
Voice Connection

AVM VER 6.xx Installation and Maintenance Manual

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Introduction

Welcome to Voice Connection!

Voice Connection is a full-featured automated attendant/voice mail system designed to provide reliable service for small to medium-size businesses. The system utilizes state-of-the-art voice processing technology and is expandable. Database configuration is a snap! Not only does Voice Connection run in an easy-to-use graphical interface to make system set-up *fast*, but it comes equipped with comprehensive, easy to follow documentation, not to mention quick and friendly customer support.

Major features include classes of mailboxes, message notification, in-band signaling and Fax on Demand.

The following is a brief overview of Voice Connection's features. For more information, detailed instructions about usage, etc., please consult the appropriate chapter of the manual.

Automated Attendant Features

Automatic Greeting Change: Each port may be programmed with day and night greetings that will automatically change at pre-programmed times. Separate messages for each day of the week may also be recorded.

Automatic Voice Messaging: Calls transferred by the Automated Attendant are set to be directed automatically to the voice messaging system under a busy or no-answer condition. Callers are informed of the status and are given the option to dial another extension or leave a message.

Call Screening: When this feature is activated, callers are prompted to state their name after dialing the extension number. Voice Connection then calls the extension and announces the caller to the called party. The called party has the option to accept or reject the call. When a call is rejected, the caller is told there was no answer and is given the option of leaving a message or dialing another extension.

Call Routing: Calls answered by Voice Connection may be routed to the correct party or department easily and efficiently. A flexible database structure allows you to create multiple level V-Tree menu structures. Callers with rotary phones, or callers who elect to hold without action are automatically directed to the operator.

Directory: Callers are given the option of accessing a company directory. When the directory is accessed, the caller is prompted to enter the first three letters of the

name of the person they are trying to reach. Once entered, Voice Connection will play back the name and extension number of all matches.

Separate Greetings by Port: Each port in the Voice Connection System may be programmed to play a different greeting, allowing one system to be used by multiple companies or departments.

User Programmable Greetings: Main system greetings may be recorded by the user through any telephone. Multiple greetings may be recorded and easily activated to handle special circumstances.

Voice Mail Features

Automatic Station Login: Depending on the telephone system, users may be automatically connected to their mailboxes when calling from their extensions.

Beeper Notification: Voice Connection may be programmed to call and activate a beeper when messages are present in the mailbox. This feature is particularly useful for after-hours service applications.

Broadcast Message: Selected users may be given the authority to leave Broadcast Messages. When a broadcast message is recorded, the message is automatically played to all system users when they access their mailbox, making it easy to keep an entire office informed and up to date.

Call Hold: Callers reaching a busy extension are given the option to hold. The number and length of time the callers are allowed to hold are programmable.

Class of Mailbox: There are ten different types of mailboxes to choose from, giving you the flexibility to customize your Voice Connection System for any application.

Distribution Lists: Each user may assign up to five lists of 48 people each, allowing the same message to be distributed automatically without recording a separate message for each party.

Guest Mailboxes: Mailboxes may be assigned to clients or guests on a temporary basis.

Message Forwarding: Retrieved messages may be forwarded to another mailbox, allowing misdirected messages to be easily handled.

Message Only Mailboxes: Employees located in remote locations may be assigned mailboxes allowing them to receive calls and maintain a presence at the main office. Message Only mailboxes may also be assigned to selected clients or vendors.

Message Waiting Light Activation: With many telephone systems, Voice Connection will light the message-waiting lamp on the telephone when messages are present in the user's mailbox.

Message Notification: Users may program their mailbox to call any telephone, anywhere to notify them of messages.

Multiple Greetings: Up to three greetings may be recorded for any mailbox, any one of which may be active at any time. The active greeting may be changed from any telephone, anywhere.

Multiple Contacts per Call: Users are given the option of dialing another extension or mailbox after retrieving or leaving messages, allowing them to conduct all of their business in the system with just one telephone call.

New / Saved Messages: Messages stored in the mailbox are automatically classified as new or saved. When a message is retrieved, the user is given the option to save or erase the message. When accessing their mailbox, users may choose to retrieve new, saved, or all messages.

Password Security: Information in mailboxes is protected by a user-defined password. The password may be changed at any time from any location.

Personal Greetings: Each mailbox user may record their own personal greeting that will be played to callers when their extension is not answered or busy.

Play Only Mailbox: Mailboxes may be assigned as "Play Only". This feature will allow the user to play information to the caller but will not allow the caller to leave a message.

Restore Erased Messages: Messages that are accidentally deleted may be rescued during the calling session.

Rewind, Hold and Fast Forward: While listening to messages, users may rewind, fast-forward or skip to the end of the message. Messages may also be paused by the user, in case they are interrupted during retrieval .

Service Bureau: Voice Connection may be configured as a service bureau or answering service with personal greetings for every user.

Skip Messages: While listening to messages, the user has the option to skip the current message and go on to the next one.

Variable Length Password: Users may assign a private password for their mailbox from one to four digits in length.

FAX on Demand

Information in text or graphic format may be stored in the Voice Connection System and faxed to callers at their request.

With this feature, callers may direct themselves to receive product information, shipping schedules, forms, consumer information..... The list is endless, and finding access to the right information is easy with Voice Connection's V-Tree structure.

The automating of routine requests for information will have an immediate and positive effect on cost savings and productivity, not to mention the improved image and high level of customer service it will provide for any organization.

V-Tree Structures

V-Trees allow databases to be programmed so that information can be directed or linked from one level to another without limitation. Voice Connection uses this technology to allow the customer to tailor their system to their needs, create precise call routing functions.

Hardware Installation (Rhetorex Voice Board)

Overview

If you have purchased a turnkey system, no hardware installation is necessary.

Any modifications to a turnkey system will risk voiding your warranty.

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.

Board Installation

Assigning Port Addresses

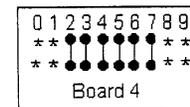
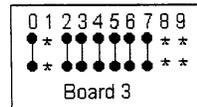
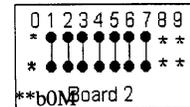
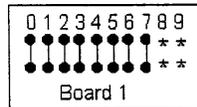
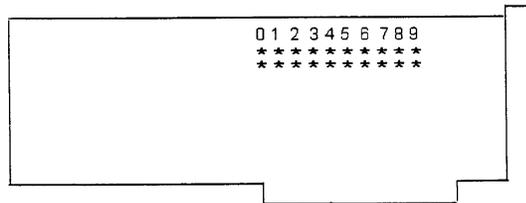
Voice boards are assigned addresses allowing them to communicate with the computer. Each board installed in the system must be assigned a different address. The boards are shipped from the factory with a default configuration for address 300. *The address may be changed, which means you must select the correct address for the board you are installing and change the jumpers on that board to reflect the new address.*

The following table contains the correct address settings for the boards in your Voice Connection System. If you are changing the address on the board, you are installing select the correct address from the table and then refer to the section on changing jumpers.

Board Number	Address
Board 1	300
Board 2	301
Board 3	302
Board 4	303

Changing Jumpers

Referring to the figure below, locate the address jumpers on the voice board.



Refer to the above figures to correctly configure the jumpers for each board.

Connect the pins vertically with a jumper as shown.

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: When additional boards are added you MUST set the jumpers on the new board and add the address to the configure file.

Software Installation

NOTE: If your Voice Connection system was purchased with all hardware installed then the software has been pre-loaded on the hard drive and this section may be skipped. If you have any questions about the configuration of this software, or wish to change it in any way, please read this section first. **ONLY MAKE CHANGES TO THE SOFTWARE OR HARDWARE AFTER YOU HAVE READ THIS SECTION.**

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.

Memory Management

If you have purchased a turnkey system the memory management software has been installed and configured for your system. You do not need to make ANY changes in this configuration.

If you are purchasing a kit, you must have a 486 or better computer (IBM-compatible), a minimum of four (4) megabytes of RAM plus one (1) additional megabyte for each additional port (i.e., an eight port system would need a minimum of eight megabytes), and a hard drive with a minimum of 250 megabytes of free space.

Your Voice Connection software is shipped with a default config.sys and autoexec.bat file. These files will replace your existing config.sys and autoexec.bat files when the software is installed. Your old config.sys and autoexec.bat files are renamed to config.old and autoexec.old during the installation process.

Memory Management Software

Voice Connection requires a memory management software program to properly allocate and manage the expanded memory installed in the computer. The default configuration uses the memory manager included with MS-DOS Version 6.22. The majority of computer systems available on the market should work with this configuration. For increased performance, we recommend the memory management software from Quarterdeck Office Systems, Inc. We have found Qemm386 versions 6 and up to work very well with Voice Connection.

Memory Optimization Utilities

Most memory management software programs include utilities to optimize DOS memory. These programs place certain TSR programs and device drivers into upper memory areas, thereby freeing more conventional memory for DOS based applications. Though running these utilities will enhance the performance of your Voice Connection system, there are certain precautions that should be taken to prevent conflicts. Listed below are several recommendations for both Microsoft's memory optimization utility, Memmaker, and Quarterdeck's Qemm386 Optimize program.

MemMaker

1. Run MemMaker in the custom installation mode.
2. Select yes when you are prompted to specify if your programs use expanded memory.
3. Do not select the 'High Scan' option.
4. Do not select the 'Scan Aggressively' option.
5. Do not select the 'Use Monochrome Region' option.
6. Run the MemMaker program.
7. After MemMaker has been run, use the DOS Edit command to view your config.sys file. You will see a line in the file that begins

DEVICE=C:\DOS\EMM386.EXE

MAKE SURE THAT THIS LINE CONTAINS THE PARAMETERS

X=D000-DFFF

IF THIS PARAMETER IS NOT LISTED, THEN USE THE DOS EDITOR TO ENTER IT. IF THIS LINE CONTAINS THE WORD "HIGHSCAN" THEN USE THE DOS EDITOR TO DELETE THIS WORD.

8. Save the changes and exit the DOS editor.
9. Restart the computer. Voice Connection will load.
10. If Voice Connection does **not** start, review step 7, and rerun MemMaker.

QEMM386

1. Run the Optimize program. You may run the program in the express mode.
2. Do **NOT** activate the Stealth option.
3. After Optimize has been run, use the DOS edit command to view your config.sys file. You will see a line in the file that begins

DEVICE=C:\QEMM\QEMM386.SYS

MAKE SURE THAT THIS LINE CONTAINS THE PARAMETERS

X=D000-DFFF NOVIDEOFILL BIX:Y BE:N

IF THESE PARAMETERS ARE NOT LISTED, USE THE DOS EDITOR TO ENTER THEM.

4. QEMM386 version 7.X will add the following line to your config.sys file:

SHELL=C:\QEMM386\Loadhi.com /r:2 /res=XXXX /sqf C:\command.com C:\P

or

SHELL=C:\QEMM386\QEMM386.COM SQUEEZE....etc.

Remove these lines from your config.sys file if they appear.

5. Save the changes and exit the DOS editor.
6. Restart the computer. Voice Connection will load.
7. If Voice Connection does not start, review step 3 and rerun Optimize.

Note: Any other changes, modification or replacement of the default AUTOEXEC.BAT and CONFIG.SYS files that come with Voice Connection will result in degraded performance or possibly cause Voice Connection to malfunction entirely. It is recommended that once the above changes have been made and Voice Connection is up and running, the startup files be left alone.

About the use of other utilities

The installation of other Utility programs may void your warranty.

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.**

Configuring the Voice Board Software

The Rhetorex voice board supplied with Voice Connection accesses a configuration file that defines the port addresses and initialization parameters for all of the boards in the system. This file is automatically installed during the software installation, contains default settings and has been programmed for one voice board. The default settings will work with the great majority of telephone systems. However, some fine tuning may be necessary. This section is intended as a reference when updating is necessary.

Accessing the Configure File

To load the configure file you must be at the **DOS** prompt in the **Voicecon** directory. If the Voice Connection system is currently running, exit the program from the File option on the main menu bar. If you are currently at a DOS prompt enter the Voicecon directory by typing `cd \voicecon`.

Type *configur*.

The configur program will load and the Main Menu will be displayed.

Main Menu

The main menu screen is an informational screen that displays the initialization parameters and I/O port addresses for all of the voice boards. The main menu screen is divided into four windows that display information.

MAIN MENU	CONFIGURE	VERSION
SYMBOLS		PORTS
HOOK=ON	WHITENOISE=ENABLED	OUTDIAL=VOICE
AGC=ENABLED	GAIN=0	VOXLIMIT=3
ENTRYPOINT=6EH	ADPCM=32	SPIKES=6
MODE 16 DISABLED	DUALPORT=D000:0000	DROPOUTS=6
HANGUP=ENABLED	HOST=USA	
MEMORY		
REALMEMORY=0	EMSMEMORY=32KB	RAMDISK=0KB
FILE		
FILTERTABLE =		
TONETABLE =		
F1 HELP	F3 MEMORY	F5 SYMBOLS
F2 PORTS	F4 FILE	F6
		F7 VOICE RECOG
		F8
		F9
		F10 EXIT

SYMBOLS Displays system resource allocation parameters and channel initialization.

MEMORY Displays memory allocation assignments.

FILE Displays PCPM tone and filter table assignments.

PORTS Displays the Rhetorex board port assignments.

Functions

A summary of the Main Menu functions is presented below. The sections that follow present each function in detail.

SYMBOLS This function allows you to alter system resource assignments and channel initialization parameters. F5 selects the Symbols screen.

MEMORY This function allows you to define and edit the memory allocation assignments. F3 selects the Memory screen.

FILE This function allows you to define and edit the PCPM tone and filter table assignments. F4 selects the Port screen.

VOICE RECOG This function allows you to define and edit the Voice Recognition assignments. F7 selects the Voice Recognition screen.

EXIT The EXIT function terminates the CONFIGUR utility and returns you to the DOS command line. F10 selects the Exit function.

Before exiting, you are prompted to save the configuration file. If you respond with 'Yes' the CONFIG file in the current directory is overwritten with the one just made. If a CONFIG file does not exist, one is created. A 'No' response returns you to the DOS command line without updating the CONFIG file.

Ports

I/O PORTS	CONFIGUR	VERSION
	RDSP=300H RDSP= RDSP= RDSP= RDSP= RDSP= RDSP= RDSP=	
F1 HELP F2	F3	F5 F7 F9 F10 EXIT

The Rhetorex device driver requires that each Rhetorex board be assigned a unique I/O port address and that the address of each board is defined in the CONFIG file. The ports function allows you to edit up to 16 Rhetorex I/O port assignments.

Use the up and down arrow key to position the cursor on a port assignment to edit. Enter the hexadecimal I/O port address of the Rhetorex board. Refer to Assigning Port Addresses in the Board installation section for the proper address of each board in the Voice Connection system.

Memory

MEMORY	CONFIGURE	VERSION		
EDIT MEMORY ALLOCATION				
The amount of DOS memory allocated for the disk buffers pool is 0KB				
The amount of EMS memory allocated for the disk buffers pool is 32KB				
The amount of DOS memory allocated for a ramdisk buffer is 0KB				
F1 HELP	F3	F5	F7	F9
F2				F10 EXIT

The Rhetorex device driver requires a block of memory in which to build a disk buffer pool. The memory is normally assigned when the driver is loaded. This function allows you to edit the disk buffer memory pool assignment.

The disk buffer pool should be allocated from EMS memory. The amount of memory assigned to the buffer pool depends on the number of channels configured in the system, the speed of the disk subsystem (including caching), the clock rate of the CPU and the disk requirements of the application for logging statistics, databases accesses, etc.

The maximum assignable buffer pool is 64K per channel. Memory allocated from EMS memory is assignable in increments of 16K per channel, up to a maximum of 4096K. Allowing for increments of 16K times 4 ports would give you this range of valid values: 64, 128, 192, or 256. Example: For a Four-Port system, at 16K per port, the EMS Memory disk buffer pool would be set to a minimum of 64K (4 x 16K) or a maximum of 256K (4 x 64K). An Eight-Port system would have valid values in the range of 128K to 512K, i.e., 128K, 256K, 384K, or 512K. Barring unusual circumstances, the disk buffer pool may safely be increased to its maximum.

Note: DOS memory should NEVER be allocated for the disk buffer pool. Leave the REALMEMORY= entry in the Config file defaulted at zero (0).

Use the up and down arrow key to position the cursor on the memory assignment to edit. Enter the size of the buffer pool in kilobytes (KB).

File

The Rhetorex device driver loads with a default PCPM tone and filter table for call progress monitoring. The file function allows you to replace the Rhetorex default tables with tables created from the AccuCall utility. Refer to the section on *AccuCall* or to Appendix C. for details on running the AccuCall program.

Enter the file name of the Accucall utility tone and filter table. If the file does not reside in the same directory with RHETOREX.EXE and VOICECNF.EXE, be sure to specify the full path name.

Before returning to the Main Menu, this function verifies that the specified file exists. If the file does not exist, a warning message is displayed. You can override the warning message by responding with a "Yes" at the prompt.

Assigning a tone and filter table file name creates entries in the CONFIG file for the symbols TONETABLE= and FILTERTABLE=.

Symbols

The SYMBOLS function allows you to assign system resource allocation parameters and channel initialization defaults.

Resource Allocation

The Rhetorex device driver (RHETDRV.EXE) requires five resources from the host system:

1. Hardware interrupt level. This is assigned by the application during system initialization.
2. Disk buffer pool. This is allocated through the MEMORY function.
3. I/O port address which is described in the PORTS function.
4. One software interrupt.
5. 4KB of unused address space for shared memory.

Software Interrupt

The software interrupt has been assigned in the Voice Connection program as **6e**. Do **NOT** change this setting. **Changing this setting will cause Voice Connection to malfunction.**

Shared Memory

The Rhetorex device driver communicates with the voice board through shared or dualported memory. The shared memory is a 4K block of memory that resides on the Rhetorex board but appears in the host memory address space.

