



Key Voice[®] Voice Processing

SYSTEM SUPERVISOR AND SUBSCRIBER GUIDE



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1. Performing System Supervisor Tasks

Once the installing technician sets up the VP system at a site, an on-site system supervisor must be appointed to perform day-to-day system maintenance tasks. This document defines the tasks a system supervisor may need to perform and details the procedures for completing each task.

Before you attempt to complete any VP system supervisor functions, you must be familiar with the basic capabilities and structure of the VP system. These points are discussed in the following section.

1.1 What Does the VP System Do?

In its simplest form, the VP system acts like a telephone receptionist. It answers incoming calls and transfers them to the appropriate extension. If the called extension is not available (busy or no answer), the VP system offers to take a message or try an alternative extension.

VP system functionality includes:

- Automated attendant features
- Voice mail features

These two functions work together to provide smooth call coverage at a VP system site.

1.1.1 What is an Automated Attendant?

The VP system automated attendant features perform the tasks of a live attendant. The following table illustrates how.

Live Attendant	VP System Automated Attendant
Answers an incoming call by lifting telephone.	Answers an incoming call by going "off-hook."
Greets the caller with a phrase such as, "Welcome to [XYZ Company]."	Greets the caller by playing a pre-recorded greeting such as, "Welcome to [XYZ Company]."

Live Attendant	VP System Automated Attendant
Asks to whom the caller wishes to speak.	Plays a pre-recorded greeting that prompts the caller to either dial the extension of the party they are trying to reach or choose from a list of voiced options to route the call to a specific department or group.
Listens to the caller's response.	Listens to the digits dialed by the caller.
Says, "Please hold."	Plays a pre-record phrase, "Please hold..."
Calls the required extension by hook-flashing and dialing the extension number.	Calls the required extension by hook-flashing and dialing the extension number.
Listens for busy tone, ring tone, answer, etc.	Listens for busy tone, ring tone, answer, etc.
If the extension is busy, offers to let the caller hold. If the extension does not answer, offers to take a message or try another extension.	If the extension is busy, plays a pre-recorded prompt offering the option to hold. If the extension does not answer, plays a pre-recorded prompt offering to take a message or try another extension.

1.1.2 What is Voice Mail?

The term *voice mail* refers to systems that can record a voice message and treat it like a mail message.

In a typical office environment, the live attendant takes a message from a caller and writes it down on a piece of paper. The attendant then places the slip in the recipient's in-box or *mailbox*. The box owner then retrieves and reads the message placed in the box.

In contrast, the VP system records a message from a caller and places it in a voice mailbox. The mailbox owner can later retrieve the message by calling into the VP system and listening to the recording. The table below compares how the VP system processes voice messages compared to a live attendant.

Live Attendant	VP System Voice Mail
Attendant listens as the caller dictates his/her message, writing it down on a piece of paper.	VP system records the message as the caller speaks.

Live Attendant	VP System Voice Mail
Attendant places the message slip in a mailbox belonging to the recipient.	VP system stores the voice message electronically in the recipient's voice mailbox.
Attendant dials the code to turn on message waiting lamp on the recipient's telephone.	VP system dials the code to turn on the message waiting lamp on the recipient's telephone.
Recipient sees the message waiting lamp is on, and retrieves message slips from the message mailbox.	Recipient sees the message waiting lamp is on and dials the VP system to retrieve messages.
Recipient reads messages left on message slips.	VP system plays messages recorded by callers in the voice mailbox.

All VP systems are designed using the Box concept. A box contains a set of instructions that tells the program what to do with a call it is handling. By sending calls to different boxes created on the system, the system effectively processes calls—including playing certain prompts or greetings to callers, collecting information and messages from callers, and routing calls to certain extensions based on digits dialed by callers.

When you use the automated attendant capabilities in the VP system, the system uses Routing boxes to answer incoming calls, play a listing of options to callers, and route each call to a specific mailbox (or another type of box on the system) based on either digits dialed by the caller or on other criteria the technician defined when the system was set up. The mailboxes transfer calls to their associated extensions and store messages for system subscribers. Each mailbox can also be set up to forward calls to another phone or extension number, deliver messages to another phone or pager, play one of 10 pre-recorded greetings to callers, screen calls, queue calls when the extension is busy, or record call conversations.

In addition to Routing boxes and mailboxes, the standard VP system provides several other types of boxes:

- Question box
- Directory box
- Account Number box
- Group box
- ACD box (referred to as the Customer Service box in version 10.1 or higher systems)

This document discusses how you can make modifications to mailboxes and Routing boxes, which are the two most commonly used box types. Because these other types of boxes are used in conjunction with more intricate system setups, adjusting their functionality is best left to a certified VP system technician. Therefore, if you find you need to adjust the operation of any boxes other than mailboxes or Routing boxes, contact your VP system technician.

Note: All VP system products use the same general software design, but each has different limitations on the number of boxes allowed on the system, the features available, and whether the system includes an attached keyboard and monitor, which allow a system supervisor to make modifications from the system's PC unit. Information provided in this manual is designed to accommodate all VP system types. Therefore, certain sections and procedures may not be applicable to certain VP system users.

1.2 Understanding Supervisor Responsibilities

The tasks a system supervisor may need to periodically perform are summarized in the table below. The procedure for completing each of these tasks is detailed in this guide.

Note that most administrative functions can be performed by the system supervisor over the telephone, by simply calling into the VP system and logging into a supervisor mailbox. Other functions, however, must be performed from the VP system PC because they require the supervisor to make adjustments to fields on VP system program screens.

Some VP systems do not include a keyboard and monitor. Therefore, functions on these systems that require screen modifications cannot be completed by the system supervisor. If a particular task requires keyboard input, it is identified as such in the table below. If you cannot complete a particular task you must perform because the system does not include a keyboard and monitor, contact the VP system technician.

Possible System Supervisor Tasks	Description	Keyboard Input Required?
<p>Creating, modifying, and deleting subscriber mailboxes.</p>	<p>Each employee (or group of employees) who uses the VP system to record voice mail messages in a mailbox or forward calls to other phone or extension numbers is assigned a mailbox on the system. As employees join and leave the company, their associated mailboxes must be created or deleted. If an employee's need to access certain system features changes, his/her mailbox may need to be modified. Mailboxes must also be modified when employees want to change numbers the system uses in conjunction with its message delivery and pager notification features.</p>	<p>For certain modifications only (such as modifying the second through fifth message delivery phone or pager number).</p>
<p>Creating and maintaining group distribution lists.</p>	<p>Group distribution lists provide subscribers an easy way to send one message they record to multiple individuals, without specifying each individual recipient's extension. Though a subscriber can set up 1-4 personal distribution lists specific to his/her needs in his/her mailbox, many organizations also set up group distribution lists that can be used by all company employees. A group list a company maintains may, for example, contain the names of all company employees, of all employees in a particular department, of all employees that work a specified shift, etc. As employees join or leave an organization, these group distribution lists must be updated.</p>	<p>Yes. Group distribution lists cannot be created by system supervisors by calling into the system over the telephone.</p>
<p>Issuing broadcast messages.</p>	<p>The broadcast message feature provides system supervisors a technique for easily distributing information messages to all mailboxes on the VP system. Only a system supervisor has access to this feature.</p>	<p>No. Broadcast messages are created by calling into the system over the telephone.</p>
<p>Disabling ports. Re-enable ports.</p>	<p>Should a telephone line or port be malfunctioning, the VP system technician may request that the system supervisor disable the line until it can be serviced.</p>	<p>No. Ports are disabled only by calling into the system over the telephone.</p>

Possible System Supervisor Tasks	Description	Keyboard Input Required?
<p>Temporarily forcing the VP system into Day, Lunch, or Night Service mode.</p>	<p>The VP system can be set up to play different greetings and to process calls differently according to the time of day each call is received. Three different modes can be set up on the system : Day Service, Lunch Service, and Night Service. Each service mode is assigned a specific time segment of the day. Calls received within a mode's time segment are routed to a particular box, which plays a particular greeting. Many systems, for instance, have calls route to a different box that plays an Office Closed greeting during the Night Service hours. From time to time it may be necessary for the system supervisor to force the VP system to temporarily process calls according to a service mode that is other than the current mode (to extend the Lunch hour mode for example).</p>	<p>No. The system is temporarily forced into a particular mode by calling into it over the telephone.</p>
<p>Modifying designated company business hours.</p>	<p>A system supervisor may need to change the hours associated with the Day Service, Lunch Service, and Night Service modes (explained above). If, for example, the company extends its business hours from 5:00 PM to 6:00 PM during a particular time of the year, the system supervisor may need to extend the Day Service hours (during which the system routes calls to a box that plays an Office Open greeting) to last until 6:00 PM.</p>	<p>Yes. System supervisors must adjust the Business Hours screen.</p>
<p>Modifying designated company holidays.</p>	<p>Up to 20 holiday dates can be defined on the system. On each holiday, calls can be routed to a special Routing box, in which you can record a specific holiday greeting. From time to time, especially from year to year, you may need to add, modify, or delete specified holiday dates.</p>	<p>Yes. System supervisors must modify the scheduled dates from the keyboard. (Supervisors can record holiday greetings over the telephone, however.)</p>

Possible System Supervisor Tasks	Description	Keyboard Input Required?
<p>Modify the greeting played by a Routing box.</p>	<p>When a call comes into the VP system, it is processed by a Routing box, which plays a greeting to the caller and may offer the caller options on how the call can proceed (<i>"Press 2 for Sales,"</i> for example). You may need to modify the greeting played by a particular Routing box, if for example, you want to customize the greeting played by the Routing box that answers calls on a particular holiday or if you need to add or eliminate a routing option voiced to callers (such as, <i>"Press 5 for Customer Service"</i>).</p>	<p>No. Either interface can be used.</p>
<p>Modify the routing in a Routing box.</p>	<p>As discussed above, when a call comes into the VP system, it is processed by a Routing box, which plays a greeting to the caller and may offer the caller options on how the call can proceed (<i>"Press 2 for Sales,"</i> for example). You may need to add or eliminate a routing option available to callers (such as, <i>"Press 5 for Customer Service"</i>) or modify the box to which the call is routed when callers select the option (you may want to send the call to mailbox 399 instead of 395, for example). When you change single-digit key routing, you must also change the greeting voiced by the routing box, as discussed above.</p>	<p>No. Either interface can be used to modify single-digit call routing. Note that you can modify the routing technique (routing based on day of week, call sequence, etc.), only through the screen interface.</p>

Possible System Supervisor Tasks	Description	Keyboard Input Required?
Adjusting subscriber access to system features, including preventing subscribers from dialing certain telephone numbers.	You can modify the VP system features to which a group of subscribers is permitted access by modifying the class of service assigned to the subscribers. Making class of service modifications allows you to also prevent the VP system from dialing certain phone numbers, such as long distance numbers, when making outgoing calls from a subscriber's mailbox. Outgoing calls may be made by the VP system to deliver messages to a subscriber, page a subscriber, or because the subscriber called into the mailbox and selected an option to have the system place an outgoing call.	Yes. System supervisors must adjust the Class of Service screen.

1.3 Calling into a Supervisor Mailbox to Perform Supervisor Functions

To access system supervisor functions by calling into the system, you must log into a supervisor mailbox. A supervisor mailbox is any mailbox that has been assigned supervisor privileges in the mailbox's assigned class of service. (The mailbox's assigned class of service defines the features and options to which the mailbox owner is permitted access.) Consult with the technician who installed the VP system for a list of which mailboxes have been assigned supervisor privileges.

To log into a supervisor mailbox from the telephone and access supervisor functions:

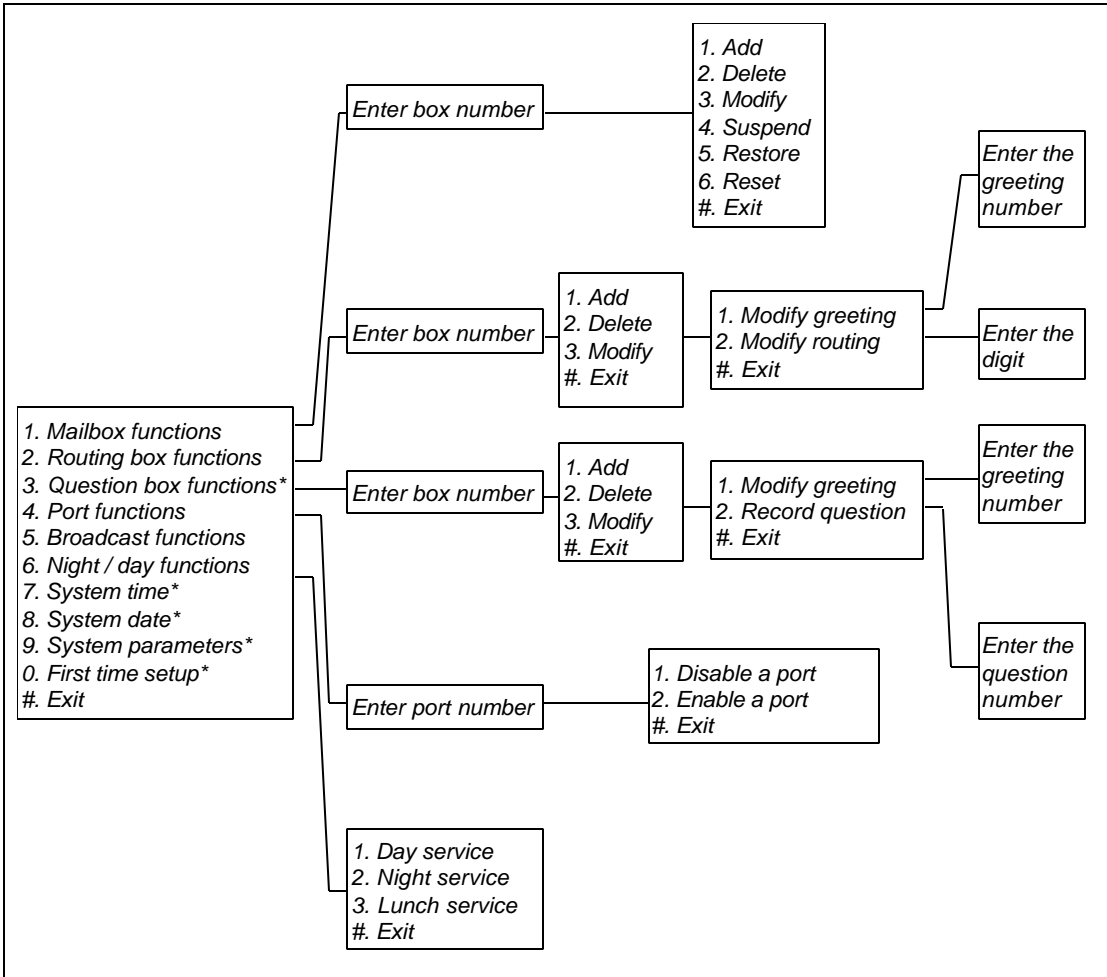
1. From a telephone, call into voice mail and log into a supervisor mailbox. The system voices the Main menu:

“To listen to your messages press 1. To send a message press 2. To change your options press 3.”

2. To access the Supervisor menu, press 6 (this option is not voiced). The system voices the Supervisor menu options:

Supervisor Menu	
For Mailbox Administration	Press 1
For Routing box Administration	Press 2
For Question box Administration	Press 3
For Port Administration	Press 4
To Change the System Broadcast Message	Press 5
To Change the voice mail Day / Night Service	Press 6
To Change the System Time	Press 7
To Change the System Date	Press 8
To Modify System Parameters	Press 9
To Perform First Time Setup	Press 0
To Exit	Press #

The following illustration shows the structure of the Supervisor menus. Supervisor menu options are described below.



Structure of Supervisor Menus

*** IMPORTANT:**

Select and modify these options **ONLY** under the guidance of a VP system technician. This guide does not include information on working with these options. Using these options incorrectly may impair the ability of the VP system to effectively process calls and perform messaging functions.

1.3.1 Creating, Modifying, or Deleting a Mailbox over the Telephone

You can create, modify, or delete a mailbox using options on the Mailbox Administration menu. Specifically, you can use this menu to:

- Add or delete a mailbox
- Change a mailbox greeting (the mailbox owner can also perform this function by logging into the mailbox)
- Change a mailbox password (the mailbox owner can also perform this function by logging into the mailbox)
- Change the call transfer, pager, and message notification numbers (the mailbox owner can also perform this function by logging into the mailbox)
- Suspend a mailbox (rendering it inaccessible to the mailbox owner) and restoring access to a suspended mailbox)

To create, modify, or delete a mailbox over the telephone:

1. From the Supervisors menu, press 1 for Mailbox Administration.
2. When prompted, enter the number of the mailbox you want to add, modify, or delete. The system voices the number back to you.
3. When prompted, press 1 to confirm the number or press # if the number you entered was incorrect. Once you confirm, the system voices the Mailbox menu options:

Mailbox Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Suspend	Press 4
To Restore	Press 5
To Reset	Press 6
To Exit	Press #

4. To add a new the mailbox to the system, press 1. The system adds the new mailbox to the mailbox database. All default settings in the mailbox are set to the default parameters settings specified in prototype mailbox 9994. The default password for the mailbox is the same as the mailbox number.
5. To delete the mailbox from the system, press 2. The system deletes the mailbox from the mailbox database.
6. To modify the mailbox on the system, press 3. The system voices the Options menu:

Options Menu	
To Record your Name	Press 1
To Record your Greeting	Press 2
To Change your Password	Press 3
To Change your Call-Transfer feature	Press 4
To Change your Message Notification feature	Press 5
To Change your Pager feature	Press 6
To Review msgs scheduled for Future Delivery	Press 7
To Change your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

7. To record the mailbox owner's name, press 1. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
8. Once you record the name, the system voices the following prompts:

To Replay	Press 1
To Re-record	Press 2
To Delete	Press 3
To Exit	Press #

Follow the prompts to complete the procedure.

9. To record a personal greeting for the mailbox, press 2. You can record up to 10 personal greetings for the mailbox (numbered 0 through 9). (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
10. Once you record a greeting, the system voices the following prompts:

To Replay the Greeting	Press 1
To Re-record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

Follow the prompts to complete the procedure.

11. To change the mailbox password, press 3. Note that to change the password, you must first enter the current password when prompted by the system. By default, the mailbox password is the same as the mailbox number. (Also note that each mailbox owner can log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

Once you enter a new mailbox password and confirm the entry as prompted, the system voices a prompt informing you that the new password will be in effect the next time the mailbox is accessed.

12. To change the call transfer feature, press 4. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)

13. The system voices a prompt identifying the current call transfer set up, then voices the options:

Press 1 if you would like to change the number
Press * to turn this feature on or off, or
Press # if you are satisfied

Follow the prompts to complete the procedure.

14. To change the message notification feature, press 5. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
15. The system voices a prompt identifying the current message notification setup, then voices the notification options:

Press 1 if you would like to change the number
Press * to turn this feature on or off, or
Press # if you are satisfied

Follow the prompts to complete the procedure.

16. To change the pager feature, press 6. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
17. The system voices a prompt identifying the current pager set up, then voices the paging options:

Press 1 if you would like to change the number
Press * to turn this feature on or off, or
Press # if you are satisfied

Follow the prompts to complete the procedure.

18. To review messages scheduled for future delivery, press 7. (Note that each mailbox owner can also log into the mailbox and complete this task—this does not need to be performed by a system supervisor.)
19. The system voices a prompt identifying any message scheduled for future delivery, then voices the options:

To Listen to the Message	Press 1
To Hear the Next Message (scheduled for future delivery)	Press 2
To Cancel the Message	Press 4
To Exit	Press #

Follow the prompts to complete the procedure.

1.3.2 Creating a Broadcast Message over the Telephone

A broadcast message is heard by all mailbox owners when they open their mailbox. The broadcast message can only be recorded by a mailbox owner with Supervisor privileges. This type of message is different from any other message in the VP system in the following ways:

- The broadcast message does not activate any mailbox notification services (message waiting lamps, pagers, etc.).
- The mailbox owner’s New and Old message counts are not affected by a broadcast message.
- The broadcast message is sent to all mailboxes. It is not possible to select which mailboxes are to receive the broadcast message.

Once a supervisor records a broadcast message, it is played to each mailbox owner the next time he/she opens his/her mailbox. The message is played only one time to each mailbox owner (the next time an owner logs in to his/her mailbox, the broadcast message is not repeated).

Note: If a broadcast message is recorded, each new mailbox that is created will receive that broadcast message. To prevent newly created mailboxes from receiving a currently recorded broadcast message, you must delete the current broadcast message recording.

To issue a broadcast message:

1. From the Supervisors menu, press 5 for System Broadcast Message. The system voices the following options:

To Hear the Current Broadcast Message	Press 1
To Re-record the Broadcast Message	Press 2
To Delete the Broadcast Message	Press 3
To Exit	Press #

2. To record a broadcast message, press 2. Follow the prompts to complete the procedure.

1.3.3 Disabling or Re-enabling a Port over the Telephone

If you want to prevent the VP system from answering calls on one or more of its ports (usually because the port is not functioning properly), you can disable the port(s) over the telephone. Should you find later you want to re-enable a port that was previously disabled, you can also perform this function by calling into the system.

To disable or re-enable a port:

1. From the Supervisors menu, press 4 for Port Administration.
2. When prompted, enter the number of the line with which you want to work.

- When prompted, press 1 to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the port administration options:

To Disable a Port	Press 1
To Enable a Port	Press 2
To Exit	Press #

- To shut down a port, press 1 to disable it. If you disable a port, all calls using that port are immediately terminated.
- To enable a port that is currently shut down, press 2.

1.3.4 Temporarily Forcing the System into Day, Lunch, or Night Service Mode over the Telephone

A system supervisor can override the regular Day Service, Lunch Service, or Night Service mode by forcing the VP system into another mode. The VP system switches to the new service mode and remains in that mode until it is time for the system to automatically switch out of that mode and into another. For example, assume that Day Service mode runs from 8:00 AM until 5:00 PM and Lunch Service mode runs from noon until 1:00 PM. If the supervisor calls in at 9:00 AM (the VP system is in Day Service mode) and forces the VP system into Night Service mode, the VP system remains in Night Service mode until noon. It then automatically switches to Lunch Service mode.

To force the VP system into Day Service, Lunch Service, or Night Service mode:

- From the Supervisors menu, press 6 for Day / Night service. The system voices the following options:

To Change to Day Service Mode	Press 1
To Change to Night Service Mode	Press 2
To Change to Lunch Service Mode	Press 3
To Exit	Press #

2. Press a number to indicate the mode in which you want the voice mail system to temporarily operate. Follow the prompts to complete the procedure.

