings for each of these types of mailboxes.

Mailbox Selection

Before you select the type of mailbox for your main greeting, you must first determine how the calls will be routed after the call has been answered by the Voice Connection system. Each type of mailbox offers you different options. A brief description of each follows.

Transfer Mailbox Transfer mailboxes give callers the option to enter the extension number for the desired party, to dial the operator, or to access the company directory. If the caller chooses not to enter any information, they will be routed to the destination entered in the Next Action field of the transfer mailbox. This destination is normally the attendant's extension.

Menu Mailbox Menu Mailboxes offer the caller a choice of items (e.g., for Sales press One, for Service press Two, etc.) that, when selected, will automatically route the caller to the proper extension or mailbox. While the caller also has the option to either dial the operator or access the company directory, they can not dial directly in to an extension, being limited to the menu of choices that the mailbox has been programmed with. If the caller chooses not to enter any information, they will be routed to the destination entered in the Next Action field, the same as for a Transfer Mailbox.

Combo Mailbox Combo Mailboxes combine the features of both the Transfer and Menu mailboxes. Callers may elect to dial an extension number or select from a list of choices, while also having the option to dial the operator, or access a company directory. If the caller chooses not to enter any information, they will be routed to the destination entered in the Next Action field.

Creating and Assigning the Mailbox

Creating the Mailbox

After you have selected the type of mailbox that will act as your main greeting, you will need to create, edit, assign and record the greetings for the mailbox.

1. Select Mailbox Setup from the Config Menu.
2. When the mailbox list appears click the mouse on ADD.
3. Assign a number for the mailbox.
4. Enter the type of mailbox to be created.
5. Create the mailbox.

After you have created the mailbox, select EDIT and enter the appropriate information.

Accessing the main greeting setup

Click the mouse on Config and then on Auto Attn greeting setup.
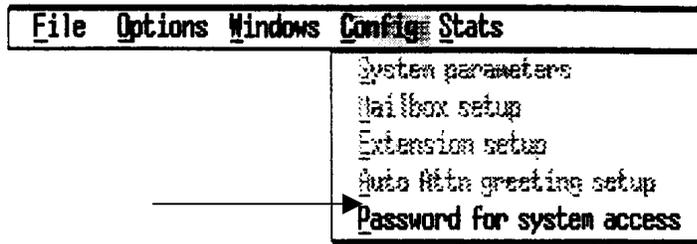
Assigning the Mailbox

After the mailbox has been created, it must be assigned as the main greeting for each port or trunk number.

1. Select Auto Attendant Greeting Setup from the Config Menu.

2. Enter the appropriate range of ports or trunk numbers.

3. Enter the appropriate mailbox that will act as the main greeting for each day of the week.

4. Click the mouse on the Write button.

Recording System Greetings

Recording Greetings for System Mailboxes

Voice Connection comes with system prompts already recorded. However, greetings or prompts for system mailboxes such as Combo, Menu and Transfer must be recorded at the time of installation. Though these greetings may be recorded from any telephone, you are required to enter Voice Connection as the system manager to record them.

1.   Call the Voice Connection system.

2.   When your call is answered, press the star (*****) key.

3.   Voice Connection will prompt you for your mailbox number.

Note: Do NOT enter your Mailbox Number.

4.   Press the pound (**#**) key.

5.   You will be asked to enter the system password.

6.   Enter the current password (The default password is **0#**).

If you have changed the system password, you must enter the new password at this time. The pound (#) key MUST be pressed after the password has been entered.

7.   Select one (**1**) to Edit System Mailboxes.

8.   Enter the number of the system mailbox that you wish to record.

9.   Press one (**1**) to record a new greeting.

10.   Start recording at the beep. Press pound (#) when finished.

11.   You may then:

Press (**1**) to review your greeting;

Press (**2**) to save your greeting;

Press (**3**) to re-record your greeting.

Make sure you accept the greeting and activate the greeting before you exit.

13. You will then be returned to the Main System Manager Menu.

14. Repeat this procedure for each greeting to be recorded.

Voice Connection allows you to record three greetings for each mailbox, any one of which may be active at a time. If you wish to record additional greetings or activate a different greeting, follow the above procedures to access the mailbox. Make the proper choice at the menu.

Recording Directory Information

The directory information must now be recorded for playback to the caller. To do this you must access the Voice Connection as the system manager.

1. Call the extension number that is assigned to the Voice Connection System.

2. When the system answers, press the star key. When the system asks for a mailbox number, press the pound key.

3. You will then be prompted to enter the system password. **You must enter a pound after entering the system password.**

4. Once the password is entered, you will be given a menu of choices.

5. Choose "Record Directory Information." You will then be prompted for a mailbox number.

6. Enter the number of the mailbox for the user that is to be listed in the directory.

7. When you hear the tone, record the information for this user (e.g., *"For John Smith dial 123")*.

8. **Press any key after the information has been recorded to stop recording.**

9. You will then be prompted for the next mailbox number.

Repeat the above steps for all names to be added to the directory.

Summary

Your VoiceTrak AVM system has now been programmed to accept and transfer calls. The information presented in this document is intended to make the Voice Connection system functional in a minimal configuration. Depending on your application, additional database programming may be necessary.