By default, the Rhetorex device driver uses address D000:0000. If this address space is not available, assign an alternate address space.

Move the cursor to the display line that reads:

The default RDSP shared memory (DUALPORT) segment is d000:0000

This creates a CONFIG file entry for the symbol DUALPORT=. The shared memory address is assignable on a 4K boundary between 80000 and FF000.

Default Hook State

By default, the Rhetorex device driver puts all telephone lines onhook when the driver is loaded and when the system is halted. If you want the default state of the telephone line to be offhook, position the cursor on the display line that reads:

The default telephone line HOOK state is ONHOOK

Press the spacebar to toggle the state to OFFHOOK. This sets the CONFIG file symbol HOOK= to OFF.

Automatic Gain Control

By default, Automatic Gain Control (AGC) is applied to the incoming audio signal. If you do not want the incoming signal amplified by the Rhetorex device driver, position the cursor on the display line that reads.

The default AGC state is ENABLED

Press the spacebar to toggle the state to DISABLED. This sets the symbol AGC= to DISABLED.

Bus Mode

By default the Rhetorex hardware operates in 8-bit AT bus mode. For compatibility with devices that operate in 16-bit bus mode, position the cursor on the display line that reads.

The default AT bus mode is 8-BIT MODE

Press the spacebar to toggle the state to 16-BIT MODE.

Hang-up Detection

The Rhetorex device driver performs call progress monitoring on outbound telephone calls by comparing the detected call progression signals to defined call progression tones in the PCPM tone and filter tables. The Rhetorex device driver can perform limited call progress monitoring during record, playback and DTMF functions as well. Normally, call progression signals detected during these functions signifies that a caller has disconnected. Call progression tones that indicate caller disconnect are specified as type Terminating in the PCPM tone table.

By default the Rhetorex device driver looks for terminating type call progression signals during record, playback and DTMF functions and terminates the call. To disable this feature, position the cursor on the display line that reads.

The default PCPM hang-up detection state is ENABLED

Press the spacebar to toggle the state to DISABLED. This sets the symbol HANGUP= to DISABLED.

Whitenoise

When pause compression is enabled, recorded silence is encoded by a pause signature. During playback, this pause signature is expanded to recreate silence. By default, expanded pause is played as a low level (-42db) of whitenoise. This provides a more natural reproduction of the telephone line. However, the Rhetorex device driver can expand pause as true silence (no signal).

To expand pause as silence, position the cursor on the display line that reads:

The default silence expansion state is WHITENOISE

Press the spacebar to toggle the state to SILENCE. This sets WHITENOISE= to DISABLED.

Default Playback Gain

Normally the Rhetorex device driver plays back signals at the recorded level. However, the Rhetorex device driver can amplify the recorded signal to play back

louder or quieter than the original signal. The playback level is encoded by a number between -8 and 8 where 0 is the normal level, -8 is the quietest level and 8 is the loudest level. The default is 0.

To change the default playback gain, position the cursor on the display line that reads:

The default playback gain setting is 0

Enter a playback level between -8 and 8. This sets the symbol GAIN= to that playback level.

Default Outdial Mode

The Rhetorex device driver call progress monitoring can be optimized for detection of VOICE or SIGNAL. Auto attendant and voice mail applications would normally optimize for voice. This provides the quickest detection of call answered. Random outdial applications should optimize for signal. This provides a longer signal analysis interval to allow for a variety of call progression tones on the same call such as ringback followed by intercept tones.

To change the default Rhetorex optimization, position the cursor on the display line that reads:

The OUTDIAL function is optimized for detection of VOICE

Press the spacebar to toggle the state to SIGNAL. This sets the symbol OUTDIAL= to SIGNAL.

When outdial is optimized for voice, then voice on the line can appear as a series of spikes, dropouts and frequency shifts during call monitoring. The call monitoring functions use these characteristics to report an answered call.

Default VOXLIMIT

VOXLIMIT provides a maximum threshold for undefined cadences. Call progress monitoring continually matches the cadence of the current cycle with previous cycles. If more than VOXLIMIT number of unmatched cycles are detected, the call is presumed answered. The default value for VOXLIMIT is three.

To change the default VOXLIMIT, position the cursor on the display line that reads:

The default VOXLIMIT IS 3

Enter a limit value between 1 and 255. This sets the symbol VOXLIMIT= to that limit value.

Default Spikes

SPIKES provides a maximum threshold for frequency shifts. During call monitoring, voice sometimes trigger a filter detection. As more filters are enabled, the number of different filter detections increases, without established cadences. If more than SPIKES number of unestablished frequency changes are detected, the call is presumed answered. The default value for SPIKES is six (6).

To change the default SPIKES, position the cursor on the display line that reads:

The default SPIKES is 6

Enter a limit value between 1 and 255. This sets the symbol SPIKES = to that limit value.

Default Dropouts

DROPOUTS provides a maximum threshold for lost cadences. During call monitoring, voice appears as a number of short cadence dropouts (silence intervals) on the energy detectors. If more than DROPOUTS number of lost cadence interval are detected, the call is presumed answered. The default value for DROPOUTS is six (6).

To change the default DROPOUTS, position the cursor on the display line that reads:

The default DROPOUTS is 6

Enter a limit value between 1 and 255. This sets the symbol DROPOUTS= to that limit value.

Country Dependent Defaults

Regulations governing the timing and levels of signaling on telephone lines vary from country to country. This requires different initialization defaults for some of the Global Parameters that control signals on the telephone interface.

The standard Global Parameter defaults are initialized to values for the USA. To change the Global Parameter defaults for the UK or JAPAN, position the cursor on the display that reads:

The default HOST parameters are initialized for USA

Press the spacebar to toggle the state to USA, UK, or JAPAN. This sets the symbol HOST=.

Installation with the Telephone System

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.

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.

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).
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 que 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 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 que for a UCD station will be directed to the appropriate announcement and returned to their place in the que after the announcement is played.

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.

System Programming and Database Layout

This section outlines the programming and operation for the Voice Connection system. To use the section properly, refer to the picture of the screen you are programming and enter the information in each field referring to the explanations given.

Main Menu

The Main Menu is the initial screen that appears when Voice Connection is started. All system programming and information begins with this screen. Placing the mouse on each item will access the sub-menu for that item. The sections that follow detail each item in the sub-menu and also contain detailed information about the associated data entry screens.

File

About contains information about Voice Connection.

Quit Allows you to exit the Voice Connection program and access the Maintenance Menu.

*Note: This option is not available until the **SYSTEM PASSWORD** has been entered. (click the mouse on **Password for system access** under **config** on the main menu. The **Default Password** is "0").*

Options

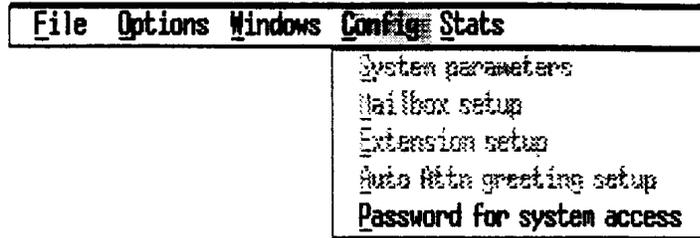
Virtual Mem. Displays information about system memory. Used by technical support.

Windows

Tile Displays a separate window for each voice port. The information displayed within this window is used by technical support. This window configuration should not be used when Voice Connection is in the normal operating mode.

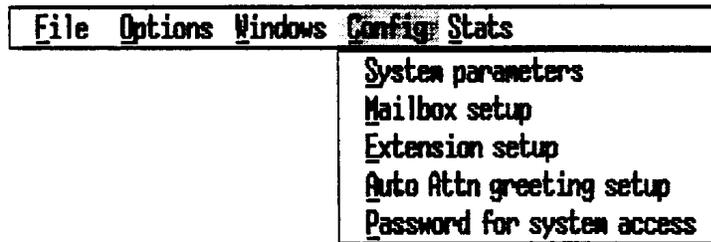
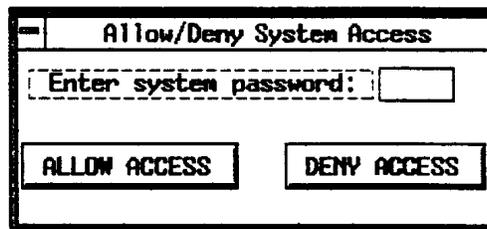
Icon Displays an icon for each port at the bottom of the screen. Pictures on the icon will change from time to time. This window configuration should be displayed under normal operating conditions.

Config



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.



System Parameters Accesses the screen for system voice mail parameters. These parameters are system wide settings that affect all mailboxes and their operation.

Mailbox Setup Accesses the screen for creating and editing mailboxes in the system.

Telephone Extensions Access the screen for assigning and editing telephone extension numbers.

Auto Attendant Greeting Setup Assigns the mailbox that will play the main greeting when calls are answered by Voice Connection.

System Programming

System Parameters

System Parameters			
Rings to Answer	1	Volume Control (Lowest -8 to Loudest 8):	8
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	15	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:	8	[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	<input type="radio"/> Dial as Prefix	
Pause Duration 1=10ms:	100	<input type="radio"/> Dial as Suffix	
Flash Duration 1=10ms:	50	<input checked="" type="checkbox"/> Directory Search By Last Name	
System Directory MBR :	999	Search option configures Voice Connection to use Last or First name, when adding a user to the system directory .	
PBX On Hold Seq :	E.	OFF Hold No Answer:	E.
		OFF Hold Busy:	E.

WRITE CANCEL

Note: Voice Connection is available pre-programmed for many popular telephone systems. If you have specified a system, this information may have already been entered.

Rings to Answer Enter the number of times the telephone lines connected to Voice Connection will ring before the Automated Attendant answers the call.

Rings for No Answer Enter the number of times that an individual extension will ring when Voice Connection performs a **supervised transfer**. When this number of rings is reached, Voice Connection will reconnect to the caller and play the appropriate greeting for the mailbox.

Nb. Auto Att. Lines Enter the number of voice ports present in your Voice Connection system.

Operator's Extension Enter the extension number for the telephone that you want calls transferred to when a caller presses "0" for the operator. This may be any extension in your telephone system.

System Password Enter a four digit number that will be used by the system administrator to access and change system mailboxes. **The number entered must be followed by the pound (#) key.** The default system password is 0#.

Nbr. Of Times to Hold Enter the number of times that you will allow callers to hold for extensions that are busy. The call hold option is controlled on an individual extension basis. Refer to the Assigning and Editing Extensions in this section of the manual for details. Caution should be taken when assigning this parameter, to keep

the amount of time that a voice port is busy to a minimum. **The hold feature will only work on supervised transfers.**

Max Hold Time If the hold feature is activated, enter the amount of time before Voice Connection will retry the busy extension. **The hold feature will only work on supervised transfers.**

Notify Port No. Enter the number of the port that will handle the message notification calls. This information is particularly important when message waiting lights are to be activated, because many telephone systems require that the same extension that turned on the light turn it off.

Outdial Prefix Enter the digit required by your telephone system to access central office lines. Voice Connection uses these lines to place message notification calls to beepers or external telephones and faxing information. The default code is 9. Enter 9 in this field unless you have programmed your telephone system for a different code. If the telephone system has been programmed for a different code, enter the code programmed (up to 3 digits) in this field.

System Broadcast Mailbox Enter the number of the mailbox that you will assign to broadcast messages to all system users. If a message is left in this mailbox then all users will hear the message when accessing their mailbox. The default setting is 999.

Mailbox / DID Size Enter the number of digits that callers will enter to access your user mailboxes. Mailbox numbers larger or smaller than this parameter are not affected when sent through system database programming. If your system is receiving DID calls to Voice Connection then enter the number of digits that Voice Connection receives from the DID circuits. This number is normally set at 3. **Note: If you set this number larger than the number dialed, a pound must be entered after the last digit dialed.**

Longest Message Record Time This is a global setting for the amount of time that each message may be recorded before the system automatically cuts off the recording. The number of seconds of recording time that you wish to allow is entered here. This parameter may be overridden for an individual mailbox when the mailbox is created. The default time for this parameter is 180 seconds.

Shortest Message Time Any message with a duration less than this setting **Will Not Be Saved.** The default setting is 5 seconds.

Longest Greeting Time This parameter sets the global time in seconds that a personal greeting may be recorded for each mailbox. The time entered here may be overridden when the individual mailbox is created. The default setting for this parameter is 60 seconds or 1 minute.

Pause Duration Enter the amount of time in milliseconds that the system will pause and wait for dial tone, etc. 1000 milliseconds = 1 second. The scale used is 1 = 10 milliseconds. Therefore, the default amount of 100 is equal to one (1) second. The time entered in here will be represented by a comma (,) in database programming. Refer to the section on *Hold Sequences*.

Flash Duration Enter the amount of time in milliseconds that your telephone system requires for a hook flash. Refer to your telephone system documentation for this information. Remember that a scale of 1 = 10 milliseconds is used.

System Directory Mailbox Enter the mailbox number created for the system directory. The directory mailbox number must be entered before callers will have access to the directory feature.

Directory Search By Last Name This is the default setting, and will allow callers to enter the first three letters of a last name. Voice Connection will then look for a

match based on the information entered in the last name field of the user mailboxes that have been added to the directory. If you do not select this option, Voice Connection will search for a match based on the first three letters of the first name entered in the first name field of the user mailboxes and added to the directory.

Note: If you change the directory from one option to another, you must edit the user mailboxes, delete the name from the directory, and then re-add the name to the directory.

Volume Control This control is used to change the volume level of the Prompts. The range is from 8 to -8; the default value is "0".

Your Comp. Name Enter the name of your company. The name that is entered here will automatically appear on all faxes sent with the FAX option.

Telephone Extensions Start with Digit(s) Enter the first number used for calling extensions. Entries in this field will block the use of these digits in the Combo and Menu mailboxes.

Number of Retries Enter the number of times that Voice Connection will attempt to notify a user that messages are present in their mailbox. Notification can be to an internal number, external number or beeper. The setup for these numbers is covered in the User Mailbox section of *Assigning and Editing Mailboxes*. This parameter does not affect message waiting lamp activation.

Notify Time Interval Enter the number of minutes that Voice Connection will wait between notification calls. Calls will no longer be made when messages have been retrieved from the mailbox. The initial notification call is always made within one minute from the time the message is received in the mailbox.

System Date & Time Enter Military Time (3:00 PM = 15:00)

Extension Size Enter the digit length of your extension numbers.

PBX Integration String Enter the string of DTMF digits that will be sent by the telephone system before the extension number or mailbox number is transmitted. If your telephone system does not send an integration string then leave this field blank.

Integ Delay Enter the time in seconds that Voice Connection will wait for In Band Signaling information to be sent from the telephone system. For example, when the telephone system is programmed to forward busy/no answer calls to the voice mail, a string of DTMF digits will be sent to the voice mail when the voice mail answers the call. This information is normally an integration string followed by the extension number that forwarded the call. The voice mail system will then direct the call to the proper user mailbox and a personal greeting will be played to the caller. This information is normally sent within the first second.

Message Lamp On String Enter the information your telephone system requires to turn on message waiting lamps. Use the prefix field if the telephone system requires this information before the extension number, or the suffix field if the information is required after the extension number is sent.

Message Lamp Off String Enter the information your telephone system requires to turn on message waiting lamps. Use the prefix field if the telephone system requires this information before the extension number, or the suffix field if the information is required after the extension number is sent.

Extension Dialing Prefix/Suffix This parameter allows you to enter a string of digits that can be sent as DTMF tones before or after Voice Connection dials the extension number. If you have an application that requires this option, such as overriding voice announced calls, enter the digit string in the field and then click the mouse on the prefix or suffix button.

Hold Sequences Before a call can be transferred by Voice Connection the call must be placed on hold. This is accomplished by simulating a momentary interruption or "hook flash". Once the call is placed on hold it must be retrieved before it can be connected to the extension or hear recorded information.

On Hold Enter the information your telephone system requires to place a call on hold. The ampersand (&) is the code to perform a hook flash and the "W" represents a 2 second wait for dial tone. These are the default settings and will work with the majority of telephone systems. Refer to your telephone system documentation to verify. If your telephone system requires something different then enter the information in the box provided.

Off Hold No Answer Enter the information your telephone system requires to retrieve a call from hold when there is no answer at the extension. The (&) represents a hook flash and the comma (,) represents a pause. The default length of time for a pause is one second and may be changed (refer to the section on *Flash Duration*). The default settings will work with the majority of telephone systems. Refer to your telephone system documentation.

Off Hold Busy Some telephone systems such as the AT&T System 25 require a different sequence to retrieve a call from an extension that is busy. Refer to your telephone system documentation and enter the correct information. The majority of telephone systems will use the same sequence for both no answer and busy. This is the default setting for this parameter.

Mailbox Setup

Select a Mailbox Number		
250	Combo	main greeting
00	User/Oper	Default Operator Mbx
101	User	
102	User	
108	User	
109	User	
220	Fax	
221	Menu	
222	Audiotext	
223	Play Only	
224	Transfer	
225	Dist. List	
226	Broadcast	
250	Combo	main greeting
251	Combo	
900	Directory	Default Directory Mbx
999	Broadcast	Default Broadcast Mbx

Write Click the mouse on this button if the information entered is correct. The information will automatically be entered into the system database.

Cancel Click the mouse on this button when you wish to exit this window without saving new information to the database.

Add Button Click the mouse on this button when you want to create a new mailbox. Refer to the section on *Assigning and Editing Mailboxes*.