1.3.5 Modifying the Greeting Played by a Routing Box over the Telephone

Understanding the Routing Box Setup and Routing Box Greetings

By default, the VP system is pre-configured with 3 Routing boxes to process calls. Routing box 800 answers calls during office open business hours (Day Service), box 801 answers calls after Day Service hours, and box 821 routes calls after they have already passed through box 800 or 801.

The VP technician who set up the VP system can familiarize you with modifications that were made to this Routing box structure, including additional Routing boxes that were created.

Up to 10 different greetings can be recorded and stored in each Routing box. The chart below is provided for you to note Routing box greetings set up on the system:

Box	Greeting Number	Greeting

Box	Greeting Number	Greeting

To record Routing box greetings or change currently active greetings:

1. From the Supervisors menu, press 2 for Routing box administration.
2. When prompted, enter the number of the Routing box you want to add, modify, or delete. The system voices the number back to you.
3. When prompted, press 1 to confirm the number you entered or press # if the number you entered was incorrect. Once you confirm, the system voices the Routing box administration menu options:

Routing Box Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Exit	Press #

4. To record a greeting for the Routing box, press 3. The system voices the Options menu:

Options Menu	
To Record your Name	Press 1
To Record your Greeting	Press 2
To Change your Password	Press 3
To Change your Call-Transfer feature	Press 4
To Change your Message Notification feature	Press 5
To Change your Pager feature	Press 6
To Review msgs scheduled for Future Delivery	Press 7
To Change your Personal Distribution Lists	Press 8
To Retrieve a Message Previously Sent	Press *
To Return to the Main Menu	Press #

5. From the Options menu, press 2.
6. When prompted, enter the number of the Routing box whose greeting you want to create or change.
7. When prompted, press 1 to confirm the number you entered or press # if the number you entered was incorrect. Once you press 1 to confirm, the system voices the following options, which relate to the currently active greeting:

To Replay the Greeting	Press 1
To Re-record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

8. If you intend to re-record the greeting, first press 1 to replay it. By replaying the greeting, you can 1) ensure you are re-recording the greeting you intended to modify, and 2) note all the call routing options that are currently provided in the greeting so you can restate the appropriate call routing options in the new greeting you record (for example,

“...*Press 2 for Sales...*”). Note that you can modify the single-digit call routing options by following the procedure provided later in this section.

9. To re-record the greeting, press 2. The system prompts you to enter the number of the greeting you want to re-record. Enter the greeting number (0 through 9). Then, follow the prompts to complete the procedure.
10. To choose a new greeting to play as the currently active greeting, press 5. The system prompts you to enter the number of the greeting you would like to activate or to press star for the currently active greeting. If you press *, the system voices the currently active greeting number and greeting, then re-voices the options:

To Replay the Greeting	Press 1
To Re-record the Greeting	Press 2
To Delete the Greeting	Press 3
To Choose a New Greeting	Press 5
To Exit	Press #

11. Once you press 5 and enter a new greeting number, the system voices a confirmation prompt stating the greeting number and voicing the now-active greeting.

1.3.6 Modifying the Single-Digit Call Routing in a Routing Box over the Telephone

The VP system can be set up to voice greetings to callers that include single-digit call routing options, such as, “*Press 2 for Sales...*” On a system set up this way, a call is transferred to a certain mailbox when the caller presses 2 during or after the greeting. You can control the digit(s) callers can dial and the route their calls subsequently take using the following procedure.

Note that if you use the following procedure to change the single-digit call routing set up, you must update the Routing box greeting to relay new instructions to the caller. Use the procedure presented earlier in this section to update the greeting as necessary.

1. From the Supervisors menu, press 2 for Routing box administration.

2. When prompted, enter the number of the Routing box you want to add, modify, or delete. The system voices the number back to you.
3. When prompted, press 1 to confirm the number you entered or press # if the number you entered was incorrect. Once you confirm, the system voices the Routing box administration menu options:

Mailbox Menu	
To Add	Press 1
To Delete	Press 2
To Modify	Press 3
To Exit	Press #

4. To make modifications to the Routing box, press 3. The system voices the options:

To Change the Greeting	Press 1
To Change the Routing	Press 2
To Exit	Press #

5. To change the routing structure, press 2. The system voices the prompt, *“For digits zero through nine, please enter the digit, or press * for special routing options.”*
6. Press the digit for which you want to modify the call routing. The system voices a prompt identifying the current call routing set up for the digit.
7. When prompted, press 1 to change the routing for the digit. Then, when prompted, enter the number of the box to which you now want callers who press the digit to route. The system voices a prompt stating the new call routing structure.

Note that you can make special call routing refinements by pressing * in step 8 above. The system voices the following special routing options:

To change the destination for the star digit	Press *
To change the destination for the pound digit	Press #
To change the No Digits Destination	Press 1
To change the Invalid Digit Destination	Press 2
To change the Voice Detected Destination	Press 3

Once you access this menu, be advised that you must not press # to exit it, since the # key invokes a change to the destination for the pound key. If you want to return to the previous menu, simply make no entry when you hear the special routing options prompt.

1.4 Performing Supervisor Functions from VP System Screens

To access program screens on which you can perform supervisor functions you must log onto the VP system PC using the Customer/Administrator password. The technician who installed the VP system can provide this password to you.

The procedure you use to access system screens depends on whether the VP system is DOS-based or NT-based. The VP system technician can inform you which type of system you have and which procedures you must follow in this document to access program screens.

WARNING:

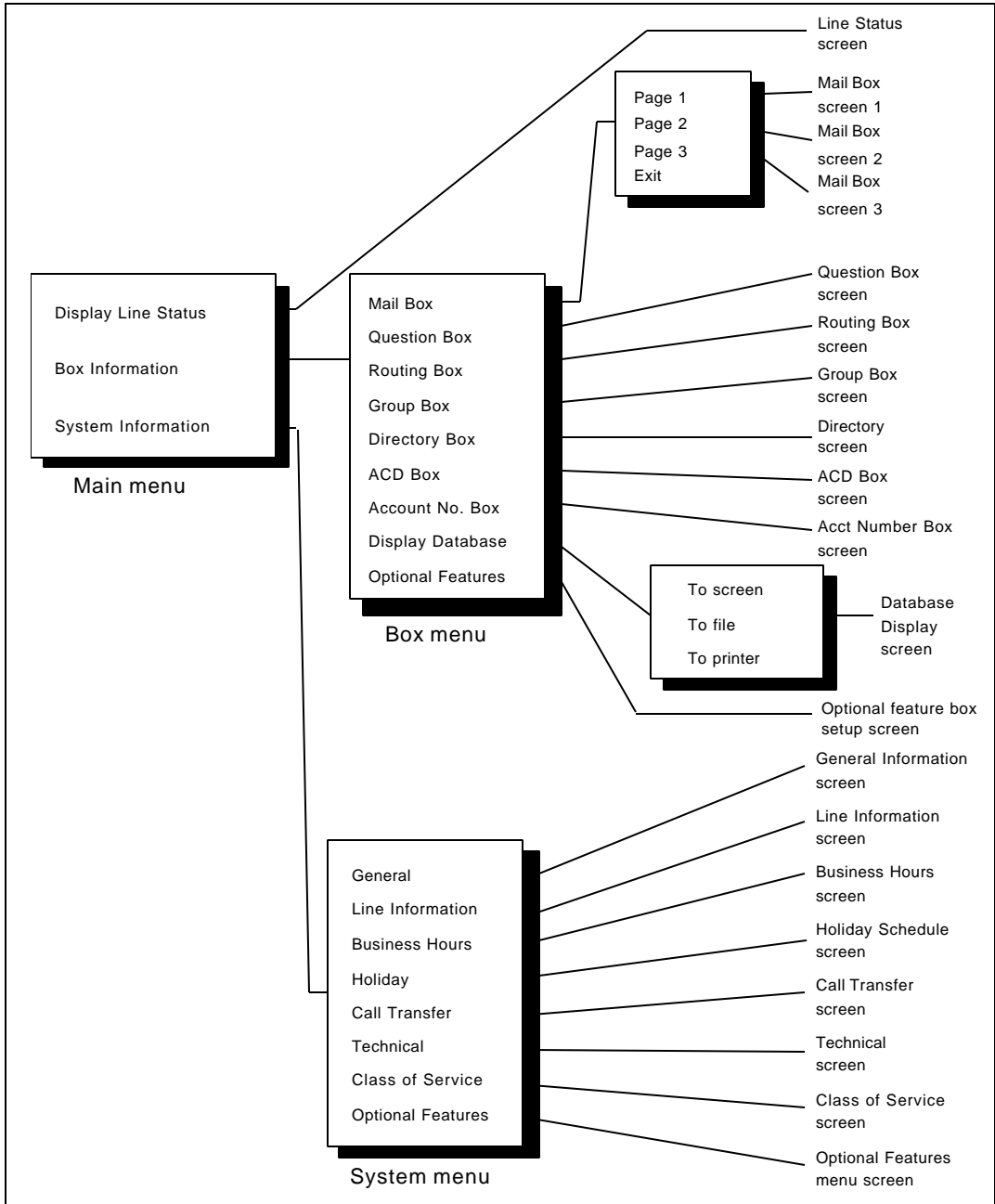
It is critical you make no modifications to any field on any screen or to any file on the VP system unless you are directed to by this guide or by the VP system installation technician. Incorrect modifications you make may impair the ability of the VP system to perform call processing and messaging functions.

To access screens through the DOS-based VP system screen interface:

1. From the LINE STATUS screen, press <F10>. The Main menu displays, and you are prompted to enter a password.

2. Type the password then press <Enter> to log on to the VP system. The Main menu displays.

The following illustration shows the structure of the DOS-based VP system menus. Note that depending on the type of VP system installed and the password you entered to log on, you may not have access to all menus and options.

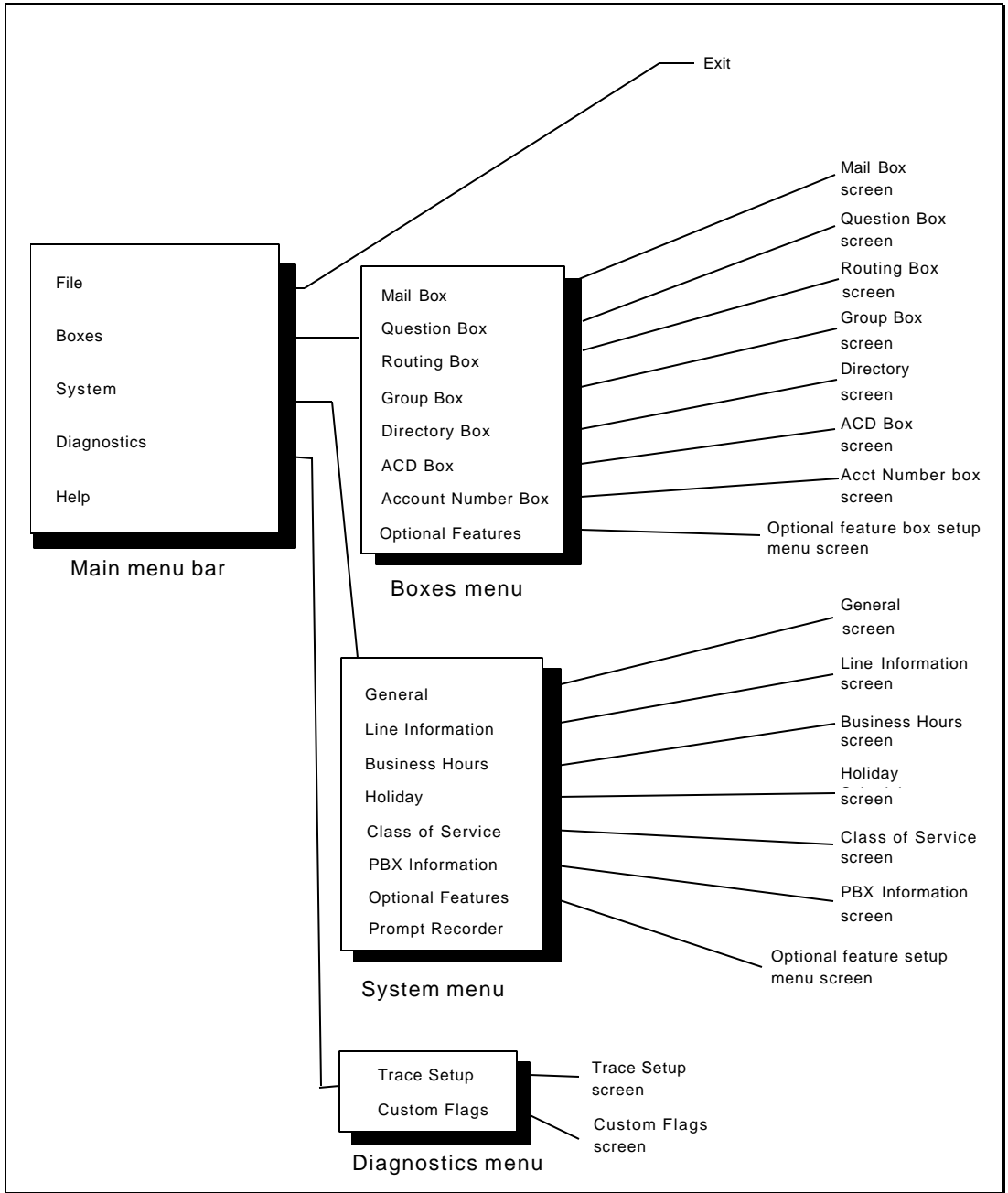


DOS-based VP System Menus

To access screens through the NT-based VP system screen interface:

1. From the Windows NT desktop, double-click the DATABASE ADMINISTRATOR icon. You are prompted to enter a password.
2. Type the password then press <Enter> to log on to the VP system. The Main screen displays.

The following illustration shows the structure of the NT-based VP system menus. Note that depending on the type of VP system installed and the password you entered to log on, you may not have access to all menus and options.



NT-based VP System Menus

1.4.1 Creating, Modifying, or Deleting a Mailbox through VP System Screens

You can create, modify, or delete a mailbox using options on VP system screens. Through the screen interface, intricate technical modifications can be made to the mailbox that cannot be made through the VP system telephone interface. This guide includes instructions on making on-screen entries in fields that do not require an in-depth knowledge of the VP system. Before making modifications to fields other than those documented here, contact the VP system installation technician.

To create, modify, or delete a mailbox through the DOS-based VP system screen interface:

1. From the Main menu, select BOX INFORMATION. The Box Information menu displays.
2. Highlight MAIL BOX from the Boxes menu then press <Enter>. To add a new box, press <F2>. To modify or delete an existing box, press <F4>.
3. Enter the box number you want to create, modify, or delete, then press <Enter>. If you are creating a box, the VP system makes a copy of prototype mailbox 9994 (a template mailbox) and displays the new box. If you are modifying or deleting an existing box, the VP system displays the box's setup screen. You can make modifications to the box from this screen or delete the box completely. If you want to delete the box, verify you are viewing the box you want to delete, then press <F3>. When you are prompted to confirm the deletion, press <Y>.

For information on making modifications to fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>).

4. When you have made necessary modifications, press <F10> to save the changes.

To create, modify, or delete a mailbox through the NT-based VP system screen interface:

1. From the Main screen, access the BOXES pull-down menu.
2. Select MAILBOX from the Boxes menu.
3. Select the New button at the top of the screen to create a new box. When prompted, enter the number of the box you want to create. The VP system makes a copy of prototype mailbox 9994 and displays the new box. To modify or delete an existing box, select the

Select button and choose the number of the box you want to modify or delete. The box displays on-screen. To delete the box, verify you are viewing the box you want to delete, then select the Delete button. When you are prompted to confirm the deletion, select the Yes button.

For information on making modifications to fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>).

4. When you have made necessary modifications, select the Save button to save the changes.

Working with the Mailbox Screen

Note: See section 1.4.10 for screen illustrations.

The field descriptions provided below identify the function of many of the fields on the MAILBOX screen. Be advised that due to differences in the screen design between DOS-based and NT-based VP systems, the placement of fields on several system screens vary slightly.

Fields used in DOS-based VP systems are prefaced below with **VP**, and fields used in NT-based VP systems are prefaced with **NTVP**. If the NTVP field resides on a certain tab on the screen or if the VP field resides on a certain screen page, the tab or page is identified next to the field name.

Several field descriptions discuss setting fields to YES or NO settings. In NT-based VP systems, this equates to checking or un-checking the field's checkbox, which you do by clicking on it.

VP: Box Number (Page 1 screen)
NTVP: Box Number

Every box has its own unique *box number*, which can range from 1 to 9899. You cannot change this field on the screen. To view a different box, press <F4> (select a box number), <F5> (previous mailbox), or <F6> (next mailbox). If you want to add a new mailbox, press <F2> (add). (NT-based VP system users can also select from icons at the top of the screen.)

The box number is the number an outside caller dials to reach the mailbox owner. The VP system looks inside the mailbox specified for the owner's extension number and transfers the

call to that number. The mailbox number can be the same as its owner's extension number, or it can be different. For example, an arbitrary range of mailbox numbers 5100 through 5109 can transfer calls to extensions 20 through 29.

Hint: For setup and system maintenance ease, create mailboxes with numbers that match the extensions to which they transfer calls.

VP: First Name (*Page 1 screen*)
NTVP: Name (first)

The first name of the individual to which the mailbox is assigned is used for record-keeping, and it appears on the database listing.

Prior to initiating a transfer, in standard operation the VP system plays the system prompt *"Please hold while I transfer your call to [name],"* inserting the called party's name.

If you insert the @ symbol before the name in this field, (for example, "Mary" becomes "@Mary"), the recorded name is substituted with the system prompt *"that extension."*

If you insert the & symbol before the first name, no system prompt or recorded name plays.

VP: Last Name (*Page 1 screen*)
NTVP: Name (last)

The last name of the individual to which the mailbox is assigned is used in conjunction with the Directory box feature. It also appears on the database listing.

The mailbox is not included in the system directory voiced to callers requesting it if the @ symbol is inserted before the first letter of the last name (for example, "Jones" becomes "@Jones"). (The mailbox is also not included in the system directory if no Name prompt has been recorded for the mailbox.)

VP: Transfer Type (*Page 1 screen*)
NTVP: Transfer Type area (*Call Transfer tab*)

When a call is routed to the mailbox, the first action taken is to transfer the call to the number specified in the TO: field. The VP system offers several options as to how the call is

transferred. For information on selecting or modifying a transfer type, consult the VP system technician.

VP: To (Page 1 screen)

NTVP: Transfer to (Call Transfer tab)

This field contains the number to which the VP system transfers the calls that route to this mailbox. The owner of the mailbox can call in and remotely change the number in the TO: field (unless the number is enclosed in brackets). After logging into a mailbox and selecting the Options menu, he/she is prompted, *“To change your call transfer feature, press 4.”*

VP: Get Caller's Name (Page 1 screen)

NTVP: Get Caller's Name (Call Transfer tab)

If you select YES in this field, the VP system prompts the caller for his/her name before transferring the call (if the caller does not speak a name, the VP system transfers the call anyway). If the transfer type is set to SCREEN, when the called party answers, the VP system prompts:

“I have a call from [caller's name] for [mailbox owner's name]. Press 1 to take the call, press 2 if you would like me to take a message...”

If the transfer type is set to WAIT FOR ANSWER, when the called party answers, the VP system simply announces the caller's name and connects the call.

VP: Record All Calls (Page 1 screen)

NTVP: Record Every Call (Call Transfer tab)

If you select YES in this field, the VP system remains on the line after completing the transfer and records the conversation. The recorded conversation is stored as a message in the mailbox.

VP: Currently Enabled (Page 1 screen)

NTVP: Currently Enabled (Call Transfer tab)

Use this field to turn the call transfer service on or off from the keyboard. The owner of a mailbox also can call in and remotely change his/her call transfer setup. If this field is set to

YES, the VP system transfers calls to the specified number. If the field is set to NO, the VP system does not transfer calls, but takes messages instead.

VP: Transfer Schedule (Page 1 screen)

NTVP: During This Schedule (Call Transfer tab)

If the mailbox transfer type is any value other than NO TRANSFER, this field indicates when calls to this box are transferred. The options are:

Schedule	Result
ALWAYS	Calls to this mailbox are transferred at all times.
DAY SERVICE	Calls are transferred only during Day Service, as defined in the BUSINESS HOURS screen.
NIGHT SERVICE	Calls are transferred only during Night Service, as defined in the BUSINESS HOURS screen.
SCHEDULE A, B, C, or D	Calls are transferred only during the schedule, as defined on the MAILBOX PAGE 3 screen (VP systems) / by pressing the View Schedules button (NTVP systems).

Setting the CURRENTLY ENABLED? field to NO overrides the transfer schedule feature. The VP system does not attempt transfers, but does play the greeting and takes a message.

NT-based VP system users can view and modify the schedules defined for the mailbox by clicking on the View Schedules button.

VP: Password (Page 1 screen)

NTVP: Password (General tab)

When an owner tries to open his/her mailbox to retrieve messages, the VP system asks for a password. The password can be up to 10 digits long and can consist of the digits 0 through 9 and the character *. For security reasons, it is recommended that box owners use passwords at least 4 characters long and that they change them regularly.

If the password is set to 0000 (four zeros), the VP system allows access to the mailbox without asking for a password. **Use this feature with caution.**

If the password is enclosed in brackets [], it cannot be changed remotely by the mailbox owner.

If the password begins with two question marks (for example, ??1234), the VP system ignores the question marks when checking the password (the user enters 1234 when asked for the password).

VP: Name Recorded (Page 1 screen)
NTVP: Name button

This field indicates whether the mailbox owner has recorded his/her own name. On NT-based VP systems, an existing recording is signified by a red light displaying on the button.

On DOS-based VP systems, when you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the name. By selecting RECORD you can record the name via a telephone line connected to the voice processing board. To record the name, select RECORD, press <Enter>, and call into voice mail line 1. When voice mail answers, select RECORD and speak the name. To end the recording, press <Enter> again. To hear the recording, select PLAY.

On NT-based VP systems, you can record the name by clicking on the Record Name button, then using the controls on the Sound Recorder dialog box. At the lower right of the dialog, click on the circle button to begin recording. Click on the rectangle button (to the left of the circle button) to end the recording.

<p>Note: If there is no name recorded for the mailbox, the mailbox is not included in the system directory and the system prompt <i>“that extension”</i> is used instead of the name in various phrases.</p>

The name is used:

- When the VP system initiates a transfer:
“Please hold while I transfer your call to [name].”
- When the called party is busy:
“[Name] is busy. You are number [number] in line.”
- When the called party does not answer and there is no personal greeting recorded:
“[Name] is not available right now. If you would like to leave a message press 1.”

- When the VP system calls the owner to deliver his/her new messages (message notification):
“Message for [name]. Press 1 if you would like to hear your messages.”
- When another mailbox owner uses the send message feature to send a message to this box. The VP system plays the name for this box and asks for confirmation:
“[Name]—if this is correct, press 1.”
- When the directory feature is being used. The VP system plays each name that matches the letters entered by the caller.
“[Name]—if this is the person you want, press 1.”
- When a mailbox owner opens his/her mailbox.
“[Name]—You have [number] new messages.”

VP: Greeting Recorded (Page 1 screen)

NTVP: Record Greeting button

This field indicates whether the mailbox owner has recorded his/her own personal greeting. On NT-based VP systems, an existing recording is signified by a red light displaying on the button.

If this mailbox is allowed multiple greetings in its assigned class of service, this field only reports the status of the first greeting, greeting 0.

On DOS-based VP systems, when you bring the cursor into this field, a menu appears, offering the options to play, delete, copy, or record the greeting. By selecting RECORD, you can record the greeting via the telephone line connected to the voice processing board. To record the greeting, select RECORD, press <Enter>, and call in to voice mail line 1. When the VP system answers, select RECORD and speak the greeting. To end the recording, press <Enter> again. To hear the recorded greeting, select PLAY.

On NT-based VP systems, you can record the greeting by clicking on the Record Greeting button, then using the controls on the Sound Recorder dialog box. At the lower right of the dialog, click on the circle button to begin recording. Click on the rectangle button (to the left of the circle button) to end the recording.

The personal greeting is played when a caller is routed to the mailbox and any of the following occur:

- The VP system attempts to transfer the call, but the called number does not answer
- The transfer type is set to NO TRANSFER
- The transfer-bypass feature is used

If no personal greeting is recorded, the VP system plays the default greeting prompt:

“[Name] is not available right now.”

This default greeting prompt, like every other recorded phrase in the system, can be re-recorded to suit a particular application. If neither the name nor the greeting is recorded, the VP system plays:

“That extension is not available right now.”

Note that a mailbox can have up to 10 pre-recorded greetings (numbered 0-9), with 0 being the default greeting). The number of greetings a mailbox owner can pre-record is specified in the class of service assigned to the mailbox. By calling in from any telephone and opening his/her mailbox, each mailbox user can record his/her greetings or select one of their pre-recorded greetings as their active greeting (the greeting played to callers).

VP: Class of Service (Page 1 screen)
NTVP: Class of Service (General tab)

This field indicates the class of service assigned to the mailbox. A class of service is a set of privileges that are assigned to the mailbox owner. There are 8 classes of service available, numbered 0 through 7.

For example, class of service 7 may have supervisor privileges. This class of service should be assigned only to mailboxes whose owners are to be provided access to the Supervisor menu functions. Class of service 1 may be designed to be assigned to mailboxes that are issued to temporary employees. As such, class of service 1 may provide its mailboxes with access to only 1 personal greeting and no other additional privileges. Class of service 3 may be designed to be assigned to most “average” employees. This class of service may provide its mailboxes access to a certain set of features, such as call queuing and P.A. call announce capabilities.

NT-based VP system users can view and modify the classes of service by clicking on the Review Class of Service button.

VP: Restricted - Client Of (Page 1 screen)

NTVP: Restricted Access (General tab)

If a valid mailbox number is entered into this field, the VP system treats this mailbox as a *restricted* mailbox. A restricted mailbox can receive messages only from other mailbox owners and can send messages only to its host mailbox, which is the mailbox number entered in this field. The restricted mailbox cannot perform any other mailbox functions.

VP: (No such field)

NTVP: Uses VCM / Uses Unified Messaging (General tab)

This field indicates whether the mailbox owner is permitted to use the VCM feature and/or unified messaging feature.

Note: The VCM, unified messaging, and e-mail reader features are available as optional add-on features to the NT-based VP system. Access to the VCM and unified messaging feature is sold on a per-seat license. Though you can check the USES VCM and USES UNIFIED MESSAGING checkbox on as many subscriber MAILBOX SETUP screens as you like, the VP system will not permit access to the feature by more users than the number of licenses purchased with the system. If, for example, a 5-seat unified messaging license was purchased with the system, only 5 subscribers can have the unified messaging feature running with their desktop Inbox at one time. Similarly, access to the e-mail reader feature is sold on a by-port license. If a 2-port license is purchased, for example, up to 2 subscribers can access use the e-mail reader feature to hear their e-mail over the telephone at one time.

VP: Sequence to Turn ON/OFF Message-Waiting Lamp (Page 1 screen)

NTVP: Sequence to Turn on/off Message-Waiting Lamp (General tab)

This field indicates the sequence of digits the VP system uses to turn on the message-waiting lamp at the extension associated with this mailbox. Consult the VP installation technician for information on the entry that must be made in this field.

VP: New (Page 1 screen)
NTVP: New Messages (General tab)

This field cannot be changed from the keyboard. It indicates the number of new messages in the mailbox. A message is *new* if the mailbox owner has not yet listened to it. Once the owner has listened to the message, it becomes an *old* message. A mailbox can hold a maximum of 200 messages.

VP: Old (Page 1 screen)
NTVP: Old Messages (General tab)

This field cannot be changed from the keyboard. It indicates the number of old messages in the mailbox. Once the owner has listened to and/or saved a message, it becomes an *old* message. A mailbox can hold a maximum of 200 messages.

VP: Pager Number (Page 2 screen)
NTVP: Pager Number (Pager tab)

This field indicates the telephone number of the paging service. The mailbox owner may change the number remotely. Normally, access codes for outside lines are not required here. To restrict pager calls to use lines in a particular line group, enter the letter (A, B, C, or D) of the line group in braces { } before the telephone number (for example, {A}5551212). Consult the VP system technician for more information.

Tone or Voice pagers can be set up under the Message Delivery portion of this screen. Consult the VP system technician for more information.

The pager number can contain the digits 0 through 9 and the characters * and pound #, as well as the several special characters: Consult the VP system technician for more information.

VP: Pager Type (Page 2 screen)
NTVP: Pager Type area (Pager tab)

The VP system supports both Tone and Display (digital) pagers in this section of the mailbox programming. This field specifies which type of pager the mailbox owner has.

When a caller asks the VP system to page a mailbox owner, the VP system looks for a free line on which to call the paging service. If no lines are free to make the call, the VP system queues the request and re-tries every 10 seconds for about 10 minutes.

VP: Times to Call (Page 2 screen)
NTVP: Call the Pager X times (Pager tab)

The VP system calls the pager the number of times indicated in this field. This can be useful in circumstances when the pager is turned off for a period or is temporarily out of pager range.

VP: Minutes Between Calls (Page 2 screen)
NTVP: At Intervals of X Minutes (Pager tab)

If you enter a number greater than 1 in the above field, this field instructs the VP system how long it is to wait between the re-calls.

Note: This field is used to tell the VP system how long to wait between calls to the paging service.

VP: Call Schedule (Page 2 screen)
NTVP: Activate Pager During These Times (Pager tab)

The pager notification feature follows a time schedule. The options are:

Schedule	Result
ALWAYS	Pager notification is available at all times.
DAY SERVICE	Pager notification is available only during Day Service, as defined on the BUSINESS HOURS screen.
NIGHT SERVICE	Pager notification is available only during Night Service, as defined on the BUSINESS HOURS screen.
SCHEDULE A, B, C, or D	Pager notification is available only during the schedule, as defined on the MAILBOX PAGE 3 screen (VP systems) / by pressing the View Schedules button (NTVP systems).

VP: Enabled (Page 2 screen)**NTVP: Currently Enabled (Pager tab)**

If this field is set to YES, the pager feature for this mailbox is currently on. If this field is set to NO, the pager feature is off. Use this field to turn the service on or off from the keyboard. Note that the mailbox owner also can call in and remotely turn the pager notification service on or off.

Setting this field to NO overrides the call schedule set in the previous field.

VP: After Playing Greeting (Page 2 screen)**NTVP: After Playing Greeting area (Recording tab)**

When a caller has been routed to a mailbox and is listening to the greeting, he/she *always* has various options available by dialing the appropriate digit. If the caller does *not* dial a digit by the time the VP system finishes playing the greeting, the VP system immediately takes whatever action is specified in this field. If the caller *does* dial a valid digit from the available options, his/her selection overrides the action entered in this field.

- **WAIT FOR A DIGIT**

This option is to be used only if the mailbox owner instructs the caller to choose an option in the personal greeting. This option provides the caller more time to enter a digit. If the caller does not enter a digit, the VP system then takes whatever action is specified in the field AFTER LEAVING MESSAGE.

If a caller hangs up during the playing of the mailbox greeting, there are times when the VP system might begin recording a message before it detects that the call has ended. In these cases, the mailbox ends up containing a short, blank message. By using the WAIT FOR DIGIT option rather than RECORD IMMEDIATELY, you will eliminate these false messages.

- **RECORD IMMEDIATELY**

The VP system voices the prompt, “*Please speak after the tone,*” and records the caller’s message.

Note: If a caller hangs up during the playing of the mailbox greeting, there are times when the VP system may begin recording a message before detecting the call has ended. In these cases, the mailbox ends up containing a short, blank message. By using the WAIT FOR DIGIT option rather than RECORD IMMEDIATELY, you eliminate these false messages.

- **PAGE IMMEDIATELY**

The VP system looks at what type of pager this mailbox is using. If the PAGER TYPE field is set to NONE or the PAGER NUMBER field is blank, the VP system takes whatever action is specified in the AFTER LEAVING MESSAGE field (VP systems) or AFTER RECORDING MESSAGE field (NTVP systems).

If the PAGER TYPE is TONE, the VP system takes a message and calls the mailbox owner's pager.

If the PAGER TYPE is DISPLAY / DIGITAL, the VP system asks the caller to enter his/her own telephone number then calls the mailbox owner's pager and relays that number (no message is taken).

Note: If the PAGER TYPE is DISPLAY / DIGITAL and the Pager notification service is currently turned off (either manually or due to the call schedule), callers hear the system prompt, *"I'm sorry, I am unable to page that party right now,"* and the call continues by taking whatever action is specified in the AFTER LEAVING MESSAGE field (VP systems) or AFTER RECORDING MESSAGE field (NTVP systems).

- **RECORD THEN PAGE**

The VP system looks at what type of pager this mailbox is using. If the PAGER TYPE field is set to NONE or the PAGER NUMBER field is blank, the VP system records a message, but does not activate the pager.

If the PAGER TYPE is TONE, the VP system takes a message, then calls the pager. If the PAGER TYPE is DISPLAY / DIGITAL, the VP system records a message, then calls the pager. It sends the mailbox number to the pager display.

VP: If Caller Chooses “Other Options” (Page 2 screen)
NTVP: If Caller Chooses “Other Options” (Recording tab)

The caller chooses other options by pressing 3 during the mailbox greeting. You have the following options:

Option	Action Indicated
GO TO BOX	Allows the call to route to another box. The new box number is entered in the next field.
SAY GOODBYE	The VP system says, “ <i>Good-bye</i> ,” and hangs up.
RETURN	The VP system goes back to the previous box that handled this call (usually a Routing box).
HANG UP	The VP system immediately terminates the call by going on-hook.

VP: Box (Page 2 screen)
NTVP: (Unlabeled Box field) (Recording tab)

This field contains the box number to which the call is to be transferred when the option GO TO BOX is selected in the corresponding field. This box is usually a Routing box containing a greeting or menu, or it is the mailbox number of an individual taking calls for this mailbox owner.

VP: After Leaving Message (Page 2 screen)
NTVP: After Recording Message (Recording tab)

You have the following options:

Option	Action Indicated
GO TO BOX	Allows the call to route to another box. The new box number is entered in the next field.
SAY GOODBYE	The VP system says, “ <i>Good-bye</i> ,” then hangs up.
RETURN	The VP system goes back to the previous box that handled this call (usually a Routing box).
HANG UP	The VP system immediately terminates the call by going on-hook.

The VP system follows the action specified here when:

- The caller has recorded his/her message, pressed # for further options, and pressed 1 to send or 4 to cancel the message.
- The AFTER PLAYING GREETING field specified WAIT FOR DIGIT, and the caller did not enter a digit.
- The AFTER PLAYING GREETING field called for a paging option, but the pager's ENABLED field is set to NO (in this case, the caller first hears the system prompt, "*I am not able to page that party right now.*").

VP: Box (Page 2 screen)

NTVP: (Unlabeled Box field) (Recording tab)

This field contains the box number to which the call is to be transferred when the option GO TO BOX is selected in the corresponding field. This box is usually a Routing box containing a greeting or menu, or it is the mailbox number of an individual taking calls for this mailbox owner.

VP: If Call is via D.I.D., Play Greeting in Language (Page 2 screen)

NTVP: Use Language (General tab)

This field indicates the language that callers hear when a call is routed to this mailbox via D.I.D. This entry is required, since the D.I.D. digits are received before the VP system is able to ask the caller which language he/she wants to use. Consult the VP system installation technician for information on completing this field.

VP: Automatically Forward NEW Messages to Box X After X Hours (Page 2 screen)

NTVP: Automatically Forward New Messages to Box X After X Hours

If a message has been in a mailbox for the number of hours specified in this field and has not yet been listened to by the owner, the VP system forwards the message to another mailbox or to a Group box. To disable the auto-forward feature, leave this field blank.

Note: When a message is automatically forwarded in this way, the original copy is deleted from the original mailbox. When a mailbox receives a message that has been auto-forwarded, the VP system informs the mailbox owner by saying, *“This message was automatically forwarded from [name of original recipient].”*

VP: Schedule (Page 2 screen)

NTVP: During X (Recording tab)

Use this field to select when new messages are to be automatically forwarded. The options are:

Schedule	Result
ALWAYS	Messages are auto-forwarded at all times.
DAY SERVICE	Messages are auto-forwarded only during Day Service, as defined on the BUSINESS HOURS screen.
NIGHT SERVICE	Messages are auto-forwarded only during Night Service, as defined on the BUSINESS HOURS screen.
SCHEDULE A, B, C, or D	Messages are auto-forwarded only during the schedule, as defined on the MAILBOX PAGE 3 screen (VP systems) / by pressing the View Schedules button (NTVP systems).

NT-based VP system users can view and modify the schedules defined for the mailbox by clicking on the View Schedules button.

VP: Call (Page 2 screen)

NTVP: Call (Message Delivery tab)

This field contains the telephone number the VP system is to call to inform the mailbox owner that there are new message in his/her mailbox.

The field can contain the DTMF digits 0-9, the characters * and #, and other special characters. Consult the VP system installation technician for information on completing this field.

The owner of a mailbox can call in and remotely change the first message notification number, but cannot indicate special characters.

VP: Repeat (Page 2 screen)
NTVP: X Times (Message Delivery tab)

This field indicates the number of successful calls that the VP system is to make to each telephone number. A successful call is generally defined as one where the VP system has seized an available line port, dialed the number, and detected an answer. If the call is not successful (for example, the called number was busy) the VP system automatically re-tries every few seconds up to twenty times.

VP: Interval (Page 2 screen)
NTVP: Intervals of X (Message Delivery tab)

If the field to the left of this field contains a number greater than 1 or there are additional call number sequences, this field indicates the interval (in minutes) between calls to this number and/or the interval before proceeding to the next call number sequence.

VP: Schedule (Page 2 screen)
NTVP: During X (Message Delivery tab)

This field indicates when the VP system is to deliver messages to this number. The options are:

Schedule	Result
ALWAYS	This number is called any time there are new messages in the mailbox.
DAY SERVICE	This number is called only during Day Service, as defined on the BUSINESS HOURS screen.
NIGHT SERVICE	This number is called only during Night Service, as defined on the BUSINESS HOURS screen.
SCHEDULE A, B, C, or D	This number is called only during the schedule, as defined on the MAILBOX PAGE 3 screen (VP systems) / by pressing the View Schedules button (NTVP systems).

NT-based VP system users can view and modify the schedules defined for the mailbox by clicking on the View Schedules button.

VP: Run This Sequence X Times (Page 2 screen)
NTVP: Run This Cycle X Times (Message Delivery tab)

This field indicates the number of times the VP system is to run the message delivery sequence. Once the VP system calls every number listed, it has run the message delivery sequence one time.

VP: Currently Enabled (Page 2 screen)
NTVP: Deliver These Messages (Message Delivery tab)

This field indicates which messages the VP system is to deliver. On DOS-based VP systems, the options are:

Option	Action Indicated
DISABLED	The VP system does not deliver any messages received in the mailbox.
URGENT MSGS ONLY	The VP system delivers only messages marked received in the mailbox as urgent. Non-urgent messages are not delivered.
ALL MESSAGES	The VP system delivers all messages received in the mailbox.

Setting this field to DISABLED overrides the field indicating the schedule.

On NT-based VP systems, the options are:

Option	Action Indicated
VOICE	The VP system delivers voice messages received in the mailbox.
E-MAIL	The VP system delivers e-mail messages received in the mailbox via the unified messaging feature.
ONLY WHEN MARKED URGENT	The VP system delivers only messages voice mail and/or e-mail messages marked as urgent. Non-urgent messages are not delivered.

The owner of a mailbox can call in remotely and turn his/her message delivery feature ON or OFF or change the first number to be called. The other telephone numbers, if in use, cannot be changed remotely.

VP: Schedule (*Page 3 screen*)
NTVP: Schedule (*Schedule dialog box*)

The four schedules (A, B, C, and D) can be applied to any of four features: call transfer, pager notification, automatic forwarding of new messages, and message delivery. The feature or features assigned to a schedule operate only between the START and END times for the days specified.

VP: Start (*Page 3 screen*)
NTVP: Start (*Schedule dialog box*)

This field indicates the time at which this schedule begins on the day. Time is indicated in 24-hour format (for example, 8:00 PM is specified as 20:00).

VP: End (*Page 3 screen*)
NTVP: End (*Schedule dialog box*)

This field indicates the time at which this schedule ends on the day. Time is indicated in 24-hour format (for example, 8:00 PM is specified as 20:00).

<p>Note: If you want the schedule to be active all day, enter 00:00 for the START time and 24:00 for the END time.</p>

VP: Hotel Guest Privileges Only (*Page 4 screen*)
NTVP: Hotel Guest Privileges Only (*Hotel tab*)

When set to YES, this field restricts the options available to the mailbox. When the mailbox owner opens his/her mailbox, the only options are listening to his/her messages or scheduling a wake-up call.

VP: Wake-Up Time (Page 4 screen)
NTVP: Wake-Up Time (Hotel tab)

This field displays the time the VP system places a call the extension indicated in the TRANSFER TO field. The VP system does not actually place the call at the time specified here unless the CURRENTLY SCHEDULED field (below) is set to YES. The mailbox owner can also schedule a wake-up call by calling into the system.

VP: Currently Scheduled (Page 4 screen)
NTVP: Currently Scheduled (Hotel tab)

If this field is set to YES, the VP system calls the extension indicated in the TRANSFER TO field at the time specified in the WAKE-UP-TIME field.

VP: Enabled (Page 4 screen)
NTVP: Enabled (Distribution lists tab)

Each mailbox can create up to 4 personal distribution lists, each containing up to 20 mailbox numbers. This field controls how many lists are available to the mailbox. Use this field to indicate whether the corresponding list is available to the mailbox owner.

VP: Members (Page 4 screen)
NTVP: (Unlabeled Members fields) (Distribution lists tab)

Each distribution list can contain up to 20 members. Only mailboxes can be members of a personal distribution list (you cannot include a Group box on the list). These fields indicate the mailboxes currently included as part of each distribution list.

VP: (Page 5 screen)
NTVP: (Enhanced Tab)

This screen contains fields that are functional only with certain phone systems that provide call recording capabilities. Field entries indicate whether the mailbox owner is permitted to use the record call feature; whether and how often a beep, audible to all conversation participants, is to sound during recordings; the minimum length in seconds a recording must be to be retained on the system; the maximum number of recording minutes allowed per call; and whether, when a caller is prompted to leave a message in the mailbox, a short ringburst is

to sound on the subscriber's phone. Each recorded call is stored as a new message in the mailbox owner's voice mailbox.

VP: *(No such field)*

NTVP: **Account Number** *(E-mail tab)*

If the mailbox owner has more than one e-mail account, the E-MAIL tab can include information for up to 3 different accounts. Once all fields are completed on this screen for the first e-mail account, you can access a second and third e-mail tab to enter information for additional accounts by clicking on the left and right arrow buttons next to the ACCOUNT NUMBER field.

<p>Note: The e-mail reader will not be able to voice e-mail over the telephone for any account that is not set up on the subscriber's desktop.</p>

VP: *(No such field)*

NTVP: **Is Account Active** *(E-mail tab)*

When un-checked, this box indicates an account that is currently not an active account for the mailbox owner. The e-mail reader will not access voice and e-mails for this account.

VP: *(No such field)*

NTVP: **Account Information Area – Friendly Name** *(E-mail tab)*

This field indicates the name that is to display in the From field on messages recipients receive in their e-mail Inbox from this mailbox owner. Typically, the Friendly Name is simply the mailbox owner's first and last name.

VP: *(No such field)*

NTVP: **Account Information Area – E-Mail Address** *(E-mail tab)*

This field indicates the e-mail address to be used to send the subscriber's e-mail messages.

VP: (No such field)

NTVP: Outgoing Mail Area – Default Account for Outgoing Mail (E-mail tab)

This field is active only if more than one E-MAIL tab is completed for the subscriber because he/she has multiple e-mail accounts. Check the field on the appropriate E-MAIL tab to indicate which account is to be used to send outgoing e-mail the subscriber sends.

VP: (No such field)

NTVP: Outgoing Mail Area – Account Type (E-mail tab)

This field cannot be changed at this time. (The VP system requires that e-mail client software sends messages via SMTP.)

VP: (No such field)

NTVP: Outgoing Mail Area – Host Name (E-mail tab)

This field indicates the name assigned to the e-mail server that is to be used to send the subscriber's outgoing e-mail.

VP: (No such field)

NTVP: Incoming Mail Area – Account Type (E-mail tab)

This field cannot be changed at this time. (The VP system communicates with the e-mail server via POP3 technology.)

VP: (No such field)

NTVP: Incoming Mail Area – Host Name (E-mail tab)

This field indicates the name assigned to the e-mail server that receives the subscriber's incoming e-mail.

VP: (No such field)

NTVP: Incoming Mail Area – User Name (E-mail tab)

This field indicates the User Name the subscriber uses to log on to the e-mail server that receives the subscriber's incoming e-mail.