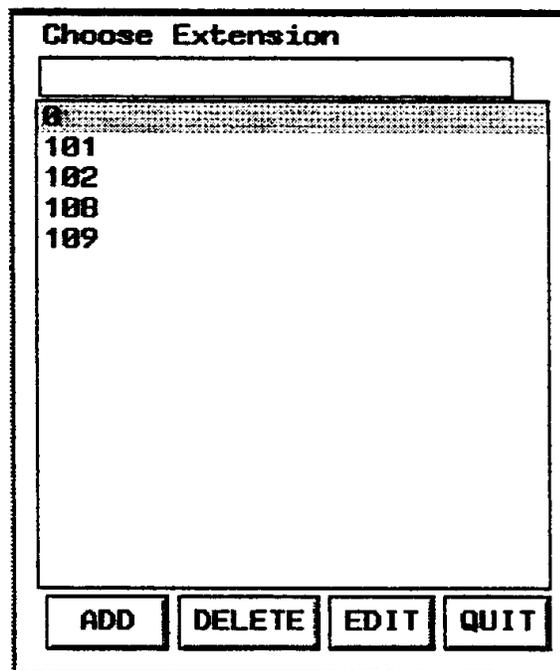
Delete Button Highlighting a mailbox listed in the window and clicking on this button will cause the highlighted mailbox to be deleted.

Edit Button Highlighting a mailbox listed in the window and clicking the mouse on this button will access the editing screen for the highlighted mailbox. Information pertaining to that particular mailbox will be entered. Refer to the section on *Assigning and Editing Mailboxes* for complete details on each mailbox type.

Copy Button Clicking on this button will bring up a screen that will allow you to change the features for a group of user mailboxes.

Quit Button Clicking the mouse on this button will remove this window from the screen.

Telephone Extensions



The image shows a window titled "Choose Extension". At the top, there is a text input field. Below it is a list of extension numbers: 101, 102, 108, and 109. At the bottom of the window, there are four buttons labeled "ADD", "DELETE", "EDIT", and "QUIT".

Add Button Click the mouse on this button to add a telephone extension to Voice Connection. Refer to the section on *Assigning and Editing Extensions*.

Delete Button Click the mouse on the appropriate extension number and then click on the delete button to delete the extension number from the database.

Edit Button Click the mouse on the appropriate extension number and then click the edit button to change extension information. Refer to the section on *Assigning and Editing Extensions*.

Quit Button Click the mouse on this button to remove this window from the screen.

Auto Attendant Greeting Setup (Sprint Protege')

Greeting Setup: Protege' Trunk Groups										
Trunk Group	Grp No:	From:	To:	Sun:	Mon:	Tue:	Wed:	Thu:	Fri:	Sat:
Trunk Group	1	700	799							
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										

When central office calls are directed to be answered by the automated attendant, the Protege' system will forward the trunk number with the call. This feature allows the automated attendant to answer the call and play a greeting based on the trunk number. This feature is unique in that calls requiring different greetings (such as multiple companies) no longer have to be directed to a specific port in the call processing system. A call can now be directed to any port and the appropriate greeting will be played.

Trunk Group Enter the trunk group number as assigned in the Protege' system. Voice Connection automatically enters a one in the first trunk group field.

From To Enter the trunk numbers as assigned in the Protege' system for the trunks in this trunk group. Voice Connection automatically enters trunk number 700 to 799 in this field.

Sun — Sat Enter the mailbox number that will answer the call and play a main greeting for the appropriate day. Greeting and time of day changes are programmed in the mailbox. Refer to the section on *Assigning and Editing Mailboxes*. **If a call is received on a trunk that is not assigned on this screen the call will be routed to the mailbox specified for trunk group one.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Auto Attendant Greeting Setup (All other Systems)

	From:	To:	Sun:	Mon:	Tue:	Wed:	Thu:	Fri:	Sat:
Voice Port	1	16			250	250	250	250	
Voice Port									
Voice Port									
Voice Port									
Voice Port									
Voice Port									
Voice Port									
Voice Port									
Voice Port									

WRITE CANCEL

With Voice Connection callers may be presented with different greetings for each day of the week. The greetings are recorded in a mailbox and the mailbox is assigned to the proper port. Each port or group of ports may have a different set and schedule of greetings.

From To Enter the port numbers as assigned to answer the call for this specific greeting.

Sun — Sat Enter the mailbox number that will answer the call and play a main greeting for the appropriate day. Greeting and time of day changes are programmed in the mailbox. Refer to the section on *Assigning and Editing Mailboxes*. **If a call is received on a port that is not assigned on this screen the call will be routed to the mailbox specified for port one.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

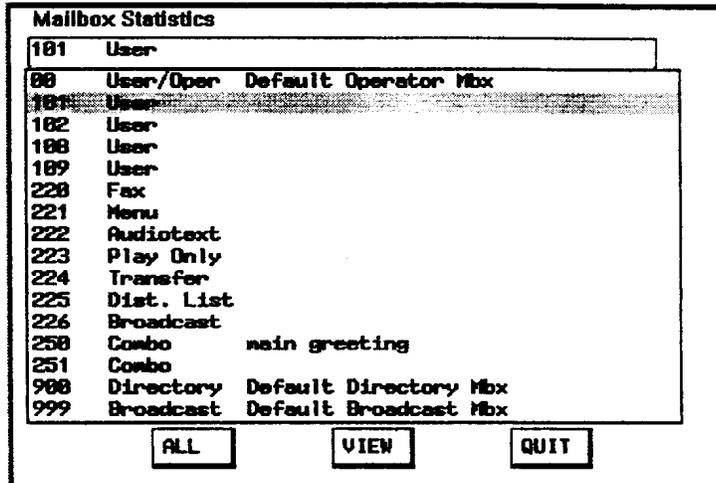
Cancel Button Click the mouse on this button to exit this screen without saving changes.

Stats

Mailbox Allows you to view the number of messages currently saved for each mailbox and the status of the message.

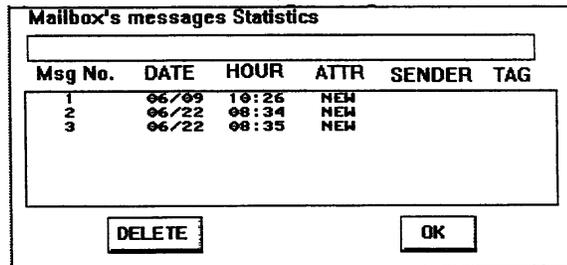
Ports Shows the number of calls that have been received for each voice port

Mailbox Statistics



All Button Click the mouse on this button to view the combined statistics for all of the mailboxes in the Voice Connection system.

View Button Click the mouse on a mailbox number and then click on View to see the statistics for an individual mailbox. The following information will be displayed



Msg No. The number of the message in the order received.

Date The date the message was received.

Hour The time the message was received.

ATTR The attribute of the message (new or old).

Sender The extension number if the message was sent by another user.

Tag Any special flags that have been set for this message.

Delete Button Click the mouse on a message number and then click on delete to erase the message.

OK Button Click on this button to exit this screen.

Assigning and Editing Mailboxes

This section will give you a detailed explanation of all data to be entered for each type of mailbox. Each mailbox will be covered separately for easy reference.

Access Mailbox Setup from the System Programming menu. The following screen will be displayed.

The screenshot shows a window titled "Select a Mailbox Number". It contains a list of mailbox numbers and their descriptions. The list is as follows:

Mailbox Number	Description
250	Combo main greeting
00	User/Oper Default Operator Mbx
101	User
102	User
108	User
109	User
220	Fax
221	Menu
222	Audiotext
223	Play Only
224	Transfer
225	Dist. List
226	Broadcast
250	Combo main greeting
251	Combo
900	Directory Default Directory Mbx
999	Broadcast Default Broadcast Mbx

At the bottom of the window, there are five buttons: ADD, DELETE, EDIT, COPY, and QUIT.

Delete Button Highlight a mailbox number and click the mouse on the delete button to delete the mailbox from the database. Voice Connection will ask for confirmation before deleting.

Quit Button Click the mouse on this button to remove this window from the screen.

Add Button Click the mouse on the add button to assign a new mailbox and the following screen will display.

The screenshot shows a window titled "New Mailbox". The text inside reads: "Enter a range, or just Field #1 for one mailbox". There are two input fields: "1. Create Mbx No.:" and "2. To Mbx No.....:". Below these is a "Mailbox Type :" label followed by a list of options: (F) Fax, (M) Menu, (A) AudioText, (P) PlayOnly, (U) User, (T) Transfer, (D) Distribution, (B) Broadcast, (I) directory, (C) Combo Transfer & Menu, (V) interView, and (R) Recorded Announcement. At the bottom are "CREATE" and "CANCEL" buttons.

Create MBX Number Enter the number of the mailbox that you are creating or the starting mailbox number in a range of mailboxes

To MBX Number Enter the ending mailbox number if you are creating a range. If only one mailbox of this type is being created, leave this field blank.

Mailbox Type Using the letter surrounded by parentheses enter the type of mailbox that you are creating.

Create Button If the information is correct click the mouse on the Create button and the mailbox will automatically be created and added to the system database. Once created the mailbox number and type will appear in the window listing the mailboxes.

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.

Each type of mailbox and an explanation of the information to be entered follows.

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.

Note: This type of mailbox applies only to Voice Connection systems that are equipped with the Fax on Demand option.

The screenshot shows a terminal-style window titled "Editing Mailbox 229". The interface includes the following elements:

- Mailbox No :** 229 Fax
- Name :** [Empty text box]
- Max Greeting Length:** [Empty text box]
- Open Ext.:** [Empty text box]
- Three radio button options:
 - Text / ASCII Document
 - PCX Graphics Document
 - PCX Multi-Page Document
- Four buttons at the bottom: WRITE, NEXT, PREV, and CANCEL.

Operator No entry required.

Name Enter a reference name for this mailbox. The name you enter will appear in the mailbox list window.

File Name Voice Connection will enter this information for you. If you choose to enter a filename of a document copied into the system you must follow the format: FAXBACK\[filename]

Max Greeting Length Does not apply.

Text/ASCII Document Click the mouse on this button if the file to be faxed is in a text format. This type of FAX can only be sent to destinations equipped with a CAM compatible fax board.

PCX Graphics Document Click the mouse on this button if the file to be faxed is a single page document. If the file is to be faxed to an ordinary fax machine then this type of file format must be selected.

PCX Multi-Page Document Click the mouse on this button if you are faxing a multi-page document.

REFER TO THE FAX SECTION OF THIS MANUAL FOR AN EXPLANATION OF THE REMAINING BUTTONS.

Menu Mailbox

Menu mailboxes are designed to allow callers to make choices 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.

Operator Enter the extension where a call will be transferred when the caller presses "0" for operator. This may be any extension in your telephone system.
Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering call for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter the name of the mailbox. Information entered here will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Greeting Menu mailboxes can be used as main greetings or as part of a V-Tree structure for directing callers. Voice Connection allows each menu mailbox to have three greetings that may be controlled by time of day changes. Record the greetings referring to the section on *Recording System Greetings*. When you record a new greeting you may either activate the new greeting or leave the old greeting active. The time of day will control which greeting is active. Enter the time of day (using a 24-hour clock) that the greeting will start playing and then enter the greeting number to play. If only one time of day is entered then that greeting will play at all times. A zero (0) is considered a blank field. **GREETING NUMBER ONE (1) MUST BE RECORDED AND WILL ACT AS THE DEFAULT GREETING IF NO TIME OF DAY CHANGES ARE PROGRAMMED.**

Override Greeting Number One of the greetings may be used as an override greeting. When active this greeting will play regardless of the time of day. This feature is useful for unusual circumstances, such as an early closing due to weather or other emergency. To use this feature enter a greeting number in this box. The greeting may be activated remotely from any telephone or by selecting the Override Scheduled Greeting Times checkbox.

Max Greeting Length Enter the time in seconds that a greeting for this mailbox can be recorded. Enter this information only if the global system wide setting for this parameter needs to be overridden.

Route Directly to MBX When this option has been selected and the extension option **Transfer calls directly to mailbox after hours** has been selected, calls for that extension will be transferred directly to the mailbox. (see page 8-39)

MBX/EXT Enter the destination mailbox or extension number where the caller will be transferred when the associated DTMF key is pressed. Voice Connection allows you to direct calls differently for each greeting. For example, if you want calls directed differently during the day than at night, you would enter the extension information under the appropriate greeting numbers for each.

Next Action Enter the destination where the call will be transferred if the caller presses no keys. If nothing is entered in this box the caller will be transferred to the operator. You may have a different next action for each greeting.

Verify Button When this button is clicked with the mouse the information typed in the name field for the mailbox number assigned will display under **Name**.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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 and etc. Audiotext mailboxes do not allow messages to be recorded.

Editing Mailbox 222

Mailbox No : 222 Audiotext

Name : VC Information

Number Of Digits Expected: []

Next Action: []

Options On

Active Greeting

Greeting (1)

Greeting (2)

Greeting (3)

Max Greeting Length: []

Oper Ext. : []

WRITE NEXT PREV CANCEL

Operator Enter the extension where a call will be transferred when the caller presses "O" for operator. This may be any extension in your telephone system.
Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter a reference name for the information recorded in this mailbox. Any information entered in this field will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Number of Digits Expected Enter the number of digits that are expected if the caller will be given the option to access additional information. If nothing is entered in this field then no digit entry by the caller will be accepted.

Next Action Enter the mailbox or extension number where the caller will be transferred if no digits are entered. Leaving this field blank will send the call to the operator.

Options On Does not apply.

Mailbox Active Does not apply.

Greeting 1, 2, 3 This mailbox can have 3 greetings any one of which may be active. Refer to the section on *Recording Greetings*.

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

Play Only /Voice Announce 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. These mailboxes can also be used for recorded announcement messages for callers waiting to be answered in a UCD group when the telephone system allows.

Caution: Do not activate any greeting from this screen until the greeting has been recorded.

The screenshot shows a window titled "Editing Mailbox 284". The window contains the following fields and controls:

- Mailbox No : 284 Play Only
- Name : [text input field]
- Next Action: [text input field]
- Options On
- Mailbox Active
- Active Greeting
 - Greeting (1)
 - Greeting (2)
 - Greeting (3)
- Oper. Ext.: [text input field]
- Max Greeting Length: [text input field]

At the bottom of the window, there are four buttons: WRITE, NEXT, PREV, and CANCEL.

Operator Enter the extension where a call will be transferred when the caller presses "O" for operator. This may be any extension in your telephone system.

Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter a reference name for the information recorded in this mailbox. Any information entered in this field will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Next Action Enter the mailbox or extension number where the caller will be transferred. Leaving this field blank will terminate the call if the Options On field is not active.

Options On Click the mouse in this box if you want the caller to be given the option of dialing another extension after listening to the information contained in this mailbox. **Note:** Information entered in the next action field takes priority over this option. If there is no entry in next action and this option is active, the caller will be given the option to dial another extension. If there is no entry in next action and this option is not active, the call will be terminated.

Mailbox Active Does not apply.

Greeting 1, 2, 3 This mailbox can have 3 greetings any one of which may be active. Refer to the section on *Recording Greetings*. **Caution: Do not activate any greeting from this screen until the greeting has been recorded.**

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system wide global parameter for this setting is not long enough.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

User Mailbox

User mailboxes are designed to play a greeting and take messages. This type of mailbox 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 also provided. Additionally 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.

Editing Mailbox 100

Mailbox No : 100 User

Last Name : _____ First Name : _____

Password : _____ Play Broadcast Message(s) Operator Ext. : _____

Notify On Retrieve Messages in LIFO Order

Play Default Greeting Auto Purge Messages for this MBX

Purge Messages older than how many days: 14

Max Greeting Length: _____ Active Greeting

Use Message Waiting Lamp Max Message Record Length: _____ Greeting (1)

Active -> Internal Notify Number: 100 Greeting (2)

Active -> External Notify Number: _____ Greeting (3)

Active -> Beeper Number: _____

Next Action: _____

DISTRIBUTION LIST	
DIST MBX#	NAME
1 ->	0
2 ->	0
3 ->	0
4 ->	0
5 ->	0
6 ->	0

Only Used For Broadcasting

Operator Enter the extension where a call will be transferred when the caller presses "O" for operator. This may be any extension in your telephone system.

Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Before changing the name the original name must be deleted from the Directory.

Last Name Enter the last name of the person or department assigned to this mailbox. Information entered in this field can be added to the company directory and will be displayed when assigned elsewhere in the database and the verify button is pressed.

First Name Enter the first name of the person assigned to this mailbox. Information in this field can be added to the directory if the Directory search by first name option is selected in the Directory setup screen

If this field is blank, then the default password is pound (#).

Password Enter a 4 digit password that the user will enter to retrieve messages and perform mailbox maintenance. You may leave this field blank allowing the user to assign their own password.

Notify On With this option the Voice Connection system will notify you when messages are present in your mailbox. This option is automatically active when the mailbox is created. Click the mouse on this to deactivate message notification.

If no personal greeting is recorded the default greeting will play.

Play Default Greeting When active callers will hear a default greeting after hearing the personal greeting recorded for this mailbox and before messages are recorded. If you do not want this greeting to play, allowing messages to be recorded immediately after the personal greeting is played, then you must deactivate this feature.

Add to the Directory Click the mouse on this button to add the information entered in the name field to the company directory.

The information is added to the directory the first time this button is pressed. Pressing this button after the information has been added will cause an error message to display. You must delete the information before changing.

Del From Directory Click the mouse on this button to delete the information from the directory.

Use Message Waiting Lamp When this feature is activated, the Voice Connection system will light the message waiting lamp on the telephone extension entered into the internal notification field. This option is activated when the mailbox is created. Click the mouse on this button to deactivate this feature.

Only one notification number can be active at a time.

Internal Notify Number Enter the extension number that Voice Connection will call when messages are present in this mailbox. If the message waiting lamp option is active, the telephone will not ring.