VP: (No such field)

NTVP: Incoming Mail Area – Password (*E-mail tab*)

This field indicates the password the subscriber uses to log on to the e-mail server that receives the subscriber's incoming e-mail.

Note: Alert subscribers that if they change their e-mail server access password at any time, the system administrator must update it on the MAILBOX SETUP screen. If the password is not up-to-date, subscribers attempting a system log in may find that their computer is locked. This occurs because when the Inbox is not up and running on a client PC desktop, the PEC attempts to access e-mails from the e-mail server on the client PC's behalf. It must log on to e-mail server using the password you provide here. If it attempts to log on with the password you enter in this field after this password has been changed by the subscriber, after several log in attempts, the server may lock down the client PC.

Be particularly aware of this in an Exchange Server environment, since anytime subscribers change their *network* login password in this setting, they must inform their system administrator.

(This is a temporary issue that will be resolved in an upcoming release of the unified messaging feature.)

On NT-based VP systems, if you click on the Advanced button from the E-MAIL tab on the MAILBOX SETUP screen, the ADVANCED PROPERTIES screen displays. This screen is only applicable in environments where an Exchange Server e-mail server is used with the Exchange Service. Do not alter the defaults on this screen unless authorized to do so by a technical support representative.

1.4.2 Adjusting Subscriber Access to Features through VP System Screens

Each mailbox on the system is assigned a class of service. The class of service assigned to the box dictates which VP system features the mailbox owner has access to and how he/she can use those features. To control a subscriber's (or a group of subscribers') access to certain system features, you modify the class of service assigned to the mailbox. (Note that the class of service modifications you make affect all mailboxes assigned that class of service.)

There are 8 classes of services (0 through 7) that can be set up then applied to mailboxes on the VP system. Two of them are pre-configured on the system. Class of service 0 is assigned by default to the prototype mailbox 9994, which serves as a template for every mailbox that you create on the system. Class of service 7 is assigned supervisor mailbox privileges by default.

You can view and change the class of service number assigned to a mailbox by accessing the MAILBOX SETUP screen for the mailbox. Refer to information provided earlier in this section for procedures on modifying a mailbox.

To modify the classes of service set up on the system through the DOS-based VP system screen interface:

1. From the Main menu, select SYSTEM INFORMATION. The Box Information menu displays.
2. Highlight CLASS OF SERVICE from the menu then press <Enter>. The CLASS OF SERVICE screen displays.
3. Make changes to the CLASS OF SERVICE screen to modify classes of service you assign to mailboxes. For information on modifying fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>). When you have made necessary modifications, press <F10> to save the changes.

To modify the classes of service set up on the system through the NT-based VP system screen interface:

1. From the Main screen, access the SYSTEM pull-down menu.
2. Select CLASS OF SERVICE from the menu. The CLASS OF SERVICE screen displays.
3. Make changes to the CLASS OF SERVICE screen to modify classes of service you assign to mailboxes. For information on modifying fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>). When you have made necessary modifications, select the Save button to save the changes.

Working with the Class of Service Screen

Note: See section 1.4.10 for screen illustrations.

Be advised that due to differences in the screen design between DOS-based and NT-based VP systems, the placement of fields on several system screens vary slightly.

Fields used in DOS-based VP systems are prefaced below with **VP**, and fields used in NT-based VP systems are prefaced with **NTVP**. If the NTVP field resides on a certain tab on the screen or if the VP field resides on a certain screen page, the tab or page is identified next to the field name.

Several field descriptions discuss setting fields to YES or NO settings. In NT-based VP systems, this equates to checking or un-checking the field's checkbox, which you do by clicking on it.

VP: Class of Service Number
NTVP: Class of Service Number

This field indicates the number of the class of service you are currently working with. To move to the next class of service number, press <F6>. Once you assign a class of service to a mailbox, the mailbox inherits all the privileges and restrictions defined in the class of service.

VP: Class of Service Name
NTVP: Class of Service Name

Use this field to give the class of service a meaningful name. This helps remind you of the purpose for the class of service. Sample names include *Supervisors*, *Subscribers*, etc.

VP: Maximum Number of Greetings
NTVP: Maximum Number of Greetings (*Greetings tab*)

A mailbox can have up to 10 pre-recorded personal greetings. The mailbox owner may record these greetings, store them in the mailbox, choose the greeting that is to be active at any specific time. You may want to offer use of all 10 greetings to users or restrict them to fewer greetings. Use this field to define how many personal greetings users with this class of service should be allowed to record. If you set the field to 0, callers who route to a mailbox belonging to this class of service always hear the pre-recorded system prompt, "*That extension is not available...*" The default setting is **10**.

Note that in class of service 7, this field must be set to allow at least 2 greetings. Class of service 7 is assigned to mailbox 70, the supervisor mailbox that by default controls the

Routing boxes on the system. Because you usually set up Routing boxes with at least 2 greetings, this parameter must be set to at least **2** in the supervisor mailbox class of service.

VP: Maximum Greeting Length

NTVP: Maximum Greeting Length (*Greetings tab*)

When a mailbox owner calls in to re-record his/her personal greeting, the VP system limits the length of the new greeting to the value entered in this field. The default setting is **60**.

VP: Maximum Number of Messages

NTVP: Maximum Number of Messages (*Messages tab*)

The VP system can hold up to 200 messages per mailbox. However, you may want to restrict some mailboxes to a lower limit (to conserve disk space). Use this field to define the maximum number of messages that can be stored in mailboxes assigned this class of service. Once the limit is reached for a particular mailbox, callers attempting to leave more messages in the mailbox are told that the box is full. The default setting is **200**.

VP: Maximum Message Length

NTVP: Maximum Message Length (*Messages tab*)

The value in this field defines the maximum length of a message (in seconds) that a caller can leave for mailboxes belonging to this class of service. The default setting is **60**.

VP: Automatically Delete Old Messages from System After X Days

NTVP: Automatically Delete Old Messages from System After X Days (*Messages tab*)

The VP system deletes messages saved as Old from mailboxes belonging to this class of service after the number of days you specify. An old message is one the mailbox owner has listened to, but has not yet deleted. If you enter **0** in this field, an old message is deleted at midnight on the day the message became old. If you enter **1** in this field, an old message is deleted at midnight on the day following the day the message became old.

To disable deletion of Old messages, enter **99** in this field. However, do this with caution, since accumulating messages may create disk storage problems. The default setting is **30**.

VP: Automatically Delete NEW Messages After X Days
NTVP: Automatically Delete NEW Messages After X Days (*Messages tab*)

<p>Note: Use this parameter with caution. Improper use may cause important messages to be lost.</p>
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The VP system deletes new messages from mailboxes belonging to this class of service after the number of days you specify. A new message is one the mailbox owner has not yet listened to. If you enter **0** in this field, a new message is deleted at midnight on the day the message was received. If you enter **1** in this field, a new message is deleted at midnight on the day following the day the message was received.

To disable the deletion of new messages, retain the default setting of **99** in this field. This is the default operating mode. **If you enter a number other than 99 in this field, remember that messages are deleted whether or not the mailbox owner has listened to them.**

VP: Supervisor Status
NTVP: Supervisor Status

This field defines whether mailboxes belonging to this class of service should have supervisor privileges. A supervisor can perform certain actions not available to regular mailbox owners. For example, a supervisor can add a mailbox or delete a mailbox by calling in from any telephone. The default setting in class of service 0 is NO, in class of service 7 is YES.

VP: Access to Group Boxes
NTVP: Access to Group Boxes

By setting this field to YES, you allow subscribers assigned this class of service to access all Group boxes set up on the system. The default setting is YES.

VP: Dial-Out Allowed
NTVP: Dial-Out Allowed

This field indicates whether the owner of a mailbox belonging to this class of service is allowed to place outgoing calls from the mailbox. The default setting is NO.

VP: Access to P.A.
NTVP: Callers Can Page via PA System

When a caller is listening to a mailbox owner's greeting, one of the features the VP system offers is the option to have the call announced over the P.A. system. Use this field to allow or deny access to the P.A. feature for callers to mailboxes belonging to this class of service. The default setting is YES.

VP: Play Menu After Greeting
NTVP: Play System Menu after Personal Greeting (*Greetings* tab)

If an extension is busy or does not answer, the VP system plays the mailbox owner's personal greeting. After playing the greeting, it can announce the options available to the caller (for example, *"If you would like to leave a message, press 1. To try another extension, press 3, or to speak with an operator, press 0."*). If the mailbox owners do not record these options as part of their greetings, set this field to YES so that the VP system plays the menu. If you want to allow each mailbox owner to decide which options to offer, set this field to NO and instruct each mailbox owner to include the options in his/her personal greeting. The default setting is NO.

VP: Allowed to Receive Faxmail
NTVP: Allowed to Receive Faxmail

This field applies only if the system has the optional FaxMail module. Select YES here if the mailboxes in this class of service are allowed to receive FaxMail. Select NO if you do not want callers to be able to send fax documents into these mailboxes. The default setting is NO.

VP: Operator Box (Day) (Night)
NTVP: Operator Box (Day) (Night)

When a caller is listening to a mailbox greeting, one of the options is to dial zero to reach an operator. Use these fields to indicate the mailbox to which the call should be routed if the caller indicates that he/she wishes to speak with an operator. The default setting is **888**.

VP: When Exiting Open Mailbox, Go To Box
NTVP: When Exiting Open Mailbox, Go To Box

When a mailbox owner has logged in to his/her box, has concluded listening to messages, changing options, etc., and has selected to exit from the Main menu, this field tells the VP system where to send the call. VP system users should retain the default setting in this field as **821**.

VP: Max Lines Allowed To Hold For One Box
NTVP: Maximum Number of Lines Allowed to Hold for this Mailbox (*Call Holding tab*)

You can limit the number of lines that can simultaneously hold for a mailbox belonging to this class of service. For example, if you set this number to 3, and lines 1, 3, and 6 are holding for a mailbox, subsequent callers are not offered the option to hold. Instead, they hear the personal greeting recorded for the box, so they can leave a message, try another extension, etc. The default setting is **2**.

<p>Note: If you want to disable the call queuing feature for the class of service, set this field to 0.</p>

VP: Digits Allowed While Holding
NTVP: Digits Caller Can Dial While Holding (*Call Holding tab*)

While a caller is in the queue holding for an extension, he/she can press a digit to leave the queue and process the call differently. By default, the options open to the caller are the same as those available when the caller hears the personal greeting (“*If you would like to leave a message, press 1. To try another extension, press 3, or to speak with an operator, press 0.*”). If you want to restrict the caller to fewer choices while in the queue, use this field to specify which digits are allowed. All other digits are ignored by the VP system while the caller is in the queue.

For example, if you enter **13** in this field, the only options available to the caller are:

- 1 To leave a message
- 3 To try another extension

VP: While In Queue, Say Position In Line
NTVP: While in Queue Announce Position in Line (*Call Holding tab*)

While a caller is in the queue, holding for an extension, the VP system can keep him/her informed on the progress of the call. If you set this field to YES, the VP system announces to the caller:

“That extension is still busy. You are number [#] in line. If you would prefer to leave a message, press 1, or to speak with an operator, press 0.”

If you select NO in this field, the VP system voices:

“That extension is still busy. If you would prefer to leave a message, press 1, or to speak with an operator, press 0.”

The default setting is NO.

VP: Try Extension X Times Before Going Back to Caller
NTVP: Try Extension X Times Before Going Back to Caller (*Call Holding tab*)

This parameter applies only if the MAX LINES ALLOWED TO HOLD field is greater than 0. If the caller chooses to hold, the VP system plays a series of hold prompts to the caller (these are typically music or commercials). At the end of each hold prompt, the VP system tries the extension again. If it is busy, the next hold prompt is played to the caller.

After the defined number of hold prompts have been played, the VP system goes back to the caller and offers the options to remain on hold, try another extension etc. This field allows you to specify the number of hold prompts that should be played before the VP system offers these options to the caller.

As shipped, the VP system has only one hold prompt recorded. Therefore, if you enter 3 in this field, a caller queued to a busy station hears this same prompt three times before being offered the options again. If you record the second hold prompt (147), the caller hears prompt 146, 147, 146 again before being offered the options. You may record up to 100 different hold prompts, which are played in sequence. (Remember: At the end of *each* hold prompt, the VP system tries the extension again). After the VP system plays the highest number hold prompt recorded, it returns to the lowest number after the next try. The default setting is 3.

Note: The time between tries to a busy extension is determined by the length of each hold prompt recorded. The prompt supplied with the VP system (prompt 146) is approximately 30 seconds.

VP: Restricted Numbers

NTVP: Restricted Numbers (*Call Restrictions tab*)

When a mailbox owner calls in to change his/her call-transfer number, pager number, or message notification number, you may want to prevent him/her from changing it to certain numbers, such as long-distance numbers.

These fields allow you to define digit sequences that are to be blocked. The VP system looks at each of these Digits fields to determine if any of them match the number entered by the mailbox owner. If the number entered by the caller begins with the digits specified in the Digits field, the VP system defines the number entered as a match.

For example, if you enter the digits **1900** in one of the Digits fields, the VP system considers the telephone numbers 1-900-555-1212, 1-900-123-4567, 1-900-111-2222 to be matches. Telephone number 1-901-555-1212 would not be considered a match.

If you enter the digit 0 in one of the Digits fields, the VP system considers all numbers beginning with 0 to be matches. This would include calls to the operator (0), calls to the long-distance operator (00), international calls (011), and any operator-assisted call (0 followed by telephone number).

If the caller enters a number that matches one of the digit strings you enter here, the VP system informs the mailbox owner that the number is not acceptable and retains the current set up.

1.4.3 Creating, Modifying, or Deleting a Group Box through VP System Screens

Group distribution lists, which are defined in a Group box, provide subscribers an easy way to send one message they record to multiple individuals, without specifying each individual recipient's extension. Though a subscriber can set up 1-4 personal distribution lists specific to his/her needs in his/her mailbox, many organizations also set up group distribution lists that can be used by all company employees. A group list a company maintains may, for example,

contain the names of all company employees, of all employees in a particular department, of all employees that work a specified shift, etc.

When a mailbox owner wants to send a message to a Group box, he/she logs into his/her mailbox, then selects the option to send the message. At the prompt, "*Please enter the box number,*" the mailbox owner enters the number of the Group box containing the mailboxes to which the message is to be sent.

To create, modify, or delete a Group box through the DOS-based VP system screen interface:

1. From the Main menu, select BOX INFORMATION. The Box Information menu displays.
2. Highlight GROUP BOX from the Boxes menu then press <Enter>. To add a new box, press <F2>. To modify or delete an existing box, press <F4>.
3. Enter the box number you want to create, modify, or delete, then press <Enter>. If you are creating a box, the VP system displays the new box. If you are modifying or deleting an existing box, the VP system displays the box's setup screen. You can make modifications to the box from this screen or delete the box completely. If you want to delete the box, verify you are viewing the box you want to delete, then press <F3>. When you are prompted to confirm the deletion, press <Y>.

For information on making modifications to fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>).

4. When you have made necessary modifications, press <F10> to save the changes.

To create, modify, or delete a Group box through the NT-based VP system screen interface:

1. From the Main screen, access the BOXES pull-down menu.
2. Select GROUP BOX from the Boxes menu.
3. Select the New button at the top of the screen to create a new box. When prompted, enter the number of the box you want to create. The VP system displays the new box. To modify or delete an existing box, select the Select button and select the number of the box you want to modify or delete. The box displays on-screen. To delete the box, verify you are viewing the box you want to delete, then select the Delete button. When you are prompted to confirm the deletion, select the Yes button.

For information on making modifications to fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>).

4. When you have made necessary modifications, select the Save button to save the changes.

Working with the Group Box Screen

Note: See section 1.4.10 for screen illustrations.

The field descriptions provided below identify the function of many of the fields on the GROUP BOX screen. Be advised that due to differences in the screen design between DOS-based and NT-based VP systems, the placement of fields on several system screens vary slightly.

Fields used in DOS-based VP systems are prefaced below with **VP**, and fields used in NT-based VP systems are prefaced with **NTVP**. If the NTVP field resides on a certain tab on the screen or if the VP field resides on a certain screen page, the tab or page is identified next to the field name.

Several field descriptions discuss setting fields to YES or NO settings. In NT-based VP systems, this equates to checking or un-checking the field's checkbox, which you do by clicking on it.

VP: Box Number
NTVP: Box Number

This field displays the Group box number. A box number can be any number between 1 and 9899 (boxes 9900 - 9999 are reserved for the system). You cannot change the box number on the screen. To view a new box, use keys <F4> (select a box number), <F5> (previous Group box), or <F6> (next Group box). To add a new Group box, press <F2> (add). (NT-based VP system users can also select from icons at the top of the screen.)

VP: Name Recorded
NTVP: Record Name button

This field identifies whether the name of the Group box has been recorded. On NT-based VP systems, an existing recording is signified by a red light displaying on the button.

The name is played as soon as a caller selects to send a message to the Group box.

On DOS-based VP systems, when you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the name. By selecting RECORD you can record the name via a telephone line connected to the voice processing board. To record the name, select RECORD, press <Enter>, and call into voice mail line 1. When voice mail answers, select RECORD and speak the name. To end the recording, press <Enter> again. To hear the recording, select PLAY.

On NT-based VP systems, you can record the name by clicking on the Record Name button, then using the controls on the Sound Recorder dialog box. At the lower right of the dialog, click on the circle button to begin recording. Click on the rectangle button (to the left of the circle button) to end the recording.

VP: Number of Messages
NTVP: Number of Messages Currently in Box

This field cannot be changed from the keyboard. It indicates the number of messages in the Group box.

VP: Max Message Time
NTVP: Max Message Length X Seconds

This field is used to specify the maximum length of a message (in seconds) that can be sent to this Group box.

VP: List of Members
NTVP: (Unlabeled List of Members area)

These fields indicate the current members of the Group box. To add a mailbox to the group, enter the mailbox number on this list. To delete a mailbox from the group, move the cursor to the mailbox number to be deleted, and delete the number from the field. A Group box can contain up to 50 members.

To send messages to groups containing more than 50 mailboxes, use one of the following methods:

- Use the Send to Multiple Mailboxes option to send the message to additional Group boxes. After selecting the first Group box and recording the message, press the # key for more options. From the menu that plays, choose option 6 to send the message to several mailboxes or Group boxes.
- Connect a Group box to a text file, which can contain an unlimited number of members. Create a text file in the C:\VM\ directory with the name GBOXxxx.LST, where xxx is the number of an existing Group box. Note that if the existing Group box number is less than 4 digits, you must include leading zeros before the mailbox number in this filename. For example, to create an extended member file for Group box 601, create a text file named GBOX0601.LST and list each additional mailbox on a separate line in the file (do not duplicate members in the Group box screen and the text file).

1.4.4 Modifying Company Business Hours through VP System Screens

Use the BUSINESS HOURS screen to define the Day Service mode period and Lunch Service mode period. By default, any period not defined as part of Day Service or Lunch Service is considered part of Night Service mode.

The VP system automatically switches between Day Service mode, Night Service mode, and Lunch Service mode based on the times you enter in these fields. (See section 1.2 for more information on how the system uses service modes and the hours you designate.)

To modify the company business hours through the DOS-based VP system screen interface:

1. From the Main menu, select SYSTEM INFORMATION. The Box Information menu displays.
2. Highlight BUSINESS HOURS from the menu then press <Enter>. The BUSINESS HOURS screen displays.
3. Modify the business hours on the BUSINESS HOURS screen. For information on making modifications to fields on this screen, consult the information provided below and the

program's online help file (accessible by pressing <F1>). When you have made necessary modifications, press <F10> to save the changes.

To modify the company business hours through the NT-based VP system screen interface:

1. From the Main screen, access the SYSTEM pull-down menu.
2. Select BUSINESS HOURS from the menu. The BUSINESS HOURS screen displays.
3. Modify the business hours on the BUSINESS HOURS screen. For information on making modifications to fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>). When you have made necessary modifications, select the Save button to save the changes.

Working with the Business Hours Screen

Note: See section 1.4.10 for screen illustrations.

For each day of the week, enter the opening and closing times for the business. If the business is closed all day, enter **00:00** in both the DAY SERVICE BEGINS and DAY SERVICE ENDS fields. This places the VP system in the Night Service mode for that entire day.

If the business is open 24 hours on a particular day, enter **00:00** for the DAY SERVICE BEGINS time and **24:00** for the DAY SERVICE ENDS time.

Note: All times must be entered in 24-hour format—for example, enter 8:00 PM as 20:00).
--

If prompts 171, 172, and 173 are recorded on the VP system, the initial greeting (as programmed in the LINE INFORMATION screen) is automatically preceded with the appropriate prompt. Prompt 171, “*Good morning...*” is voiced from midnight until noon. Prompt 172, “*Good afternoon...*” is voiced from Noon until the time set in the field Change “Good Afternoon” to “Good Evening.” At this time prompt 173, “*Good evening...*” is voiced until midnight.

If prompts 171, 172, and 173 are not recorded on the system, you can ignore this field. These prompts are not pre-recorded, since they should be recorded in the same voice as the initial

greetings for best quality and continuity. Consult the VP system installation technician for information on completing this field.

1.4.5 Modifying Company Holidays through VP System Screens

Besides having the VP system answer calls differently at different times of the day, you can have the system answer calls in a special way during various holidays. For example, on New Year's day, the company may be working with a smaller staff, so they may want the system to greet customers with:

“The XYZ Company wishes all its customers a Happy New Year. Our service personnel are not available today, but will be back as usual tomorrow. For Sales, press 1, or press 0 to speak to an operator.”

You may pre-define up to 20 holiday dates. For each holiday, you can specify a different Routing box to which calls will be sent. During the holiday, the VP system uses the greeting and call routing scheme you have defined in that Routing box.

The following programming example shows how to set up a New Year's holiday greeting to play on January 1.

Access the HOLIDAY SCHEDULE screen and select JANUARY as the month, then enter **1** to indicate the first day of the month. In the field INITIAL BOX, enter a spare box number (which will be set up later in this example). In this example, box number 8500 is used.

The VP system is now advised of the New Year's holiday. Each time a call arrives on January 1, the VP system routes the call to box 8500.

<p>Note: Holiday greetings are in effect for the entire 24-hour period of the calendar day.</p>
--

To complete this example, Routing box 8500 must be created. You add Routing boxes by accessing the ROUTING BOX screen. Press <F2> to add a Routing box and type 8500 in the window that displays. Once you create a Routing box, you can record a greeting in it (in this example, a New Year's specific holiday greeting) and set up the various routing options as described in this guide.