External Notify Number Enter the external telephone number that Voice Connection will call when messages are present in this mailbox. The number entered here can be any telephone number anywhere. Use the comma (,) to indicate a pause. **Note: Do not include a prefix such as 9 for obtaining a C.O. Line. Any prefix, if required should be assigned in the Voice Mail System Parameter screen.**

Beeper Number Enter the telephone number of the beeper Voice Connection will call if messages are present in this mailbox. Use the comma (,) to indicate a pause. When this feature is entered from the user's telephone, Voice Connection automatically enters 8 commas and the mailbox number. **(Some pager companies may require more or less pause time).** Voice Connection will automatically hang up after the call is made. **Note: Do not include a prefix such as 9 for obtaining a C.O. Line. Any prefix, if required, should be assigned in the Voice Mail System Parameter screen.**

Active Buttons Click the mouse on the button for the active notification number.

Next Action Enter the destination where the caller will be transferred if no keys are pressed. If nothing is entered, the caller will be given the option menu to dial another extension or transfer to the operator. If the word HANG is entered then Voice Connection will hang up after the message is delivered.

Play Broadcast Message(s) When active this option allows users to receive system broadcast messages. This option is automatically activated when the mailbox is

created. Click the mouse on this button to deactivate this feature and prevent the user from receiving broadcast messages.

Retrieve Messages in LIFO Order Voice Connection gives you the option to retrieve your messages in Last In First Out (LIFO) order or First In First Out (FIFO) order. The FIFO option is automatically set when the mailbox is created. Click on this button to deactivate FIFO and activate LIFO.

Auto Purge Messages for this MBX Voice Connection will automatically delete old messages stored for more than a user-defined number of days. By default, this option is active, and messages are deleted after 14 days.

Purge Messages Older Than Enter the number of days before old messages will automatically be deleted. The default setting is 14.

Do not activate any greeting from this screen until the greeting has been recorded.

Greeting 1, 2, 3 This mailbox can have 3 greetings, any one of which may be active. The user will record their own personal greeting.

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Max Message Record Length Enter the length in seconds that a message can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Distribution list 6 is used only when this user has Broadcast Privileges. Caution should be taken when assigning this privilege to users.

Distribution List Each user mailbox can have up to 5 different distribution lists. Each list can contain up to 48 mailboxes. This feature allows a user to record a message and the message will be distributed to every mailbox on the list. In the fields provided, enter the distribution list mailbox number for each list. Refer to the section on *Distribution Mailbox*.

Verify Button When this button is clicked with the mouse the information typed in the name field for the distribution mailbox number assigned will display under **Name**.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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.

WALSH

Editing Mailbox 200

Mailbox No : 200 Transfer

Name : _____ Max Greeting Length: _____

Use MILITARY TIME Format. Valid Greeting No: 1,2,or 3 Open 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

Number Of Digits Expected: [3]

Next Action: _____

WRITE NEXT PREV CANCEL

Operator Enter the extension where a call will be transferred when the caller presses "O" for the operator. This may be any extension in your telephone system.
Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter a reference name for the information recorded in this mailbox. Any information entered in this field will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Number of Digits Expected Enter the number of digits that the caller is expected to enter.

Greeting Transfer mailboxes can be used as main greetings or as part of a V-Tree structure for directing callers. Voice Connection allows each transfer mailbox to have three greetings that may be controlled by time of day changes. Record the greetings referring to the section on *Recording System Greetings*. When you record a greeting you may either activate the new greeting or leave the old greeting active. The time of day will control which greeting is active. Enter the time of day (using a 24-hour clock) that the greeting will start playing and then enter the greeting number to play. If only one time of day is entered then that greeting will play at all times. A zero (0) is considered a blank field. **GREETING NUMBER ONE (1) MUST BE RECORDED AND WILL ACT AS THE DEFAULT GREETING IF NO TIME OF DAY CHANGES ARE PROGRAMMED.**

Override Greeting Number One of the greetings may be used as an override greeting. When active this greeting will play regardless of the time of day. This feature is useful for unusual circumstances, such as an early closing due to weather or other emergency. To use this feature enter a greeting number in this box. The greeting may be activated remotely from any telephone or by selecting the Override Scheduled Greeting Times checkbox.

Route Directly to MBX When this option has been selected and the extension option **Transfer calls directly to mailbox after hours** has been selected, calls for that extension will be transferred directly to the mailbox. (see page 8-39)

Next Action Enter the mailbox or extension number where the caller will be transferred if no digits are entered. Leaving this field blank will send the call to the operator. A different next action may be entered for each greeting.

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system wide global parameter for this setting is not long enough.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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.

The screenshot shows a window titled "Editing Mailbox 281". Inside, there is a label "Mailbox No : 281 Dist. List" and a "Name : " field. Below this is a table with three columns, each with a header "MBX NO:" and "NAME". Each cell in the table contains a "0". At the bottom of the window are five buttons: "WRITE", "NEXT", "VERIFY", "PREV", and "CANCEL".

Operator No entry required.

Name Enter the name of this distribution list. Information entered in this field will be displayed when this mailbox is referenced elsewhere in the database and the verify button is pressed.

Mailbox Enter the mailbox numbers where messages recorded for this distribution list will be delivered.

Verify Button When this button is clicked with the mouse the information typed in the name field for the mailbox number assigned will display under **Name**.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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.

A broadcast mailbox is used to deliver recorded messages to every user on the system. Use of this privilege is controlled in the user mailbox screen. This mailbox must be created so that it can be assigned. However, no editing entries other than the name are necessary. The allowable recorded length of the message can be controlled through an entry in the message length field. The default setting is 180 seconds.

The screenshot shows a terminal window titled "Editing Mailbox 999". The window contains a form with the following fields and values:

- Mailbox No : 999 Broadcast Default Broadcast Mbx
- Name : Default Broadcast Mbx
- Max Broadcast Message Length (Sec):
- Oper. Ext.:

At the bottom of the window, there are four buttons: WRITE, NEXT, PREV, and CANCEL.

Operator No entry required.

Name Enter the name of this distribution list. Information entered in this field will be displayed when this mailbox is referenced elsewhere in the database and the verify button is pressed.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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.

The screenshot shows a terminal window titled "Editing Mailbox 988". The content is as follows:

```
Mailbox No : 988  Directory  Default Directory Mbx
Name : Default Directory Mbx  Active Greeting
                                O Greeting (1)  Operator Ext: 
                                O Greeting (2)
                                O Greeting (3)
Number Of Digits Expected: 3
Max Greeting Length: 
WRITE  NEXT  PREV  CANCEL
```

Operator Enter the extension where a call will be transferred when the caller presses "0" for the operator. This may be any extension in your telephone system.
Note: The default operator extension is defined in the system parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. This feature can also be used to direct calls to personal or departmental secretaries.

Name Enter the name of this mailbox. Information entered here will be displayed when this mailbox is referenced elsewhere in the database and the verify button is pressed.

Password Does not apply.

Number of Digits Expected Enter the number of digits in your extension numbers.

Greeting 1, 2, 3 This mailbox may have up to 3 greetings any one of which may be active. This mailbox has a default greeting recorded that will ask the caller to enter the first three letters of the last name. If this greeting applies to your installation then no further greetings need to be recorded. **Note: Do not activate any greeting for this mailbox until the greeting has been recorded. DO NOT ENTER ANY GREETING IF YOU WOULD LIKE THE SYSTEM GREETING TO PLAY.**

THE SYSTEM GREETING ASKS CALLERS TO ENTER THE FIRST THREE LETTERS OF THE LAST NAME.

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changed information.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

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.

The screenshot shows the 'Editing Mailbox 250' interface. At the top, it displays 'Mailbox No : 250 Combo'. Below this are fields for 'Name :', 'Max Greeting Length:', and 'Oper Ext. :'. A note indicates 'Use MILITARY TIME Format. Valid Greeting No: 1,2,or 3'. There are four rows of 'At : [] play greeting: []' with a checkbox for 'Override scheduled greeting times' and a field for 'Override greeting no.: []'. A note states 'IF override is enabled, the override greeting will play at any time of day'. Below this, it says 'Zero values in all fields above mean that Greeting 1 is played all the time, and Greeting 1 must be recorded. (See Page:18-1)'. The screen is divided into three columns for GREETING 1, GREETING 2, and GREETING 3. Each column has a 'Route directly to MBX' checkbox and a table with 'Ext. Starting Digit' labels and input boxes for digits 1 through 9. At the bottom, there are 'Next Action' fields and buttons for 'WRITE', 'NEXT', 'VERIFY', 'PREV', and 'CANCEL'.

Operator Enter the extension where a call will be transferred when the caller presses "O" for the operator. This may be any extension in your telephone system.

Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter the name of the mailbox. Information entered here will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Greeting Combo mailboxes can be used as main greetings or as part of a V-Tree structure for directing callers. Voice Connection allows each combo mailbox to have three greetings that may be controlled by time of day changes. Record the greetings referring to the section on *Recording System Greetings*. When you record a greeting you may either activate the greeting or leave the old greeting active. The time of day will control which greeting is active. Enter the time of day (using a 24 hour clock) that the greeting will start playing and then enter the greeting number to play. If only one time of day is entered then that greeting will play at all times. A zero(0) is considered a blank field. **GREETING NUMBER ONE (1) MUST BE RECORDED AND WILL ACT AS THE DEFAULT GREETING IF NO TIME OF DAY CHANGES ARE PROGRAMMED.**

Override Greeting Number One of the greetings may be used as an override greeting. When active this greeting will play regardless of the time of day. This feature is useful for unusual circumstances, such as an early closing due to weather or other emergency. To use this feature enter a greeting number in this box. The greeting may be activated remotely from any telephone or by selecting the Override Scheduled Greeting Times checkbox.

Mailbox Active Does not apply.

Max Greeting Length Enter the time in seconds that a greeting for this mailbox can be recorded. Enter this information only if the global system wide setting for this parameter needs to be overridden.

Route Directly to MBX When this option has been selected and the extension option **Transfer calls directly to mailbox after hours** has been selected, calls for that extension will be transferred directly to the mailbox. (see page 8-39)

MBX/EXT Enter the destination mailbox or extension number where the caller will be transferred when the associated DTMF key is pressed. Digits entered in the telephone extension field in the Automated Attendant System Parameter screen will be blocked for entry on this screen. This allows callers to enter extension numbers or a menu selection. Voice Connection allows you to direct calls differently for each greeting. For example, if you want calls directed differently during the day than at night, you would enter the extension information under the appropriate greeting numbers for each.

Next Action Enter the destination where the call will be transferred if the caller presses no keys. If nothing is entered in this box the caller will be transferred to the operator. A different next action may be programmed for each greeting.

Verify Button When this button is clicked with the mouse the information typed in the name field for the mailbox number assigned will display under **Name**.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

Interview Mailbox

For Detailed instructions on Interview Mailboxes, see Recording System Greetings.

Interview mailboxes allow you to ask the caller a series of questions and record their answers. The answers may then be played back later. Voice Connection can record up to 50 questions in an interview mailbox.

Editing Mailbox 287

Mailbox No : 287 Interview

Name :

Password :

Play Default Greeting

Next Action:

Active Greeting

Greeting (1)

Greeting (2)

Greeting (3)

Operator Ext.:

Max Greeting Length:

Max Message Record Length:

WRITE NEXT PREV CANCEL

Operator Enter the extension where a call will be transferred when the caller presses "O" for the operator. This may be any extension in your telephone system.

Note: The default operator extension is defined in the System Parameters. No entry is required unless you desire a different operator destination for this mailbox. An entry here will override the default operator extension. This feature can be used to direct calls to different attendants when the Voice Connection is answering calls for multiple companies. The feature can also be used to direct calls to personal or departmental secretaries.

Name Enter the name of the mailbox. Information entered here will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Password Enter a 4 digit password that the user will enter to retrieve messages and perform mailbox maintenance. You may leave this field blank allowing the user to assign their own password.

Play Default Greeting When active, callers will hear a default greeting after hearing the personal greeting recorded for this mailbox and before messages are recorded. If you do not want this greeting to play, allowing messages to be recorded immediately after the personal greeting is played, then you must deactivate this feature.

Next Action Enter the destination where the call will be transferred if the caller presses no keys. If nothing is entered in this box the caller will be transferred to the operator. A different next action may be programmed for each greeting.

Greeting 1, 2, 3 This mailbox can have 3 greetings any one of which may be active. Refer to the section on *Recording Greetings*. **Caution: Do not activate any greeting from this screen until the greeting has been recorded.**

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Max Message Record Length Enter the length in seconds that a message can be recorded. **Note: Enter information in this field only if the system-wide global parameter for this setting is not long enough.**

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

Recorded Announcement Mailbox

Recorded Announcement only mailboxes are used to provide information to callers. Callers are not allowed to leave messages. These mailboxes can also be used for recorded announcement messages for callers waiting to be answered in a UCD group when the telephone system allows.

The screenshot shows a terminal-style window titled "Editing Mailbox 288". The content includes:
- "Mailbox No : 288 R.A./U.A."
- "Name : [text field]"
- "Next Action: [text field]"
- "Options On" with an unchecked checkbox.
- "Mailbox Active" with a checked checkbox.
- "Active Greeting" section with three radio buttons: "Greeting (1)", "Greeting (2)", and "Greeting (3)".
- "Open Extention" with a text field.
- "Max Greeting Length: [text field]"
- At the bottom, four buttons: "WRITE", "NEXT", "PREV", and "CANCEL".

Operator No entry required.

Name Enter the name of the mailbox. Information entered here will be displayed when the mailbox is assigned elsewhere in the database and the verify button is pressed.

Greeting 1, 2, 3 This mailbox can have 3 greetings any one of which may be active. Refer to the section on *Recording Greetings*. **Caution: Do not activate any greeting from this screen until the greeting has been recorded.**

Max Greeting Length Enter the length in seconds that the Greeting can be recorded. **Note: Enter information in this field only if the system wide global parameter for this setting is not long enough.**

Next Action Enter the destination where the call will be transferred if the caller presses no keys. If nothing is entered in this box the caller will be transferred to the operator. A different next action may be programmed for each greeting.

Options On Does not apply.

Mailbox Active Does not apply.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit this screen without saving changes.

Next Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the next mailbox in numerical order.

Prev Button Clicking the mouse on this button will automatically write the information for this screen into the database and display the screen for the previous mailbox in numerical order.

Using the Copy Feature

You may change the features of one user mailbox or a group of user mailboxes with the Copy feature. To activate this feature click the mouse on the Copy Button on the mailbox setup screen. The following screen will be displayed.

```
Change User Mailbox Features
Enter a range, or just field #1 for one mailbox
1. Change Features of Mbx:
2. Thru Mbx:
Set the features to be changed
[ ] Notify On
[ ] Play Broadcast Message(s)
[ ] Retrieve Messages in LIFO Order
[ ] Auto Purge Messages for MBX
Purge Messages older than how many days: 8
Max Greeting Length:
Max Message Record Length:
[ ] Use Message Waiting Lamp
CHANGE CANCEL
```

1. Enter the mailbox number or range of numbers in fields one and two. If you are only changing the features of one mailbox then no entry is needed in field number two.

2. Select the features that you would like active for this mailbox or group of mailboxes. If the feature is checked active the feature will be activated in the mailboxes. If the feature is not checked as active the feature will be deactivated in the mailboxes. Caution: Changing the features here will override the present settings in the mailboxes.

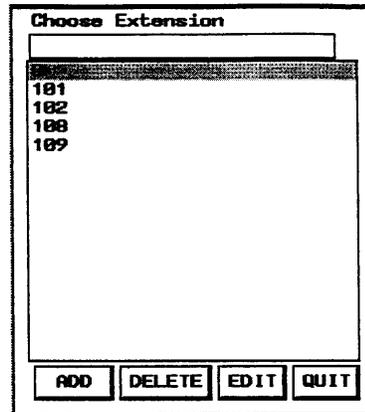
3. Click on the Change button to change the features.

4. Click on the Cancel button to exit without making changes.

Assigning and Editing Extensions

Before Voice Connection can transfer a call to an extension in the telephone system, you must assign the extension number in the database. Several options are available that allow flexibility in the way the call is handled by the automated attendant portion of Voice Connection.

Access Telephone Extensions from the System Programming menu. The following screen will be displayed.



The screenshot shows a window titled "Choose Extension". Inside the window, there is a list of extension numbers: 181, 182, 188, and 189. Below the list, there are four buttons: ADD, DELETE, EDIT, and QUIT.

Add Button Used when new extensions are to be added to the database.

Delete Button Used when extensions are to be deleted from the database.

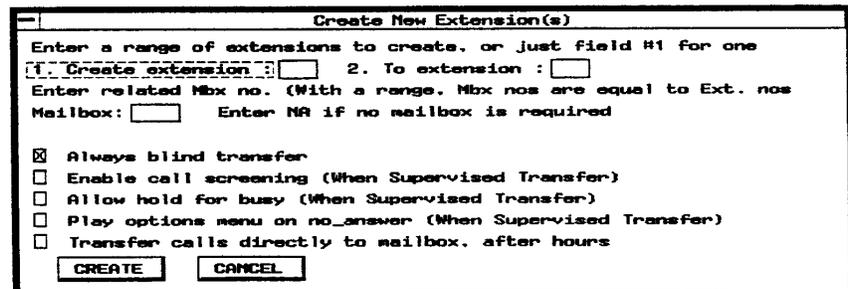
Edit Button Used to change the parameters for an extension.

Quit Button Closes this window.

The following screens are accessible from this screen.

Adding Extensions

Add Button Click the mouse on the add button to assign a new extension number.



The screenshot shows a window titled "Create New Extension(s)". It contains a form with the following fields and options:

- 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

At the bottom are "CREATE" and "CANCEL" buttons.

Extension Enter the extension number to be assigned or the first extension in a range of extensions.

To Extension Enter the number of the last extension number in the range of extensions. Leave this field blank if only one extension is being created.

Mailbox Enter the user mailbox number where callers will be sent if there is no answer or the station is busy. If a range of extension numbers is being created the

mailbox number for each extension will be the same as the extension number. Enter NA if no mailbox is to be associated with this extension.

Always blind transfer Select this option if you wish calls to this extension to be transferred without supervision. Some telephone systems will recall to the voice mail on a busy or no answer condition and send the appropriate information to Voice Connection to insure that the call is placed into the mailbox associated with this extension.

Enable Call Screening Select this option if you want calls transferred to this extension to be screened. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Allow hold for busy (when supervised transfer) Select this option if you want the caller to be given the option to hold when encountering a busy condition at the extension. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Play Options Menu No Answer (when supervised transfer) Under normal operation a caller will be connected directly to the voice mailbox and hear the personal greeting when an extension does not answer. If the caller does not wish to leave a message they may press zero and receive other options. As an option Voice Connection can be configured to inform the caller that the extension is not answering and at that time be given the option to leave a message or dial another extension. If you wish to activate this option click the mouse button on this box. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Transfer Calls Directly to MBX, after hours When this option has been selected and the **Route Directly to MBX** option has been selected, calls for that extension will be transferred directly to the mailbox. (This option is available in **Menu, Combo, and Transfer mailboxes Only.**)

Create Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Cancel Button Click the mouse on this button to exit without adding the extension to the database.

Deleting Extensions

Highlight an extension number and click the mouse on the delete button to delete the extension from the database. Voice Connection will ask for confirmation before deleting.

Editing Extensions

Edit Button Highlight an extension number and click the mouse on the edit button. Selecting this option will allow you to change the extension dialing parameters.

Mailbox Enter the user mailbox number where callers will be sent if there is no answer or the station is busy.

Always blind transfer Select this option if you wish calls to this extension to be transferred blindly or unsupervised. Many telephone systems will recall to the voice mail on a busy or no answer condition and send the appropriate information to Voice Connection to insure that the call is placed into the mailbox associated with this extension.

Enable Call Screening Select this option if you want calls transferred to this extension to be screened. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Allow hold for busy (when supervised transfer) Select this option if you want the caller to be given the option to hold when encountering a busy condition at the extension. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Play Options Menu No Answer (when supervised transfer) Under normal operation a caller will be connected directly to the voice mailbox and hear the personal greeting when an extension does not answer. If the caller does not wish to leave a message they may press zero and receive other options. As an option, Voice Connection can be configured to inform the caller that the extension is not answering and at that time be given the option to leave a message or dial another extension. If you wish to activate this option click the mouse button on this box. **THIS OPTION WILL ONLY WORK IF A SUPERVISED TRANSFER IS PERFORMED.**

Transfer Calls Directly to MBX, after hours When this option has been selected and the **Route Directly to MBX** option has been selected, calls for that extension will be transferred directly to the mailbox. (This option is available in **Menu, Combo, and Transfer mailboxes Only.**)

Cancel Button Click the mouse on this button to exit this screen without saving changed information.

Write Button Click the mouse on this button if the displayed information is correct and Voice Connection will automatically enter the information into the database.

Recording System Greetings

Voice Connection comes with system prompts already recorded. However, greetings or prompts for system mailboxes such as 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.

Refer to the section *Assigning System Greeting Mailboxes* for further information. 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.

Setting Up Interview Mailboxes

Interview Mailboxes ask the caller a series of questions that may then be retrieved later by accessing the mailbox. You may have as many interview mailboxes as you like, and may record up to fifty questions in each one. Detailed instructions about setting up Interview mailboxes from beginning to end follow.

1. At the Voice Connection main screen click Config, then Mailbox Setup.
2. From Mailbox setup, click on the Add button.
3. Enter the interview mailbox number, and then enter 'V' under Mailbox Type.
4. Click on the Create button.
5. Highlight the Mailbox by clicking on it, and then click the Edit button.
6. Enter the name of the Mailbox under the name field, and, if you wish to override the system-wide defaults, enter your desired maximums (in seconds) under the Max Greeting Length and Max Message Length. Only do this if either the questions or the answers are going to be particularly long; otherwise, you may leave these fields blank.
7. If you want the caller to go somewhere besides the Main Menu when they are done, enter the extension you wish them to go to in the Next Action field.
8. Click on the Write button.

Voice Connection does come with system prompts already recorded, including a default greeting for the Interview Mailbox. You may still wish to record your own, though; it is recommended that you listen to the default greeting first.

Recording Greetings and Questions

Even if you do not decide to change the default greeting for the Interview mailbox, you still need to record the questions. Detailed instructions for both of these actions follow.

1. Call the Voice Connection system, and access the Interview mailbox.
2. When the default greeting begins, press the pound (#) key.
3. You will be prompted for your password.
4. Enter the current password (the default is #).
5. Select four (4) to Record a New Greeting.
 1. Select your greeting number (One through Three).
 2. Record your new greeting, and press (#) when you are done.
 3. You will be returned to the Interview mailbox's Main Menu.
6. If you want to record the questions, press two (2).
7. To record question one, press (1). For question two, press (2), etc. Starts speaking at the beep and press the pound (#) key when you are finished recording. When you have recorded all of your questions, press the star (*) key to exit to the main menu of the Interview Mailbox.

You may record over previously recorded questions by entering the question number and recording at the beep.

Sample Greetings

Provided in this section are examples of some typical greetings that may be recorded and used in the Voice Connection system. Sample greetings are given for Menu mailboxes and Transfer mailboxes for both the day and night. A sample greeting is also given for a User mailbox.

Menu Mailbox

Day greeting

"Thank you for calling Ace Computers. For Sales, press One, for Service, press Two, to dial an extension number, press Three. Press Pound for a company directory. Press Zero for the operator, or hold and you will be transferred to the operator."

Night Greeting

"Thank you for calling Ace Computers. Our business hours are 9 AM to 5 PM, Monday through Friday. If you need emergency service, please press One, to dial an extension, press Two. Press Pound for a company directory, or press Zero or stay on the line to leave a message at the message center."

Transfer Mailbox

Day Greeting

"Thank you for calling Ace Computers. If you are calling from a touch-tone telephone and know the extension number of the party you wish to reach, please enter it now. Otherwise, press pound for a company directory, press zero for the operator or hold and you will be connected."

Night Greeting

"Thank you for calling Ace Computers. Our business hours are from 9 AM to 5 PM, Monday through Friday. You may dial an extension number or press pound for a company directory. If you would like to leave a message at the message center, please press Zero, or hold and you will be connected."

User Mailbox

"Hi, this is John Smith, extension 101. I am unable to answer your call at this time, so please leave your name, number, and a brief message, and I will return your call as soon as possible. Thank you."

Assigning Main System Greetings

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.

Editing Mailbox 200

Mailbox No : 200 Transfer

Name : Max Greeting Length:

Use MILITARY TIME Format. Valid Greeting No: 1,2, or 3 User EXT:

At : [] play greeting: [] Override scheduled greeting times

At : [] play greeting: [] Override greeting no.: []

At : [] play greeting: [] If override is enabled, the override greeting will play at any time of day

At : [] play greeting: []

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

Number Of Digits Expected: 3

Next Action:

WRITE NEXT PREV CANCEL

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 cannot 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.

Editing Mailbox 203

Mailbox No : 203 Menu

Name : Max Greeting Length:

Use MILITARY TIME Format. Valid Greeting No: 1,2,or 3 Oper Ext:

At : : play greeting: Override scheduled greeting times

At : : play greeting: Override greeting no.:

At : : play greeting: If override is enabled, the override

At : : play greeting: 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:	
<input type="checkbox"/> Route directly to MBX					
MBX/EXT	NAME	MBX/EXT	NAME	MBX/EXT	NAME
1 <input type="text"/>		1 <input type="text"/>		1 <input type="text"/>	
2 <input type="text"/>		2 <input type="text"/>		2 <input type="text"/>	
3 <input type="text"/>		3 <input type="text"/>		3 <input type="text"/>	
4 <input type="text"/>		4 <input type="text"/>		4 <input type="text"/>	
5 <input type="text"/>		5 <input type="text"/>		5 <input type="text"/>	
6 <input type="text"/>		6 <input type="text"/>		6 <input type="text"/>	
7 <input type="text"/>		7 <input type="text"/>		7 <input type="text"/>	
8 <input type="text"/>		8 <input type="text"/>		8 <input type="text"/>	
9 <input type="text"/>		9 <input type="text"/>		9 <input type="text"/>	

Next Action Next Action Next Action

WRITE NEXT VERIFY PREV CANCEL

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.

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 : : play greeting: Override scheduled greeting times

At : : play greeting: Override greeting no.:

At : : play greeting: If override is enabled, the override

At : : play greeting: 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:	
<input type="checkbox"/> Route directly to MBX					
MBX/EXT	NAME	MBX/EXT	NAME	MBX/EXT	NAME
1 <input type="text"/>		1 <input type="text"/>		1 <input type="text"/>	
Ext. Starting Digit		Ext. Starting Digit		Ext. Starting Digit	
3 <input type="text"/>		3 <input type="text"/>		3 <input type="text"/>	
4 <input type="text"/>		4 <input type="text"/>		4 <input type="text"/>	
5 <input type="text"/>		5 <input type="text"/>		5 <input type="text"/>	
6 <input type="text"/>		6 <input type="text"/>		6 <input type="text"/>	
7 <input type="text"/>		7 <input type="text"/>		7 <input type="text"/>	
8 <input type="text"/>		8 <input type="text"/>		8 <input type="text"/>	
9 <input type="text"/>		9 <input type="text"/>		9 <input type="text"/>	

Next Action Next Action Next Action

WRITE NEXT VERIFY PREV CANCEL

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 listbox 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. Refer to the section on *System Programming and Database Layout* for an explanation of the fields.

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.

	Grp No:	From:	To:	Sun:	Mon:	Tue:	Wed:	Thu:	Fri:	Sat:
Trunk Group:	1	788	799							
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										
Trunk Group										

WRITE CANCEL

Recording the Greetings

You must record at least one greeting (greeting number one) for each mailbox. If no time of day changes are entered, then greeting number one will play at all times.

Make sure you enter the time in a 24 hour format (5pm is 1700).

When this greeting is activated, it will override all time of day changes and continue to play until deactivated.

Refer to the section of this manual on Recording System Greetings and record the greetings for each mailbox that has been assigned as a main greeting.

Each of the three types of mailboxes allows three greetings to be recorded. These greetings may be automatically activated and deactivated based on the time of day. A common practice is to record the day greeting as greeting number one and the night greeting as greeting number two. The beginning time for normal business hours and greeting one is entered on the first line. The ending time for the normal business hours and the starting time of greeting number two is entered on the second line. If the normal hours are from 9 AM to 5 PM then greeting one will play from 9 AM to 5 PM and greeting two will play from 5 PM until 9 AM the next morning. If desired, greeting number three may also be used. Voice Connection allows you to have 3 greetings with 4 different time of day changes for each mailbox.

One of the greetings may be used as an override greeting. When active, this greeting will play regardless of the time of day. This feature is useful for unusual circumstances, such as an early closing due to weather or other emergency. To use this feature, enter a greeting number in the Override greeting box (normally greeting number 3). You may now call, record, and activate this greeting at any time from any telephone.

Directory

For callers that do not know which extension number to dial, Voice Connection has a directory feature. If this feature is activated, callers are given the option to access the directory by pressing the pound (#) key on their telephone. The caller will then be prompted to enter the first three letters of their party's name.

Programming the Directory Mailbox

Before the directory feature can be used a directory mailbox must be created.

1. Select Config, Mailbox Setup.
2. Click the mouse on the Add button.
3. Enter the mailbox number and select "T" for type.
4. Create the mailbox by clicking the Create button.
5. Once the mailbox has been created, highlight the mailbox number on the list and click edit.
6. When the mailbox screen appears, enter the mailbox name in the Name field

7. In the Digits Expected field, enter a number from 1 to 9.

The number you enter here must be equal to the number of digits in your extension numbers.

8. Do not enter any other information at this time.
9. Click on the Write button to exit.

Assigning Names to the Directory

Please make every effort to assign the same number to the mailbox and extension. If the user does not have an extension then any mailbox may be used.

After the directory mailbox has been created and programmed, the names must be added. This is accomplished in two steps. First the names will be entered by editing the user mailboxes and then the names and extension numbers will be recorded. Refer to the section on *Recording Directory Information*.

1. Select Config, Mailbox Setup.
2. Highlight the first user mailbox displayed.
3. Click on the Edit button.
4. If you have not already done so, enter the user name in the Name field. Enter the last name first, if the directory is to be accessed by last name, or the first name first if the directory is to be accessed by first name.
5. Click the mouse on the Add To Directory button.
6. The name will automatically be added to the directory.
7. Repeat the above steps for all user mailboxes.

To change a directory listing from one name to another, **you must first delete the old name from the directory.** To do this, you must follow all the steps up to number three, above, and then, instead of clicking on the Add To Directory button, click on the Delete From Directory button. Then, enter the new name in the appropriate fields, and click on the Add To Directory button.

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.

Assigning the Directory Mailbox

Before Voice Connection can access a directory, the directory mailbox must be assigned.

1. Select System Parameters from the Config Menu.
2. Enter the directory mailbox number
3. The directory may be searched by first or last name; the default option is last name. If you desire to have the directory search by first name you must click on the Select box to deactivate the last name search. Then you must edit the user mailboxes by removing and then re-adding all of the names to the directory.

The default recording for the directory will ask the caller to enter the first 3 letters of the last name. The digit 1 is used for Q and Z. If this prompt is acceptable then no further action needs to be taken.

If the default prompt, is not acceptable then a new prompt may be recorded for this mailbox. Refer to the section on *Recording System Greetings* for this procedure.

USER NAMES

Voice Connection allows the mailbox owner or the system manager to record the name associated with this mailbox. Mailbox owners may record their name by pressing <9> when listening to the user menu.

System managers may record names by accessing Voice Connection and entering the system password. When the menu is played, select <3> and enter the mailbox number at the prompt. Record the name for that mailbox after the beep.

Once the names have been recorded the caller will hear the name after dialing the extension number (e.g., "Transferring to John Smith.").

Maintenance Utilities

Re-Installing or Upgrading Software

The main program for the Voice connection system has been loaded at the factory and initial software installation is unnecessary; however, in the unlikely event of catastrophic failure (power surge, equipment malfunction, etc.), each system is supplied with a set of back-up diskettes. Also, future enhancements in the software will be provided to you on a set of diskettes with full instructions on the installation procedure.

In the event that it becomes necessary to re-install or update the system software, please use the following procedure:

1. Click on the Quit option of the Main Menu bar.
2. The Voice Connection system will ask for confirmation.
3. Select 'Yes'.
4. If you are prompted to "Compress Disk Now and Reboot?" choose No.

A menu with several options will appear. If you are upgrading the software, select Upgrade and follow the prompts on the screen. If you are reinstalling the software, select Re-Install and follow the prompts on the screen.

Database Backup

Backup of the system database is highly recommended, after the initial database programming is complete. Additional backups should be performed after every change in the database information. To make backup copies, perform the following steps:

1. Click the mouse on the 'Quit' button on the Main Menu screen.
2. The Voice Connection system will ask for confirmation.
3. Select 'Yes'.
4. If you are prompted to "Compress Disk Now and Reboot?" choose 'No'.

When the Voice Connection Maintenance Menu appears, select Backup (1 or 2, depending) and follow the instructions on the screen.

Examples

Primary Answering Position

When Voice Connection is configured as the primary answering position, all calls received by the telephone system are directed to Voice Connection. Voice Connection answers the calls and plays a greeting. The callers may then direct themselves to the proper extension or department within the organization. If the called party does not answer, then the caller will be given the option of leaving a message.

Under this configuration, the incoming C.O. lines are in one Hunt Group and all lines are programmed to ring the Voice Connection extensions via the DIL or Flexible ringing assignment features. In the event that all Voice Connection extensions are busy, the telephone system should be programmed to direct the incoming calls to another extension via the delayed ringing feature.

Secondary Answering Position

Some companies prefer to have first time callers answered by an operator. In this case, the Voice Connection system is configured as a secondary answering position.

Regular callers and employees can be given another number that is answered by Voice Connection where they can be directed to the desired extension and leave a message when the called party does not answer. The operator has the ability to transfer callers to the correct mailbox when the requested party does not answer.

Under this configuration, the incoming C.O. lines are divided into two Hunt Groups. One group is assigned to ring at the operator's telephone while the other group is assigned to ring at the Voice Connection extensions. Both DIL and Flexible ringing assignments can be used to accomplish this.

Overflow Answering Position

With this option, all incoming calls are answered by the operator. However, should the operator not answer a call within a pre-set amount of time the call is answered by the Voice Connection system.

Under this configuration, the incoming C.O. lines can be in one Hunt Group. However, do not forget that unless at least one line is programmed to be answered by the Voice Connection system, employees outside of the office cannot call directly into Voice Connection to check their messages. Therefore, it is advisable to have incoming C.O. lines in more than one group.

Multiple Applications

Voice Connection may be configured to answer calls for more than one company or department. Each port within Voice Connection can be programmed to play a different greeting.

Under this configuration, incoming C.O. lines are divided into the number of Hunt Groups necessary to accomplish the multiple applications.

Answering Service

Voice Connection can be used as an answering service remotely or within an office that sub-leases space to tenants for a varying period.

Under this configuration, tenants or customers are assigned DID numbers that terminate in the Voice Connection system. When a call is received and answered, the caller hears the personal greeting of the individual.