Note: See section 1.4.10 for screen illustrations.

To modify the designated company holidays through the DOS-based VP system screen interface:

1. From the Main menu, select SYSTEM INFORMATION. The Box Information menu displays.
2. Highlight HOLIDAY SCHEDULE from the menu then press <Enter>. The HOLIDAY SCHEDULE screen displays.
3. Modify the company holidays on the HOLIDAY SCHEDULE screen. When you have made necessary modifications to the screen press <F10> to save the changes.

To modify the designated company holidays through the NT-based VP system screen interface:

1. From the Main screen, access the SYSTEM pull-down menu.
2. Select HOLIDAY SCHEDULE from the menu. The HOLIDAY SCHEDULE screen displays.
3. Modify the company holidays on the HOLIDAY SCHEDULE screen. When you have made necessary modifications, select the Save button to save the changes.

1.4.6 Modifying the Greeting Played by a Routing Box through VP System Screens

Before modifying any Routing box greetings, refer to section 1.3.5 for information on the Routing box setups on the VP system and Routing box greetings.

Note that if you use the following procedure to change the greeting in a Routing box, you must update the Routing box call routing structure to relay new instructions to the caller. Use the procedure presented earlier in this section to update the greeting as necessary.

To modify a Routing box greeting through the DOS-based VP system screen interface:

1. From the Main menu, select BOX INFORMATION. The Box Information menu displays.
2. Highlight ROUTING BOX from the Boxes menu then press <Enter>.

3. Enter the box number you want to modify, then press <Enter>. The box's setup screen displays.
4. Adjust the greeting using the ROUTING BOX screen field discussed below. When you have made necessary modifications, press <F10> to save the changes.

To modify a Routing box greeting through the NT-based VP system screen interface.

1. From the Main screen, access the BOXES pull-down menu.
2. Select ROUTING BOX from the Boxes menu.
3. Select the Select button and choose the number of the box whose greeting you want to modify. The box displays on-screen.
4. Adjust the greeting using the ROUTING BOX screen field discussed below. When you have made necessary modifications, select the Save button to save the changes.

1.4.7 Recording a Greeting through the Routing Box Screen

The field description provided below identifies how you record a greeting from the Routing box screen. The field used in DOS-based VP systems is prefaced below with **VP**, and field used in NT-based VP systems is prefaced with **NTVP**.

VP: Greeting Recorded
NTVP: Record Greeting button

This field identifies whether a greeting has been recorded for the Routing box. On NT-based VP systems, an existing recording is signified by a red light displaying on the button.

The greeting is played as soon as a caller is routed to the Routing box.

On DOS-based VP systems, when you bring the cursor into this field, a menu appears, offering the option to play, delete, copy, or record the greeting. By selecting RECORD you can record the greeting via a telephone line connected to the voice processing board. To record the greeting, select RECORD, press <Enter>, and call into voice mail line 1. When voice mail answers, select RECORD and speak the greeting. To end the recording, press <Enter> again. To hear the recording, select PLAY.

On NT-based VP systems, you can record the greeting by clicking on the Record Greeting button, then using the controls on the Sound Recorder dialog box. At the lower right of the dialog, click on the circle button to begin recording. Click on the rectangle button (to the left of the circle button) to end the recording.

The greeting can also be recorded remotely by the owner of the Routing box. Note that once a Routing box has been assigned an owner, the Routing box is allowed the same number of greetings as the owner mailbox, as defined in the mailbox's assigned class of service. The greetings are numbered 0 - 9.

Once the VP system has finished playing the greeting, it may optionally play the time or date, depending on the contents of the BOX NAME field.

1.4.8 Modifying the Routing in a Routing Box through VP System Screens

The VP system can be set up to voice greetings to callers that include single-digit call routing options, such as, "*Press 2 for Sales...*" On a system set up this way, a call is transferred to a certain mailbox when the caller presses 2 during or after the greeting. You can control the digit(s) callers can dial and the route their calls will subsequently take using the following procedure.

Note that if you use the following procedure to change the single-digit call routing set up, you must update the Routing box greeting to relay new instructions to the caller. Use the procedure presented earlier in this section to update the greeting as necessary.

To modify call routing through the DOS-based VP system screen interface:

1. From the Main menu, select BOX INFORMATION. The Box Information menu displays.
2. Highlight ROUTING BOX from the Boxes menu then press <Enter>.
3. Enter the box number you want to modify, then press <Enter>. The box's setup screen displays.
4. Make changes to the ROUTING BOX screen to modify the call routing used when calls are sent to this box. For information on modifying fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>). When you have made necessary modifications, press <F10> to save the changes.

To modify call routing through the NT-based VP system screen interface:

1. From the Main screen, access the BOXES pull-down menu.
2. Select ROUTING BOX from the Boxes menu.
3. Select the Select button and choose the number of the box you want to modify or delete. The box's setup screen displays.
4. Make changes to the ROUTING BOX screen to modify the call routing used when calls are sent to this box. For information on modifying fields on this screen, consult the information provided below and the program's online help file (accessible by pressing <F1>). When you have made any necessary modifications, select the Save button to save the changes.

Working with the Routing Box Screen

Note: See section 1.4.10 for screen illustrations.

The field descriptions provided below identify the function of certain fields on the ROUTING BOX screen. Be advised that due to differences in the screen design between DOS-based and NT-based VP systems, the placement of fields on several system screens vary slightly.

Fields used in DOS-based VP systems are prefaced below with **VP**, and fields used in NT-based VP systems are prefaced with **NTVP**. If the NTVP field resides on a certain tab on the screen or if the VP field resides on a certain screen page, the tab or page is identified next to the field name.

VP: Route Call Based On

NTVP: Route Call Based On area

There are 5 techniques you can use to route calls:

- Based on the digit(s) dialed by the caller
- Based on the day-of-week (Sunday, Monday, etc.) the call is received

- Based on the call's sequence number (first call goes to box [number], second call goes to box [number], etc.).
- Based on the results of a database lookup
- Based on whether the VP system is in Day Service, Lunch Service, or Night Service mode or the call is received on a defined holiday

DIGITS DIALED

While the VP system is playing the Routing box greeting, callers can press a key at any time to make a selection from the menu, or they can dial a mailbox directly. When the caller presses a key, the VP system immediately stops playing the greeting and processes the dialed digit.

If the caller does not dial a digit and the end of the greeting is reached, the VP system pauses to wait for a response, then, if no response (DTMF or spoken word) is detected, the system performs whatever action is specified in the field IF NO DIGITS DIALED.

If a digit is dialed, the VP system checks the field DIGIT RECEIVED, WAIT FOR MORE DIGITS:

- * If this field is set to NO, the VP system immediately attempts to route the call based on the single digit dialed. If the DESTINATION FOR DIGIT field contains a valid box number, the call is immediately sent to the new box. This means that menu selections take priority over extension numbers (for example, if the DESTINATION FOR DIGIT 1 is a valid box, the caller cannot dial mailboxes beginning with a 1, as the VP system routes the call as soon as it received the first **1** in the extension number).
- * If this field is set to YES, the VP system waits to see if the caller is dialing a sequence of digits (for example, entering a box number). If additional digits are detected, and they correspond to a valid mailbox, Routing box, etc., the call is routed to that box. If only one digit is detected, the VP system consults the DESTINATION FOR DIGIT fields and routes the call to the box specified. Since the VP system must wait for additional digits, call routing is not executed as quickly as when this field is set to NO.

DAY-OF-WEEK

The VP system plays the Routing box greeting. Once the greeting ends, the call immediately routes to the box specified in one of the digit destination fields. On NT-based VP systems, routing is as indicated on the Routing box screen. On non-NT-based VP systems, routing is as follows:

Day on Which Call is Received	Box to Which Call is Routed
Sunday	Box specified in DESTINATION FOR DIGIT 1 field
Monday	Box specified in DESTINATION FOR DIGIT 2 field
Tuesday	Box specified in DESTINATION FOR DIGIT 3 field
Wednesday	Box specified in DESTINATION FOR DIGIT 4 field
Thursday	Box specified in DESTINATION FOR DIGIT 5 field
Friday	Box specified in DESTINATION FOR DIGIT 6 field
Saturday	Box specified in DESTINATION FOR DIGIT 7 field

If the caller dials any digit while the Routing box greeting is playing, the VP system stops the greeting and routes the call based on the day (not based on the digit dialed).

CALL SEQUENCE NUMBER

The VP system plays the Routing box greeting. Once the greeting ends, the call immediately routes to the box specified in one of the digit destination fields, in numerical order. On non-NT-based VP systems, the first call to the Routing box goes to the box specified in the field DESTINATION FOR DIGIT 1. The second call goes to the box specified in the field DESTINATION FOR DIGIT 2, etc. When the VP system reaches digit 0 (or encounters a digit for which no box is specified), it repeats the cycle starting with digit 1.

Call Number	Box to Which Call Will Be Routed
First call to this box	Box specified in DESTINATION FOR DIGIT 1 field
Second call to this box	Box specified in DESTINATION FOR DIGIT 2 field
Third call to this box	Box specified in DESTINATION FOR DIGIT 3 field
Fourth call to this box	Box specified in DESTINATION FOR DIGIT 4 field
Fifth call to this box	Box specified in DESTINATION FOR DIGIT 5 field

Call Number	Box to Which Call Will Be Routed
etc.	etc.

If the caller dials any digit while the Routing box greeting is playing, the VP system stops the greeting and routes the call based on call number (not based on the digit dialed).

DATABASE LOOKUP

The VP system has the ability to accept up to 20 digits from the caller and use these to look up a database entry. The system converts these digits to a box number, based on the contents of the database. The VP system then routes the call to that box. For information on routing calls based on database lookup, contact the VP system installation technician.

DAY/NIGHT SERVICE

The VP system plays the Routing box greeting. Once the greeting ends, the call immediately routes to the box specified in one of the digit destination fields, based on the VP system’s current service mode. On non-NT-based VP systems, if the VP system is in Day Service mode, the call routes to the box associated with DESTINATION FOR DIGIT 1. During Night Service mode, the call routes to the box associated with DESTINATION FOR DIGIT 2, etc., as shown in the table below.

Service Mode	Box to Which Call is Routed
DAY SERVICE	Box specified in DESTINATION FOR DIGIT 1 field
NIGHT SERVICE	Box specified in DESTINATION FOR DIGIT 2 field
LUNCH SERVICE	Box specified in DESTINATION FOR DIGIT 3 field
HOLIDAY SERVICE	Box specified in DESTINATION FOR DIGIT 4 field

If the caller dials any digit while the Routing box greeting is playing, the VP system stops the greeting and routes the call based on the service mode (not based on the digit dialed).

VP: Destination for Digit fields
NTVP: Destination for Digit fields

While the VP system is playing the Routing box greeting, the caller can press a key at any time to make a selection. When the caller presses a key, the VP system immediately stops playing the greeting and consults these fields to see where the call is to be routed.

Traditionally, the VP system uses the # key to allow mailbox owners to access the voice mail gateway (box 9992). Therefore, it is strongly recommended you program DESTINATION FOR DIGIT # as **9992** in *every* Routing box so mailbox owners can access the gateway at any time. Though you can program any other digit as the voice mail gateway, all user documentation is written based on you using the # key.

1.4.9 Viewing VP System Reports (NT-based VP Systems Only)

NT-based VP systems include an extensive reports package that allows system administrators to generate reports and view them on any PC installed with Microsoft Excel 97/98. (Note that Microsoft Excel 97/98 is not included with the VP system.)

Starting with version 9.1 of the NT-based VP system, the reports package software is automatically installed during the VP system software installation on the VP system PC. If Microsoft Excel 97/98 is also installed on the VP system PC, you can both generate reports and view reports on the VP system PC. Whether or not Excel 97/98 is installed on the VP system PC, you can also view reports on a networked client PC. To do so, however, the VP system installation technician must install the reports package client software on the client PC. Contact the VP system technician for details.

<p>Note: To show reports effectively, client computers must be Pentium 166 PCs or better with at least 32 MB RAM. Set monitor resolution to a minimum of 800 x 600 for best viewing.</p>

Generating Reports

Each night, the VP system automatically compiles system report data in a Microsoft Access database file named DBREPORT.MDB. This file stores data for each day, up to one year. In the first week of January each year, the DBREPORT.MDB file is renamed DBREPORT.[YEAR].MDB

(where [year] is the four-digit year such as 1998), and the DBREPORT.MDB file is cleared to begin tabulation of current year data.

Accessing Reports

You can select to view reports from client PCs on which you have installed both the reports package client software (as described in the previous procedure) and Microsoft Excel 97/98, or from the VP system PC if Microsoft Excel 97/98 is also installed on the PC. To view reports, you click on the Start button and select Programs \ Voice Messaging \ View Reports.

<p>Note: When Excel 97/98 opens the workbook, it prompts you to enable the macros within the file. Select the option to Enable Macros, otherwise data within the report cannot be tabulated.</p>

No matter how you select to view reports, you are prompted to enter the VP system Administrator password before you can view the system information. Enter the Administrator password that was valid the previous evening (the last time the report data was compiled).

Once you enter the password, the VP system reads the data in the Microsoft Access database file DBREPORT.MDB and opens a Microsoft Excel workbook file containing several worksheets. Each worksheet presents data for a specific report.

Setting up Report Defaults

On the first page of the workbook, you are prompted to enter the name of the company. This name will appear on all subsequent report worksheet pages on-screen and when reports are printed. The STARTED and LAST UPDATED fields on the first page identify the dates for which report data is available. You cannot change these fields.

Under the System Information heading on the first workbook page, the report identifies the number of ports on the system and the total length of messages in hours and minutes that are currently stored. This area also displays the amount of time free for additional voice and fax message storage. This figure helps you quickly identify if the VP system is low on available storage space.

Under the Options heading on the first workbook page, you can modify settings that determine the report time-frame information that will be included by default on report worksheets *the next time you select to view reports*. Note that although you modify the

default view settings on this page, you can modify the view settings on a report-by-report basis as many times as you like as you view specific report worksheets. You make these report-specific modifications using fields in the upper-right portion on the worksheet screens. When you modify report time-frame settings on a particular screen, you must also select the Update button on the screen to re-draw it using the new settings you specified.

Viewing and Working with Reports

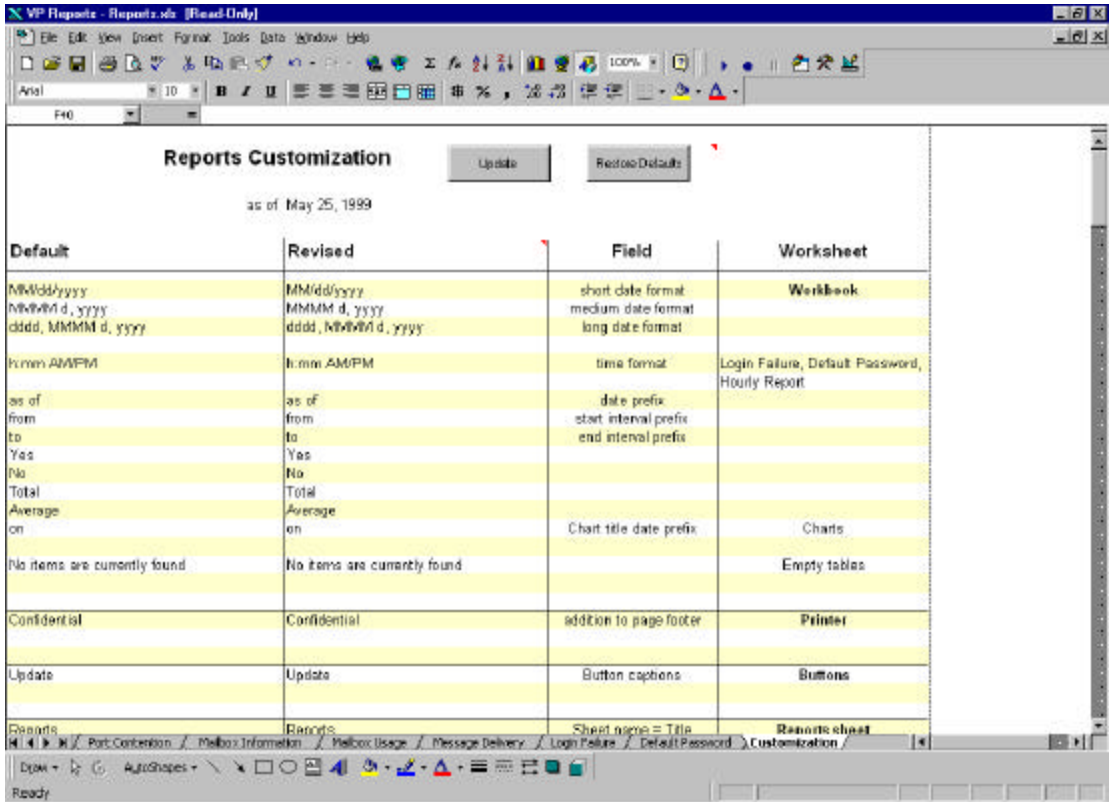
You can sort specific data on report worksheets and print the entire workbook or specific report worksheets using standard Excel commands. You can also use the Save As command on the file menu to save the file to a drive or diskette. (Refer to the Microsoft Excel documentation for additional information.)

Note that while you view and work with the report, the data in the workbook is being read from the Access database file DBREPORT.MDB on the VP system PC. If you use the Save As command to save the report under a different drive, directory, or filename, the workbook will no longer be reading the Access database file, so you cannot modify report time-frame dates and re-generate screens within the report.

When you select to close the Excel file, you are prompted to Save your changes. If you select the Yes option, the VP system saves the name you entered for the company and the default view settings you indicated on the first page of the workbook.

Customizing Reports

Once you access the report workbook, you can customize the presentation of data in each report by changing options on the Reports Customization worksheet. By changing information in the Revised column of this worksheet, you can adjust the presentation of dates and times in the report and the names assigned to fields on report worksheets. The Default column indicates the standard settings shipped with the Report Generation package. You can set any data changes you make in the Revised column back to the defaults by clicking on the Return Defaults button at the top of the Reports Customization worksheet screen.



To change a field name or date/time presentation on a particular worksheet, you must first locate the line on the Reports Customization worksheet on which you need to indicate the change in the Revised column. Do this by scrolling down the Worksheet column to locate the worksheet containing the field you want to change. Look in the Field column to locate a reference to the field. Indicate the change you want to make in the Revised column. Click on the Update button at the top of the screen to apply the change. Be sure to review the worksheet with your revised entry. In some instances, you may find you need to adjust the revision you make because the revised entry does not fit properly onto the worksheet.

To customize the format of date and time displays:

To display:	Use this format:
Months as 1-12	M
Months as 01-12	MM

To display:	Use this format:
Months as Jan-Dec	MMM
Months as January-December	MMMM
Days as 1-31	D
Days as 01-31	dd
Days as Sun-Sat	ddd
Days as Sunday-Saturday	dddd
Years as 00-99	yy
Years as 1900-1999	yyyy
Hours as 0-23	h
Hours as 00-23	hh
Minutes as 0-59	m
Minutes as 00-59	mm
Seconds as 0-59	s
Seconds as 00-59	ss

Understanding Available NT-based VP System Reports

Two types of reports are available with NT-based VP systems:

- System reports—Provide detail and summary statistics on port usage and call activity
- Mailbox reports—Provide detail and summary statistics on individual mailbox usage

There are 6 system reports:

- Class of Service
- Hourly Statistics
- Port Activity
- Port Contention
- Port Contention Trend – Monthly
- Port Contention Trend – Weekly

There are 5 mailbox reports:

- Mailbox Information
- Mailbox Usage
- Message Delivery
- Login Failure
- Default Password

System Reports

Class of Service Report

Description: Displays the current setting for each feature included in each of the 8 available classes of service (numbered 0 through 7), including any outdialing restrictions as well as digits that can be dialed while holding.

Purpose: Use this report to review the contents of all classes of service on a single screen (or piece of paper).

Sunset Travel Services, Inc.

Class of Service Report

as of October 31, 1998

COS Number	Name	Restricted Digits	Digits While Holding
0	Reserved for Engineering Test	011 911 900 976	
1	Modem & Fax	911 011 900 976	
2	Auto Allocation	011 911 900 976	
3	Gulf Gate Bldg	011 911 900 976	
4	Ivanhoe St.	011 911 900 976	
5	Outside Sales	011 911 900 976	
6	Outside Sales	011 911 900 976	
7	Supervisor		

Class of Services Number

	0	1	2	3	4	5	6	7
Operator Box Day	888	888	888	159	141	140	140	888
Operator Box Night	889	889	889	159	141	140	140	889
Exit - Goto Box	821	821	821	821	821	821	821	821
Supervisor Status	No	No	No	No	No	No	No	Yes
Access to Group	Yes	No	No	Yes	Yes	Yes	Yes	Yes
Dial-Out Allowed	No	No	No	No	No	Yes	Yes	Yes
Callers Can Page	Yes	No	No	No	No	Yes	Yes	Yes
Allower to Receive FaxMail	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Lines Allowed to Hold	1	0	3	0	0	1	1	2
Try Extension X Times	0	0	0	0	0	0	0	0
Announce Position in Queue	Yes	Yes	Yes	No	No	Yes	Yes	Yes
Maximum Message Length	300	90	300	120	120	300	300	300
Maximum Number of Messages	200	5	5	200	200	200	200	200
Maximum Greeting Length	180	60	60	60	60	180	180	60
Maximum Number of Greetings	10	1	2	2	9	9	9	9
Autodelete New Days	99	99	1	99	99	99	99	99
Autodelete Old Days	0	0	0	0	0	0	0	0
Play Menu After Greeting	No	No	No	No	No	No	No	No

Port Activity Report

Description: Provides call information for each VP system port. As you view the report, you can modify the range of dates to be included.