Applications

How to Determine the Correct Setup for Your Installation

Call flow through Voice Connection is an important consideration. First, you must determine what your applications are and then select the proper flow for each application. If your system is poorly set up, people risk being sent in circles without ever being able to talk to anyone, or even to get where it is they need to go for the information they want! A system which is properly set up will not only handle calls more efficiently, but create a much more professional image, while a poorly set up system can cause frustration and loss of clientele. From the initial greeting to the time your client hangs up the line, everything in the system should be clear, concise, and should quickly get your callers where they need to go.

Gathering Information

Talk to as many people in your organization as possible. Ask questions. Find out how they handle telephone calls; ask for their opinions on how they would like to have their calls processed. Taking the time to do this before programming the system can save you a good deal of effort once the system is installed.

The following questions are intended as a general guide for you to follow when you gather your information:

Do you want Voice Connection to answer all calls?

Do you want the receptionist to answer all calls?

Do you want Voice Connection or the receptionist to answer overflow calls?

Do you want your employees to call the voice mail system directly?

Are all of your calls screened before they are transferred?

If the receptionist will answer all calls, do you want the caller to be given the option of leaving a message or to be transferred to the voice mail?

Will your telephone system transfer calls directly to the voice mail and pass information on where the call came from?

Does your telephone system have message waiting lights on the telephones?

Can you light the message waiting light by dialing a touch tone code?

If message-waiting lamps can be activated, do you want Voice Connection to light them when messages are present in the user's mailbox?

How are your service calls handled after hours?

Do service people have beepers?

Do any other employees have beepers?

How many departments does your organization have?

Do you want calls to be transferred directly to any of these departments?

Is there any repetitive information, such as hours, schedules or directions, that callers request frequently?

Would you like Voice Connection to handle these calls?

Do any of the routine requests (such as product info) require material to be faxed?

Are there any other applications for Voice Connections Fax On Demand option?

Do you have outside salespeople?

Do you have outside service people? How are they dispatched?

When calls are answered by Voice Connection, do you want the callers to be played a menu of choices, or do you want them to only dial an extension or the operator?

Would you like callers to access a company directory?

Will Voice Connection answer calls for more than one company?

Are there any audiotext applications (applications that require callers to enter digits to obtain information)?

Do you want callers to receive a different greeting after hours or on weekends?

Do you want callers to be given a menu of choices when they call after hours?

If the receptionist answers calls during the day, do you want Voice Connection to answer them at night?

Do you have any customers, clients or vendors that you would like to have a mailbox on your system?

Do your department managers or supervisors sometimes need to distribute the same information to all of their people?

Planning the Layout

After you have gathered the necessary information sketch out a flowchart of the call flow and fill in the programming sheets. When selecting mailbox numbers, it is easier to keep them straight if you use a block of numbers for each type (100-199 menu, 200-299 user, etc.). **Note: Always determine the numbering scheme for the user mailboxes first. It is strongly suggested that you assign users the same mailbox number as their telephone extension number.** Examine your flowchart and decide which type of mailbox should be used for each step. It may help to review the section on *Mailbox Types* at this time.

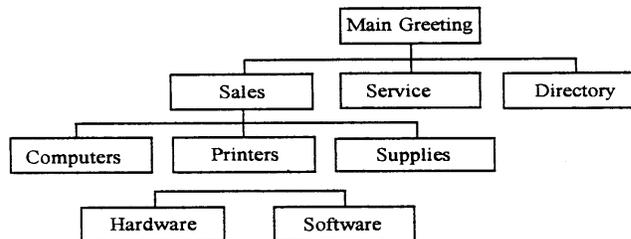
Caution: Voice Connection gives you complete flexibility in chaining mailboxes together. Care should be taken to insure that callers are not placed in loops with no exit.

Examples

In this section, two examples of typical installations will be given. In the **first example**, the Voice Connection system will be used as a **Primary Answering Position** and callers will be given a menu of choices. In the **second example**, Voice Connection will be used as a **Secondary Answering Position** during business hours and as a primary answering position for all other times. Employees with user mailboxes can call the system directly to retrieve messages. When calls are answered by Voice Connection, callers will be allowed to dial an extension or the operator.

EXAMPLE ONE

ACE Computers is a large computer company that sells both hardware and software. They also provide service on equipment. The company wants the Voice Connection system to answer all calls 24 hours a day.



Callers will be given a choice to dial an extension, connect to sales or service, receive product information via voice or fax, access a company directory or dial the operator. Hardware sales is located at extension 120 and software sales at extension 125. Service calls are taken at extension 130. ACE would also like service customers to be able to check on the status of their system without tying up the technical department.

Step One

Draw a flowchart sketch of the layout and identify what type of mailbox to use for each step.

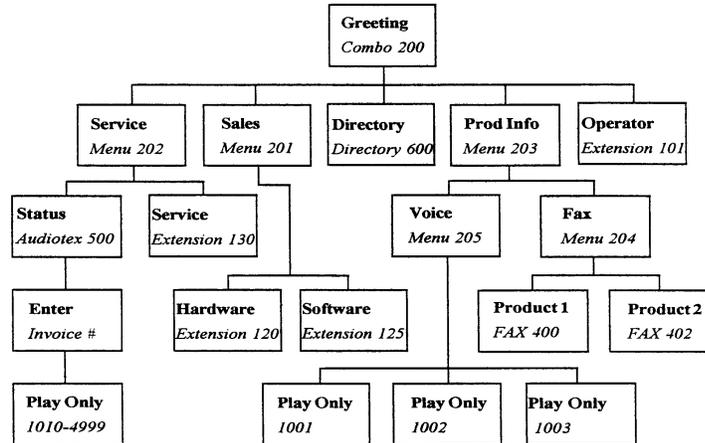
Step Two

Assign mailbox numbers for all types and identify extension numbers for locations that will receive calls from the menu structure. In our example, the telephone extensions are numbered from 100 to 199. We will start by assigning the user mailboxes first, using the same numbering scheme.

Pencil in the mailbox and extension numbers on your sketch.

Step Three

Draw a flowchart sketch of the layout and identify showing the type of mailbox and the mailbox number or extension number for each selection.



Step Four

Enter the information into the Voice Connection system.

The information must now be entered into the Voice Connection database. Referring to the section on **System Programming and Database Layout**, enter the information from the programming sheets. When you have finished, refer to the section on **Assigning and Editing Mailboxes** and create all of the mailboxes for the system, using the programming work sheet for Mailbox Assignments as a guide for this step. After the mailboxes have been created, edit each one by entering the appropriate information. Refer to the Menu Mailbox Worksheet and the information in the **Assigning and Editing Mailboxes** section during this step. Finally, refer to the section on **Assigning and Editing Extensions** and enter the telephone extension information.

Step Five

Write out all of the system greetings and record them.

Menu Mailbox 200 (Main Greeting)

"Thank you for calling ACE Computers. For Sales, press One, for Service, press Two, to dial an extension, press Three, for product information, press Four. Press pound for a company directory, press Zero for the operator, or just stay on the line and you will be connected."

Menu Mailbox 201 (Sales)

"For hardware sales, press One. For software sales, press Two."

Menu Mailbox 202 (Service)

"To check the status of your item being serviced, press One. To place a service call, press Two."

Menu Mailbox 203 (Product information)

"To receive FAX information, press One. To listen to product descriptions, press Two."

Audiotext Mailbox 500 (Invoice number)

"Please enter the last four digits of your service ticket number."

Menu Mailbox 204 (FAX information)

"For product 1, press One. For product 2, press Two."

Menu Mailbox 205 (Voice information)

"For product 1, press One. For product 2, press Two. For product 3, press Three."

Play Only Mailbox 1001 (Product 1 information)

"The ACE Pentium 175 is packaged as a complete turn-key system. Included is a 3 1/2" 2.88 meg floppy drive, a ten-speed CD-ROM, a 2 gigabyte hard drive, 512 k pipeline cache, 32 megs of RAM, and a 20" XGA monitor."

Similar recordings may be made for other product information. Mailboxes reserved for service status may be recorded as the need dictates.

Step Six

Program the telephone system.

Programming the telephone system for this example is simple and straight forward. Since Voice Connection is answering all calls, 24 hours a day, we only need to make two program changes.

Assign the telephone extensions connected to Voice Connection to a hunt group. When extensions are placed in a hunt group calls sent to the group will go to the first extension in the group that is not busy. This allows calls to be answered by any free port on the Voice Connection system. Only when all extensions in the hunt group are busy does the telephone system return a busy. Your incoming lines from the telephone company work the same way.

Program the incoming lines (C.O. lines) from the telephone company to ring the first extension in the hunt group assigned (connected to Voice Connection) in step number one. This can be accomplished by assigning all of the incoming lines as Direct In Lines (DIL) to ring at the first extension in the hunt group. If the telephone system does not have a DIL feature then program all of the incoming lines to ring the first extension in the hunt group with the Flexible Ringing Assignment feature.

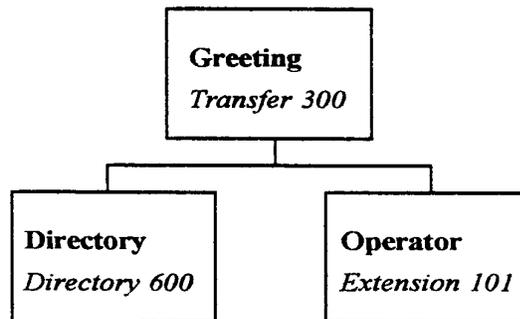
Note: Some telephone systems may not have a hunt group feature or it may be difficult to assign all incoming lines to ring at one extension. If you encounter this problem then try assigning each incoming line to ring a different extension attached to Voice Connection. C.O. line one to port one, C.O. line two to port two, etc. After you run out of ports, start over (C.O. line five to port one etc.).

EXAMPLE TWO

FBN, Inc. is a smaller company that wants all calls answered by the receptionist during business hours. They would like Voice Connection to answer the calls during non-business hours. Employees should be able to dial directly into the voice mail system from outside of the office. Callers wishing to leave messages will be transferred into the voice mail by the receptionist. After hours callers may dial an extension, or leave messages in a company mailbox.

Step One

Draw a flowchart sketch of the layout and identify each type of mailbox, showing the mailbox number and/or extension number for each selection.



Step Two

Enter the information into the Voice Connection system.

The information must now be entered into the Voice Connection database. Referring to the section on *System Programming and Database Layout*, enter the information from the programming sheets. When you have finished, refer to the section on *Assigning and Editing Mailboxes* and create all of the mailboxes for the system, using the programming worksheet for *Mailbox Assignments* as a guide for this step. After the mailboxes have been created, edit each one by entering the appropriate information. Refer to the *Assigning and Editing Mailboxes* section during this step. Finally, refer to the section on *Assigning and Editing Extensions* and enter the telephone extension information.

Step Three

Write out all of the system greetings and record them.

Mailbox 300 Main Greeting (transfer)

"Thank you for calling FBN, Inc. If you are calling from a touch-tone telephone and know the extension number of the party you wish to reach, enter it now. Press pound for a company directory. Press Zero for the operator or stay on the line and you will be connected."

Mailbox 301 Night Greeting (transfer)

"Thank you for calling FBN, Inc. Our business hours are from 8:30 AM to 5:30 PM, Monday through Friday. If you are calling from a touch-tone telephone you may dial an extension number at this time. Press pound for a company directory, or hold and you will be connected to the main message center."

Step Four

Program the telephone system.

Because the system will answer differently during business hours than non-business hours and provide backup for the operator, the telephone system in this example requires more programming than the first example.

Assign the extensions connected to Voice Connection to a hunt group as in example one.

The telephone system will have a feature called Day Mode and Night Mode. This feature allows you to make different telephones ring during the day than at night. In the day mode, program all of the incoming lines to ring at the operator's extension

If the telephone system has a Delayed Ring Assignment feature, then program the first extension connected to Voice Connection as a delayed ringing assignment. With this feature, calls that ring at the operators extension longer than a preset amount of time will also ring on the extension assigned to Voice Connection. Voice Connection will answer the call, thereby acting as a backup for the operator.

In the Night Mode, program all of the incoming lines to ring the first extension connected to Voice Connection. To accomplish this, use the same features as outlined in step two of example one.

In our example, employees will be calling directly into Voice Connection to retrieve their messages. To accomplish this, we need to assign one or more incoming lines to ring at Voice Connection in both the day and night mode. Employees will call this line. The line may be assigned to ring using the same features as outlined in step two of example one. **Note: It is best to assign incoming lines that are not in the same central office hunt group as the lines being answered by the operator. Otherwise, some calls that normally would go to the operator may be answered by Voice Connection.**

Fax on Demand

If your Voice Connection system is equipped with the FAX on Demand option, callers may have information faxed directly to them from the Voice Connection system. The information that is faxed may be text file or a graphic file that has been faxed into the Voice Connection system.

A complete set of documentation for the fax board installed in your system has been included. Please take the time to review this information and become familiar with its operation.

Fax Board Setup

If your Voice Connection fax option was installed at the factory, then your fax board has been installed and configured for your system. If you are installing the fax board, please refer to the documentation included with the board for installation instructions.

When configuring the fax software several options need to be set. Factory installed boards have these options preset and they should work with the great majority of installations. Should changes be necessary please consult your fax board documentation or call your dealer or Voice Connection customer support. Boards not installed at the factory will require some minor changes to the default configuration installed by the installation program. Listed below are the proper settings.

All of the option tables that are listed are accessed through the Advanced Setup routine. To access this routine exit the Voice Connection system by clicking the mouse on the quit option under the files menu and selecting yes at the confirm prompt.

- Select Configure FAX Software Options from the menu that appears.
- After pressing the return key two more times you will be presented with the main OPTIONS menu.
- Move the cursor to Advanced setup and press return. The following menu will appear.

Options
Copy Satisfaxtion software
First time setup
Register your Satisfaxtion faxmodem
Advanced setup
Exit setup

- Move the cursor to Advanced setup and press return.

The following screens represent the proper configuration for the Voice Connection fax board settings.

Advanced Setup	
Setup hardware	
Setup options for answering incoming calls	
Setup standard software options	
Setup pop-up options	
Setup technical software options	

Setup Hardware	
View original setup	
FAX I/O address	350 - 35F
FAX interrupt	IRQ 11
Modem I/O interrupt	Com4, 2E8-2EF, IRQ 3
Scanner I/O DMA	off

Options for incoming calls	
Faxmodem	Has its own phone line
Faxmodem ring pattern	Standard ring
Board answers on ring	# 1
Fax auto answer	off
Ring boards speaker	-no

Setup standard software options	
Name	
Faxmodem phone # ID	
Boot drive	C
Temp file drive	C
Logo file	none
Completion sound	make sound at end of event
Mouse	normal mouse
Printer support	LPT1
Printer	none
Display adapter	Video Graphics Array
Send directory	C:\VOICECON
Save directory	C:\VOICECON
Cover page	no
FAX resolution	standard
FAX text size	normal
Current phone book	Default.pb

Setup Popup Options	
Fax capture pop up port	LPT3
Fax pop up hot key	ALT-S
Time out	6
Fax alert pop up	off
Pop up mode	Text & Graphics
Swap media	Use EMS or XMS if available

Setup Technical Software Options	
Delay before dialing	2
Wait time for answer	45
DTMF tone duration	70
# of dialing retries	5
Pause time for comma	2
Double click speed	18
Number of log entries	100
Call progress	Check dial tone
Speaker volume	Medium
Speaker action	On until carrier
Line compensation	0
Bit rates	Turn on all speeds
Default dial mode	Tone
CASMGR EMS usage	Use if EMS is available
History file	Off

Loading Documents to be Faxed

Documents may be loaded into the Voice Connection system from a FAX machine or by copying the files directly from a floppy disk.

Receiving Faxed Documents from a FAX machine

1. Create a FAX mailbox.
2. Edit the FAX mailbox just created.
3. Enter the name for this mailbox in the *Name* text box.
4. Enter the Fax Filename in the *Fax File Name* text box. **The following format must be used: FAXBACK[filename].**
5. Select the *PCX Multi-Page Document Option*.
6. Click the mouse on the *Enable Receiving Faxes Button*.
7. From your fax machine dial the number assigned to the fax modem.
8. When the fax has been received, click the mouse on the *Disable Receiving Faxes Button*

9. Click the mouse on the *Assign Fax to Mbx* Button.
10. Click the mouse on the *Write, Next or Previous* Button.
11. Repeat these steps for each fax mailbox.

Copying Files from a Floppy Disk

Files to be faxed may be copied into the Voice Connection system from a floppy disk. This gives you the ability to create or copy text documents from another computer and fax them directly from Voice Connection. Make sure that text files are in a standard ASCII text format. You may also fax PCX graphic files.

Exit Voice Connection. When you reach the Maintenance Menu place the floppy disk in the floppy drive and type CD FAXBACK and press the enter key. The prompt should now read C:\VOICECON\FAXBACK. Now enter the command COPY A: [filename]. Press enter and the file will be copied to Voice Connection faxback directory.

You may now restart Voice Connection and create the fax mailbox for this document.

Creating Fax Mailboxes for documents copied from a Floppy Disk

Before the document can be faxed from Voice Connection, a fax mailbox must be created to identify the document.

1. Select Config, Mailbox setup.
2. Select ADD and enter the mailbox number you wish to use.
3. Select FAX for mailbox type and create the mailbox.
4. After the mailbox has been created, highlight the mailbox number and click on the edit button.
5. Enter the name for this mailbox in the *Name* text box.
6. In the *Fax File Name* text box, type the name of the file to be faxed using the following format. C:\FAXBACK\[filename] and press return.
8. It is not necessary to enter any additional information.

Sending Fax Documents

Once the FAX documents have been created, the Voice Connection system must be programmed to send the FAX when a request is received from a caller. The caller should be led to the appropriate document through a menu structure that is clear and simple to follow. There are many ways to accomplish this task, listed below are two examples and the procedure for each.

Example one

Voice Connection callers are played a menu of choices. Press one for sales, press two for service, Press 3 for product information, etc. After selecting 3 for product information the caller will be played another menu. Press one to receive fax information, press two to order an information package. When one is selected to receive fax information the caller is played another menu. Press one for product A, press two for product B, etc. After selecting a product, the caller will be prompted to enter their fax telephone number. Once entered the number will be played back to the caller for verification. When the caller verifies that the number is correct, the document will be faxed.

Programming example one

1. Create menu mailboxes for the main greeting, information request and products.
2. In the main greeting mailbox, assign the mailbox number for information request at DTMF digit 3.
3. In the information request mailbox, assign the mailbox number for products at DTMF digit 1.
4. In the product mailbox, assign the fax mailbox for each product at the appropriate DTMF digit.

Example two

This example assumes that the callers have a reference number to enter for the fax they are requesting. When a call is received, the caller will be played a menu of choices. One of which will be to receive fax documents. When the caller selects the fax option, they will be prompted to enter the document number. After entering the number they will be asked for their fax telephone number and verification. The document requested will be faxed to them.

Programming example two

1. Assign a menu mailbox for the main greeting.
2. Assign a transfer mailbox for document selection.
3. In the menu mailbox, enter the mailbox number for the transfer mailbox next to the appropriate DTMF digit.
4. Assign fax mailboxes for each document.
5. The fax mailbox number then becomes the document number that the caller enters.

Running Accucall

If your telephone system is an ESP, Vodavi, Sprint Protege, Sprint Protege 32, Panasonic D1232, or a Comdial Digitech, then the only thing which needs to be done to configure your Rhetorex voice board properly is to load the appropriate file and tone table.

1. Type CONFIGUR at the C:\VOICECON prompt
2. Press the <F4> key.
3. When you are prompted for the filename, type m
 - ESP.TON for the ESP telephone system VODAVI.TON for the Vodavi telephone system
 - PROTEGE.TON for the Sprint Protege telephone system
 - PR032.TON for the Sprint Protege 32 telephone system, or
 - ACCUCALL.TON for the Comdial Digitech or Panasonic D1232 telephone system
4. Then press <F 10> twice, once to exit to the Main Menu, and again to exit the configuration program entirely. When it asks if you wish to save your changes, type Y, and it will return you to the DOS prompt.
5. Reboot your machine.

If your telephone system is NOT one of the above, then you will need to run Acccall, and configure your voice board manually. To do this, the Voice Mail system needs to be connected to your telephone system, and you will need at least one extension which you have immediate access to, and which can be temporarily dedicated to your use.

1. Either type in ACCUCALI at the C:\VOICECON prompt, or choose the Accucall option from the maintenance menu. You will then see a screen like this:

MAIN MENU		ACCUCALL PLUS		VERSION	
NAME			DESCRIPTION		
[REDACTED]			NAME- BUSY1 TYPE- none hz FREQUENCY1- none hz FREQUENCY2- 0 PCPMCODE- none ms QUICK COUNT- 0 ms ON TIME- 0 ms OFF TIME- 0 ms		
F1 HELP	F3 FILTERS	F5 SETUP	F7 FILE	F9	
F2 RUN	F4	F6 AUTO RUN	F8 EDIT TONES	F10 EXIT	

2. From Accucall's Main Menu, press <F5>. The following screen will appear.

RUN/AUTORUN PARAMETERS Hardware Interrupt 3 Out Dial Channel Number 1 Auto Run/Run Verification Count 1 Auto Run Minimum Cycles 10 Auto Run Align Frequencies NO Auto Run Quick Frequency Scan NO Log Results to Disk NO Use Internal Speaker YES Phone No. 217		GLOBAL PARAMETERS DTMF on 100 ms DTMF Delay 50 ms Pulse Make 40 ms Pulse Break 60 ms Pulse Delay 1000 ms LcOff NoDly ms			
ENVIRONMENT Driver Release XXX Software Interrupt 0x6E		CHANNEL PARAMETERS No Answer Rings 4 Call Progress Delay 250 ms AbTimeout 40000 ms Busy Cycles 2 Glitch 90 ms Spike 120 ms			
F1 HELP	F3 FILTERS	F5	F7 SAVE SETUP	F9	
F2 RUN	F4	F6 AUTO RUN	F8 EDIT TONES	F10 MAIN	

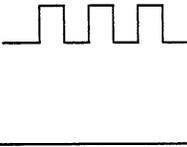
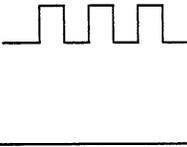
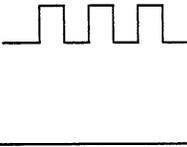
3. Using the tab or arrow keys to move from field to field, verify that, under the box labeled
- RUN/AUTO RUN PARAMETERS:
- The Hardware Interrupt is set at 3;
 - The Outdial channel number is set to the correct port, i.e., that which is connected to the telephone system.
4. Verify that, under the box labeled CHANNEL PAEAMETERS:
- The GLITCH is set to 90;
 - The SPIKE is set to 120.
5. You may also wish to set the Use Internal Speaker setting to YES, so that you may monitor the status of Accucall's tests.

6. Press <F7> to save the current configuration, then <F10> to exit to the Main Menu.
7. From the Main Menu, press <F6>; this will take you to a screen which will look like this

AUTO RUN	ACCUCALL PLUS												
<table style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center; border: 1px solid black;">PARAMETERS</td> </tr> <tr> <td>Phone No.</td> <td style="border: 1px solid black; text-align: center;">217</td> </tr> <tr> <td>Verification Count</td> <td style="text-align: right;">1</td> </tr> <tr> <td>Minimum Cycles</td> <td style="text-align: right;">10</td> </tr> <tr> <td>Frequency Range</td> <td style="text-align: right;">Full</td> </tr> </table>	PARAMETERS		Phone No.	217	Verification Count	1	Minimum Cycles	10	Frequency Range	Full	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; border: 1px solid black;">CADENCE DETECTED</td> </tr> <tr> <td style="height: 100px;"> </td> </tr> </table>	CADENCE DETECTED	
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Frequencies Detected													
_____ hz	_____ hz												

Generating the RING Tone

1. In the field labeled TELEPHONE NO., enter the number of the extension which is dedicated to your use, and which is easily accessible. **DO NOT ANSWER THE TELEPHONE WHEN IT RINGS.**
2. From this screen, press <F9> to start.
3. At this point, you should see the messages "GOING OFF-HOOK", followed by "WAITING FOR DIALTONE" and "DIALING NUMBER" in the FREQUENCIES DETECTED box. If you do not, or if you receive a beep along with the error message "TELEPHONE LINE CONNECTED???" press the <ESC> key twice. Verify that the lines to the Voice Mail machine and to the extension which you are using are properly connected. If they are, then go back under Setup (<F5>) and verify that all of the above-named settings are correct.
4. Once a frequency has been logged correctly, press <F8> to add the tone. You will then see a screen that looks like this:

EDIT TONES	ACCUCALL PLUS																														
<table style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2" style="text-align: center; border: 1px solid black;">DESCRIPTION</td> </tr> <tr> <td>NAME</td> <td> </td> </tr> <tr> <td>TYPE</td> <td> </td> </tr> <tr> <td>TERMINATING</td> <td>NO CADENCE NO</td> </tr> <tr> <td>FREQUENCY1</td> <td style="text-align: right;">none hz</td> </tr> <tr> <td>FREQUENCY2</td> <td style="text-align: right;">none hz</td> </tr> <tr> <td>PCPMCODE</td> <td style="text-align: right;">0</td> </tr> <tr> <td>QUICK COUNT</td> <td style="text-align: right;">none ms</td> </tr> <tr> <td>ON TIME</td> <td style="text-align: right;">0 ms</td> </tr> <tr> <td>ON MAX VARIANCE</td> <td style="text-align: right;">0 ms 0%</td> </tr> <tr> <td>ON MIN VARIANCE</td> <td style="text-align: right;">0 ms 0%</td> </tr> <tr> <td>OFF TIME</td> <td style="text-align: right;">0 ms 0%</td> </tr> <tr> <td>OFF MAX VARIANCE</td> <td style="text-align: right;">0 ms 0%</td> </tr> <tr> <td>OFF MIN VARIANCE</td> <td style="text-align: right;">0 ms 0%</td> </tr> </table>	DESCRIPTION		NAME		TYPE		TERMINATING	NO CADENCE NO	FREQUENCY1	none hz	FREQUENCY2	none hz	PCPMCODE	0	QUICK COUNT	none ms	ON TIME	0 ms	ON MAX VARIANCE	0 ms 0%	ON MIN VARIANCE	0 ms 0%	OFF TIME	0 ms 0%	OFF MAX VARIANCE	0 ms 0%	OFF MIN VARIANCE	0 ms 0%	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center; border: 1px solid black;">CADENCE</td> </tr> <tr> <td style="text-align: center;">  </td> </tr> </table>	CADENCE	
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4. Name the tone RING. Depending on the cadence of the tone, Accucall will select either RING1 or RING2 as the tone type. Do not change this selection.
5. Once again using either the <TAB> or the arrow keys to change fields and the <spacebar> to toggle between options, verify that:
 - Terminating is set to NO;
 - Cadence is set to NO;
 - PCPMCODE is set to 8.
6. Press <FS> twice. Once you have been prompted that the tone has been added, press <F10> to return to the AUTORUN screen.

Generating the BUSY Tone

1. Leaving the parameters from before intact, Auto-Run Accucall again (<F9>), but this time, take the extension which you are calling off the hook, first. Leaving it off the hook, press <F9> to run Accucall again, then, once Accucall has stopped running, press <F8> to enter the Tone Editing screen' just as before.
2. Name this tone BUSY, once again allowing Accucall to assign the type.
3. Using the arrow keys to change fields and the <spacebar> to toggle between options, verify that:
 - Terminating is set to NO,
 - CADENCE is set to NO:
 - PCPMCODE is set to 7.
4. Using <F8> twice to add the tone, return to the AUTORUN screen (<F6>).

Generating the Reorder (Fast Busy) Tone

1. This time, set the Telephone. No. parameter to the extension number which the voice mail port is connected to (e.g., if port 1 is connected to extension 218, then set the Telephone No. to 218).
2. Once this is done, press <F9>. If the PC speaker option was enabled, you should shortly hear what sounds like a fast busy signal, otherwise known as a reorder tone.

3. If there are no error messages, and the tone is logged correctly, press <F8> and go into the tone-editing screen.
4. Name the tone REORDER
5. Leave the type at default.
6. Using the arrow keys to move between fields and the <spacebar> to toggle between choices, verify that:
 - TERMINATING is set to *YES*;
 - CADENCE is set to *NO*;
 - PCPMCODE is set to 11.
7. Press <F8> to save the tone as before.
8. Before leaving the tone editor, note the frequency listed for the tones. Write it down in preparation for Adding tones to the Filter Table, below.
9. Press <F10> to return to the Main Menu.

Adding the Tones to the Filter Table

1. From the Main Menu, press <F3> to go to the Filter Table.
2. Type in the frequency of the tones from number 8, above, in the Filters box.
3. Press <F10> to return to the main menu.

Saving the Tone File

1. From the Main Menu, press <F7> for FILE.
2. Type a filename with a TON extension (e.g., MYPHONE.TON).
3. Press <FS> to save the file, and you will be automatically returned to the Main Menu.
4. Exit the Main Menu by pressing <F 10>, and then answering "Y" at the prompt.
5. Type CONFIGUR at the C:\VOICECON prompt. You should see a screen like this:

MAIN MENU		CONFIGURE		Version X.XX	
<p style="text-align: center;">SYMBOLS</p> HOOK=ON WHITENOISE=ENABLED OUTDIAL=VOICE AGC=ENABLED GAIN=8 VOXLIMIT=3 ENTRYPOINT=6Eh ADCPM=32Kbps SPIKES=6 MODE16=DISABLED DUALPORT=d000:0000 DROPOUTS=6 HANGUP=ENABLED HOST=USA			<p style="text-align: center;">PORTS</p> RDSP = 300H RDSP = RDSP = RDSP = RDSP = RDSP = RDSP = RDSP = RDSP = RDSP =		
<p style="text-align: center;">MEMORY</p> REALMEMORY=0KB EMSMEMORY=256KB RAMDISK=0KB					
<p style="text-align: center;">FILE</p> FILTERTABLE=PRO32.TON TONETABLE=PRO32.TON					

6. Press <F4> to go under FILE.
7. Type in the name of you file when prompted to (e.g. MYPHONE.TON).
3. Press <F10> twice: once to return to the Main Menu, and the second time to exit CONFIGUR. When prompted whether or not to save current changes, answer "Y", and you will be returned to a DOS prompt.
9. Reboot your machine.

User Guide

Introduction

Welcome to Voice *Connection*. Your new voice mail system has been designed to provide you with the latest features in call-processing technology in an easy-to-use format. Voice Connection offers you enhanced connectivity in your business. The ability to easily tailor your mailbox for your own needs. Including convenience in retrieving your messages, and most of all, security and peace of mind that all of your messages are getting to you, no matter where in the world you are, and all with a minimum of effort. Voice Connection has many user-friendly features, including:

- Access to your messages from anywhere in the world
- The ability to personalize your mailbox with up to three different greetings
- The convenience of message notification
- Easy-to-follow, menu-prompted message management
- Message forwarding to other users on the system
- The ability to edit messages
- An easy-to-use directory, listing users by either their first *or* last names
- The security of being able to choose and change your own personal password
- Message distribution, allowing you to send a message to virtually any number of other system users, without having to record it more than once.
- A date and time stamp for each message

Plus many additional features, all of which were specifically designed to make things simpler and more hassle-free for you, the user.

Getting Started

As a user on the Voice Connection system, you have been assigned a mailbox number by your system administrator; the system administrator is the person to contact if you have any questions about the operation of your system.

Access to Voice connection is simple: from inside the office, simply dial the extension number, which has been assigned for Voice Connection; when outside the office, simply dial in on a regular seven-digit telephone number. Once you have reached Voice Connection, just follow the instructions in the Accessing Your Mailbox section of this manual. There is certain information you will need to access your messages, and in the interest of safekeeping, we recommend you write it below, and keep this manual in a safe place. Please note that the default password for your mailbox is pound (#).

1. The Internal telephone number for Voice Connection is _____.
2. The External telephone number for Voice Connection is _____.
3. My Mailbox number is _____.
4. My Password is _____.
5. The System Administrator is _____ at extension _____.

When you access your mailbox for the first time, you will want to do the following:

1. Record a new personal greeting.
2. Enter your own password.
3. Record your name for the user directory.

Once you have done these three things, your mailbox will be up and ready to go.

Configuring Your Mailbox for the First Time

Below are instructions that will make it easy for you to set your mailbox up for the first time. Follow everything closely and you won't have any problems at all. The first thing you should do after accessing your mailbox is set your password; after that, you should record your greeting, and then record your name. Remember, if at any time you wish to back up to the previous menu, all you have to do is press the star (*) key. If at any time you wish to exit, pressing three stars in a row (***) will allow you to exit from Voice Connection. It is recommended that you read these instructions once through in their entirety before commencing. If you have any difficulties, please contact your system administrator.

1. Dial the number assigned to Voice Connection. If you are inside the office this will typically be an extension number; from outside the office, you will

be dialing a regular seven-digit telephone number to connect to Voice Connection.

Note: If no private outside number has been assigned to Voice Connection, you may call the main office number and have the attendant transfer you into the Voice Connection system.

2. When Voice Connection answers, press the star (*) key and enter your mailbox number.
3. Since you have not yet recorded your greeting, you will hear a prompt asking you to leave a message. Press the pound (#) key the moment you hear the prompt.
4. You will then be prompted for your password. Once again, press the pound (#) key.
5. You will now be in the Main Menu of your mailbox. Press three (3).
6. When prompted to, enter your new password. It should be four digits long.
7. You will be asked to re-enter your password for verification reasons. Do so when prompted.

Note: If you do not do this, or do not enter the same password as you initially entered, then your password will not be changed from the default, which is a pound (#).

8. You should hear "Your password has been changed", followed by the Main Menu of your mailbox. If you do not, repeat steps 5 through 7 until you hear confirmation that your password has been accepted.
9. From the Main Menu of your mailbox, press four (4). You will then be given the options to Record a New Greeting, Delete a Greeting, or Change the Active Greeting. Press one (1) to Record a New Greeting.
10. You will then be asked to enter the greeting number. Press one (1).
11. At the tone, record your own greeting. When you are done, press the pound (#) key.
12. You will then be given the option to review the greeting, save the greeting, or re-record the greeting. If you are not satisfied with the greeting you just recorded, simply press three (3) and start speaking when you hear the tone. If you wish to review it, **do so**, and you will be given the same three options once it is done playing.
13. If you are satisfied with the greeting you have recorded, then press two (2) to save the greeting. After this, you will be asked to press one (1) to make the new greeting active. Do so. Note: If you do not, it will not be activated, and will not play. Once you have done this, you will find yourself back in the Main Menu of your mailbox.
14. From the Main Menu, press nine (9). You will be prompted to record your name at the tone.
15. Once you have done so, press pound (#). You will then be returned to the Main User Menu.
16. Your setup is complete.

About Your Password....

Your password is what protects your privacy, and the privacy of those who leave messages in your mailbox. Although you *may* leave your password at the default (#), we strongly recommend that you enter your own personal password. Entering an obvious one (e.g., 1234 or the like) is also advised against. Choosing four entirely random digits is the best, and periodically changing your password is also an excellent way to maximize security.