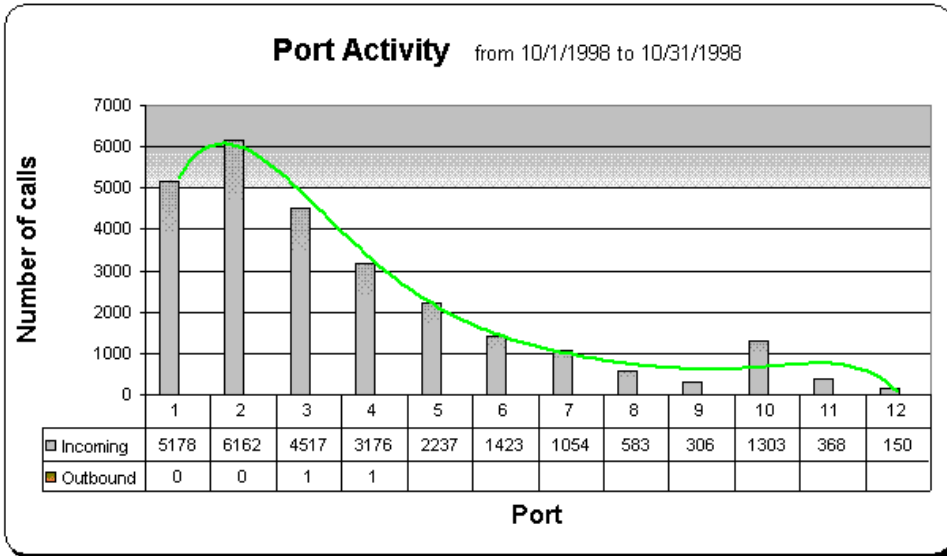
Purpose: Use this report to monitor overall system performance, such as:

- Are there enough ports to handle all outbound activities (such as wake-up calls, message waiting lamp calls, message delivery calls, etc.).
- What is the typical average call length? If this number is exceptionally high or low, there may be a technical problem (such as a bad voice board) or a design issue (such as increased call length resulting because callers are using a new question box or IVR application or because prompts in a Routing box are confusing and callers take a long time to navigate through them).

Sunset Travel Services, Inc.

Port Activity Report

from October 1, 1998
to October 31, 1998



Port	Incoming Calls	Average Incoming Length (m:ss)	Outbound Calls	Average Outbound Length (m:ss)	Average Call Length (m:ss)	Failed Outcalls
1	5178	1:55	0	0:00	1:55	0
2	6162	1:25	0	0:00	1:25	0
3	4517	1:29	1	2:57	1:29	0
4	3176	1:35	1	0:16	1:35	0
5	2237	1:40	1	0:32	1:40	0
6	1423	1:44	0	0:00	1:44	0
7	1054	1:39	990	0:05	0:54	0
8	583	1:41	6	1:56	1:41	0
9	306	1:45	99	1:00	1:34	3
10	1303	1:36	263	1:00	1:30	10
11	368	2:23	617	0:20	1:06	9
12	150	1:47	370	0:25	0:49	5
Total	26457		2348			27
Average		1:42		0:46	1:24	28805

Hourly Statistics Report

Description: Provides the *average* VP system call activity by hour. You can optionally exclude weekends or Sundays from the report.

Purpose: Use this report to identify peak traffic periods (and potential bottlenecks).

Example:

A spike in the number of calls processed between a certain time period during the day may identify increased traffic resulting from callers experiencing longer than normal hold times, and thus tying up VP system ports for extended periods of time. If a review of the Port Contention report shows that during that same period 100% of the VP system ports are in use, it is likely that additional callers are receiving a busy signal instead of being processed by the system.

Possible solutions:

- Increase the number of people answering calls during that period.
- Adjust call routing or provide additional staff training so calls are handled more efficiently and ports are freed more quickly.
- Increase the ports on the system.

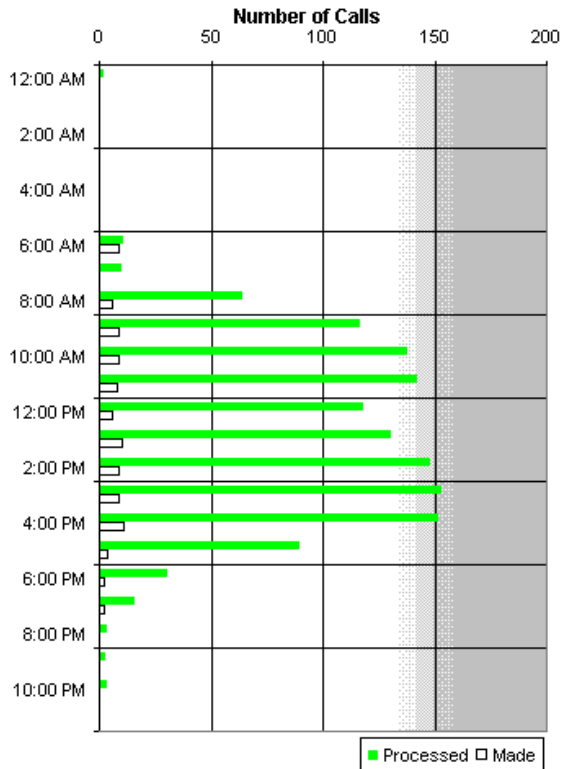
Sunset Travel Services, Inc.

Hourly Statistics Report

Average excluding weekends

from October 1, 1998
to October 31, 1998

	Average Calls Processed	Average Calls Made	Average Failed Calls
12:00 AM	2	1	
1:00 AM	0	0	
2:00 AM	0	0	
3:00 AM	0	0	
4:00 AM	0	0	
5:00 AM	0	0	
6:00 AM	11	9	
7:00 AM	10	1	
8:00 AM	64	6	
9:00 AM	117	9	
10:00 AM	138	9	
11:00 AM	142	8	
12:00 PM	118	6	
1:00 PM	131	10	
2:00 PM	148	9	
3:00 PM	153	9	
4:00 PM	152	11	
5:00 PM	90	4	
6:00 PM	31	2	
7:00 PM	16	2	
8:00 PM	4	0	
9:00 PM	3	0	
10:00 PM	4	0	
11:00 PM	1	0	
Average a day	1335	96	0



Hourly Report
from 10/1/1998 to 10/31/1998
Average excluding weekends

Port Contention Report

Description: Graphically displays the total amount of time the VP system experiences 50%, 75%, and 100% *port contention*, meaning all ports are busy or in use simultaneously. (If a range of days is specified, the information for the busiest day during that range is shown, and the date of that day is identified above the graphic.)

Purpose: Use this report to identify peak traffic time periods. Note that if port contention at any hour is nearing or at 100%, some callers to the company may be hearing a busy signal. This indicates that either additional ports need to be added or staffing, call routing, or other adjustments need to be made as discussed above under Hourly Statistics Report.

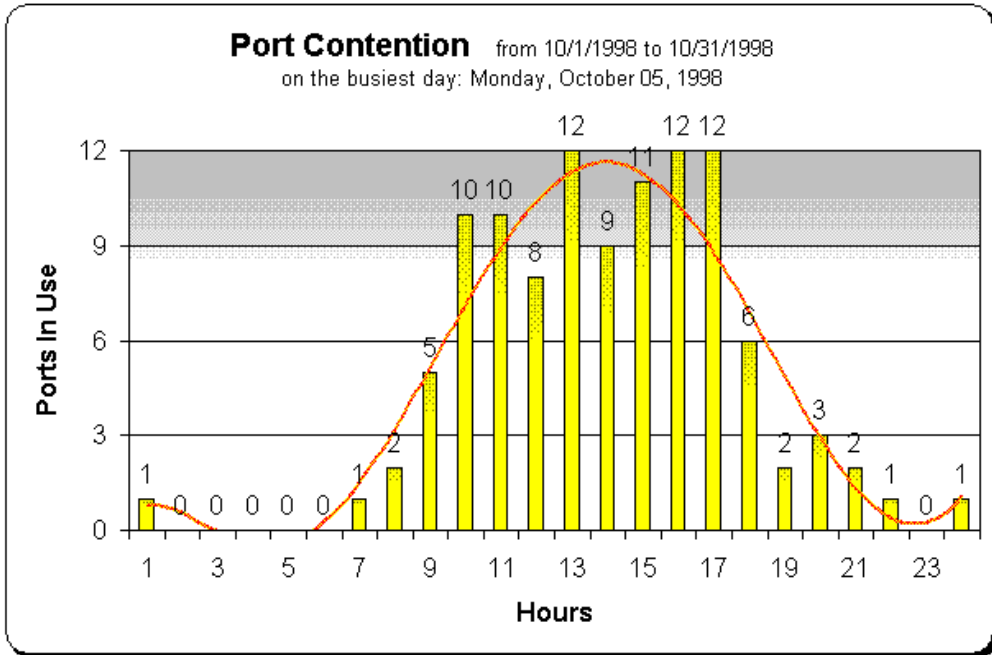
Sunset Travel Services, Inc.

Port Contention Report

from
to

Total time (hh:mm)

All ports in use 3:38
more then 75% of ports in use 23:14
more then 50% of ports in use 50:35



Port Contention Trend by Month Report

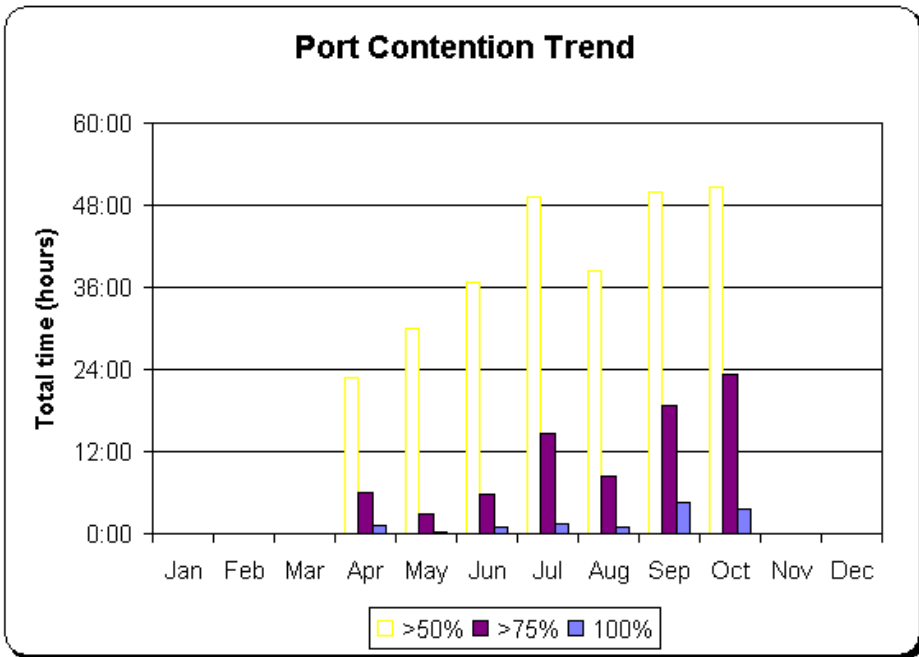
Description: Graphically displays by month the total amount of time the VP system experiences 50%, 75%, and 100% *port contention*, meaning all ports are busy or in use simultaneously. (This report displays to the right of the Port Contention report.)

Purpose: Use this report to identify *annual* traffic trends or patterns (such as seasonal peaks and valleys in call traffic, a gradual or dramatic growth pattern, etc.).

Sunset Travel Services, Inc.

Port Contention Trend

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
100%													13:03
>75%				1:15	2:48	5:49	14:42	8:22	18:49	23:14			79:48
>50%				22:55	30:02	36:44	49:15	38:31	49:56	50:35			277:59



Port Contention Trend by Day of Week Report

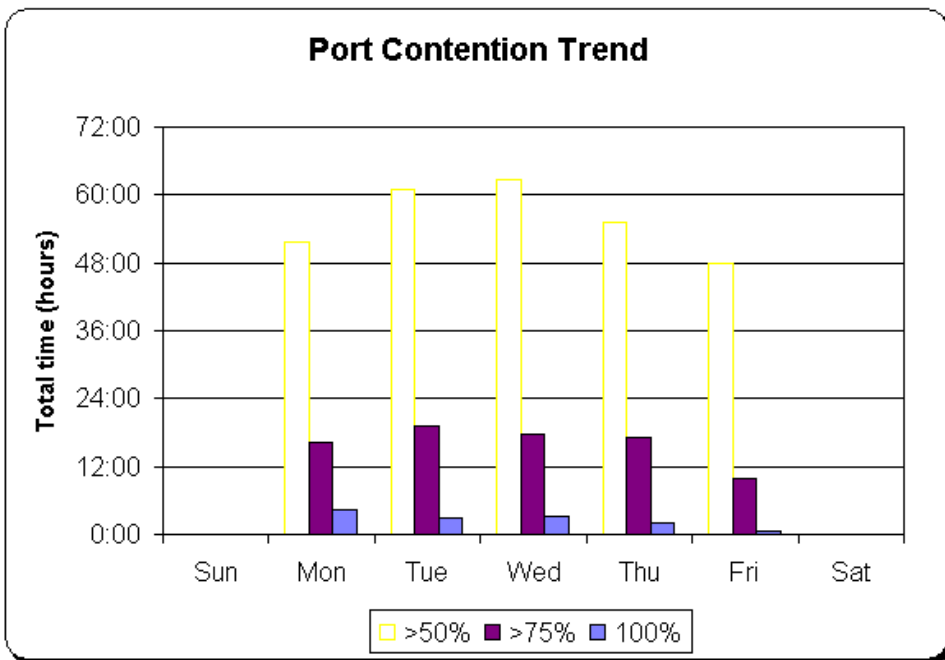
Description: Graphically displays by day the total amount of time the VP system experiences 50%, 75%, and 100% *port contention*, meaning all ports are busy or in use simultaneously. (This report displays to the right of the Port Contention Trend by Month report.)

Purpose: Use this report to identify *daily* traffic trends or patterns (such as which days the business generally experiences peaks and valleys in call traffic).

Sunset Travel Services, Inc.

Port Contention Trend

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Total
100%	0:00	4:20	2:48	3:16	2:00	0:38	0:00	13:03
>75%	0:00	16:14	19:02	17:45	17:01	9:44	0:00	79:48
>50%	0:00	51:38	60:50	62:37	55:06	47:46	0:00	277:59



Mailbox Reports

Mailbox Information Report

Description: Provides *general* information about all mailboxes on the system. (Using Excel 97/98 features, you can sort the report by name, box number, or number of messages.)

Purpose: Use this report to view a summary listing of all mailboxes in the VP system. The report can also serve as an administration and troubleshooting tool. You can:

- Compare at a glance the classes of service assigned to different users.
- Confirm that a group of mailboxes has been given access to VCM or see how many more VCM licenses remain to be assigned (for example, if the total VCM users shown on the report is 48 and 50 licenses have been purchased, two licenses/seats are available).
- Identify potential opportunities for freeing storage space on the hard drive (by identifying mailboxes with exceptionally large numbers of saved messages that may be able to be deleted).
- Identify old mailboxes that are no longer in use and can be deleted.

Sunset Travel Services, Inc.**Mailbox Information Report**

as of October 31, 1998

Name	Box #	Extension	Class of Service	New Messages	Old Messages	VCM User?	Last Login
Anderson, George	362	362	4	0	22	Yes	10/30/1998
Brown, Vincent	310	310	5	2	19	Yes	10/30/1998
Black, Ann	305	305	4	0	0	No	10/30/1998
Carter, Jeff	342	342	4	0	2	Yes	10/19/1998
Donaldson, Robert	348	348	5	0	16	Yes	10/29/1998
Green, Elizabeth	326	326	3	0	18	No	10/29/1998
Jones, Thomas	303	303	5	0	19	Yes	10/30/1998
...
O'Brien, Pat	311	311	5	1	4	Yes	10/30/1998
Sanders, Jeff	370	370	4	0	3	Yes	10/16/1998
Smith, John	340	340	5	2	13	No	10/30/1998
Thomas, Dave	321	321	5	0	13	Yes	10/30/1998
White, Shirley	302	302	5	6	49	Yes	10/30/1998
Wright, Evelyn	314	314	4	1	6	Yes	10/30/1998
	Boxes			New Messages	Old Messages	VCM User?	
Total	135			89	485	48	

Mailbox Usage Report

Description: Provides *detailed* information on the use of system mailboxes for the current and previous month. (On-screen options allow you to sort the report by name or box number.)

Purpose: Use this report to track specific activity on how mailbox owners are using their mailboxes. You can also compare activity for the current and previous month. Data on the report may identify subscriber training requirements. The report identifies:

- How frequently the subscriber accesses the mailbox
- Total messages received and sent by the mailbox
- The number of faxes received and sent by the mailbox
- Who is using VCM and to what extent
- Who is using outcalling and to what extent

- How often calls reach voice mail and why (for example, the mailbox owner does not answer or is on the phone)

Mailbox Usage Report

Sorted by Mbox Number

as of October 31, 1998

Time Format: h:mm

Mailbox Number: **302**
 Subscriber:
 Date of last use: Oct 30, 1998

Ext: 302
White, Shirley

	Current Month	Previous Month	Total		Current Month	Previous Month	Total
Subscriber Logins	134		134	Busy Transfer	309		309
Owner Login Time	8:28		8:28	No Answer Transfer	2		2
VCM calls	3		3	Successful Transfer	362		362
VCM time	0:19		0:19	Outcalls Placed			0
				Total Outcall Time			0:00

Mailbox Number: **303**
 Subscriber:
 Date of last use: Nov 1, 1998

Ext: 303
Jones, Thomas

	Current Month	Previous Month	Total		Current Month	Previous Month	Total
Subscriber Logins	1	82	83	Busy Transfer		23	23
Owner Login Time	0:02	0:59	1:01	No Answer Transfer			0
VCM calls			0	Successful Transfer	1	201	202
VCM time			0:00	Outcalls Placed	3	31	34
				Total Outcall Time	0:02	0:37	0:39

Message Delivery Report

Description: Provides a summary of all message delivery events by mailbox number.

Purpose: The report can be very useful in controlling costs and to help secure the VP system.

Example:

Consider an employee who leaves the company. As a field technician who was on the road much of the time, the employee had his mailbox set up to deliver all his messages to his current field location (typically a long distance call). When he left the company, no one

deleted his mailbox. The box still receives company-wide broadcast messages, Group box messages, etc., and the messages are still being delivered to his last long distance telephone number.

The report can also be used to help identify potential system security breaches that involve the message delivery feature.

Sunset Travel Services, Inc.

Message Delivery Report

from October 1, 1998
 to October 31, 1998

Name	Box #	Phone to call	Answered	Busy	No answer
Anderson, George	362	414-555-1212	19	1	14
Jones, Thomas	303	922-3800	9		6
...
White, Shirely	302	419-3800	41		
Wright, Evelyn	314	941-925-7278	45		

Login Failure Report

Description: Provides a list of all unsuccessful login attempts to system mailboxes. An unsuccessful login attempt occurs when a caller enters a mailbox number but fails to enter the valid password.

Purpose: The report can be useful in identifying suspected security breaches of the VP system.

Sunset Travel Services Inc.

Login Failure Report

from October 1, 1998
to October 31, 1998

Name	Box#	Failed Login	
		Date	Time
Adamson, Tom	162	10/16/98	4:38 PM
Barn, Carry	100	10/01/98	2:28 PM
Freind, Elizabeth	137	10/10/98	4:34 PM
Lemonn, Tom	124	10/11/98	9:35 PM
OBrien, Larry	120	10/11/98	7:15 AM
Olster, Bob	147	10/01/98	12:51 PM
Porter, Vince	115	10/16/98	2:14 PM
Sulster, Karen	111	10/16/98	12:12 PM
Vett, Penny	140	10/12/98	8:05 AM
Viders, Jennifer	121	10/11/98	1:45 PM
Weggly, Ellen	102	10/10/98	6:23 PM
Woodman, Bill	160	10/04/98	10:38 PM

Default Password Report

Description: Provides information about mailboxes whose subscribers have not changed their password since the mailbox was originally created or reassigned.

Purpose: The report can be useful in identifying mailboxes that pose a security risk to the company, as outside callers may gain subscriber access to the system more easily.

Sunset Travel Services, Inc.

Default Mailbox Password Report

as of October 31, 1998

Name	Box #	Initial Password	Last Login
Black, Ann	305	305	10/30/1998
Donaldson, Robert	348	348	10/29/98
...
O'Brien, Pat	311	311	10/30/98
Sanders, Jeff	370	370	10/16/98
Total	12		

1.4.10 Screen Illustrations

This section provides illustrations of screens discussed in this guide. For information on other VP system screens, contact the VP system technician.

Business Hours Screen (NT-based VP Systems)

	Day service begins	Day service ends	Lunch service begins	Lunch service ends
Sunday	0:00	0:00	0:00	0:00
Monday	0:00	0:00	0:00	0:00
Tuesday	0:00	0:00	0:00	0:00
Wednesday	0:00	0:00	0:00	0:00
Thursday	0:00	0:00	0:00	0:00
Friday	0:00	0:00	0:00	0:00
Saturday	0:00	0:00	0:00	0:00

Class of Service Screen, Message Tab (NT-based VP Systems)

Class of service number: Class of service name:

Operator box (day): When exiting open Mail box, go to box:

Operator box (night):

Messages | Greetings | Call holding | Call restrictions

Maximum number of messages:

Maximum message length: seconds.

Automatically delete OLD messages after days.

Automatically delete NEW messages after days.

Supervisor status

Access to Group

Dial-out allowed

Callers can page via PA system

Allowed to receive fax-mail

Class of Service Screen, Greetings Tab (NT-based VP Systems)

Class of service

Prev Next Cancel Save

Class of service number Class of service name

Operator box (day) When exiting open Mail box, go to box

Operator box (night)

Messages Greetings Call holding Call restrictions

Supervisor status

Access to Group

Dial-out allowed

Callers can page via PA system

Allowed to receive fax-mail

Maximum number of greetings

Maximum greeting length seconds.

Play system menu after personal greeting

Class of Service Screen, Call Holding Tab (NT-based VP Systems)

Class of service

Prev Next Cancel Save

Class of service number Class of service name

Operator box (day) When exiting open Mail box, go to box

Operator box (night)

Messages Greetings Call holding Call restrictions

Supervisor status

Access to Group

Dial-out allowed

Callers can page via PA system

Allowed to receive fax-mail

Maximum number of lines allowed to hold for this Mailbox

Digits caller can dial while holding

Try extension times before going back to caller.

While queuing, announce position in line

Class of Service Screen, Call Restrictions Tab (NT-based VP Systems)

Class of service

Prev Next Cancel Save

Class of service number Class of service name

Operator box (day) When exiting open Mail box, go to box

Operator box (night)

Messages Greetings Call holding **Call restrictions**

Supervisor status
 Access to Group
 Dial-out allowed
 Callers can page via PA system
 Allowed to receive fax-mail

Mailbox owner cannot transfer to numbers which begin with these digits:

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

Group Box Screen (NT-based VP Systems)

Group box

Prev Next New Delete Select Cancel Save Record greeting

Box number Box name

Max message length seconds.