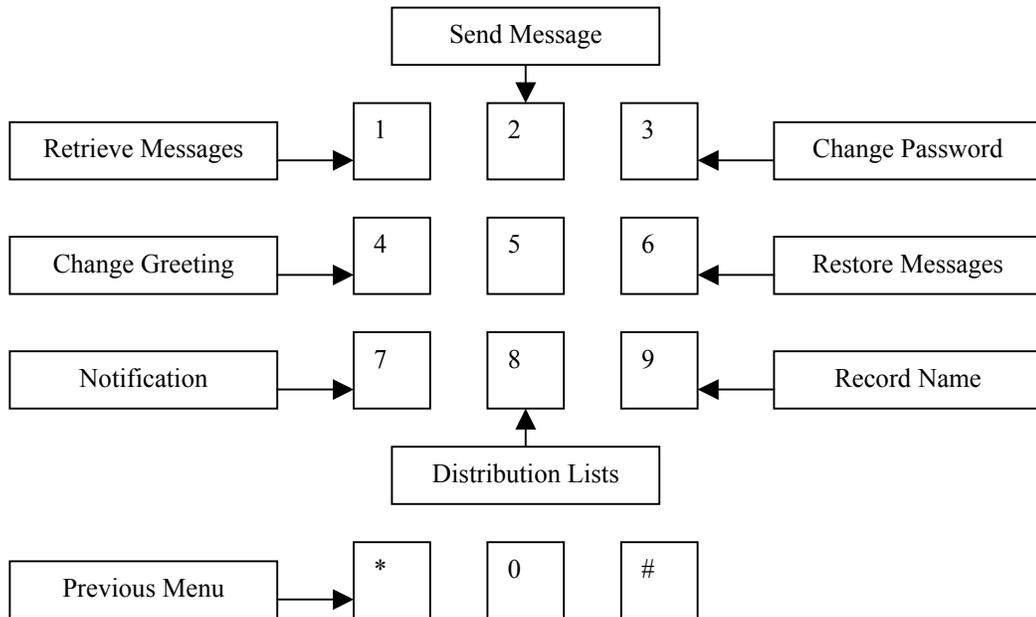
Accessing Your Mailbox

The following is a routine guide as well as a reference for normal mailbox maintenance, message retrieval, message management, setting up message notification, etc. Depending upon your telephone system, the instructions which follow directly below will most likely be used by you every time you wish to access your mailbox, whether to retrieve messages, change your greeting, or access a distribution group. If your telephone system is a Protege', then see the section Special Instructions For the Sprint Protege'.

If you have any questions, please contact your system administrator.

1. Dial the Voice Connection number.
2. Once Voice Connection answers, press the star (*) key and then, when prompted to, enter your mailbox number.
3. Once you hear your personal greeting start to play, press the pound (#) key.
3. You will then be prompted to enter your password. Do so. You will then hear the Main User Menu for your mailbox.

Main User Menu



All the functions of your mailbox can be accessed from the Main User Menu. This Menu allows you to retrieve messages, send those messages or ones you've recorded to other users on the system, manage your message notification, manage your distribution lists, and record your name. The Main User Menu also allows you to record your own outgoing greeting. You can record up to three different greetings for your mailbox, and you may change your active greeting at any time.

A Distribution List allows you to record and send the same message to several mailboxes. Each user can have up to five distribution lists with 48 mailboxes per list.

Message notification allows Voice Connection to let you know when you have received a message, whether by blinking a light on the telephone in your office, or by notifying your own personal pager!

Erase the wrong message by accident? Voice Connection can handle that, too, because it comes equipped with the capability to quickly and, most importantly, *easily* restore messages that have been erased.

Voice Connection also allows you to set your own password, thereby insuring not only exclusivity of access to your mailbox for you, but also guaranteeing the privacy of those leaving messages for you.

Retrieving Messages

1. Access Voice Connection, and enter your mailbox's Main User Menu.
2. Press one (1) to retrieve messages.

You will then be given four more options.

- Press (1) to retrieve New Messages
- Press (2) to retrieve Old Messages
- Press (3) to retrieve All Messages
- Press (*) to return to previous menu

Once you have selected an option, Voice Connection will announce the number of messages, old and new, which you have in your mailbox, and then it will begin to play them back, one at a time.

During message playback, you may use your keypad to control the flow of the message, like this:

- Press (1) to rewind one second
- Press (4) to rewind five seconds
- Press (7) to the start of the message
- Press (3) to fast-forward one second
- Press (6) to fast-forward five seconds
- Press (9) to fast forward to the end of the message
- Press (5) to pause
- Press (*) or (#) to skip the message

After each message is finished, you will hear the date and time followed by these options.

- Press (1) to save the message
- Press (2) to play the previous message
- Press (3) to replay the message
- Press (4) to erase the message
- Press (5) to forward the message to another user's mailbox
- Press (*) to return to the previous menu

Recording and Sending Messages

1. From the Main User Menu press two (2).
2. Enter the mailbox number.
3. Record the message at the tone.
4. Press the pound (#) key when you are done. You will then be offered the following options:
 - Press (1) to review the message
 - Press (2) to send the message
 - Press (3) to re-record the message
 - Press (*) to return to the previous menu

Changing Your Password

Never use star () or pound (#) as part of your password. If you do you will not be able to access your mailbox.*

If you have not already changed your password, do so now. The default password is pound (#), and although you may continue to use this password, we strongly recommend that you enter your own. Changing your password periodically is also a very good idea. The more often you change it, the more secure your mailbox. Your password should be four digits long, and should be **numeric characters only**.

1. From the Main User Menu, press three (3).
2. Enter your new password when prompted.
3. Re-enter the same password as before, for verification. Note: If you do not **enter the same number twice, your password will remain the same.**
4. Always remember that the pound (#) is the default password, and that if nothing has been done to the system yet, that will be your password when you first access your mailbox.

Changing Your Greeting

To re-record a greeting you must first delete the old greeting and then record a new greeting.

This feature is used to record or change your outgoing greeting. Voice Connection supports up to three greetings, one active and two inactive. You may change your active greeting at any time from any telephone.

1. From the Main User Menu, press four (4).
2. You will be given the following options:
 - Press one (1) to Record a new greeting
 - Press two (2) to Delete a greeting
 - Press three (3) to Change the active greeting
 - Press * to return to the Main Menu

To Record a New Greeting

1. Enter the number of the greeting that you wish to record. Remember, if the greeting already exists, you will be prompted to delete the old greeting first.
2. Record your greeting at the tone.
3. Press the pound (#) when you are done.
4. You will then be given the following options:
 - Press (1) to review the greeting
 - Press (2) to save the greeting. If you choose this, you will be given two more options:
 1. Press (1) to make the new greeting active. NOTE: If you do not press (1), your greeting will not play.
 2. Press (2) to leave the old greeting active.
 3. Press (3) to re-record the greeting.
 4. Press (*) to return to the previous menu.

To Delete a New Greeting

1. Enter the number of the greeting that you wish to delete.
2. The greeting will play, and then you will be prompted to confirm the deletion. To confirm, press (1). If you do not want to delete this greeting, then press (*) to return to the previous menu.

To Change the Active Greeting

Only one of your three greetings can be played at a time. If you wish to make another greeting active, but don't wish to delete it, then you may simply change the greeting. This feature allows you to temporarily change your greeting, but without having to go through the work of deleting and then recreating it later. With this feature, changing your active greetings can be done in less than half a minute!

1. Enter the number of the greeting that you wish to make active.
2. Press the (*) button if you wish to return to the previous menu without changing your active greeting.

Restoring Erased Messages

Accidentally delete the wrong message? Decide that you wanted to keep a message just moments after you've erased it? Voice Connection can automatically restore it with just the press of a key. Just press (6) while in the Main User Menu.

Important: If you wish to restore an erased message, you **MUST** do it before exiting your mailbox. Once you exit, you will no longer be able to restore erased messages.

Managing Message Notification

Voice Connection will call and let you know when you have messages either by lighting a message waiting light, calling an internal (office) telephone, an external telephone, or your personal pager.

Note: For any external notification, whether an actual telephone line or a personal pager, you can enter up to 28 digits in the appropriate field.

After pressing (7) from the Main User Menu, you will be given the following options:

1. Press (1) to change message notification number
2. Press (2) to deactivate message notification
3. Press (3) to activate message notification

If you select one (1), to change your notification number, you will be given the following options:

1. To change your internal number, press (1) and then enter your internal telephone number (normally your extension number), plus the (#) key.
2. To change your external notification number, press (2) and then enter your new external notification number, plus the (#) key. This can be any number including long distance.
3. To change your pager number, press (3) and then enter your pager number plus the (#) key. When you are paged, your pager will display your mailbox number.

Note: Do not enter an access number, such as (9). Voice Connection will take care of this for you.

Deactivating Message Notification

Selecting this option will turn off your message notification. Just press (2).

Activating Message Notification

Selecting this option will turn on your message notification. Just press (3). You will be given three options:

1. To turn on internal notification, press (1).
2. To turn on external notification, press (2).
3. To turn on pager notification, press (3).

Retrieving Messages when notified

If you do not retrieve your messages, Voice connection will continue trying to notify you. The number of times Voice Connection will try to notify you and the amount of time between notification attempts are both set by the system administrator. Once the messages have been retrieved, Voice Connection will remove you from the notification list, turn off your message-waiting lamp if enabled.

If you using external notification and you answer your telephone when Voice Connection calls, you will be prompted to enter your password. After you have entered you password, you will be placed in the Main User Menu, and then you may retrieve your messages in the regular manner.

Management of Distribution Lists

With this feature you can record and send the same message to several mailboxes at one time. This feature allows you to pass information along to members of your staff or others in your department with even greater ease and speed. Each user can have up to five distribution lists with 48 mailboxes per list.

A broadcast message is a message distributed to every mailbox on the Voice Connection system and will automatically play when system users access their mailboxes. Because this is used primarily to distribute emergency or urgent information, this option is not usually available for every mailbox, but is assigned by your system administrator. If your mailbox is enabled for broadcast (something which must be done by your system administrator), you can send a message to every single user on the system just by choosing distribution list number 6 (see below).

Note: Broadcast messages will continue to play until erased by the system administrator.

1. From the Main User Menu, press (8).
2. Record the message you wish to distribute.
3. Press the pound (#) key, and you will then be given three options:
 - Press one (1) to review the message.
 - Press two (2) to send the message. You will then need to enter the number of the distribution list (1-5, or 6 for broadcast).
 - Press three (3) to re-record the message.

Recording Your Name

Once your name is recorded, whenever anyone is transferred to your mailbox or extension, they will be prompted with "Transferring to [your name]".

To record your name:

1. From the Main User Menu, press (9).
2. Record your name at the tone and press (#) when you are done. You will then be automatically returned to the Main User Menu.

Deleting a Broadcast Message

Your system administrator is the only person who can delete a broadcast message. The proper procedure for deleting a broadcast message is:

1. Using the mouse, click the part of the toolbar that says "Stats".
2. From Stats, click on "Mbx Message Status".
3. Click once on the Broadcast Mailbox (the default broadcast mailbox is 999).
4. Click on the View button.
5. Click on the message.
6. Click on the Delete button.

-OR-

1. Call the Voice Connection System.
2. Press (*) twice.
3. Enter the system password.
4. Press (1) to edit system mailboxes.
5. Enter the number of the Broadcast mailbox (the default broadcast mailbox is 999).
5. Retrieve and then delete the message.

SPECIAL INSTRUCTIONS FOR THE SPRINT PROTEGE'

The Sprint Protege' telephone system provides the user with many unique integration features that will greatly simplify the use of Voice Connection.

Accessing Your Mailbox

To access your mailbox and record new greetings, change your password, record your name or use other features:

1. Press your Voice Mail key. It should be unlit.
2. Enter your password.
3. Press the star (*) key.
4. You may now select options from the Main User Menu.

Retrieving Messages

When new messages are present in your mailbox, your voice mail key will light.

1. Press your lighted Voice Mail key.
2. Enter your password.
3. Your new messages will now be played.

To Record and Send a Message to Another Mailbox

1. Press your Voice Mail key. It should be unlit.
2. Enter your password
3. Enter the mailbox number that is to receive the message.
4. Record your message. Press pound (#) when you have finished recording.

To Record a Telephone Conversation

If you wish to record your conversation with an outside party, press your unlit Voice Mail key. The Protege's system will then establish a conference call with the Voice Connection system. Voice Connection will play a beep tone and begin recording the conversation into your mailbox.

When the conversation is complete, you may then access your mailbox and retrieve the recording of the conversation.

Note: Only attempt to record conversations after they have been established. Pressing any key during recording will terminate the recording. Long periods of silence will also terminate the recording.

Glossary of Terms

1A2 -Electro-mechanical telephone systems with hold buttons and lights. Single line phones similar to those found in a home are also referred to as 1A2 type phones or 2500 sets.

ANALOG -Voice signals and tones are transmitted as a sound (sine) wave from one end to the other. No conversion to a data word takes place.

AUTOMATED ATTENDANT - The portion of a call processing system that automatically answers and distributes calls.

BLIND TRANSFER - A term used when a call is transferred to an extension and the transferring party releases without listening for a busy or no answer.

BUTTON - An object on the computer screen that, when activated by the mouse, causes some action to take place.

C. O. - Central Office. The name of the telephone company facility that supplies the telephone lines to your system.

C.O. LINE - Telephone line from the telephone company central office.

CALL PROCESSING SYSTEM - The term commonly used to refer to an Automated Attendant/Voice Mail system.

CLICK -An operation performed with a mouse that refers to a quick press and release of a button.

DID -Direct Inward Dial. This feature is a Centrex emulator that allows incoming calls to be directed to specific extensions with each extension having its own private telephone number. The required number of incoming lines is dependant on the amount of incoming traffic. Separate lines for each DID number are not required.

DIGITAL - A term that refers to a voice signal that has been converted to a data word and transmitted as data. The data word is re-constructed to a voice signal at the other end or can be stored as data and re-constructed later.

DIL -Direct Incoming Lines. Telephone lines from the Central Office that are programmed within the telephone system to ring on specific extensions. Separate lines for each DIL number are required.

DISCONNECT TONE - A tone or series of tones (Such as a **Fast Busy** or **Reorder** tone) sent by the telephone system to indicate a hang up condition.

DTMF - An acronym for Dual Tone Multi-Frequency. Touch-tones are DTMF tones.

FLASH DURATION - The length of time the telephone line is on-hook during a hook flash operation.

FLEXIBLE RINGING ASSIGNMENTS - A feature in the telephone system that allows incoming calls to ring on selected extensions.

GREETING -The recorded message played when a mailbox is answered.

HOOK FLASH -An operation used by standard 2500 type telephones to place a call on hold or retrieve a call from hold. This operation is accomplished by pressing and quickly releasing the hook switch on the telephone or simulating an on-hook off-hook operation for a preset amount of time.

HUNT GROUP - A series of telephone extensions arranged in a group and programmed so that calls sent to a busy extension will automatically forward to the next extension in the group.

ICON - A visual representation of an object or function as seen on a computer screen.

IN-BAND SIGNALING - The communication of the telephone system and the voice mail system through a series of DTMF tones (touch tones).

INITIALIZE -Become operational.

INTEGRATING WITH THE TELEPHONE SYSTEM - When the telephone system and voice mail system can communicate with each other through a series of DTMF (touch) tones or through a data stream. Integration allows extension-to-extension calls or calls that are transferred to an extension by the operator, to be automatically forwarded to the personal voice mailbox for that extension. The message-waiting lamp will also be turned on and station users can retrieve their messages by pressing the message waiting button on their telephone.

INTERFACING WITH THE TELEPHONE SYSTEM - When the telephone system and the voice mail system are connected together. Incoming calls can be directed to the voice mail and answered by the automated attendant, and from there be transferred to extensions or other mailboxes. Calls received in this manner are transferred to the personal voice mailbox when the call is not answered. Internal extension-to-extension calls and calls transferred by the operator to an extension will not be forwarded to the personal mailbox. However, callers may be transferred into the voice mail by the operator or other extensions.

LOG - An option on the main menu that allows data to be logged into a text file to assist technical support.

MESSAGE WAITING LAMP - A light found on some telephones that flashes on and off indicating that the mailbox associated with that extension has a message(s) waiting in it.

ms - Millisecond. One-thousandth (1000th) of a second.

OFF HOOK - Term used when telephone is in use.

ON HOOK - Term used when the telephone is not in use, but ready to receive incoming calls. Same as hang up.

OPX -Off Premise Extension- A circuit that is connected to the telephone system and provides service to the telephone system from a remote location. The device connected to the OPX is considered an extension of the telephone system. Lines are compatible to standard 2500 type telephone sets.

PBX -Private Branch Exchange- A telephone system that allows calls to be answered and directed to extensions without the incoming line appearing on the extension telephone.

PRIMARY ANSWERING - When the automated attendant answers all incoming calls.

PULSE DURATION - The length of time that DTMF (touch) tones are transmitted.

REORDER TONE - A tone signal sent by the telephone system to indicate a blocked or hang up condition. Same as a **Fast Busy**.

RJ11 -Standard modular telephone connector that has one circuit.

RJ14 -Standard modular telephone connector that has two circuits.

SECONDARY ANSWERING - When the automated attendant answers calls only as a back up to the operator.

SINGLE LINE SET - A telephone similar to the one in your home. May also be referred to as a 2500 set.

SUPERVISED TRANSFER - A term used when a call is transferred to an extension and the transferring party listens for a Busy, No Answer or Answer condition before releasing.

V-TREE PROGRAMMING - The chaining together of mailboxes to direct callers to the proper destination.

VOICE PORT/VOICE LINE - The connection from the voice mail system to the telephone system. Each port or line represents one channel or path.

VOICE MAIL -The portion of the call processing system that records and stores messages.

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