Number of messages currently in box

9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999
9999	9999	9999	9999	9999

Holidays Screen (NT-based VP Systems)

The screenshot shows a window titled "Holidays" with a standard Windows-style title bar. In the top right corner of the window, there are "Cancel" and "Save" buttons. The main area of the window contains a list of 14 rows, each representing a holiday entry. Each row has the following fields:

Number	Status	Dropdown	Value	Description	Value
1.	On	(None)	1	answer calls by routing to box	0
2.	On	(None)	1	answer calls by routing to box	0
3.	On	(None)	1	answer calls by routing to box	0
4.	On	(None)	1	answer calls by routing to box	0
5.	On	(None)	1	answer calls by routing to box	0
6.	On	(None)	1	answer calls by routing to box	0
7.	On	(None)	1	answer calls by routing to box	0
8.	On	(None)	1	answer calls by routing to box	0
9.	On	(None)	1	answer calls by routing to box	0
10.	On	(None)	1	answer calls by routing to box	0
11.	On	(None)	1	answer calls by routing to box	0
12.	On	(None)	1	answer calls by routing to box	0
13.	On	(None)	1	answer calls by routing to box	0
14.	On	(None)	1	answer calls by routing to box	0

Mailbox Screen, General Tab (NT-based VP Systems)

The screenshot shows the 'Mail box' window with the 'General' tab selected. The interface includes a toolbar with icons for navigation and actions, and a 'Record greeting' button. Below the toolbar are input fields for 'Box number' and 'Name'. A series of tabs are visible: 'General', 'Call transfer', 'Recording', 'Message delivery', 'Pager', 'Distribution lists', 'Hotel', 'Enhanced', and 'e-Mail'. The 'General' tab contains a 'Password' field, a 'Class of service' dropdown menu with a 'Review Class of service' button, and a 'Record name' button. There are several checkboxes: 'Use language', 'Restricted access', 'Uses VCM', and 'Uses Unified Messaging'. Two input fields are provided for 'Sequence to turn on message-waiting lamp' and 'Sequence to turn off message-waiting lamp', with checkboxes for 'Use lamp for voice messages' and 'Use lamp for email messages'. On the right side, there are input fields for 'New messages' and 'Old messages'.

Mailbox Screen, Call Transfer Tab (NT-based VP Systems)

The screenshot shows the 'Mail box' window with the 'Call transfer' tab selected. The interface is similar to the General tab, but the 'Call transfer' tab is active. It features a 'Transfer to' input field, a 'during this schedule' dropdown menu, and a 'View schedules' button. Below this, there is a 'Transfer type' section with radio button options: 'No transfer', 'Blind', 'Wait for ring', 'Wait for answer', and 'Screen the call'. A 'Currently enabled' checkbox is also present. At the bottom left, there is an 'Assume no-answer after' input field followed by 'rings.'. On the right, there are three checkboxes: 'Get caller's name', 'Record every call', and 'Use 3-way calling'.

Mailbox Screen, Recording Tab (NT-based VP Systems)

The screenshot shows the 'Mailbox' window with the 'Recording' tab selected. At the top, there is a toolbar with buttons for 'Prev', 'Next', 'New', 'Delete', 'Select', 'Cancel', 'Save', and 'Record greeting'. Below the toolbar, the 'Box number' is set to '10' and the 'Name' field is empty. The 'Recording' tab contains the following options:

- After playing greeting:**
 - Record message immediately
 - Wait for a digit
 - Page immediately
 - Record message then page
- If caller chooses "other options":** [Dropdown menu] [Input field]
- After recording message:** [Dropdown menu] [Input field]
-
- Automatically forward new messages to box [Input field] after [Input field] hours, during [Dropdown menu]

Mailbox Screen, Message Delivery Tab (NT-based VP Systems)

The screenshot shows the 'Mailbox' window with the 'Message delivery' tab selected. The toolbar is identical to the previous screen. The 'Message delivery' tab contains the following options:

- Five rows of call scheduling: Each row has a 'Call' label, an empty input field, a checkbox, and a dropdown menu. The text 'times, at intervals of [Input field] minutes, during [Dropdown menu]' is repeated for each row.
- Run this cycle:** [Input field] times.
- Currently enabled
- Deliver these messages:**
 - Voice messages
 - Email messages
 - Only when marked Urgent
-

Mailbox Screen, Hotel Tab (NT-based VP Systems)

Mail box

Prev Next New Delete Select Cancel Save Record greeting

Box number Name

General Call transfer Recording Message delivery Pager Distribution lists **Hotel** Enhanced e-Mail

Hotel guest privileges only

Wake-up time

Currently scheduled

Mailbox Screen, E-mail Tab (NT-based VP Systems)

Mail box

Prev Next New Delete Select Cancel Save Record greeting

Box number Name

General Call transfer Recording Message delivery Pager Distribution lists Hotel Enhanced **e-Mail**

Account number: of 3 <=>

Is account active?

Account Information

Friendly Name:

e-Mail Address:

Outgoing Mail

Default account for outgoing mail

Account Type:

Host name:

Incoming Mail

Account Type:

Host name:

User name:

Password: Advanced...

Routing Box Screen (NT-based VP Systems)

Routing box

Prev Next New Delete Select Cancel Save Record greeting

Box number Box name

Owner

Play greeting times, then wait seconds for a digit.

If digit received, wait for more digits before routing the call

If no digit dialed

If invalid digit dialed, go to box

Route call based on

- Digit dialed
- Call sequence number
- Day of week
- Database lookup
- Day / Night service

Destination for dialed digits

Digit 1	<input type="text" value="9999"/>	Digit 7	<input type="text" value="9999"/>
Digit 2	<input type="text" value="9999"/>	Digit 8	<input type="text" value="9999"/>
Digit 3	<input type="text" value="9999"/>	Digit 9	<input type="text" value="800"/>
Digit 4	<input type="text" value="9999"/>	Digit 0	<input type="text" value="9999"/>
Digit 5	<input type="text" value="9999"/>	Digit *	<input type="text" value="9998"/>
Digit 6	<input type="text" value="9999"/>	Digit #	<input type="text" value="9992"/>

Voice

Business Hours Screen (DOS-based VP Systems)

BUSINESS HOURS				
	Day service begins	Day service ends	Lunch service begins	Lunch service ends
SUN:	_____	_____	_____	_____
Mon:	_____	_____	_____	_____
Tue:	_____	_____	_____	_____
Wed:	_____	_____	_____	_____
Thu:	_____	_____	_____	_____
Fri:	_____	_____	_____	_____
Sat:	_____	_____	_____	_____

Change "Good afternoon" to "Good evening" at: _____

Group Box Screen (DOS-based VP Systems)

G R O U P B O X				
Box number :	300	Box name :		
Name recorded :	No	Number of messages :	0	
Max message time :	60			
List of members:				
10				
11				
12				
100				
101				
102				
1000				

Holiday Schedule Screen (DOS-based VP Systems)

H O L I D A Y S C H E D U L E							
	Month	Day	Initial box		Month	Day	Initial box
Holiday 1:	None	1	9999	Holiday 11:	None	1	
Holiday 2:	None	1		Holiday 12:	None	1	
Holiday 3:	None	1		Holiday 13:	None	1	
Holiday 4:	None	1		Holiday 14:	None	1	
Holiday 5:	None	1		Holiday 15:	None	1	
Holiday 6:	None	1		Holiday 16:	None	1	
Holiday 7:	None	1		Holiday 17:	None	1	
Holiday 8:	None	1		Holiday 18:	None	1	
Holiday 9:	None	1		Holiday 19:	None	1	
Holiday 10:	None	1		Holiday 20:	None	1	

Mailbox Page 1 Screen (DOS-based VP Systems)

M A I L B O X Page 1	
Box number: 10 FIRST NAME: Sample Last: Mail box	
<p style="text-align: center;">CALL TRANSFER INFORMATION</p> Transfer type: ██████████ To: X ██████████ Rings to answer: 4 Use 3-way calling? No Get caller's name? No Record conversation? No Currently enabled? Yes Transfer schedule: Always	<p style="text-align: center;">PERSONAL DATA</p> Password: 10 Name recorded: No Greeting recorded: No <p style="text-align: center;">PRIVILEGES</p> Class of service: 0 Restricted - Client of: ██████████
Sequence to turn ON message-waiting lamp: ██████████ New: 0	
Sequence to turn OFF message-waiting lamp: ██████████ Old: 0	

Mailbox Page 2 Screen (DOS-based VP Systems)

M A I L B O X (Page 2)	
Box number: 10 First Name: ██████████ Last: ██████████	
PAGER NUMBER: ██████████ Pager type: Digital	
Times to call: 1 Mins between calls: 0 Schedule: Always Enabled? No	
After playing greeting: ██████████ If caller chooses "other options": Go to box ... - box 821 After leaving message, Go to box ... - box 821 If call is via D.I.D. play greeting in language: 1 Auto-forward NEW msgs to box ██████████ after 0 hours. Schedule: Always	
MESSAGE DELIVERY -	Where and When Repeat Interval Schedule
Call: ██████████	2 60 Schedule A
Call: ██████████	3 10 Schedule B
Call: ██████████	3 10 Schedule C
Call: ██████████	3 10 Always
Call: ██████████	3 10 Always
Run this cycle 1 times. Currently enabled? Disabled	

Mailbox Page 3 Screen (DOS-based VP Systems)

M A I L B O X Page 3					
Box number:		10	First Name:		Sample
			Last:		Mail box
SCHEDULE A			SCHEDULE B		
	Start	End		Start	End
SUN:	0:00	0:00	Sun:	0:00	0:00
Mon:	0:00	0:00	Mon:	0:00	0:00
Tue:	0:00	0:00	Tue:	0:00	0:00
Wed:	0:00	0:00	Wed:	0:00	0:00
Thu:	0:00	0:00	Thu:	0:00	0:00
Fri:	0:00	0:00	Fri:	0:00	0:00
Sat:	0:00	0:00	Sat:	0:00	0:00
SCHEDULE C			SCHEDULE D		
	Start	End		Start	End
Sun:	0:00	0:00	Sun:	0:00	0:00
Mon:	0:00	0:00	Mon:	0:00	0:00
Tue:	0:00	0:00	Tue:	0:00	0:00
Wed:	0:00	0:00	Wed:	0:00	0:00
Thu:	0:00	0:00	Thu:	0:00	0:00
Fri:	0:00	0:00	Fri:	0:00	0:00
Sat:	0:00	0:00	Sat:	0:00	0:00

Mailbox Page 4 Screen (DOS-based VP Systems)

M A I L B O X (Page 4)					
Box number:		10	First Name:		[REDACTED]
			Last:		[REDACTED]
Hotel guest privileges only? No					
WAKE-UP TIME:		7:00	Currently scheduled?		No
PERSONAL DISTRIBUTION LISTS					
Enabled?	Yes	Members:	[REDACTED]	[REDACTED]	
Enabled?	Yes	Members:	[REDACTED]	[REDACTED]	
Enabled?	Yes	Members:	[REDACTED]	[REDACTED]	
Enabled?	Yes	Members:	[REDACTED]	[REDACTED]	

Routing Box Screen (DOS-based VP Systems)

ROUTING BOX			
Box number :	300	BOX NAME :	Main Greeting
Greeting recorded :	No	Owner :	70
Number of times to play the greeting :	1		
Number of seconds to wait for a digit :	1		
If no digits dialed, Go to box ... - box 321			
If invalid digit dialed, go to box 300			
Route the call based on : Digit dialed			
When digit received, wait for more digits? Yes			
Destination for digit	1 :	6 :	* : 9998
	2 :	7 :	# : 9992
	3 :	8 :	
	4 :	9 :	Voice:
	5 :	0 : 388	

2. Using a Mailbox as a Subscriber

2.1 Identifying Yourself as the Mailbox Owner

When you call in to the VP system, you are treated as an outside caller and you can leave messages, transfer to an extension, and access features available to outside callers. To listen to the messages in a mailbox, you must identify yourself to the VP system as the mailbox owner by logging into the mailbox.

To log into a mailbox, you must access the voice mail gateway by calling into system box 9992. Normally, you access this system box via a Routing box. By default, on all Routing boxes set up on the system, the # key routes callers who press it to box 9992 (the gateway box). If you set up additional Routing boxes, it is strongly recommended that you retain the 9992 setting beside the # key on Routing box setup screens. This way, a caller can press # from almost anywhere in the system to access the voice mail gateway, which provides access to system mailboxes.

You can also access the voice mail gateway by pressing # when the VP system is playing the greeting for a mailbox (for example, *“Hi, this is Mary. Sorry I can’t take your call. Leave me a message after the tone...”*).

When your call is routed to the voice mail gateway (box 9992), the VP system prompts you to enter your mailbox number. Once you enter a valid mailbox number, the system prompts you for the password to the mailbox. Once you enter the valid password, you gain access to the mailbox, including all the messages it stores.

<p>Hint: If the VP system pauses for a few seconds after you finish entering the password, press the # key. This informs the VP system you have finished dialing.</p>
--

If the password entered is invalid, the VP system asks the caller for the mailbox and password up to two more times. If the correct password is not entered during the second or third attempt, the VP system says, *“Good-bye,”* and disconnect the call.

If you press # once when asked for the password, the VP system assumes you do not want to log in to the mailbox.

2.2 Completing the New User Tutorial

The first time a new owner opens his/her mailbox, the VP system provides a brief tutorial session that explains a few basic functions, then allows the owner to record his/her name and personal greeting and select a password. The tutorial text and functionality is described below.

Tutorial Part	Tutorial Text	Keypress Results
Tutorial Introduction	<p>“Welcome to your new mailbox. In order to familiarize you with your new mailbox, we would like to briefly describe some of its features. You may exit from this tutorial at any time by pressing the pound key.”</p>	<p>If you press #, the tutorial stops and the system voices the mailbox Main menu. Pressing # does not permanently remove the tutorial, the next time you log into the mailbox the tutorial starts again.</p> <p>If you press *, the tutorial stops and the system voices the mailbox Main menu. Pressing * does permanently disable the tutorial. It will not be played the next time you log into the mailbox.</p>
Recording Your Name	<p>“There are times when I need to say your name. For example, when the system is about to transfer a call to your extension, the caller will hear: ‘Please hold while I transfer your call to Mary Jones.’ I need to record your name. Press 1 if you would like to record your name. Otherwise, press 2.”</p>	<p>If you press 1, the system prompts you to record your name. After recording the name, the system voices it back to you and allows you to accept the recording or re-record or delete it.</p> <p>If you press 2, the VP system does not prompt you to record a name and proceeds to the next step in the tutorial.</p> <p>If you press # or * the tutorial ceases as described above, and the VP system voices the mailbox Main menu.</p> <p>Note: Until the mailbox owner records his/her name, the VP system substitutes the prompt, “that extension” as a default.</p>

Tutorial Part	Tutorial Text	Keypress Results
<p>Recording Your Greeting</p>	<p>“If you are not able to answer your phone, I will play your personal greeting to the caller. Your greeting should sound something like this: ‘Hello, this is Mary. I’m sorry I cannot take your call right now. If you would like to leave me a message, press 1, or press 3 if you would like to speak to someone else.’ Once you have recorded your greeting, you can change it at any time. Press 1 if you would like to record your personal greeting now. Otherwise, press 2.”</p>	<p>If you press 1, the VP system prompts you to record your greeting (if the mailbox is allowed multiple greetings in its assigned class of service, the greeting recorded here is greeting 0). After the system records the greeting, it plays it back to you and allows you to accept it or re-record or delete it.</p> <p>If you press 2, the VP system does not prompt you to record a greeting and proceeds to the next part of the tutorial.</p> <p>If you press # or * the tutorial ceases as described above and the VP system voices the mailbox Main menu.</p> <p>Note: Until the mailbox owner records his/her greeting, the VP system substitutes the system default greeting “...is not available right now.”</p>
<p>Entering a Password</p>	<p>“To protect your privacy, you will be asked to enter your password each time you open your mailbox. This prevents unauthorized callers from gaining access to your messages. You should change your password frequently. If you would like to change it now, press 1. Otherwise, press 2.”</p>	<p>Note: By default, each new mailbox uses the mailbox number as the initial password.</p> <p>If you press 1, the VP system prompts you to enter a new password up to the maximum number of digits allowed by the system. When you enter a new password, the VP system repeats the digits and asks for confirmation. You can accept the new password or select to enter a different password.</p> <p>If you press 2, the tutorial does not prompt you to enter a new password, and the default password is retained.</p> <p>If you press # or *, the tutorial ceases as described above, and the VP system voices the mailbox Main menu.</p>

Tutorial Part	Tutorial Text	Keypress Results
Including Your Name in the System Directory	“If you would like to be included in the dial-by-name directory, press 1. Otherwise press 2”.	<p>If the last name field of the mailbox on the mailbox screen is blank (or if it consists entirely of digits), the VP system offers you the option to have your name included in the system’s directory, which is available to callers attempting to access a specific party.</p> <p>If you press 1, the VP system prompts you to indicate the numbers on the telephone keypad corresponding to the letters that spell out the first 3 letters of your last name. Once you enter the numbers (letters), the VP system repeats them.</p> <p>If you press 2, your name is not included in the dial-by-name system directory.</p> <p>If you press # or *, the tutorial ceases as described above, and the VP system voices the mailbox Main menu.</p> <p>Note: If there is no name recorded for this mailbox, it will not be included in the directory.</p>
Concluding the tutorial	“Thank you for taking part in the tutorial. The tutorial will be repeated each time you open your mailbox. If you would like to cancel it, press the star key now.”	If you press *, the tutorial is disabled for the mailbox. If you press nothing, the mailbox Main menu plays and the tutorial will repeat the next time you log into the mailbox.

2.3 Selecting Main Menu Options

When you open your mailbox, the VP system voices your name and tells you how many messages you have. For example, *“John Smith, you have five new messages (two of these are marked urgent) and one old message.”*

The VP system then plays the Main menu, offering you various options:

Note: Not every system or mailbox has access to every option.

“To listen to your messages, press 1.

To send a message, press 2.

To change your options, press 3.

To listen to questionnaire answers, press 4. (heard only if mailbox owns a Question box)

To change languages, press 5. (heard only if multi-lingual capability is in use)

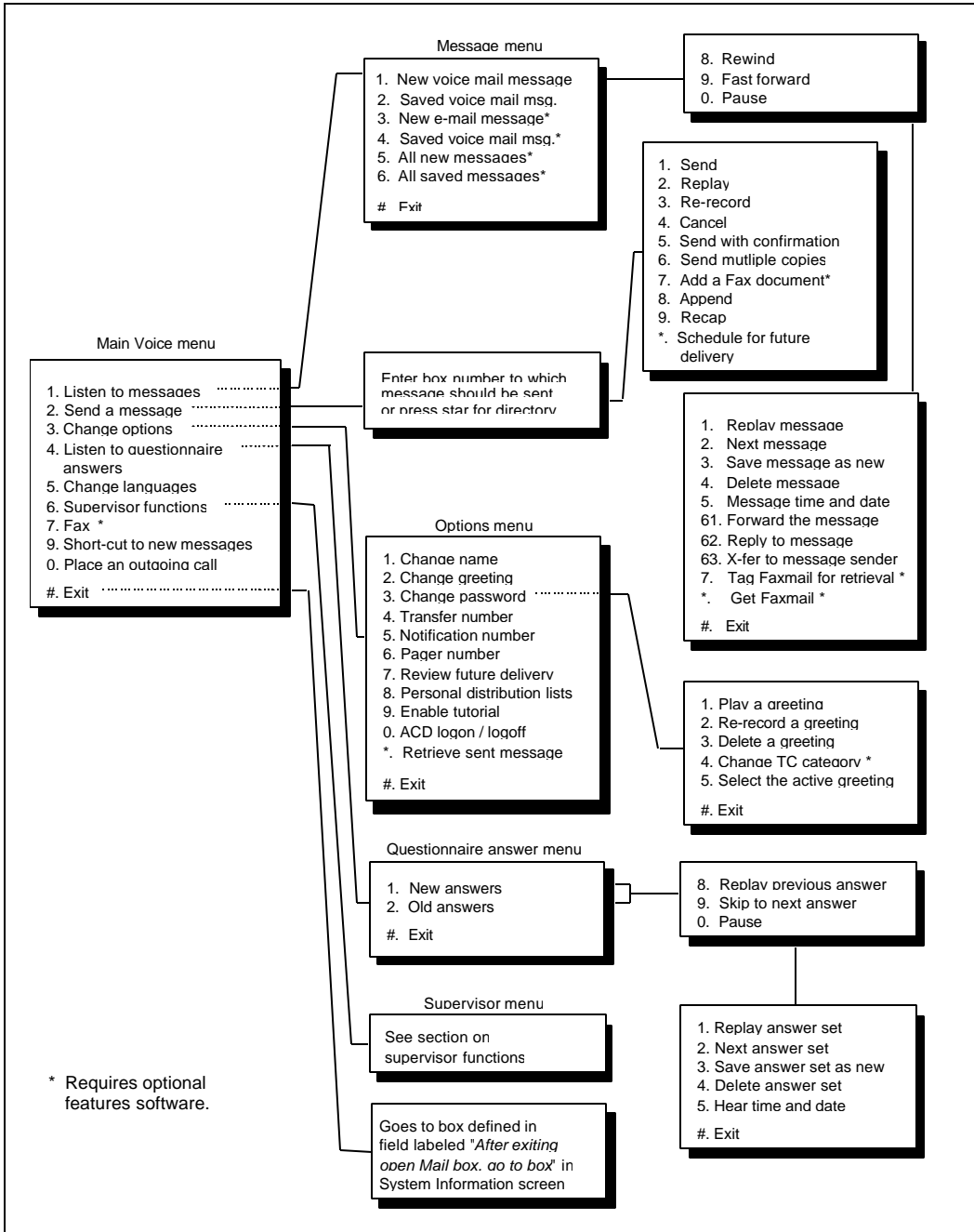
For supervisor functions, press 6.

To place an outgoing call, press 0.

Or, to exit, press #.”

Each of the Main menu choices is explained in this section. For an overview, a map of the voice menus you hear in the VP system is shown in below. Optional features (Fax Distribution, Talking Classifieds, Outbound Telemarketing, IVR) are not included.

Note: If the VP system is equipped with one or more optional modules, this menu may be slightly modified.



Map of the VP System Voice Menus

2.4 Listening to Messages

If you press 1 from the Main menu to listen to messages, the VP system prompts you to indicate the type of messages you want to listen to:

*“For new voice mail messages, press 1.
For saved voice mail messages, press 2.
For new e-mail messages, press 3.
For saved e-mail messages, press 4.
For all new messages, press 5.
For all saved messages, press 6.
Or, to exit, press #.”*

<p>Note: Note that option 3 and option 6 are heard only by subscribers using the unified messaging feature on NT-based VP systems. Information on using unified messaging features is available in a help file accessible to users through a desktop icon installed on client PCs when the unified messaging client software is installed.</p>

If you make no choice, or choose # to exit, the VP system returns you to the Main menu.

When the VP system voices messages, it plays each one in turn beginning with the oldest. If any of the messages are marked urgent, the VP system plays them first. As the VP system plays each message, it provides certain information about the message.

Before the message plays, the system provides the following information:

- If the sender indicated the message is urgent, the VP system says, *“This message is marked urgent.”* Urgent messages are played before non-urgent messages.
- If the sender indicated the message is private, the VP system says, *“This message is marked private.”* Private messages cannot be forwarded to another mailbox.
- If you indicated the message is to be deleted, the VP system reminds you that it is marked for deletion, *“You have asked for this message to be deleted.”* The message is deleted a few minutes after you exit from your mailbox.

- If the sender specified that he/she wants to be informed when you hear the message, the VP system says, *“The sender will be notified that you have received this message.”*
- If the message was sent to a Group box of which you are a member, rather than specifically to your mailbox, the VP system tells you the name of the Group box, for example, *“Message for all managers.”*

After the message plays, the system provides the following information:

- If there was an account number associated with the call, the VP system says the account number, for example, *“from 5552211.”*
- If the message was sent by another mailbox owner from within his/her mailbox, the VP system says the name of the sender, for example, *“From Ted Smith”* (see note below).
- If the message was manually forwarded, the VP system says who the original recipient was, for example, *“This message was forwarded from Mary Jones”* (see note below).
- If the message was automatically forwarded, the VP system says who the original recipient was, for example, *“This message was automatically forwarded from Mary Jones”* (see note below).
- The VP system plays the message time and date (see note below).

2.4.1 Listening to New Messages

If you choose to listen to new messages, the VP system plays each of the new messages in turn. Any urgent messages are played first (oldest first), then any non-urgent messages are played (oldest first). The VP system pauses between each message to allow you to decide what to do with the message. When you have heard all new messages, the VP system says, *“You have no more new messages,”* and returns you to the Main menu.

<p>Note: While listening to a message, you can fast-forward by pressing 9 or rewind by pressing 8. Listening to Saved (Old) Messages</p>

If you choose to listen to saved messages, the VP system plays each of the old messages. Any urgent messages are played (oldest first), then any non-urgent messages are played (oldest first). The VP system pauses between messages to allow you to decide what to do with the message. The fast-forward, rewind, and pause functions operate as they do during new message playback.

2.4.2 Selecting Options Between Messages

Each time the VP system plays a message, it ends by offering you the following choices:

- “To replay the message, press 1.*
- To save and play the next message, press 2.*
- To save the message as new, press 3.*
- To delete the message, press 4.*
- To adjust the volume, press 5.*
- For more options, press 6.*
- Or to exit, press #.”*

Each option is defined below. If you do not press a digit, the VP system returns you to the Main menu.

- **Replay Message**—The VP system plays the current message again.
- **Next Message**—The VP system moves on to the next message in the mailbox, saving the current message as an old message. If you have just listened to the last new message, the VP system says, *“You have no more new messages.”*
- **Save As New**—The VP system moves on to the next message, but stores the current message as a new message (as if you have not yet listened to it). This option can also be used to *undelete* a message you have asked to be deleted (see below).

<p>Note: When you save a message as new, mailbox functions such as message waiting lamp control and message notification also treat the message as new (the message waiting lamp remains on).</p>
--

- **Delete Message**—The VP system marks the message to be deleted, and temporarily stores it as a saved message. The message is not actually deleted until you exit from

the mailbox. If you play the message again, after requesting that it be deleted, the VP system says, *“You have asked for this message to be deleted,”* then plays the message. If you decide you do not want to delete the message, press 3 to save the message as new. Once you press 3, the message is no longer marked for deletion.

It is good practice to delete messages as soon as possible to prevent the mailbox from becoming full of old, unneeded messages. Saved messages may be scheduled for automatic deletion after a certain number of days.

- **More Options**—The VP system offers the following options:

*“To forward a copy of this message, press 1.
To reply to the message using voice mail, press 2.
To speak with the sender of the message, press 3.
To delete the message, press 4.
To hear the time and date of the message, press 5.
To reply to the message using e-mail, press 6.
Or to exit, press #.”*

<p>Note: The VP system offers options 2, 3, and 6 only if it has enough information to perform the functions (see the description of these options below). Option 6 is only available if the subscriber is using the unified messaging feature on an NT-based VP system.</p>

- **Forward the Message**—The VP system prompts you to indicate the mailbox to which you want to forward the message, *“Please enter the box number. If you do not know the box number, press star.”* Enter the box number or press * to use the system dial-by-name directory. You have the following sending options:

*“To add your comments to the beginning of the message, press 1.
To add your comments to the end of the message, press 2.
To forward the message without comment, press 3.
To exit without forwarding, press #.”*

If you select option 1 or 2, the VP system prompts you to speak your comments. Once you record your comments, they are added to the message, and the message is forwarded.

- **Reply to the Message Using Voice Mail**—The VP system places you in the mailbox of the sender (assuming the message came from another subscriber on

the system). If the message was manually forwarded, your reply is sent to the person who forwarded it. If the message was automatically forwarded (see section 5.5), the reply is sent to the person who sent the original message.

If the message was left by a caller rather than a mailbox owner, the VP system cannot send a voice reply. If in this case and you press 2 at the More Options menu, the VP system says, “*That was not a valid entry.*”

Note: The reply to message using voice mail option is available *only* if a message was sent by another mailbox owner from within his/her open mailbox (the sender has logged in to his/her mailbox and chosen option 2, Send a message, from the Main menu).

- **Transfer to Message Sender**—The operation is slightly different, depending on whether the message is from an outside caller or from a mailbox owner:

If the message is from an outside caller:

This option is available *only* if the sender's telephone number is attached to the message (as the account number). When you select the transfer to sender option, the VP system interprets the account number as a telephone number. It places you on hold and dials the digits stored in the account number, automatically using the out-dialing rules in the DIALRULE.TXT file (see section 7.25). When it has finished dialing the number, it connects you with the called party.

Certain additional conditions apply to this feature:

- * If you select this option, the VP system assumes the account number associated with the message is a valid telephone number and tries to dial it. Do not use this option if the account number is not a telephone number.
- * Before making the outgoing call, the VP system checks the RESTRICTED DIGITS fields in the mailbox's assigned class of service. If the telephone number is restricted, the VP system does not make the call.

If the message is from a mailbox owner:

The VP system places you on hold and dials the extension number associated with the sender's mailbox. Certain additional conditions apply to this feature:

- * The sender's mailbox call transfer feature must be enabled. If disabled, you hear the mailbox owner's personal greeting just as if you had called the VP system and entered the mailbox number.
 - * Your telephone system must support extension-to-extension transfers.
- **Delete the Message**—See the delete message option description above.
 - **Hear the Time and Date**—The VP system plays the time and date the message was received. The VP system consults the PC clock for this function, so it is important to ensure the clock is set to the correct date and time. You can configure the VP system to automatically play the message time and date at the beginning or end of the message on the OTHER CUSTOMIZATIONS screen (VP systems) / GENERAL INFORMATION screen (NTVP systems).
 - **Reply to the Message Using E-Mail**—The VP system records your reply then attaches it as a .WAV file to an e-mail it sends to the original message sender. If the message was manually forwarded, your reply is sent to the person who forwarded it. If the message was automatically forwarded (see section 5.5), the reply is sent to the person who sent the original message.

If the VP system does not have access to the e-mail address of the message sender, it cannot send an e-mail reply. If in this case and you press 6 at the More Options menu, the VP system says, *“That was not a valid entry.”*

2.5 Sending a Message

If you press 2 from the Main menu to send a message, the VP system prompts you to indicate the box number. You can send a message to any mailbox or Group box, or to several mailboxes or Group boxes. You can also send a message to one of the personal distribution lists defined for the mailbox.

To send a message to...	Do this
A single mailbox	Enter the mailbox number
Several mailboxes	Enter the first mailbox number
All members of a Group box	Enter the Group box number
All members of a personal distribution list	Enter the distribution list number

If you do not know the box number of the person to whom you want to send the message, press * to access the dial-by-name system directory.

Once you have entered the box number, the VP system plays the name of the owner of that box and asks you to confirm you have indicated the correct box. For example:

“John Smith. If this is correct, press 1.”

If you press 1, the VP system asks you to record your message after the tone. Once you record the message, the VP system offers the following options:

Digit	Function	Description
1	Send	Send the message. You are offered the following sending options: 1. Send with normal delivery (the default). 2. Send as an urgent message. Urgent messages are played first. 3. Send as a private message. Private messages cannot be forwarded. 5. Send and be notified when recipient has listened to the message. (This is the same as choosing option 5 below).
2	Replay	Play the message back, so you can hear how it sounds.
3	Re-record	Delete this message, and record a new one.
4	Cancel	Delete this message, without sending it.

Digit	Function	Description
5	Send with confirmation	Send the message, and have the VP system notify you when the recipient first listens to it. Once the message has been heard by the recipient, the VP system sends a message to your mailbox, telling you when the message was received and who received it (in case it was automatically forwarded to a third party). This message from the VP system is treated as a normal message in that it activates all the normal message notification, pager, message-waiting features. (This is the same as choosing option 1 above, and then pressing 5).
6	Multiple send	Send this message to several mailboxes or Group boxes. The VP system sends the message to the mailbox (or Group box) you first specified, then asks you for more box numbers. Enter each mailbox (or Group box) number when asked, then press # when you are finished.
8	Append	Continue making the recording of this message from the point where you left off. You may continue recording up to the total message length allowed by the receiving mailbox's assigned class of service.
9	Recap	Play back the last 5 seconds of the recorded message.
*	Schedule	Schedule this message for delivery at a future time and date. The VP system prompts you to enter the time and date for delivery of the message, then plays back the information you entered for confirmation. Choosing this option takes the place of pressing 1 (send), which would deliver the message immediately.

2.6 Changing Mailbox Options

If you press 3 from the Main menu to change the mailbox options, the VP system voices the Options menu:

“To record your name, press 1.

To record your greeting, press 2.

To change your password, press 3.

To change your call transfer feature, press 4.

To change your message notification feature, press 5.

To change your pager feature, press 6.

To review messages scheduled for future delivery, press 7.

To change your personal distribution lists, press 8.

To reactivate the tutorial, press 9.

*To retrieve a message you have already sent to another mailbox, press *.*

Or, to return to the Main menu, press #.”

<p>Note: If this mailbox is the owner of an ACD box (referred to as the ‘Customer Service box’ in version 10.1 and higher systems), the menu also includes an option to log agents into or out of the ACD group.</p>

If you do not make a selection, the VP system returns you to the Main menu.

2.6.1 Recording a Name

If you press 1 from the Options menu to record a name in the mailbox, the VP system plays the current recording of the name and prompts you to change it:

“To replay your name, press 1.

To re-record your name, press 2.

To delete your name, press 3.

Or, to exit, press #.”

If you press 1, the VP system plays the current recording of the name, then plays the menu again.

If you press 2, the VP system asks you to record your name after the tone. Speak the name, then press # to end the recording. If you do not press #, the VP system will record a few seconds of silence before ending the recording. This will slow the progression of calls to the mailbox. Once the name has been recorded, the VP system plays the above menu again.

If you press 3, the VP system deletes the current recording of the name. If you press #, you return to the Options menu.

2.6.2 Recording a Greeting

If you press 2 from the Options menu to record a greeting, the VP system examines the class of service assigned to the mailbox and checks to see if you are the *owner* of any other box in the system (Routing box, Questions box, etc.). The next prompt you hear depends on:

- Whether the mailbox is allowed to record multiple greetings, a single greeting, or no personal greeting, as defined in the assigned class of service. If the mailbox is not permitted to record a personal greeting, the VP system says, *“That was not a valid entry,”* and plays the Options menu again. When a call is routed to this mailbox, the caller hears the default system greeting, *“[Name] is not available right now...”*
- Whether the mailbox is the owner of one or more other system boxes. If the mailbox is an owner of another system box, the VP system prompts you to select which box you want to change the greeting in, *“Please enter the box number.”*

If you enter a number for a box that you do *not* own, the VP system says, *“I’m sorry, you do not own that box.”* then re-plays the Options menu. If you enter a number of a box that you *do* own, the VP system plays the following menu:

*“To replay the greeting, press 1.
To re-record the greeting, press 2.
To delete the greeting, press 3
To select a new active greeting, press 5.
Or, to exit, press #.”*

Options 1, 2, and 3 function the same way as when you use them to record a name for the mailbox (see above). The only difference involves boxes that are allowed multiple greetings. If the box is allowed multiple greetings and you select option 1, 2, or 3, the VP system prompts you to indicate the number of the greeting (0 – 9) you want to modify.

<p>Note: If a mailbox is not allowed any greetings, then any boxes “owned” by that mailbox are also not allowed any greetings.</p>

Enter the greeting number (or press * if you want to work with whichever greeting is currently active). If the number you enter is higher than the maximum number of greetings allowed by the assigned class of service, the VP system says, *“That was not a valid entry,”* and replays the Greeting menu. If the greeting number is valid, the VP

system allows you to play, re-record, or delete it using the same functionality it uses when you play, re-record, or delete the mailbox name (see above).

Note: If the mailbox is allowed multiple greetings, recording one of the greetings does *not* affect which greeting is active. That is, if greeting 0 is currently the active greeting, recording greeting 1 does not automatically make it the active greeting. You must use option 5 to activate a different greeting.

Option 5 allows you to select another greeting as the currently active greeting. The *active* greeting is the greeting played to callers when they are routed to the mailbox. Once you select a new active greeting, the VP system plays the greeting back to you for confirmation.

Note: If the class of service assigned to the mailbox allows multiple greetings (ranging from 0 to 9), record greeting 0 first since this is the active greeting by default. You can then record additional greetings 1 through 9, as allowed by the class of service.

2.6.3 Changing a Password

If you press 3 from the Options menu to change your password, the VP system prompts you to enter a new password. The password can contain the digits 0 – 9 and the character *, and it can be up to 10 digits/characters long.

Once you enter a new password, the VP system prompts you to re-enter it for confirmation. This ensures you do not accidentally mis-enter the password you intended to use. Once you enter the same password twice, the VP system plays the prompt, “*Your password has been changed and will be in effect the next time you call.*”

If you do not re-enter the password when prompted or you do not enter two matching password as prompted, the VP system does not accept the new password and plays the prompt, “*Your password has not been changed.*”

Note: If you do not want to password-protect a mailbox, enter **0000** (four zeros) as the password. If the mailbox contains the password 0000, the VP system does not prompt the mailbox owner to enter a password when logging into the mailbox. Be advised that when the mailbox does not prompt for a password, anyone can open it. You are strongly urged to *always* password-protect a mailbox and change the password regularly for maximum security.

Note: Mailbox owners are barred from remotely changing their passwords if the password field entry is enclosed in brackets [] on the MAILBOX screen.

2.6.4 Changing the Call Transfer Service

If you press 4 from the Options menu to change the call transfer service, the VP system announces the current state of the service. If the service is currently enabled (on), you hear the prompt, *“Your calls are currently being transferred to [number]. Press 1 if you would like to change the number.”* If the call transfer service is currently disabled (off), you hear the prompt, *“Your calls are currently being transferred to voice mail. Press 1 if you would like to change the number.”*

Press * to toggle the call transfer service on (callers are transferred to the telephone) and off (callers hear the mailbox greeting immediately). After you press *, the VP system voices a confirmation prompt indicating the current state of service.

Press 1 if you want to enter a new call transfer number. The VP system asks you for the new number, *“Please enter the new number.”* Once you enter the new number, the VP system plays the confirmation prompt, *“Your calls are currently being transferred to [number].”* Press # to accept the number and return to the Options menu, or press 1 to enter a different number.

Note: Mailbox owners are barred from modifying the call transfer number if the number is enclosed in brackets [] on the MAILBOX screen.

When you specify a call transfer number, you can enter the following special characters:

- ### is interpreted as a hook-flash.

- *** is interpreted as a pause. The default length of the pause is equal to one comma (,). To remotely enter a longer pause, enter ***** (6 stars).

You may enter the number of a telephone outside of the telephone system, provided the telephone system supports this feature and the VP system has been programmed to perform external transfers. Long distance (toll) numbers can be restricted in the mailbox owner's assigned class of service.

2.6.5 Changing the Message Notification Service

If you press 5 from the options menu to change the message notification feature, the VP system informs you of the current state of the feature, *"Your message notification feature is [telephone number],"* or, *"Your message notification feature is off. Press 1 to change the number or press pound if you're finished."*

To change the message notification number, use the technique described above for changing the call transfer service. To toggle the message notification feature on or off, press *, also as described above.

<p>Note: This option allows you to change the first telephone number the VP system calls to inform you that you have new messages. You can also toggle message notification on and off using this option.</p>
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2.6.6 Changing the Pager Service

If you press 6 from the Options menu to change the pager service, the VP system informs you of the current state of the feature, *"Your pager service is [telephone number],"* or, *"Your pager service is off. Press 1 to change the number or press pound if you're finished."*

To change the pager service, use the technique described above for changing the call transfer service. To toggle the pager service feature on or off, press *, also as described above.

2.6.7 Reviewing Messages Scheduled for Future Delivery

If you press 7 from the Options menu to review future delivery messages, the VP system plays information about the next message you have scheduled for future delivery, *“Message for [receiving mailbox owner’s name] [date] at [time],”* or, *“You have no messages scheduled for future delivery.”*

If you currently have messages scheduled for future delivery, the VP system plays the following menu of options:

*“To listen to the message, press 1.
To hear the next message, press 2.
To cancel the message, press 4.
Or, to exit, press #.”*

You can only listen to or cancel future delivery messages from this menu. If the contents of the message are not satisfactory you must delete the message, then return to the Main menu and press 2 to re-record and reschedule the message.

If you do not have any messages scheduled for future delivery, or after you have listened to all of the future delivery messages, the VP system says, *“You have no [more] messages scheduled for future delivery,”*

2.6.8 Changing the Personal Distribution Lists

If you press 8 from the Options menu to change a personal distribution list, the VP system prompts you through the process of making personal distribution list modifications. This option allows you to add mailboxes to or remove mailboxes from a personal distribution list.

2.6.9 Retrieving a Message Already Sent to Another Mailbox

If you press * from the Options menu to retrieve a previously sent message, the VP system prompts you to enter the recipient’s mailbox number. If the mailbox contains messages you have sent, and the mailbox owner has not yet listened to those messages, the VP system plays each one. After each message plays, the VP system allows you to skip it, re-play it, re-record it, or delete it.

2.6.10 Logging into and out of ACD Boxes

Note: The 'ACD box' is referred to as the 'Customer Service box' in version 10.1 and higher systems.

On VP system versions 10.1x and higher. If the phone system supports enhanced ACD integration, check this box to activate these features. Enhanced ACD integration:

- Allows you to specify on CUSTOMER SERVICE BOX screens that call hunting is to start from the longest idle extension
- Allows the VP system to identify non-idle agent extensions before attempting a call transfer (speeding call processing)
- Provides LCD display of queue statistics
- Allows agents to log into and out of an ACD group via the LCD controls on their phone

For additional information on enhanced ACD integration and the phone systems that support it, contact a VP system sales representative. The information below assumes the system is *not* using enhanced ACD features.

If you press 0 from the Options menu for ACD administration, the VP system asks you to indicate the number of the ACD box you want to modify. Enter the ACD box number. The VP system voices the following options:

*“To add an extension to this ACD group, press 1.
To remove an extension, press 2.
To exit, press #.”*

If you select option 1 or 2, the VP system asks you for the extension number.

Note: Enter an *extension* number, *not* a mailbox number. The numbers listed in the ACD box are *extension* numbers.

Once the VP system adds the extension you specified to or deletes it from the ACD group, the system voices the confirmation prompt, *“Extension [number] has been [added to / deleted from] ACD group [name].”*

2.7 Listening to Question Box Answers

If the mailbox owns one or more Question boxes, you can press 4 to listen to answers recorded as messages in the mailbox. If you press 4 from the Main menu to listen to answers, the VP system asks you whether you want to listen to new or old questionnaire answers:

*“For new questionnaire answers, press 1.
For old questionnaire answers, press 2.
Or, to exit, press #.”*

When you select option 1 or 2, the VP system searches through all the Question boxes owned by the mailbox and plays any old or new messages it finds.

<p>Note: Questionnaire answers are arranged in sets, with each set consisting of the answers supplied to the questions (1 through <i>n</i>) recorded in the Question box.</p>
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While the VP system plays back a set of answers, you can press **8** to replay the last answer. You can also press **9** to skip forward to the next answer and press **0** to pause the playback. To resume playback you have paused, press **0** again or wait 30 seconds and the VP system will automatically resume playback.

After an entire set of questionnaire answers has played, the VP system voices the following options:

*“To replay the message, press 1.
To play the next message, press 2.
To save the message as new, press 3.
To delete the message, press 4.
For message time and date, press 5.
To exit, press #.”*

The same basic message play features apply when you are listening to Question box answers as when you listen to regular messages. Press 1 to replay the entire set of answers, press 2 to save the set as an old set and proceed to the next set of answers, press 3 to save the set as a new set of answers, and press 4 to delete the answers. When you have listened to all sets of answers, the VP system plays the system prompt, *“You have no more [new / old] messages.”*

Note: You cannot forward a Question box answer to another mailbox.

2.8 Changing Languages in a Mailbox

If you press 5 at the Main menu, the VP system switches to the next language. For example, assume that the first language on the system is English, the second language is French, and the third language is Spanish. If you are listening to the Main menu in English, and you press 5, the VP system restarts the menu again in French. French is now the current language for the call. All menus and prompts are played in French. If you record a greeting, it should be in French.

If you go back to the Main menu, and press 5 again, the VP system starts playing the Main menu in Spanish. Spanish is now the current language for the call. All menus and prompts are played in Spanish. If you record a greeting, it should be in Spanish.

2.9 Placing an Outgoing Call from a Mailbox

If you press 0 from the Main menu to place an outgoing call, the VP system checks the class of service assigned to the mailbox to verify this feature is available to you. If it is not, the VP system says, *“I’m sorry, that was not a valid entry.”*

If you *are* authorized to use the outgoing call feature, the VP system prompts you for the number to which you want to be connected, and it places a conference (three-way) call to that number.

2.10 Exiting a Mailbox

If you press # from the Main menu to exit, the VP system closes the mailbox and routes your call to a new box. To determine where to send your call, the VP system looks at the CLASS OF SERVICE screen in the field WHEN EXITING OPEN MAILBOX, GO TO BOX.

